ServiceNow Master Course

CSA, ITSM, CAD, Flow Designer, Now Assist & AI Agents | 40-Hour Curriculum

Module	Course module	Hours
1	ServiceNow Fundamentals & Architecture	2
2	ServiceNow Administration (CSA)	8
3	ServiceNow ITSM	9
4	ServiceNow Application Development (CAD)	9
5	Flow Designer & Integrations	4
6	ServiceNow Now Assist + AI Agents	6
7	Real-Time Scenarios & Interview Preparation	2
	Total	40

Module 01 | ServiceNow Fundamentals & Architecture - 2 Hours

Platform Foundations

- Introduction to ServiceNow and the Now Platform
- ServiceNow architecture and enterprise applications
- ITSM, ITOM, HRSD and CSM overview
- ServiceNow instances, releases and environments

Platform Navigation

- Personal Developer Instance (PDI) setup
- Application Navigator, workspaces, lists and forms
- Tables, records, fields and reference relationships
- Filters, search, favorites and user preferences

Module 02 | ServiceNow Administration (CSA) - 8 Hours

User & Access Management

- Users, groups and roles
- Role-based access control
- Access Control Lists (ACLs)
- User impersonation and access troubleshooting
- Group membership and role inheritance

Platform Configuration

- Tables, fields and dictionary
- Form and list configuration
- UI Policies and Data Policies
- Notifications and email templates
- Assignment rules and business rules overview
- Reference fields, choice lists and related lists

Data Management

- Import Sets and Transform Maps
- Update Sets and update set lifecycle
- Reports and dashboards
- System properties and basic administration
- Data validation and import error troubleshooting

Module 03 | ServiceNow ITSM - 9 Hours

Incident Management

- Incident lifecycle, creation, categorization and prioritization
- Assignment groups, escalation, resolution and closure
- Major Incident Management overview
- Incident assignment and notification scenarios

Problem Management

- Problem lifecycle and Root Cause Analysis
- Known Errors and Workarounds
- Incident-to-Problem relationships
- Problem investigation and closure

Change Management

- Standard, Normal and Emergency Changes
- Change approvals and approval policies
- Risk and impact assessment
- Change lifecycle and implementation review

Request & Service Catalog

- Service Catalog and Catalog Items
- Record Producers and Variables
- Request and Requested Item lifecycle
- Approval and fulfillment processes
- Catalog UI Policies and variable sets

Service Level & Knowledge Management

- SLA configuration and tracking
- Knowledge Bases and articles

- ITSM reports and dashboards
- Incident, change and request troubleshooting scenarios

Module 04 | ServiceNow Application Development (CAD) - 9 Hours

Development Fundamentals

- ServiceNow application development architecture
- Scoped applications and application modules
- JavaScript fundamentals for ServiceNow
- Custom tables and application data model
- Application scope and cross-scope concepts

Client-Side Development

- Client Scripts: onLoad, onChange and onSubmit
- GlideForm API
- UI Policies
- GlideAjax introduction
- Client-side validation and debugging

Server-Side Development

- Business Rules: Before, After and Async
- GlideRecord API and query operations
- GlideSystem API
- Script Includes and reusable server logic
- Scheduled Scripts
- Error handling and logging

Application Development

- Create a custom scoped application
- Forms, modules and record operations
- Application roles and ACLs
- Form validation and business logic
- Debugging and troubleshooting
- Application deployment fundamentals
- Custom IT Asset Request application scenario

Module 05 | Flow Designer & Integrations - 4 Hours

Workflow Automation

- Flow Designer architecture
- Triggers, actions and conditions
- Data Pills and Flow Logic
- Approvals and notifications
- Subflows, reusable actions and flow debugging
- Flow execution details and error handling

Integration Fundamentals

- REST API basics and REST API Explorer
- Inbound and outbound REST concepts
- REST Messages and JSON
- IntegrationHub and Spokes overview
- REST authentication and request testing fundamentals
- Service request approval automation and REST API testing

Module 06 | ServiceNow Now Assist + AI Agents - 6 Hours

AI & Generative AI in ServiceNow

- Introduction to Generative AI and Agentic AI
- Traditional automation vs AI-powered workflows
- ServiceNow AI architecture overview
- AI use cases in ITSM and enterprise service management

ServiceNow Now Assist

- Introduction to Now Assist and Now Assist for ITSM
- AI-powered incident summarization
- Resolution note and knowledge article generation
- AI-assisted incident investigation
- Now Assist administration and activation overview
- AI governance, permissions and data protection

ServiceNow AI Agents & AI Agent Studio

- AI Agents vs Virtual Agents vs Flow Designer
- AI Agent Studio architecture and navigation
- AI agent roles, instructions and tools
- Agentic workflows and orchestration
- Prebuilt AI Agents for ITSM
- AI-assisted incident triage and automated resolution planning
- Human-in-the-loop approvals
- AI Agent testing, monitoring and governance

AI-Driven ITSM Scenarios

- Incident classification and intelligent routing
- AI-assisted knowledge recommendations
- AI-powered service desk use cases
- Confidence thresholds and escalation logic
- Combining Flow Designer with AI Agents
- Designing safe automated ITSM workflows

AI Career & Interview Topics

- ServiceNow AI Administrator and Developer responsibilities
- AI Agent implementation lifecycle

- Now Assist configuration interview questions
- Agentic AI scenarios and adoption challenges

Module 07 | Real-Time Scenarios & Interview Preparation - 2 Hours

Platform & ITSM Scenarios

- Configure an Incident Management process
- Create users, groups and assignment rules
- Configure a service request and approvals
- Troubleshoot role and ACL access issues

Development & Support Scenarios

- Develop a custom application with Business Rules
- Debug client and server scripts
- Troubleshoot Flow Designer execution
- Review update set and deployment issues
- CSA, ITSM and CAD scenario-based interview questions