

OUR LEARNING EXCLUSIVE

- Custom exam prep software and materials
- Course-specific thinQtank[®] Learning publications to make the learning fun and engaging
- Hands-on exercises in a ServiceNow Personal Developer Instance (PDI) every day
- We do not teach the test. We always deliver valuable hands-on experience
- All reading material and study guides sent to you when you register
- Every course taught by experienced ServiceNow-certified practitioners
- Six months mentoring access to our engineers after the course

TRAINING CAMP FORMAT

thinQtank[®] Learning delivers this course as a **three-day instructor-led training camp, Monday to Wednesday**. About 50% lecture and 50% hands-on labs and practice exams. Hands-on work is set to suit the group and the delivery method. Contact us for the schedule covering your dates.

PREREQUISITES

- No certification prerequisite
- ServiceNow recommends 6 to 12 months of hands-on administration experience

TARGET AUDIENCE

- New and junior ServiceNow administrators
- IT service management staff moving onto ServiceNow
- Developers and consultants starting the ServiceNow path
- Service members, veterans and military spouses using AF COOL, Army CA, MyCAA or VET TEC 2.0

EXAM

Exam	ServiceNow Certified System Administrator (CSA)
Exam fee	\$300 USD per attempt, set by ServiceNow; retakes \$150
Format	60 multiple-choice questions, 90 minutes
Passing	Not published by ServiceNow
Delivery	Testing center or online proctored; we help you schedule

DELIVERY METHODS

- Instructor-led training
- Immersive live-online training
- On-site and custom delivery

COURSE OVERVIEW

thinQtank[®] Learning is offering a unique three-day training camp comprised of three days of instructor-led learning that gives students the knowledge and skills needed to administer the Now Platform: navigation and instance configuration, configuring applications for collaboration, self-service and automation, database management and security, and data migration and integration.

The Certified System Administrator is ServiceNow's foundation credential and the starting point for every Implementation Specialist and Developer path.

This course prepares you for the **ServiceNow Certified System Administrator (CSA)** exam.

WHAT YOU WILL BE ABLE TO DO

- Navigate and configure a ServiceNow instance
- Configure forms, lists, notifications and the UI
- Build self-service with the Service Catalog and Employee Center
- Automate work with Flow Designer
- Manage tables, the data schema and access controls
- Import data and package changes with update sets

COURSE OBJECTIVES

Primary course objectives, following the official exam outline:

- Platform Overview and Navigation
- Instance Configuration
- Configuring Applications for Collaboration
- Self-Service and Automation
- Database Management
- Data Migration and Integration

EXCLUSIVE LEARNING PACKAGE

- thinQtank[®] Learning Accelerated Custom Exam Study Guide for this exam
- Practice exams built to the official exam outline
- Additional hours of remote lab access
- Custom video recordings for review
- Retake any or all of the course, in person or live online, for 24 months

SERVICENOW CERTIFICATION PATH

Certified System Administrator (CSA)

Associate – start here

Certified Application Developer / Implementation Specialist

Build and implement

Certified Technical / Master Architect

Expert programs

COURSE MODULES

01 Platform Overview and Navigation

7% of exam

- › Topic A: Now Platform capabilities
- › Topic B: UI and navigation
- › Topic C: Instance basics

02 Instance Configuration

11% of exam

- › Topic A: Installing applications and plugins
- › Topic B: Personalizing and branding
- › Topic C: Common UI

03 Configuring Applications for Collaboration

20% of exam

- › Topic A: Lists, filters and tags
- › Topic B: Forms and templates
- › Topic C: Notifications, knowledge and reporting

04 Self-Service and Automation

20% of exam

- › Topic A: Service Catalog
- › Topic B: Flow Designer
- › Topic C: Workflow and SLAs

05 Database Management

27% of exam

- › Topic A: Tables and the data schema
- › Topic B: Users, groups and roles
- › Topic C: Access control lists

06 Data Migration and Integration

15% of exam

- › Topic A: Import sets and transform maps
- › Topic B: Update sets
- › Topic C: CMDB basics

TERMS

© 2026 thinQtank® Global, Inc. All rights reserved. This course datasheet and the course materials it describes are protected by U.S. and international copyright laws. thinQtank Global and thinQtank Learning are registered trademarks of thinQtank Global, Inc. ServiceNow and Now Platform are trademarks of ServiceNow, Inc. All other names and marks are the property of their respective owners. thinQtank Learning is an independent training provider and is not affiliated with or endorsed by ServiceNow unless stated.

Course content, exam outlines and vendor exam fees are subject to change by the certification vendor. Exam weights shown are taken from the vendor's published exam guide at the time of printing.

THE COURSE AND LEARNING MATERIALS ARE PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THINQTANK GLOBAL, INC. SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM THE USE OF THE COURSE OR LEARNING MATERIALS, AND DOES NOT GUARANTEE THAT A STUDENT WILL PASS ANY CERTIFICATION EXAM.

The learning materials are licensed for the student's own internal understanding and operation of the technology covered, and may not be copied, redistributed or used to deliver training without written permission from thinQtank Global, Inc.