

The 8-Week ServiceNow Roadmap

A paced, hands-on plan that turns the **25-topic ServiceNow curriculum** into eight focused weeks — each ending in a real deliverable on your own dev instance, so you finish CSA-ready with a working portfolio.

08

WEEKS

25

TOPICS

8

DELIVERABLES

Now
Platform

HANDS-ON

WEEK-BY-WEEK PLAN // BUILD AS YOU LEARN

WEEK
01

Platform Foundations

GROUNDWORK

Understand the Now Platform and **navigate the instance confidently**.

- 01 Overview of ServiceNow & the Now Platform
- 02 Where it fits: ITSM, ITOM, HR, CSM & more
- 03 Instance navigation, UI & the App Navigator

DELIVER

A personal dev instance set up with an annotated navigation guide.

WEEK
02

Data Model & Configuration

CONFIGURE

Learn how ServiceNow **stores and structures data**.

- 04 Tables, records & the data dictionary
- 05 Configuring fields, forms & list views
- 06 Table extension, relationships & dot-walking

DELIVER

A custom table with a configured form and list layout.

WEEK
03

Users, Security & Access

SECURE

Control **who can see and do what** on the platform.

- 07 Users, groups & roles
- 08 Access Control Lists (ACLs) & data security
- 09 Data policies & UI policies basics

DELIVER

A role-based access setup with ACLs you've tested.

WEEK
04

Core ITSM Applications

SERVICE MGMT

Deliver services the **ITIL way** with the core apps.

- 10 Incident, Problem & Change management
- 11 Service Catalog & request management
- 12 Knowledge management & SLAs

DELIVER

A working catalog item wired to a fulfillment process.

WEEK
05

Automation & Flow Designer

AUTOMATE

Automate real work — **with little to no code**.

- 13 Flow Designer: triggers, flows & actions
- 14 Notifications, events & email
- 15 Approvals & process automation

DELIVER

An automated request-to-approval flow, end to end.

WEEK
06

Scripting the Platform

DEVELOP

Move from configuration **into real code**.

- 16 Server-side: Business Rules & GlideRecord
- 17 Client-side: Client Scripts & UI Policies
- 18 Script Includes, GlideSystem & UI Actions

DELIVER

A scripted feature (client + server) with validation.

WEEK
07

Data, Integration & Reporting

INTEGRATE

Bring data in, send data out, and **surface the insights**.

- 19 Import Sets & Transform Maps
- 20 REST / SOAP & IntegrationHub
- 21 Reports, dashboards & Performance Analytics

DELIVER

One live integration plus a dashboard on real data.

WEEK
08

Portal, Best Practices & Capstone

CAPSTONE

Round it out and **ship a complete scoped app**.

- 22 Service Portal & UI Builder basics
- 23 Update Sets, ATF & deployment best practices
- 24 CSA / CAD certification & interview prep
- 25 A complete scoped app from start to finish

CAPSTONE

An end-to-end scoped application with a short demo deck.

WHAT YOU'LL WALK AWAY WITH

An interview-ready ServiceNow portfolio

Built one week at a time, by the end of all 8 weeks you'll have:



A configured instance

Custom tables, forms and security, set up properly.



Automated ITSM workflows

Catalog items, flows and approvals that actually run.



Scripted platform features

Client and server scripting, tested and validated.



An end-to-end scoped app

Built, integrated and deployment-ready — CSA-aligned.

Ready to start Week 1?

This roadmap runs as a live, hands-on workshop. Timing and further details are posted on our WhatsApp channel — follow it so you don't miss the next cohort.

whatsapp.com/channel/0029Vb7vu9hFMqrdnH6GSB3a

Follow our Channel

SERVICENOW TRAINING & WORKSHOP