

## ServiceNow Administration Advanced (SAA)

ID SAA Price 1,786.— €(excl. tax) Duration 2 days

### Important notes for the booking of ServiceNow trainings

1. So that we can finally process your registration, you will receive an enrollment request after booking the course. Please carry out the enrollment immediately, at the latest **three** working days before the start of the course, according to the following instructions at ServiceNow: [Enrol for Instructor Led Training using Learning Credits](#)
2. Please note that we must receive short-term bookings no later than five working days before the course begins.
3. If you are unable to attend the training date you have booked (e.g. illness, etc.) or if ServiceNow cancels the course, a credit note is not possible under any circumstances. If you cancel, you can name a replacement person. In both cases of cancellation, the validity of your credit remains for 12 months after the order.

For more information, please refer to the [ServiceNow Terms and Conditions](#).

### Course Overview

Work with Application Data Management, Reporting, Debugging, Integrations, and Platform Optimization and Maintenance. The System Administration Advanced course teaches about the robust controls in the base instance in modules and labs to reinforce daily tasks. Course labs are designed step-by-step to facilitate the application of concepts.

This course explores ServiceNow application and how it is defined. It continues by covering the components of an application, focusing on application scopes and the different types of application data. The course continues on by examining reporting. It examines how ServiceNow reporting enables the user to create and distribute reports that show the current state of instance data, such as how many open incidents of each priority exist followed by data hygiene and the importance of maintaining the system

humming, which also provides better user experience. The course wraps up by reviewing ServiceNow integrations with many third-party applications and data sources.

### Course Objectives

Learn about the robust controls in the base instance in modules and labs to reinforce daily tasks

### Course Content

The System Administration Advanced course will prepare administrators through advanced concepts by:

- Identifying ServiceNow applications and application components
- Explaining the difference between application configurations and customizations
- Describing best practices for reporting efficiencies within the ServiceNow platform
- Introduction to debugging tools
- Explore ServiceNow Integrations
- Identifying various factors affecting performance
- Discussing different data paths into the ServiceNow platform

# About Fast Lane



Fast Lane is a global, award-winning specialist in technology and business training as well as consulting services for digital transformation. As the only global partner of the three cloud hyperscalers- Microsoft, AWS and Google- and partner of 30 other leading IT vendors, Fast Lane offers qualification solutions and professional services that can be scaled as needed. More than 4,000 experienced Fast Lane professionals train and advise customers in organizations of all sizes in 90 countries worldwide in the areas of cloud, artificial intelligence, cyber security, software development, wireless and mobility, modern workplace, as well as management and leadership skills, IT and project management.

## Fast Lane Services

- ✓ High End Technology Training
- ✓ Business & Soft Skill Training
- ✓ Consulting Services
- ✓ Managed Training Services
- ✓ Digital Learning Solutions
- ✓ Content Development
- ✓ Remote Labs
- ✓ Talent Programs
- ✓ Event Management Services

## Training Methods

- ✓ Classroom Training
- ✓ Instructor-Led Online Training
- ✓ FLEX Classroom – Classroom & Online Hybrid
- ✓ Onsite & Customized Training
- ✓ E-Learning
- ✓ Blended & Hybrid Learning
- ✓ Mobile Learning

## Technologies & Solutions

- ✓ Digital Transformation
- ✓ Artificial Intelligence
- ✓ Cloud
- ✓ Networking
- ✓ Cyber Security
- ✓ Wireless & Mobility
- ✓ Modern Workplace
- ✓ Data Center



**Worldwide Presence**  
with high-end training centers  
around the globe



**Multiple Awards**  
from vendors such as AWS,  
Microsoft, Cisco, Google, NetApp,  
VMware



**Experienced SMEs**  
with over 19.000 combined  
certifications

### Germany

**Fast Lane Institute for Knowledge  
Transfer GmbH**  
Tel. +49 40 25334610  
info@flane.de / www.flane.de

### Austria

**ITLS GmbH**  
(Partner of Fast Lane)  
Tel. +43 1 6000 8800  
info@itls.at / www.itls.at

### Switzerland

**Fast Lane Institute for Knowledge  
Transfer (Switzerland) AG**  
Tel. +41 44 8325080  
info@flane.ch / www.flane.ch