

ServiceNow Express Administrator Training *Course Topics*

<p>Account Management:</p> <ul style="list-style-type: none"> • User Settings Overview • Create Account & use Impersonation • Group & Role management 	<p>UI Management:</p> <ul style="list-style-type: none"> • Brand your instance (logo, title, colors) • Edit the Application Menus • Create customize modules • List management • Make a Gauge & add to a Homepage
<p>Application/Form Management:</p> <p>Create:</p> <ul style="list-style-type: none"> • UI Policies • Priority rules • Assignment rules <p>Manage: Fields, Sections, Related List</p> <p>Update:</p> <ul style="list-style-type: none"> • OOB Notifications 	<p>Service Catalog Management:</p> <p>Create:</p> <ul style="list-style-type: none"> • Item • Catalog UI Policy rule • Execution Plan • SLA Rule <p>Manage:</p> <ul style="list-style-type: none"> • Cart properties • Approval rule (2 Scenarios - Cart & Item level approval) <p>Update:</p> <ul style="list-style-type: none"> • A Record Producer
<p>Knowledge Management:</p> <ul style="list-style-type: none"> • KB Topic & Category • Knowledge from an Incident • Give Feedback on an Article • View KB Article Feedback 	<p>CMDB:</p> <ul style="list-style-type: none"> • Create an Import Template • Upload a template/create CMDB records
<p>Mail:</p> <ul style="list-style-type: none"> • Review an Outbound Email 	<p>System Tables:</p> <ul style="list-style-type: none"> • View the Table Dictionary • Create a New Table
	<p>Continuing your education:</p> <ul style="list-style-type: none"> • Internal Instance Documentation • ServiceNow Express Documentation • ServiceNow Community • ServiceNow Developer site