

ServiceNow Development & Administration

Course Duration ~75 Hours · 10 Weeks · Live Online · Lab-Heavy on a Personal Developer Instance

Curriculum reviewed: July 2026 — ServiceNow ships named releases roughly twice a year and its AI capability is moving fast; this syllabus is checked against ServiceNow's documentation

Now Platform

Data Model & ACLs

Service Management

Flow Designer

Scripting

Integrations

AI Agents & Now Assist

In short: Learn the platform that runs enterprise IT — configure it, script it, automate it and build AI-driven workflows on it, on a specialised skill with real, sustained demand and a well-defined career ladder. ServiceNow runs the internal operations of a large share of the world's biggest companies (IT service management, HR, security operations, customer workflows). It's a specialised skill with persistent demand, a defined certification ladder, and a notable shortage of trained people relative to open roles — which is why it is well rewarded and why India, as a global delivery hub for ServiceNow work, has sustained demand for it. This is a platform-specialist career: administrator, then developer, then implementation specialist or architect — and this course moves you onto that ladder and up it. It is entirely hands-on on your own personal developer instance, covering instance fundamentals and the update-set model, the data model and configuration, user administration and access control (the heart of platform security), service management foundations, Flow Designer no-code automation, server-side scripting with the Glide APIs, custom scoped application development, integrations, and — as a core 2026 module — AI agents and Now Assist: prebuilt and custom agents, their build/onboard/govern lifecycle, and the governance and data-model discipline (including the standardised service data model) that makes them trustworthy on real enterprise data. The scarce, rising-value skill is not turning agents on — it is designing, integrating and governing them responsibly. 10 weeks, ~75 hours, ending in a defended end-to-end scoped application.

Duration	10 weeks · ~75 hours · live + hands-on	Format	Live online · lab-heavy on a personal developer instance · a portfolio of configured and custom applications
Prerequisite	General IT literacy. Basic JavaScript helps for the development modules and is taught from first principles. No prior ServiceNow experience required.	Curriculum	10 modules, from instance fundamentals to a defended end-to-end scoped application
Certification	Aligned to the ServiceNow ladder — administrator, then developer, then implementation specialisations	Ideal for	IT support/helpdesk/service-desk staff (the most common entry path), non-CS graduates, developers, and analysts in enterprise IT

Why ServiceNow — and Why It's Worth Specialising In

ServiceNow runs the internal operations of a large share of the world's biggest companies — the platform behind IT service management, HR, security operations and customer workflows. It's a specialised skill with persistent demand, a well-defined certification ladder, and a notable shortage of trained people relative to the number of open roles — which is exactly why it is well rewarded, and why India, as a global delivery hub for ServiceNow work, has sustained demand for it.

The career ladder is clear and visible: **1. Administrator** — configure and run the platform (the foundation credential and the most common, most successful entry point, especially from IT support) → **2. Developer** — script the platform and build custom scoped applications → **3. Implementation Specialist** — deliver specific product lines at enterprise scale → **4. Architect** — with experience, own platform design and delivery strategy.

The Platform Has Become AI-Agent-Centric

ServiceNow has repositioned itself around AI agents and generative assistance embedded across the platform, and its administrator and developer learning paths have been updated to reflect it. This course treats that as core, not a bolt-on: the generative assistant (Now Assist) for end users and makers; prebuilt and custom AI agents across IT, HR, security and customer workflows and their full build/onboard/govern lifecycle; AI-assisted development that can generate components, test cases and automation from natural language; and AI-assisted search and

knowledge. Framed as our other enterprise courses are: **the scarce, rising-value skill is not turning agents on — it is designing, integrating and governing them responsibly on real enterprise data**, which depends on the platform's data-model discipline including its standardised service data model. Connects to our AI Agent Development and Generative AI & LLM Engineering courses for the deeper pro-code view.

ServiceNow vs Microsoft Power Platform — Not the Same Job

- **ServiceNow (this course)** — a dedicated enterprise service-management and workflow platform: deep and vertical, centred on IT and enterprise operations at large-company scale, with its own data model, scripting and delivery discipline
- **Microsoft Power Platform** — building apps, automations and agents across the Microsoft 365 ecosystem: broad and horizontal, often departmental
- Different platforms serving different buyers, **not competitors for the same job**. Choose ServiceNow for a deep enterprise-platform specialisation; Power Platform for broad build-anything reach across Microsoft-centric organisations

Course Highlights

- Every module leads with what you build, configure or automate — not what you "learn about"
- Entirely hands-on on your own personal developer instance
- Access control taught as the heart of platform security — and debugged until it's right, the skill that separates safe admins from dangerous ones
- Both configuration and code — Flow Designer no-code automation and server-side scripting with the Glide APIs
- A complete custom scoped application, delivered the professional way through update sets
- AI agents and Now Assist as a core module — build, onboard and govern agents on enterprise data
- Real integration work — REST and SOAP, IntegrationHub, and reaching on-premises systems
- The certification ladder made visible, including the platform's distinctive maintenance model

Hands-on Projects & Portfolio

- **Personal Developer Instance** — stand up and configure your own instance from scratch
- **Data-Model Build** — custom tables, relationships, forms and views for a real business scenario
- **Access Control Workshop** — implement and debug security rules until the right people see exactly the right data
- **Catalog & Approval Workflow** — a service catalog item and multi-stage approval built in Flow Designer
- **Server-Side Scripting** — business rules and script includes solving a real requirement
- **Custom Scoped Application** — a complete app, delivered through update sets
- **REST Integration** — connect ServiceNow to an external system in both directions
- **Governed AI Agent** — grounded on instance data, built the way an enterprise would actually allow it to ship
- **Upgrade-Planning Exercise** — assess an instance for a release upgrade and produce a plan
- **Capstone** — end-to-end scoped application with security, automation, integration and AI, defended

Tools & Stack

ServiceNow · Now Platform · Personal Developer Instance · Flow Designer · IntegrationHub · Now Assist · AI Agents · GlideRecord & Glide APIs · Business Rules · Script Includes · UI Builder · Update Sets · REST & SOAP · MID Server · CMDB / CSDM · ATF (Automated Test Framework) · JavaScript · Git

Certification Alignment

- Mapped to the ServiceNow certification ladder — the **administrator** credential as the foundation, the **application developer** credential next, and **implementation specialisations** beyond
- **Understand the maintenance model before you invest**: several core ServiceNow certifications are **release-tied** — to keep them current, a holder periodically completes a short "delta" assessment aligned to each new platform release and stays enrolled in the ongoing maintenance programme, or the certification lapses. This is a real, distinctive feature of ServiceNow certification and a genuine planning consideration; we walk you through how it works

- Certification names and structure change with the platform — we align to the current ladder and always recommend confirming the live requirements on ServiceNow's own certification pages before you book
- Presented as preparation and alignment only — no official partnership or accreditation implied, and no exam outcome guaranteed

Career Outcomes

ServiceNow is a specialist platform with a persistent shortage of trained professionals relative to demand, which is why compensation is strong and why it is a common, deliberate career pivot rather than an accidental one. India is a major global delivery centre for ServiceNow implementation and support work, so demand is concentrated where this course's audience is — and the platform's move toward AI agents is expanding rather than shrinking the roles. Roles: ServiceNow Administrator · ServiceNow Developer · ServiceNow Consultant · Implementation Specialist · Technical Consultant · Platform Architect (with experience) · Business Process Analyst on ServiceNow · AI Workflow Developer.

Who This Course Is For

- **IT support, helpdesk and service-desk professionals** who already live in ticketing systems and want to build and administer the platform — the single most common and successful entry path
- Final-year students and fresh graduates, including from non-CS backgrounds, targeting a specialised, well-rewarded enterprise platform
- Developers moving into a high-demand enterprise platform specialisation
- Business analysts and functional consultants in enterprise IT
- Administrators of other enterprise platforms adding ServiceNow
- Professionals in India's IT services and global capability centres where ServiceNow work is concentrated

Module 1: The Now Platform & Instance Fundamentals

7 Hours

YOU CONFIGURE

- Your own personal developer instance — and learn the update-set model that governs how every change you make moves safely between instances

TOPICS

- What ServiceNow is and the problems it solves; the single-platform data model; instances and the personal developer instance you'll build on
- The unified navigation and modern workspaces; applications and modules; tables and the underlying database
- The update-set model that governs how change moves between instances

Assessment: Quiz + Lab

Module 2: Data Model & Configuration

7 Hours

YOU CONFIGURE

- A working data model — tables, fields, relationships and views — and import real data through transform maps, without writing code where configuration is the right tool

TOPICS

- Tables, fields, relationships and the class hierarchy; forms, lists and views
- The configuration management database and the standardised service data model at a working level; importing data; transform maps
- Configuring the platform without writing code where configuration is the right tool

Assessment: Quiz + Lab

Module 3: User Administration & Security

8 Hours

THIS IS WHERE SAFE ADMINS ARE MADE

Access control rules are the heart of platform security and the most error-prone area for newcomers — so you debug them until the right people see exactly the right data.

YOU CONFIGURE

- Users, groups, roles and access control rules — then debug them until the right people see exactly the right data

TOPICS

- Users, groups and roles; access control rules as the heart of platform security and the most error-prone area for newcomers
- Data separation; authentication and single sign-on concepts; the delegation model

Assessment: Quiz + Lab

Module 4: Service Management Foundations**7 Hours****YOU CONFIGURE**

- The functional backbone most ServiceNow roles build on — incident, problem, change and request management, a service catalog and service level agreements

TOPICS

- The core workflows the platform is known for: incident, problem, change and request management
- The service catalog and catalog items; knowledge management; service level agreements
- The functional backbone most ServiceNow roles build on

Assessment: Quiz + Lab

Module 5: Flow Designer & No-Code Automation**7 Hours****YOU AUTOMATE**

- Catalog and approval processes with flows, subflows and actions — reliable automation built before dropping to code, and troubleshooting it with the flow debugger

TOPICS

- Flows, subflows and actions; triggers; the flow debugger for troubleshooting
- Catalog and approval automations
- Building reliable process automation before dropping to code

Assessment: Quiz + Lab

Module 6: Scripting the Platform**8 Hours****YOU BUILD**

- Server-side logic with the platform's JavaScript API — business rules and script includes — and learn the golden rule of when to script client-side versus server-side

TOPICS

- Server-side scripting with the platform's JavaScript API; business rules; script includes; client scripts and UI policies
- The golden rule of when to script client-side versus server-side; GlideRecord and querying data safely
- Scheduled jobs; debugging

Assessment: Quiz + Lab

Module 7: Application Development**8 Hours****YOU BUILD**

- A custom scoped application end to end — designed, scoped, built and delivered through update sets and source control

TOPICS

- Building a custom scoped application end to end; application design and scoping; the development studio and code-first tooling
- UI building for modern workspaces; application lifecycle and delivery through update sets and source control
- AI-assisted generation of components and tests used with judgement rather than trust

Assessment: Quiz + Lab

Module 8: Integrations

7 Hours

YOU BUILD

- A two-way REST integration connecting ServiceNow to an external system — and learn how to reach on-premises systems with the MID Server

TOPICS

- REST and SOAP integration; the integration platform and its spokes; inbound and outbound web services
- Data sources; the MID Server concept for reaching on-premises systems; transform and import pipelines
- Authentication for integrations

Assessment: Quiz + Lab**Module 9: AI, Agents & Now Assist**

8 Hours

YOU BUILD

- A governed AI agent grounded on instance data — built, onboarded and governed the way an enterprise would actually allow it to ship

TOPICS

- The platform's generative assistant for users and developers; prebuilt and custom AI agents and their lifecycle — build, onboard, govern
- Grounding agents on enterprise data safely; AI-assisted search and knowledge; predictive intelligence concepts
- The governance and data-quality discipline that determines whether any of it is trustworthy in production

Assessment: Quiz + Lab**Module 10: Delivery, Upgrades, Governance & Capstone**

8 Hours

YOU DELIVER

- One complete scoped application — data model, security, automation, an integration and an AI-assisted workflow — and defend it, after planning a real release upgrade

TOPICS

- Implementation and delivery practice; instance strategy across development, test and production; the release upgrade cycle and how to plan one
- Performance and technical-debt awareness; platform governance and the centre-of-excellence model; certification-path planning
- Capstone: build one complete scoped application with data model, security, automation, an integration and an AI-assisted workflow, and defend it

Assessment: Capstone Application + Defence