

ServiceNow Certified System Administrator (CSA)

Barcelona (Spain)

17 - 21 August 2026

UK Training

PARTNER



ServiceNow Certified System Administrator (CSA)

Code: IT32 From: 17 - 21 August 2026 City: Barcelona (Spain) Fees: 5900 Pound

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, and system maintenance, all aligned with industry best practices.

This program combines clear conceptual explanations with hands-on practice, enabling participants to confidently manage and support a ServiceNow environment. Through practical exercises and real-life scenarios, participants gain the skills required to configure, administer, and maintain the platform effectively in an organizational setting.

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 modules.
- Manage users, groups, roles, and access permissions.
- Configure core IT service management processes such as incident, problem, and change management.
- Manage and organize system data using tables, forms, lists, and reports.
- Prepare confidently for the ServiceNow Certified System Administrator CSA examination.

Course Outlines

Day 1: ServiceNow Platform Fundamentals

- Overview of the ServiceNow platform and digital workflows.
- Understanding system architecture and the working environment.
- Navigating the interface, applications, and system modules.
- Working with lists, forms, and basic configuration concepts.
- Introduction to IT service management within ServiceNow.

Day 2: User Administration and System Security

- Creating and managing users, groups, and roles.
- Controlling system access and permissions.
- Understanding authentication and login management.
- Managing administrative responsibilities and delegated access.
- Applying best practices for system security and governance.

Day 3: IT Service Management Configuration



- Configuring incident management and understanding its lifecycle.
- Managing problems and performing root cause analysis.
- Configuring change management processes and approval flows.
- Understanding service requests and service catalog concepts.
- Hands-on scenarios for IT service management configuration.

Day 4: Data Management and Automation

- Understanding tables, fields, and data structure.
- Customizing forms and lists to meet business needs.
- Introduction to system automation and rule-based logic.
- Managing workflows and automated processes.
- Configuring notifications and service level agreements.

Day 5: Reporting, System Maintenance, and Exam Preparation

- Creating reports and dashboards for performance monitoring.
- Managing system updates and routine maintenance.
- Monitoring system activity and basic troubleshooting.
- Understanding the CSA exam format and key topic areas.
- Review session and practical tips for certification success.

Why Attend This Course: Wins & Losses!

Participating in this course provides clear professional advantages, including:

- Practical, hands-on experience in system administration.
- A strong foundation in IT service management and workflow automation.
- Improved career opportunities through a globally recognized certification.
- Reduced operational errors through proper system configuration.
- Effective preparation for the ServiceNow Certified System Administrator exam.

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. Upon completion, participants will be able to administer core system functions, support IT service operations, and confidently pursue the CSA certification—supporting both professional growth and organizational digital transformation.



Blackbird Training Clients



MANNAI Trading
Company WLL,
Qatar



Alumina Corporation
Guinea



Booking.com
Netherlands



Oxfam GB International
Organization,
Yemen



Capital Markets
Authority,
Kuwait



Waltersmith Petroman Oil Limited
Nigeria



Qatar National Bank
(QNB),
Qatar



Qatar Foundation,
Qatar



AFRICAN UNION ADVISORY
BOARD ON CORRUPTION,
Tanzania



KFAS
Kuwait



Reserve Bank of
Malawi,
Malawi



Central Bank of Nigeria
Nigeria



Ministry of Interior,
KSA



Mabruk Oil Company
Libya



Saudi Electricity
Company,
KSA



BADAN PENGELOLA
KEUANGAN Haji,
Indonesia



NATO
Italy



ENI CORPORATE
UNIVERSITY,
Italy



Gulf Bank
Kuwait



General Organization for
Social Insurance
KSA



Defence Space Administration
Nigeria



National Industries
Group (Holding),
Kuwait



Hamad Medical
Corporation,
Qatar



USAID
Pakistan



STC Solutions,
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS
UN.



Authority for
Electricity Regulation, Oman

UK Training
PARTNER



Blackbird Training Categories

Management & Admin

Entertainment & Leisure
Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Elevation

Technical Courses

Artificial Intelligence (AI)
Sustainability, ESG & Corporate Responsibility
Advanced Courses
Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training

