ServiceNow Administration & Development

Configure, administer and extend ServiceNow ITSM — aligned to the CSA certification.

DURATION	FORMAT	LEVEL	LABS
40 hours	Onsite, online or hybrid	Intermediate	Cloud sandbox included

About this programme

A hands-on ServiceNow course for teams running IT service management on the Now Platform. Learners configure the instance, build forms, workflows and service catalogue items, manage users and data, and script with Business Rules and Flow Designer, preparing for the ServiceNow Certified System Administrator (CSA) exam.

Who it is for: ITSM administrators, service-desk leads and developers new to ServiceNow

What your team will be able to do

- Navigate and configure a ServiceNow instance, lists, forms and UI policies
- Run incident, problem, change and request management processes
- Build service catalogue items and automate them with Flow Designer
- Manage users, groups, roles, access controls and data imports
- Extend the platform with client scripts, Business Rules and update sets

Before you start

- ITIL or IT service management basics
- No ServiceNow experience needed

Course outline

We send the module-by-module outline with your proposal, adapted to your team's tools and goals.

Assessment and certification

How learning is checked

- A short knowledge check on day one and again at the end, so you can see each person's progress
- Graded hands-on labs in every module, reviewed by the trainer
- A final exercise that applies the programme to a problem like your team's own
- A timed practice exam in the format of the real one, with a review of every answer

Certificate and exams

- Participants who complete the programme receive a Cognitive Networks AI certificate of completion.
- Prepares your team for the ServiceNow Certified System Administrator exam. Exam vouchers are not included: each participant books the exam with ServiceNow.

Formats and cohort size

- Onsite: At your office or a venue you choose, in full days.
- Online, live: Instructor-led over video, usually in half-day sessions so people can keep up with work.
- Hybrid: Some days in a room together, the rest online. Useful when a team works across cities.

Cohort size: 15 to 25 people per trainer. Larger teams run as parallel cohorts on the same outline, so everyone learns the same thing.

Pricing: We quote per cohort, based on duration, format and number of cohorts. There is no per-seat price list: tell us your team and we send a proposal within one business day.

Bring this programme to your team

Request a proposal at cognitivenetworks.ai/contact?programme=servicenow-administration

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> ServiceNow is a trademark of ServiceNow. Cognitive Networks AI is not affiliated with ServiceNow. This programme prepares your team for the exam. It is not an official course of ServiceNow, and the exam is booked separately.