

ServiceNow Certified System Administrator (CSA)

Domain 1: User interface and navigation - 20%

- ServiceNow Overview
- Lists and Filters
- Forms and Templates
- Branding

Domain 2: Collaboration -20%

- User Administration
- Task Management
- Notifications
- Reporting

Domain 3: Database Administration - 30%

- Data Schema
- CMDB
- Application/Access Control
- Import Sets

Domain 4: Self-service and process automation - 20%

- Knowledge Management
- Service Catalog
- Workflows/Flow Designer

Domain 5: Introduction to development - 10%

- Scripting
- Migration and Integration
- Development