



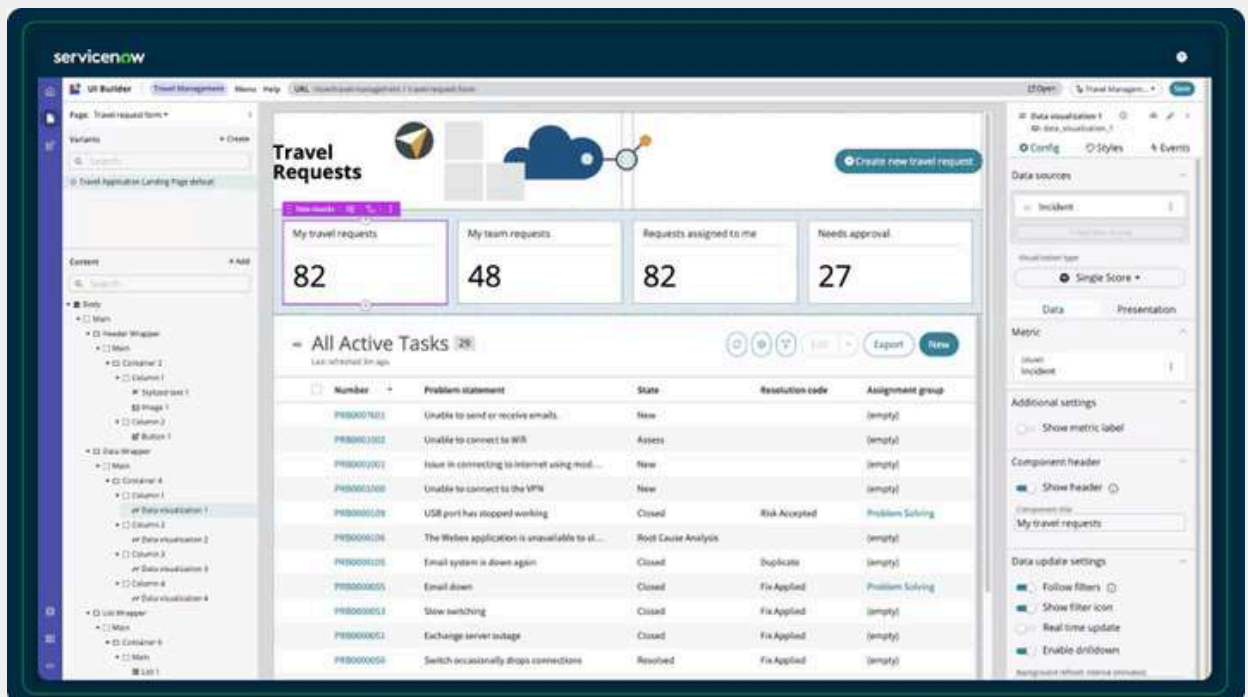
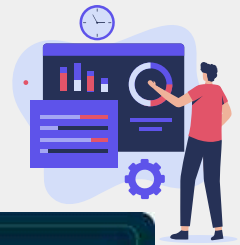
SERVICENOW ADMIN & ITSM

TRAINING PROGRAM

servicenow

What is ServiceNow?

ServiceNow is a cloud-based workflow automation platform that helps organizations streamline processes, manage services, and connect teams across IT, HR, customer service, security, and other departments all through a single, unified system that reduces manual work and improves efficiency.



CAREER OPPORTUNITY

**ServiceNow
Administrator**

**Junior
ServiceNow
Administrato**

**ServiceNow
ITSM
Administrator**

**service now
BA**

**ServiceNow
Application
Support
Engineer**

**ServiceNow
Platform
Administrator**

**ServiceNow
Analyst**

**MIM
Major Incident
Manager**

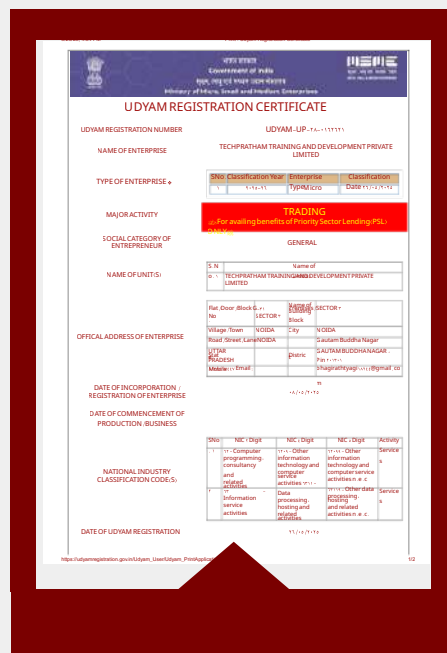
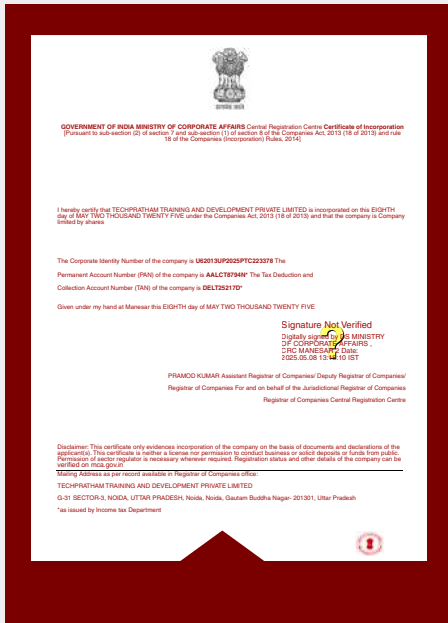
**ITSM Support
Analyst**

**IT Service
Management
Administrator**

**ServiceNow
Support
Engineer
(L1/L2)**

**Associate
ServiceNow
Consultant**

WE ARE AFFILIATED WITH DIFFERENT PARTNERS





ABOUT US

At **TechPratham**, we're committed to empowering careers through industry focused, practical training. Our programs are designed to make you job ready with hands on learning, real time projects, and expert mentorship. We offer 6 months of Workday tenant access, 24/7 learner support, class recordings, and a hassle free learning experience. All our sessions are led by experienced Workday professionals with over 10 years of industry expertise, ensuring deep insights and real world knowledge. Our dedicated placement team provides 100% job support and we continue to guide you until you achieve your ideal career goal. With specialized departments and round the clock assistance, TechPratham is your trusted partner in achieving Workday excellence.



TOP SKILLS & TOOLS



TRAINING FEATURES

1

Lifetime Training & Job Support

Enjoy ongoing access to updated training content, expert sessions, and continuous career support

2

Live Projects

Gain hands-on experience by working on real-time use cases and business scenarios.

3

Resume Building

We help you create keyword-optimized, professional resumes that stand out to recruiters.

4

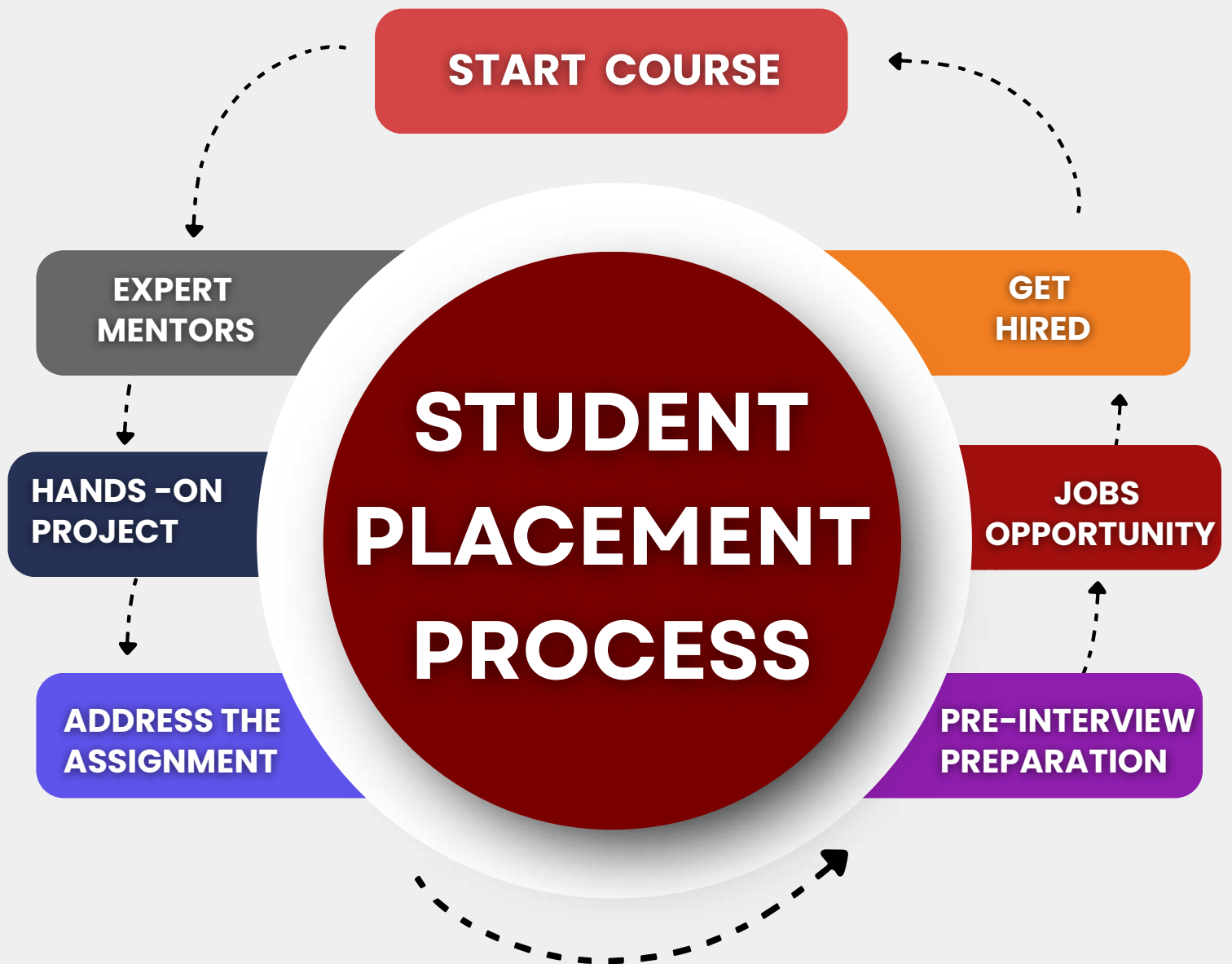
Interview Preparation

Structured mock interviews, role-play sessions, and personalized guidance to help you answer confidently and impress recruiters.

5

100% Job Assistance

From application to offer – we guide you at every step until you land your dream MNC role.



SERVICENOW ADMIN & ITSM

MODULE 1: SERVICENOW FUNDAMENTALS

- Introduction to ServiceNow Platform
- ServiceNow Architecture
- SaaS, PaaS & Cloud Concepts
- Navigation & User Interface
- Instance Management
- Roles & Responsibilities
- Update Sets
- ServiceNow Releases
- Developer Instance Setup
- Hands-on Labs
- Create Personal Developer Instance
- Platform Navigation
- Configure Homepage

MODULE 2: LISTS, FORMS & FILTERS

- List Controls
- Sorting & Filtering
- Breadcrumb Navigation
- Form Layout Configuration
- Form Designer
- Related Lists
- Templates
- Personalized Views

MODULE 3: USER ADMINISTRATION

- Users, Groups & Roles
- Role-Based Access
- User Provisioning
- Delegated Administration
- Group Management
- User Preferences

MODULE 4: SERVICENOW DATA MANAGEMENT

- TABLES
- RECORDS
- DICTIONARY
- DICTIONARY OVERRIDES
- REFERENCE FIELDS
- CHOICE LISTS
- DATA POLICIES
- UI POLICIES
- CLIENT SCRIPTS
- BUSINESS RULES
- DATA IMPORT
- IMPORT SETS
- TRANSFORM MAPS
- EXCEL & CSV IMPORT
- PROJECT
- Import Employee Data

MODULE 5: FORMS & LISTS CUSTOMIZATION

- Form Designer
- Form Layout
- Form Sections
- Related Lists
- List Layout
- List Controls
- Filters
- Breadcrumbs
- Personalization
- UI Actions
- Hands-on
- Customize Incident Form
- Create Custom Forms

MODULE 6: INCIDENT MANAGEMENT (ITSM)

- ITSM Introduction
- Incident Lifecycle
- Incident Categories
- Assignment Groups

- SLAS
- PRIORITY MATRIX
- MAJOR INCIDENT MANAGEMENT
- PARENT & CHILD INCIDENTS
- INCIDENT TASKS
- KNOWLEDGE INTEGRATIO
- LAB
- CREATE INCIDENT WORKFLOW
- CONFIGURE SLAS

MODULE 7: PROBLEM MANAGEMENT

- Problem Lifecycle
- Root Cause Analysis
- Known Errors
- Problem Tasks
- Workarounds
- Relationship with Incidents
- RCA Documentation

MODULE 8: CHANGE MANAGEMENT

- Standard Change
- Normal Change
- Emergency Change
- CAB
- Risk Assessment
- Change Models
- Change Tasks
- Change Calendar
- Blackout Windows
- Lab
- Configure Change Approval Process

MODULE 9: REQUEST MANAGEMENT

- Service Catalog
- Record Producers
- Order Guides
- Catalog Variables

- VARIABLE SETS
- REQUESTED ITEMS (RITM)
- CATALOG TASKS
- REQUEST WORKFLOW
- HANDS-ON
- BUILD EMPLOYEE LAPTOP REQUEST

MODULE 10: KNOWLEDGE MANAGEMENT

- Knowledge Articles
- Knowledge Bases
- Categories
- Approval Workflow
- Version Control
- Feedback
- Publishing Process

MODULE 11: CMDB FUNDAMENTALS

- CMDB Introduction
- Configuration Items (CI)
- CI Classes

- RELATIONSHIPS
- DEPENDENCY VIEWS
- DISCOVERY OVERVIEW
- SERVICE MAPPING BASICS

MODULE 12: SERVICE CATALOG ADMINISTRATION

- Catalog Creation
- Categories
- Variables
- UI Policies
- Catalog Client Scripts
- Catalog Workflows
- Approvals
- Fulfillment Process

MODULE 13: FLOW DESIGNER

- Flow Designer Basics
- Flow Logic
- Actions
- Subflows

- APPROVALS
- NOTIFICATIONS
- INTEGRATION ACTIONS
- HANDS-ON
- INCIDENT AUTO ASSIGNMENT
- AUTO EMAIL FLOW
- APPROVAL AUTOMATION

MODULE 14: REPORTS & DASHBOARDS

- Report Types
- Scheduled Reports
- Performance Analytics Basics
- Interactive Filters
- Dashboards
- Scorecards
- KPIs
- Project
- ITSM Dashboard

MODULE 15: SERVICE LEVEL MANAGEMENT (SLA)

- SLA Definition
- SLA Workflow
- Business Duration
- Pause Conditions
- Retroactive SLA
- Task SLA
- Breach Notifications

MODULE 16: SECURITY ADMINISTRATION

- Users
- Roles
- Groups
- ACL
- Impersonation
- Encryption Overview
- Security Best Practices

MODULE 17: NOTIFICATIONS & EMAIL

- Email Templates
- Notification Events
- Mail Scripts
- Email Properties
- Inbound Actions
- Outbound Emails

MODULE 18: INTEGRATION BASICS

- REST API Basics
- SOAP Overview
- IntegrationHub Overview
- Import/Export Data
- Web Services

MODULE 19: UPDATE SETS & DEPLOYMENT

- Update Sets
- Application Repository
- Clone Basics
- Instance Migration
- Deployment Best Practices

MODULE 20: SERVICE PORTAL BASICS

- Portal Overview
- Widgets
- Themes
- Branding
- Homepage Customization

TICKETING SCENARIOS COVERED

- Password Reset
- VPN Access Request
- Laptop Request
- Software Installation
- Email Access
- Printer Issue
- Network Issue
- Hardware Replacement
- User Creation

- ACTIVE DIRECTORY ACCESS
- OFFICE 365 REQUEST
- LICENSE REQUEST
- NEW EMPLOYEE ONBOARDING
- EMPLOYEE EXIT PROCESS

LEARNING OUTCOMES

- **AFTER COMPLETING THIS TRAINING, PARTICIPANTS WILL BE ABLE TO:**

1. ADMINISTER AND CONFIGURE THE SERVICENOW PLATFORM.
2. IMPLEMENT AND MANAGE CORE ITSM PROCESSES (INCIDENT, PROBLEM, CHANGE, REQUEST, KNOWLEDGE).
3. BUILD AND CUSTOMIZE SERVICE CATALOGS AND AUTOMATED WORKFLOWS.
4. CONFIGURE USERS, ROLES, GROUPS, ACLS, SLAS, REPORTS, DASHBOARDS, AND NOTIFICATIONS.
5. PERFORM DATA IMPORTS, MANAGE UPDATE SETS, AND UNDERSTAND BASIC INTEGRATIONS.
6. WORK CONFIDENTLY AS A SERVICENOW ADMINISTRATOR, ITSM CONSULTANT, OR APPLICATION SUPPORT ENGINEER IN ENTERPRISE ENVIRONMENTS.

COMPLEMENTARY

- 1.RECORDING
- 2.CSM
- 3.ITAM
- 4.HRSD
- 5.GRC
- 6.ITOM
- 7.SERVICENOW BA
- 8.POWERBI
- 9.SERVICENOW AI (NOW ASSIST)



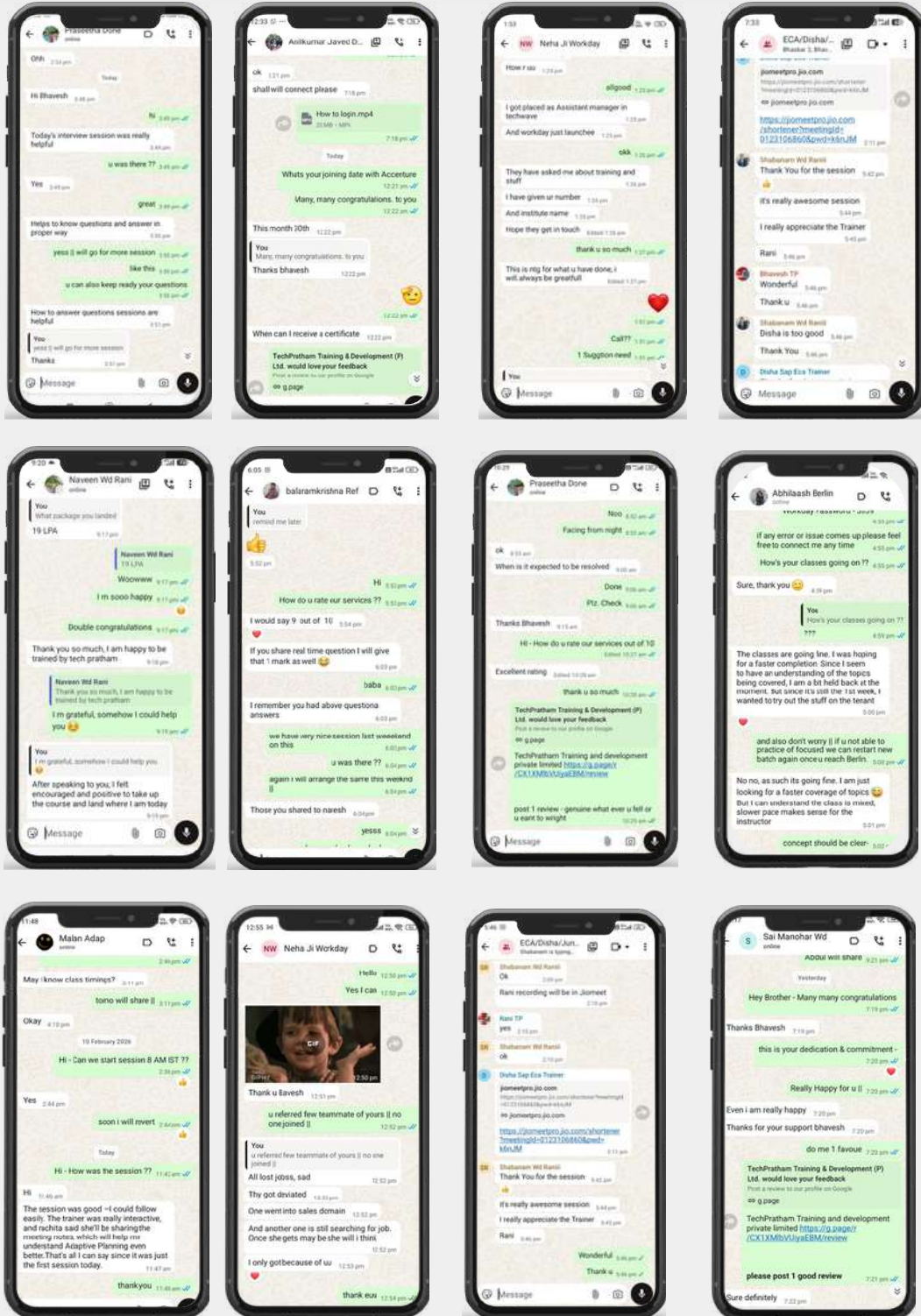
SERVICENOW CERTIFIED SYSTEM ADMINISTRATOR (CSA) CERTIFICATION EXAM DETAILS (2026)

The **ServiceNow Certified System Administrator (CSA)** certification is the official entry-level credential from ServiceNow. It validates your ability to administer, configure, and maintain the ServiceNow platform and is widely recognized by employers for administrator and junior developer roles.

Exam Overview

Exam Detail	Information
Certification	ServiceNow Certified System Administrator (CSA)
Exam Duration	90 Minutes
Number of Questions	60 Questions
Question Types	Multiple Choice (single answer) and Multiple Select (select all that apply)
Delivery Mode	Online proctored (OnVUE) or at a Pearson VUE test center
Exam Language	English (availability of other languages may vary)
Exam Fee	US\$300 (taxes may apply; discounts may be available for eligible customers or partners)
Registration Validity	You must schedule and complete the exam within 90 days of registration.

WHAT OUR LEARNER SAYS



OUR HIRING PARTNERS

Adecco

Infosys

make **my** trip

NIIT

Tech
Mahindra

ebay

MetLife

Birlasoft®

nagarro

genpact

MERCER
MAKE TOMORROW. TODAY

acer

xerox

TATA
TATA CONSULTANCY SERVICES

accenture
High performance. Delivered.

IBM

THINKSYS

HCL

EQUIFAX

CresTech™

AON Hewitt

IMPETUS

GlobalLogic®

EBIX
AUSTRALIA

amazon
web services™

Hexaview

bigbasket

snapdeal

fiserv.

CRMNEXT

magic

wipro

HEXAWARE

Extramarks

DELL

SIEMENS
Ingenuity for life



Course Name
**CERTIFICATE
OF COMPLETION**

This Certificate is awarded to

Name

This is to certified that the above named student has successfully completed the training for the
COURSE NAME conducted by the Techpratham from **DD/MM/YYYY** to **DD/MM/YYYY**
During this training, organisation found him/her, a good performer & an excellent learner.

Bhagirath Tyagi

MR. BHAGIRATH TYAGI
DIRECTOR & AUTHORIZED
SIGNATORY



**Education is not Luxury
it's necessity.**

Follow us on:



[Instagram](#)



[Facebook](#)



[Linkedin](#)



[Youtube](#)

Techpratham.com



C-2, Sector-1, Noida Uttar Pradesh - 201301



LVS Arcade, 71, Hitech, 6th floor, Madhapur
Road, Jubilee Enclave, HITEC City, Hyderabad



info@techpratham.com



www.techpratham.com



+91-8882-1788-96