

ServiceNow Certified System Administrator (CSA)

Build confidence in the ServiceNow platform and certify your IT service management (ITSM) skills. This ServiceNow Certified Administrator (CSA) admin training will help you get comfortable with the ServiceNow modern UI (Next Experience Unified Navigation) interface through engaging, bite-sized videos. As you start using the platform like a real administrator, you'll master key features such as Form Builder, ACLs, Service Catalog, Flow Designer, workflows, and notifications. You'll also dive into instance setup, data visualization, email integration, access control, and automated onboarding. Along the way, you'll reinforce concepts with step-by-step workflow tutorials you can actually implement in your own organization. By the end of this ServiceNow course, you'll be ready to manage tables, roles, triggers, analytics and deliver efficient, secure IT services.

[CBT Nuggets course material](#) →

 STUDY PLAN

WEEK 1

Get To Know The Main ServiceNow Building Blocks

Tables and Records

Filters and Breadcrumbs

Workflows and the Flow Designer

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ServiceNow Admin's Guide to Lists

The Difference Between Tables and Lists

Configuring List Layouts

Setting Default Filters in Modules

Configuring List Controls

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Basic Table Administration

Understanding the ServiceNow Data Model

Creating Tables

Working with Table Columns

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ServiceNow Table Relationships

Table Inheritance in ServiceNow

Table References in ServiceNow

Getting Your References Right

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Working with Lists, Forms, and Filters

Why Lists, Forms, and Filters Are Awesome

The List Interface

The Form Interface

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Form Administration In-Depth

What Can Admins Do With Forms?

The Many Ways to Edit Forms

Using the Form Builder

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Working with Tags in ServiceNow

A Basic Tags Demo

The Two Types of Tags

Sharing Tags

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ServiceNow Task Management Basics

What is Task Management?

The Main Task Management Modules

How Tasks Move Through An Organization

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Working with Visual Task Boards (VTBs)

What Are VTBs?

Creating Your First Task Board

Visual Task Board Configuration

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Data-Driven Visual Task Boards

Introduction to Data-Driven Visual Task Boards

Creating Data-Driven Visual Task Boards

Why Can't I Change Lanes?

Creating And Managing Your Own Task Types

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Introduction to ServiceNow Business Rules

What Are Business Rules?

Creating Your First Business Rule

Creating Advanced Business Rules

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Basic Scripting for Business Rules

Writing Your First Script

Accessing Record Data In Scripts

Adding Simple Logic to Scripts

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JavaScript Basics for ServiceNow Admins

Basic Syntax and Variables

Using If Statements

Using Loops

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JavaScript Data Types for ServiceNow Admins

JavaScript's Primitive Data Types

Working with Booleans

The Other Primitive Data Types

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JavaScript Data Structures for ServiceNow Admins

Working with Arrays

Working with Objects

Defining and Using Functions

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JavaScript Error Handling for ServiceNow Admins

The Need For Error Handling

Built-In Errors and Throwing Your Own

Handling Errors with Try-Catch Blocks

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JavaScript Data Manipulation for ServiceNow Admins

The .forEach Method

Tools for Manipulating Objects

Destructuring Objects and Arrays

The Spread Operator

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Advanced JavaScript Array Manipulation

The Map Method

The Filter Method

The Sort Method

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Applying JavaScript to ServiceNow Business Rules

Using Objects for Field Population

Validating Fields with Helper Functions

Creating a "Required If" Rule

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Getting To Know The GlideRecord API

What is the GlideRecord API?

Making Simple GlideRecord Queries

Methods for Sorting and Limiting Results

Inserting Records

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Intermediate GlideRecord Concepts

Finding and Working With Single Records

Working with Reference Fields

Working with the "previous" Parameter

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Introduction to ServiceNow UI Policies

What Are UI Policies?

Creating Your First UI Policy

UI Policy Interactions

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UI Policy Scripting

The Basic Format of UI Policy Scripts

Additional UI Policy Script Functions

Accessing Field Values in Scripts

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ServiceNow Client Scripting Basics

What Are Client Scripts?

Creating and Running Client Scripts
Working with onChange Client Scripts
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Client Scripts In-Depth

Why Do Client Scripts Use Old JavaScript?
Using the g_user Object
Accessing and Using User Information
Using the g_navigation Object
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Importing Data Into ServiceNow

A "Quick" Walkthrough
How Do All The Pieces Fit Together?
Using the Data Import Wizard
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Data Import Components Deep Dive

An In-Depth Look At Data Sources
Navigating Import Sets and Import Set Tables
Transform Maps and Field Maps
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Basic Scripting For Data Imports

What Can I Use Scripts For?
Using Scripts For Custom File Formats
Using Scripts in Field Maps
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Creating Custom Data Source Load Scripts

Loading Multiple Attachment Files
Parsing CSV and JSON Files Programmatically
Adding Data Into A Staging Table
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WEEK 2

Working with ServiceNow Data Policies

How Do Data Policies Fit In With Everything Else?
Data Policies Only Do Two Things
Creating And Testing Simple Data Policies
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Scheduled Jobs in ServiceNow

What Are Scheduled Jobs?
A Few Use Cases For Scheduled Jobs
Different Types of Jobs and Configuration Details
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Scheduled Job Cookbook

Running Scheduled Jobs Only During Business Hours
Running Freeform Scripts
Scheduled Data Cleanup
Finding the Weekly Top Callers
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Knowledge Management in ServiceNow

What is Knowledge Management?
Knowledge Management Architecture

A Simple Walkthrough

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Going Deeper with Knowledge Management

Publishing and Retirement Workflows

Controlling Access in Knowledge Management

Article Templates

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Working with ServiceNow Flows

A Simple Flow Designer Walkthrough

Integrating Flow Logic

Using Data Pills

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ServiceNow Actions & Flow Logic

Querying and Looping Through Records

Working with Flow Variables

Looping "Until" In Flows

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Building Better ServiceNow Flows

Other Flow Designer Constructs

Working with Subflows

Creating Custom Actions

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Working with Decision Tables

Using Decision Tables

Adding Conditions to Decision Tables

Decision Tables with Multiple Columns

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Basics of Approvals in ServiceNow

A Basic Approval Walkthrough

The Five Main Parts of an Approval

Setting Up Your Own Approval Flow

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Implementing Approval Flows

A More Robust Approach

Setting Up The Approval Flow

Dealing with Approval Results

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Basics of Access Control

A Quick Access Control Demo

Managing Roles and ACLs

Application and Module Roles

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Access Control In-Depth

Field-Level vs. Record-Level ACLs

Understanding the ACL Evaluation Model

Debugging and Troubleshooting ACLs

Different ACL Decision Types

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Working with Conditional ACLs

Conditional ACLs

Setting Up Other Conditional ACLs

"Applies To" vs. Other Conditions

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ServiceNow Service Catalog Basics

The Importance of the Service Catalog

A Basic Walkthrough

The Main Service Catalog Tables

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Managing the Service Catalog

Creating a New Catalog Item

Working with Variables

Reusing Variables with Variable Sets

Creating and Managing Categories

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Service Catalog Automation

A Quick Walkthrough

Designing Fulfillment Flows

Accessing Variables in Flows

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Working with Update Sets

A Simple Update Set Demo

What Is And Isn't Captured By An Update Set

Committing Update Sets

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