

ServiceNow Certified System Administrator (CSA)

UK Training

PARTNER



ServiceNow Certified System Administrator (CSA)

Introduction

The ServiceNow Certified System Administrator CSA course is a comprehensive training program designed to prepare participants for the official ServiceNow CSA certification while building strong, practical system administration skills. The course focuses on the essential components of the ServiceNow platform, including system configuration, IT service management processes, user and access administration, data management, automation, reporting, and system maintenance, all aligned with industry best practices.

This condensed 3-day intensive program combines clear conceptual explanations with practical demonstrations and targeted hands-on exercises. The programme is structured to cover the majority of the essential CSA topics and learning objectives within the available time, with priority given to the knowledge and skills most relevant to ServiceNow system administration and CSA examination preparation.

Course Objectives

By the end of this course, participants will be able to:

- ▣ Understand the structure and core capabilities of the ServiceNow platform.
- ▣ Navigate the system interface and work efficiently with key applications and modules.
- ▣ Manage users, groups, roles, and access permissions.
- ▣ Understand and configure core IT service management processes.
- ▣ Manage and organize system data using tables, fields, forms, lists, and reports.
- ▣ Apply basic automation, workflows, notifications, and service level concepts.
- ▣ Perform essential system administration and maintenance activities.
- ▣ Prepare confidently for the ServiceNow Certified System Administrator CSA examination.

Course Outlines

Day 1: ServiceNow Platform Fundamentals and User Administration

- ▣ Overview of the ServiceNow platform and digital workflows.
- ▣ Understanding ServiceNow architecture and the working environment.
- ▣ Navigating the interface, applications, modules, lists, and forms.
- ▣ Understanding tables, fields, records, and basic data structures.
- ▣ Introduction to system configuration and administration.



▣ Introduction to IT service management within ServiceNow

- ▣ Creating and managing users and groups.
- ▣ Understanding roles and access permissions.
- ▣ Authentication, login management, and delegated administration.
- ▣ Applying security and governance best practices.
- ▣ Practical demonstrations and targeted hands-on exercises.

Day 2: IT Service Management and System Configuration

- ▣ Understanding the ServiceNow ITSM framework.
- ▣ Configuring and managing incident management.
- ▣ Understanding the incident lifecycle and resolution process.
- ▣ Managing problem records and root cause analysis.
- ▣ Configuring change management and approval processes.
- ▣ Understanding service requests and Service Catalog concepts.
- ▣ Working with forms, lists, and configuration options.
- ▣ Introduction to workflows and rule-based automation.
- ▣ Configuring notifications and automated processes.
- ▣ Understanding Service Level Agreements SLAs.
- ▣ Practical ITSM scenarios and configuration exercises.

Day 3: Data Management, Automation, Reporting, and CSA Exam Preparation

- ▣ Managing and organizing ServiceNow data.
- ▣ Working with tables, fields, records, forms, and lists.
- ▣ Customizing forms and lists to support business requirements.
- ▣ Understanding workflows, automation, and rule-based logic.
- ▣ Using notifications and automated processes.
- ▣ Creating reports and dashboards for performance monitoring.
- ▣ Understanding system updates and routine maintenance.
- ▣ Monitoring system activity and basic troubleshooting.



- ▣ Review of essential ServiceNow administration concepts.
- ▣ Understanding the CSA examination structure and key topic areas.
- ▣ Comprehensive review of essential CSA topics.
- ▣ Practice questions, exam-focused guidance, and certification preparation.

Why Attend This Course: Wins & Losses!

Participating in this course provides clear professional advantages, including:

- ▣ Practical understanding of ServiceNow system administration.
- ▣ Strong foundation in the ServiceNow platform and IT service management processes.
- ▣ Improved ability to manage users, data, configurations, and access.
- ▣ Practical exposure to workflows, automation, reporting, and system maintenance.
- ▣ Reduced operational errors through proper system configuration and administration.
- ▣ Focused preparation for the ServiceNow Certified System Administrator examination.
- ▣ Improved professional opportunities through a globally recognized certification.

Conclusion

The ServiceNow Certified System Administrator CSA course equips participants with the essential knowledge and practical skills required to manage and support the ServiceNow platform effectively. The condensed 3-day format prioritizes the most important CSA knowledge areas while incorporating practical demonstrations, targeted exercises, and examination preparation.

Upon completion, participants will be better equipped to administer core system functions, support IT service operations, manage ServiceNow configurations, and confidently pursue the CSA certification, supporting both professional development and organizational digital transformation.

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