

Learning ServiceNow

This beginner-friendly ServiceNow course is built for aspiring system administrators, IT support pros, end users getting familiar with ServiceNow, and anyone new to enterprise ITSM. Learn how to navigate the ServiceNow platform, manage tasks and users, and customize dashboards that streamline workflows. You'll build hands-on skills with lists, forms, visualizations, and AI-driven workspaces — everything you need to support modern service management at scale.

[CBT Nuggets course material](#) →

WEEK 1

Introduction to ServiceNow

How Does ServiceNow Compare To...?

Basics of Navigating ServiceNow

The Other ServiceNow Navigation Options

User Profile and Personalization

Validation

Get To Know the ServiceNow Interfaces: Lists

Basic ServiceNow List Controls

Working with Rows and Columns

Working with List Fields

Creating and Applying Filters

Validation

Get To Know the ServiceNow Interfaces: Forms

Basics of ServiceNow Forms

Form Field Types

Other Form Field Types

Validation

Organizing and Completing Work in ServiceNow

The Basics of ServiceNow Tasks

The Main ServiceNow Task Actions

ServiceNow Task Actions... In Action

WEEK 2

Users, Groups, and Roles in ServiceNow
Validation

The ServiceNow Interfaces: Visualizations

Basics of Visualizations and Analytics
Creating Visualizations in ServiceNow
The Different Types of Visualizations
Other Visualization Options
Challenge & Solution

Working with ServiceNow Dashboards

The Basics of Dashboards
Adding Lists to Dashboards
Adding Visualizations and Filters
Challenge & Solution

Working with Workspaces

What Are Workspaces?
Creating a New Workspace
Editing Interfaces with the UI Builder
Challenge & Solution

Managing Your Organization's Knowledge

What is Knowledge Management and Why Does It Matter?
The ServiceNow Knowledge Module
Creating New Knowledge Articles

WEEK 3

The Knowledge Article Lifecycle
Challenge & Solution

The ServiceNow Service Catalog

What Is the Service Catalog?
Requests, Request Items, and Workflows
Impersonating Users and Moving Tasks Along
The UI Builder (Again) and Flow Designer
Challenge & Solution