ServiceNow Administration 24-Hour Course Curriculum

8 Modules | 24 Training Hours | Platform Administrator • CSA • Application Support

Module	Hours
1. ServiceNow Platform Fundamentals and Navigation	2
2. User, Group, Role and Access Administration	3
3. Tables, Forms, Lists and Data Management	3
4. ITSM Administration and Service Catalog	4
5. Flow Designer, Notifications and Automation	3
6. CMDB, Data Quality and Reporting	3
7. Instance Administration, Security and Deployment	3
8. Enterprise Implementation Scenarios and Interview Preparation	3
Total	24

Module 1. ServiceNow Platform Fundamentals and Navigation — 2 Hours

- ServiceNow architecture, instances, environments and application scope
- ServiceNow AI Platform and current release capabilities
- Navigation, workspaces, applications, modules and preferences
- Records, tables, fields, forms, lists and task-based architecture
- Personal Developer Instance setup and administration interfaces

Module 2. User, Group, Role and Access Administration — 3 Hours

- User creation, activation, deactivation and profiles
- Groups, memberships, role inheritance and role assignments
- Users versus groups versus roles
- Access Control Lists (ACLs): table and field permissions
- Impersonation and access-denied troubleshooting
- Delegation, least privilege and security administration

Module 3. Tables, Forms, Lists and Data Management — 3 Hours

- Table hierarchy, extension and dictionary entries
- Field types, reference fields and relationships

- Form Layout, Form Designer, views and related lists
- List configuration, filters, views and templates
- Import Sets, Data Sources, Transform Maps and coalesce
- Data Policies, UI Policies and data validation
- Duplicate data and import-error resolution

Module 4. ITSM Administration and Service Catalog — 4 Hours

- Incident states, priority, assignment and escalation
- Problem Management, known errors and workarounds
- Change Enablement: change types, risk, approvals and tasks
- Request Management: requests, requested items and catalog tasks
- Catalog items, variables, variable sets and record producers
- Catalog approvals and fulfillment
- SLAs, schedules, breach tracking and assignment rules
- Knowledge Management fundamentals

Module 5. Flow Designer, Notifications and Automation — 3 Hours

- Flow triggers, actions, conditions and data pills
- Record-triggered flows and approval automation
- Branching, error handling and execution details
- Email notifications, events and notification templates
- Assignment rules and business rules overview
- Flow troubleshooting and maintenance

Module 6. CMDB, Data Quality and Reporting — 3 Hours

- CMDB fundamentals, configuration items, classes and relationships
- Common Service Data Model (CSDM) fundamentals
- CMDB ownership, quality and reconciliation concepts
- Reports, filters, aggregations and dashboards
- Scheduled reports and Platform Analytics overview
- Data-quality and reporting support scenarios

Module 7. Instance Administration, Security and Deployment — 3 Hours

- System properties, plugins and instance configuration
- Update Sets: creation, preview, commit and conflicts
- Application Repository and deployment concepts
- Instance cloning, upgrades and patch management overview
- Instance Scan and configuration quality checks
- System logs, audit history and security governance

Module 8. Enterprise Implementation Scenarios and Interview Preparation — 3 Hours

- Translate business requirements into configurations
- User onboarding with group and role provisioning
- Incident assignment and escalation scenario
- Catalog request and approval workflow scenario
- Data import, validation and troubleshooting
- Update Set deployment and rollback planning
- CSA-style configuration and support interview scenarios
- Administrator handover documentation