

Saviynt App for ServiceNow

Training Datasheet

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Course Overview

This self-paced training course focuses on covering What's New with v2.0 Saviynt App for ServiceNow. The training provides a good preview of improvements made to the Saviynt App for ServiceNow user interface for seamless user experience. This course provides the knowledge and skills to learn the various features, navigate the user interface, understand the common use cases, and perform business user tasks against your Identity infrastructure. This course is built on v2.0 Saviynt App for ServiceNow.

Course Duration

- 1 hour of self-paced training
- 50% lecture and 50% demo

Target Audience

- DM Consultants
- IDM Managers
- Any experienced individual (Saviynt Platform)

Delivery Methods

- Self-paced

Lab Environment

- E-learning content only

Course Objectives

By the end of this course, you should be able to meet the following objectives:

- Understand What's New with v2.0 Saviynt App for ServiceNow.
- Learn about the improvements to the v2.0 Saviynt App for ServiceNow that is relevant for End Users.
- Understand the improvements made to the user interface for seamless user experience.
- Explain the improvements related to the v2.0 Saviynt App for ServiceNow that is relevant for Admin Users.

Course Modules

01 | What's New with v2.0 Saviynt App for ServiceNow – End Users

- Ability to place Enable/Disable/Remove Account Request
- Ability to request account without any entitlements
- Support of Account Name Rule in create account request
- ServiceNow Request (RITM) is closed based on Saviynt task completion
- Other UI improvements

02 | What's New with v2.0 Saviynt App for ServiceNow – Admin Users

- Ability to reconcile user, account, and entitlement metadata
- Improved Reconciliation job performance (import sets)
- Enhanced Reconciliation jobs to be non- concurrent
- Enhanced Reconciliation jobs to be cancelled
- Support for (MID) Server based ServiceNow integration
- Config support for Custom ServiceNow WF status transition to approved/rejected
- Logging improvements – Job, Requested Item detail
- Other improvements

Upon Training Completion

Saviynt will provide you with a course completion certificate after completing this training course. A sample of the certificate is shown below:

