

8-WEEK FAST-TRACK SYLLABUS

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 developer instance, so you finish CSA-ready with a working portfolio.

08

WEEKS PACED

25

CORE TOPICS

08

PORTFOLIO DELIVERABLES

PHASE 1: CORE ADMINISTRATION & SYSTEM GROUNDWORK

01

GROUNDWORK

Platform Foundations

Understand the Now Platform and navigate the administrative instance UI confidently.

01. Overview of Now Platform

02. Core fits: ITSM, HR, CSM

03. Navigation & Next Experience

DELIVERABLE: Personal dev instance set up with an annotated navigation guide.

02

CONFIGURE

Data Model & Configuration

Learn how ServiceNow structures, stores, relates, and manages business data internally.

04. Tables & Data Dictionary

05. Configuring Forms & Lists

06. Table Extension & Inheritance

DELIVERABLE: Custom database table built with personalized form layouts & list views.

03

SECURE

Users, Security & Access

Establish administrative platform security, group setups, and access control engines.

07. Users, Groups & Roles

08. Access Control Lists (ACLs)

09. UI Policies & Data Policies

DELIVERABLE: Role-based security framework utilizing ACL rules, verified with debugging tools.

PHASE 2: SERVICE MANAGEMENT & AUTOMATION

04

SERVICE MGMT

Core ITSM Applications

Master foundational incident workflows and design structural service items.

10. Incident, Problem & Change

11. Service Catalog & Items

12. Knowledge Bases & SLAs

DELIVERABLE: Fully functioning Service Catalog item containing active backend fulfillment workflows.

05

AUTOMATE

Automation & Flow Designer

Eliminate manual processes using modern, visual low-code automation tools.

13. Flows, Actions, & Triggers

14. Notifications & Templates

15. Approval Rules Engine

DELIVERABLE: An automated Request-to-Approval loop with parallel routing & SLA metrics.

PHASE 3: DEVELOPER SCRIPTING & INTEGRATIONS

06

DEVELOP

Scripting the Platform

Transition into technical coding using server-side and client-side system script utilities.

16. Server: Business Rules & GlideRecord

17. Client: Client Scripts & UI Policies

18. Scripts Includes & UI Actions

DELIVERABLE: Asynchronous Client Script communicating seamlessly with server-side Script Includes.

07

INTEGRATE

Data, Integration & Reporting

Ingest external API data feeds, build maps, and configure strategic management metrics.

19. Data Ingestion & Transforms

20. Outbound REST/SOAP APIs

21. Interactive Dashboards & Reporting

DELIVERABLE: A live integration ingesting external JSON data streams paired with an executive dashboard.

PHASE 4: CUSTOM APPS & CAREER READINESS

08

CAPSTONE

Portal, Best Practices & Capstone

Consolidate expertise by designing and building a functional, isolated application ready for deployment.

22. Service Portal & UI Builder

23. Update Sets & Deployment Practices

24. Career/Interview & Certification Prep

25. Scoped Application Architecture

DELIVERABLE: A completed Scoped App bundled inside an Update Set along with a Technical Pitch Presentation.

Ready to start Week 01?

This structured roadmap is delivered via live, mentor-guided workshops.

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