

## ServiceNow Certified System Administrator (CSA)

*Istanbul (Turkey)*

*21 - 25 June 2026*

UK Training

# PARTNER



## ServiceNow Certified System Administrator (CSA)

Code: IT32 From: 21 - 25 June 2026 City: Istanbul (Turkey) Fees: 4900 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 Cities

## EUROPE



Malaga (Spain)



Sarajevo (BiH)



Cascais (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)  
(Netherlands)



Podgorica (Montenegro)



Batumi (Georgia)



Salzburg (Austria)



Florence (Italy)



Rotterdam



Bruges (Belgium)



London (UK)



Istanbul (Turkey)



Amsterdam (Netherlands)



Düsseldorf (Germany)



Paris (France)



Athens (Greece)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)  
(Switzerland)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich



Manchester (UK)



Milan (Italy)

UK Training  
**PARTNER**



## Blackbird Training Cities

### USA & CANADA



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

### ASIA



Baku (Azerbaijan)  
(Thailand)



Malé (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Melbourne (Australia)



Phuket (Thailand)



Shanghai (China)



Abu Dhabi (UAE)



Dammam (KSA)



Dubai (UAE)



Kuala Lumpur (Malaysia)  
(Indonesia)



Kuwait City (Kuwait)



Seoul (South Korea)



Pulau Ujong (Singapore)



Irbid (Jordan)



Jakarta



UK Training  
**PARTNER**



Amman (Jordan)

Head Office: +44 7480 775 526  
Email: [Sales@blackbird-training.com](mailto:Sales@blackbird-training.com)  
Website: [www.blackbird-training.com](http://www.blackbird-training.com)



## Blackbird Training Cities

### AFRICA



Kigali (Rwanda)



Cape Town ( South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



## Blackbird Training Clients



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

