ServiceNow Certified System Administrator (CSA) Training

COURSE CONTENT

GET IN TOUCH

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About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

About Course

ServiceNow Certified System Administrator (CSA) Training by Multisoft Systems is designed to provide comprehensive knowledge of the ServiceNow platform, focusing on core administration, configuration, and operational capabilities. This training helps professionals understand how to manage users, configure applications, create workflows, and maintain system security and performance within the ServiceNow environment.

Module 1: ServiceNow Platform Fundamentals

- ✓ Overview of ServiceNow and the Now Platform
- ✓ ServiceNow architecture: instance, applications, tables
- ✓ Cloud and SaaS model explained
- ✓ Navigation, homepage, filter navigator
- ✓ Dashboard, lists, forms, and UI basics

Module 2: User Administration and Security

- ✓ Creating and managing users and groups
- ✓ Understanding roles and role assignment
- ✓ Role inheritance and hierarchy
- ✓ Access Control Lists (ACLs) basics
- ✓ Security best practices

Module 3: Data Schema & Database Structure

- ✓ Tables, columns, records
- ✓ Dictionary entries
- ✓ Reference fields and choice lists
- ✓ Database schema map
- ✓ Relationships between tables

Module 4: Application Configuration

- ✓ Configuring forms and form layouts
- ✓ List configuration and personalization
- ✓ UI policies and UI actions
- ✓ Client scripts overview
- ✓ Business rules basics

Module 5: Process Automation

- ✓ Workflow editor overview
- ✓ Creating and testing workflows
- ✓ Flow Designer introduction
- ✓ Using triggers, actions, and conditions
- ✓ Automating approvals and notifications

Module 6: Notifications & Events

- ✓ Setting up outbound email notifications
- ✓ Event registry overview
- ✓ Inbound email actions
- ✓ Templates and notification conditions
- ✓ Scheduling notifications

Module 7: Reporting & Dashboards

- ✓ Creating reports
- ✓ Report sources and filters
- ✓ Charts and visualizations
- ✓ Dashboard creation
- ✓ Scheduled reports

Module 8: ITSM Essentials

- ✓ Incident Management overview
- ✓ Problem Management basics
- ✓ Change Management processes
- ✓ Service Catalog and Requests
- ✓ CMDB fundamentals

Module 9: Access Controls & Security Policies

- ✓ ACL types and enforcement
- ✓ Table-level ACLs
- ✓ Field-level ACLs
- ✓ Role-based access controls
- ✓ Testing and troubleshooting ACLs

Module 10: Import Sets & Data Management

- ✓ Import Sets overview
- ✓ Data sources (CSV, Excel)
- ✓ Transform maps
- ✓ Transform scripts
- ✓ Data quality and cleanup

Module 11: Update Sets and Change Management

- ✓ What are Update Sets
- ✓ Capturing configuration changes
- ✓ Moving updates between instances
- ✓ Best practices in Update Set management

Module 12: System Maintenance

- ✓ Backup and restore concepts
- ✓ System logs and debugging tools
- ✓ Instance monitoring and performance
- ✓ Scheduled jobs
- ✓ System properties

Module 13: CSA Exam Readiness

- ✓ Understanding the CSA exam blueprint

- ✓ Review of major exam topics
- ✓ Practice scenarios and sample questions
- ✓ Exam tips and common pitfalls
- ✓ Mock test and review session