ServiceNow Certified System Administrator (CSA)

28 December 2026 – 1 January 2027
London (UK)



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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.

