

CSA: ServiceNow Certified System Administrator

Configure and administer the ServiceNow platform with confidence and prepare for the CSA exam.

DURATION

3 days · 24 hours

LEVEL

Beginner

CURRICULUM

10 modules · 8 labs

DELIVERY

Live online, Classroom,
Onsite, Corporate

Course overview

ServiceNow is the platform behind IT service management in many large organisations and global capability centres in India, and skilled administrators are needed to keep it configured and running well. The Certified System Administrator credential is the standard entry point. This three-day course teaches the role hands-on.

Day one introduces the Now Platform: navigation, the user interface, lists and filters, forms, form layouts and UI policies, and branding. You will then explore core applications — incident, problem, change and knowledge — and how tasks, assignment and SLAs work.

Day two covers the database and security: tables, fields and relationships, the schema map, dictionary, CMDB basics, users, groups and roles, and access control rules. It then moves to collaboration and self-service: notifications, the knowledge base, the Service Catalog, record producers and variables.

Day three focuses on automation and data: Flow Designer, business rules and client scripts at a conceptual level, importing data with import sets and transform maps, update sets for moving configuration between instances, and platform upgrades. It ends with an exam readiness session.

This course is aligned to the ServiceNow Certified System Administrator (CSA) exam. Ace Skills is not a ServiceNow partner and does not use official courseware. ServiceNow sets its own training and eligibility requirements, so please confirm them on the ServiceNow site before booking.

Highlights

- 24 hours of live, trainer-led sessions
- Hands-on labs in a ServiceNow personal instance
- Lists, forms, tables, ACLs and update sets
- Flow Designer, Service Catalog and notifications
- Practice questions with review

What's included

- Personal ServiceNow developer instance
- Lists, forms and UI policy configuration labs
- Access control and role design
- Service Catalog and Flow Designer labs
- Import sets and update sets practice
- Course completion certificate from Ace Skills Consulting
- Post-training doubt support

Who this course is for

Who should attend

- New ServiceNow administrators
- IT service desk and ITSM process staff
- ServiceNow developers needing administration foundations
- ITIL practitioners working with ServiceNow

Prerequisites

- Familiarity with IT service management concepts
- Comfort with web applications
- ITIL Foundation knowledge is helpful but not required

Detailed curriculum — 3 days, 24 hours, 10 modules, 8 hands-on labs

Day 1 Platform Overview and Configuration

8 hours

1.1 Now Platform overview

- Platform architecture and instances
- Lists, filters and personalisation
- Navigation and the user interface
- Branding and system properties

LAB Configure lists, filters and branding · 40 min

1.2 Forms

- Form layouts and views
- Data policies
- UI policies
- Related lists

LAB Configure a form with UI policies · 40 min

1.3 Core applications

- Incident, problem and change
- SLAs
- Task table and assignment
- Knowledge management

LAB Work an incident through its lifecycle · 35 min

Day 2 Data, Security, Collaboration and Self-Service

8 hours

2.1 Database administration

- Tables, fields and table extension
- Reference fields and relationships
- Dictionary and schema map
- CMDB basics

LAB Create a custom table and extend the task table · 40 min

2.2 Security

- Users, groups and roles
- Impersonation for testing
- Access control rules
- High-security settings overview

LAB Design roles and ACLs for a new table · 45 min

2.3 Collaboration and self-service

- Notifications and email
- Service Catalog items
- Service Portal overview
- Variables and record producers

LAB Build a catalogue item with variables · 40 min

Day 3 Automation, Data Migration and Exam Readiness

8 hours

3.1 Automation

- Flow Designer flows and actions
- Business rules and client scripts overview
- Approvals
- Scheduled jobs

LAB Automate a catalogue request with Flow Designer · 50 min

3.2 Data and configuration migration

- Import sets and transform maps
- Update sets
- Coalescing
- Cloning and upgrades overview

LAB Import users with a transform map and capture an update set · 45 min

3.3 Reporting

- Reports and dashboards
- Performance analytics overview

3.4 Exam readiness

- Exam topic review
- Practice questions with review
- Question styles

Skills and tools

Skills you will build

ServiceNow administration

Now Platform

Lists & forms

UI policies

Tables & dictionary

Access control

Service Catalog

Flow Designer

Notifications

Import sets

Update sets

ITSM

Tools used in class

ServiceNow personal developer instance

Flow Designer

Service Catalog

Update sets

Import sets

Certification exam

This course is aligned to the exam below and prepares you for it. The exam itself is booked and taken with the vendor.

Exam	ServiceNow Certified System Administrator (CSA)
Exam code	CSA
Official page	https://www.servicenow.com/services/training-and-certification.html

Exam skill areas covered

Exam details are pending verification. Confirm the current exam code, format and fee on the official vendor page before booking.

Frequently asked questions

Are there eligibility requirements for the CSA exam?

ServiceNow sets its own training and eligibility requirements for exam vouchers, which have changed over time. We confirm the current route with you before enrolment.

Do I need a ServiceNow instance?

You can request a free personal developer instance; we guide you through it before Day 1.

Is this an official ServiceNow course?

No. It is an independent Ace Skills course aligned to the CSA exam topics.

Do I need to know JavaScript?

No. Scripting is introduced conceptually; administrators mainly use configuration and Flow Designer.

Book a batch or talk to an advisor

Course page: aceskillsconsulting.com/course/csa-servicenow-certified-system-administrator · Email: info@aceskillsconsulting.com

Chennai office

Guindy, Chennai, Tamil Nadu

Delhi office

B-95, Old Post Office Street, Shakarpur
New Delhi 110092
Office: 98180 12523

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