



AZNext

Arizona State University

Closing the Skills Gap to Build the Future Workforce

AZNext is a training program designed to create a bold, innovative, and sustaining workforce development ecosystem that addresses the need for more skilled workers in IT, cybersecurity, and advanced manufacturing roles in Arizona and across the U.S.

Provided at no cost to the participant.

Questions

Email: AZNext@asu.edu

Specialize in the next leading cloud computing platform!

Enroll in AZNext's ServiceNow course and become a ServiceNow System Administrator



This 6-week course will help you become a highly sought-after professional in the field of IT service management and pass the System Administrator (CSA) Exam!

What is ServiceNow?

ServiceNow is a leading cloud computing platform that helps organizations streamline their workflow processes and improve their customer experiences. It is used by businesses of all sizes in every industry, and the demand for ServiceNow professionals is growing rapidly.

When and where the program is offered?

This is an open enrollment, virtual class that will be offered online with live, instructor-led sessions via Zoom. This program will be offered over a 6-week duration with a virtual, live class and 1-hour office hour session.

Who should take this course?

This course is ideal for anyone who wants to start a career in ServiceNow administration. It is also a valuable asset for IT professionals who want to expand their skills and knowledge.

This workforce product was funded by a grant awarded by the U.S. Department of Labor (DOL)'s Employment and Training Administration (ETA). The product was created by the recipient and does not necessarily reflect the official position of DOL/ETA. DOL/ETA makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, the accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it.

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What will you gain?

- Technical skills and tools you can apply starting your career in ServiceNow
- How to communicate effectively, efficiently, and professionally
- Problem-solving skills
- Industry-recognized credential
- Opportunities to network with industry leaders

How to Apply



[Link to Apply](#)

What do I need to know to take this class?

The content of this class is designed for students or working professionals from any field to be able to take this course with no prior experience with ServiceNow. Through a combination of theoretical knowledge and hands-on exercises, students will learn platform administration, IT Service Management (ITSM) concepts, ServiceNow platform implementation and requirement-gathering best practices, and additional guidance for successful processes surrounding a ServiceNow implementation.

Program Overview

Upon completion, learners will have:

- In-depth knowledge of the ServiceNow platform, including its features, functionality, and use cases.
- Hands-on experience with all aspects of ServiceNow platform administration.
- Ability to design and implement automated workflows using Flow Designer.
- Understanding of ServiceNow subscription licenses and how to manage them.
- Introduction to Gen AI and how to use it to enhance ServiceNow capabilities.
- Ability to create and manage reports and dashboards.
- Ability to troubleshoot and optimize ServiceNow performance.
- Ability to develop and execute automated tests for ServiceNow applications.
- Eligibility to take the CSA associate-level certification exam.

This 6-week course provides hands-on experience with the ServiceNow platform, covering topics such as the platform overview, Flow Designer, subscription licenses, Gen AI, reporting, performance analytics, and automated test frameworks.

- Week 1: ServiceNow Platform Overview
- Week 2: ServiceNow Administration Fundamentals
- Week 3: Flow Designer Fundamentals
- Week 4: Flow Designer Micro-certification, Subscription Management, and Intro to Gen AI
- Week 5: Reporting & Performance Analytics
- Week 6: Automated Test Framework Essentials Path & Prep for CSA exam

Program Cost

This program is offered to AZNext participants at NO COST, please keep in mind this class will be filled on a first-come, first-serve basis with any additional students being put on a waitlist until seats are available.

Admission Requirements

- Resident of the State of Arizona
- 17 years or older
- Have a high school diploma or GED