

| COURSE BROCHURE · 2026

ServiceNow ITSM

2 months · live + recorded · From zero to ServiceNow Certified System Administrator in 60 days — with three live workflows, scripting fluency, and the Now Assist AI layer.

DURATION

2 mo

MODULES

25

ROLES UNLOCKED

6+

SALARY BAND

3-45 LPA

| ABOUT THIS PROGRAMME

ServiceNow is the fastest-growing enterprise platform in 2026, and CSA-certified administrators are commanding Rs 8-22 LPA at IT services and product companies. This programme takes you from zero to CSA-ready in two months — covering ITSM, ITOM basics, workflow design, scripting (Glide, Business Rules, Client Scripts), and the Now Assist Gen AI layer. You'll work inside a real Personal Developer Instance (PDI) from day one. By the end you'll have built three live workflows — incident, request, change — passed the CSA practice exam, and be ready to interview for ServiceNow administrator and developer roles.

| BUILT FOR

- IT support engineers upgrading to ITSM platform roles
- Developers moving into the ServiceNow ecosystem
- Career switchers targeting Certified System Administrator (CSA)

OUR COMMITMENT

Job-focused training. Real instructors. Lifetime access. We don't sell certificates — we get you hired.

WHY NOW · 2026 MARKET SIGNAL

ServiceNow crossed 8,000 enterprise customers in 2026. India is the #2 hiring market for ServiceNow talent globally — and CSA-certified admins are still scarce.

01

ServiceNow India hiring up 78% YoY (Glassdoor)

02

CSA-certified admins earn Rs 2-4 LPA more than uncertified peers

03

ServiceNow + AI (Now Assist) is the hottest stack pairing in 2026

TECHNOLOGY STACK

Technologies you'll master

The exact stack senior engineers + consultants are billing for in 2026 — nothing taught for show, everything taught because it lands on a job posting.

- ServiceNow Platform — Now Platform UI + admin
- ITSM modules — Incident, Problem, Change, Request, Knowledge
- CMDB — discovery, dependency mapping, CI relationships
- Service Catalog — record producers, workflows, fulfilments
- Glide Script — server-side + client-side scripting
- Flow Designer + Workflow Editor
- Performance Analytics + dashboards
- REST/SOAP integrations + IntegrationHub
- ITIL v4 best practices aligned throughout

WHY THIS PROGRAMME

What makes this different

- ✓ Personal Developer Instance (PDI) hands-on starting week 1
- ✓ Three live workflows built: incident, service request, change management
- ✓ Catalog design and Service Portal — frontend skills employers demand
- ✓ Glide scripting deep-dive — Business Rules, Client Scripts, Script Includes
- ✓ Performance Analytics and reporting basics for senior interviews
- ✓ CSA certification prep with 200+ practice questions and exam strategy
- ✓ Now Assist + GenAI for ServiceNow — the 2026 platform layer
- ✓ Real ticket workflows from BFSI and IT services engagements

CAREER OUTCOMES

By the end, you will be able to

- ✓ Configure ServiceNow ITSM modules end-to-end on a fresh instance
- ✓ Write Glide scripts for Business Rules, Client Scripts, and Script Includes
- ✓ Design Service Catalog items with variables, workflows, and approvals
- ✓ Build dashboards and reports for SLA tracking and operational metrics
- ✓ Pass the Certified System Administrator (CSA) exam with confidence
- ✓ Implement basic Discovery and CMDB workflows
- ✓ Apply for ServiceNow Administrator and Developer roles paying Rs 6-20 LPA
- ✓ Position yourself for SPM, HRSD, or ITOM specialization tracks

SALARY OPPORTUNITIES

Job roles + earning potential

Indian-market salary bands for 2026, sourced from active listings on Naukri, LinkedIn, and Instahyre. Bands assume the certifications and projects this programme delivers.

	JOB ROLE	EXPERIENCE	SALARY
01	ServiceNow Support Analyst	Fresher to 1+ Years	3-5 LPA
02	Junior ServiceNow Administrator	Fresher to 2+ Years	4-6 LPA
03	ServiceNow ITSM Analyst	1 to 3+ Years	5-8 LPA
04	ServiceNow Administrator	2 to 4+ Years	6-10 LPA
05	ServiceNow Developer	2 to 5+ Years	7-20 LPA
06	ServiceNow ITSM Consultant	3 to 6+ Years	9-24 LPA
07	ServiceNow Application Developer	4 to 7+ Years	12-28 LPA
08	Senior ServiceNow Developer	5 to 8+ Years	15-35 LPA
09	ServiceNow Technical Lead	6 to 9+ Years	18-40 LPA
10	ServiceNow Architect	8+ Years	25-45 LPA

CAREER PATHS

Roles you can target

Roles ordered from entry → senior. The same role titles you'll see on Naukri, LinkedIn, and Instahyre filtered to the tech stack you'll master.

- ServiceNow Administrator
- ServiceNow Developer
- ServiceNow Consultant
- ITSM Implementation Specialist
- Platform Owner — ServiceNow
- Senior ServiceNow Developer

Emerging — high-demand roles for 2026

Roles that didn't exist five years ago, paying premium because the talent pool is small.

- ServiceNow ITOM Specialist
- ServiceNow GRC Developer
- ServiceNow AI Workflow Developer

CAREER TRAJECTORY

Where this programme leads, in 5 years

Median 2026 salary bands for the role progression this curriculum unlocks. Numbers are conservative — top performers cross the upper band earlier.

YEAR 1

ServiceNow Administrator

Rs 5-10 LPA

Own ITSM workflows for a mid-size enterprise.

YEAR 3

Senior ServiceNow Developer

Rs 12-22 LPA

Lead module implementations end-to-end.

YEAR 5

ServiceNow Architect

Rs 22-40 LPA

Set platform direction across multiple modules.

COURSE CURRICULUM

What you'll build, module by module

Every module is taught hands-on with real datasets, instances, or codebases — not slides. By the end, you'll have built, not just watched.

Overview of ServiceNow Platform

- Introduction to ServiceNow as an enterprise cloud p...
- ServiceNow architecture and core platform capabil...
- Overview of ServiceNow applications and modules
- Understanding ServiceNow releases and version up...

Getting Started with ServiceNow

- Creating and managing a Personal Developer Insta...
- ServiceNow login, instance navigation, and basic se...
- Home page, Application Navigator, and Workspace...
- Classic UI vs Next Experience (UI16 & Polaris)
- Hands-on: Exploring the ServiceNow interface

Forms and User Interface Configuration

- Understanding forms and form components
- Configuring forms using Form Layout and Form De...
- Introduction to Form Builder
- Field types, field properties, and UI elements
- Hands-on: Customizing standard ITSM forms

Lists and Filters

- Understanding list views and list controls
- Personalizing list layouts and columns
- Creating and applying filters
- Saved filters and advanced filtering techniques
- Hands-on: Working with list views and filters

Tables and Data Model

- Introduction to tables and ServiceNow data structure
- Creating custom tables
- Dictionary entries and field attributes
- Parent and child tables (table inheritance)
- Schema map and table relationships
- Dictionary overrides explained with use cases

Dot-Walking and Reference Fields

- Understanding reference fields
- Using dot-walking to access related data
- Real-time use cases of dot-walking in reports, scrip...

User Administration and Security

- Creating and managing users
- Understanding different user types
- User groups and group management
- Roles and role hierarchy
- Access Control Lists (ACLs)
- Impersonation and security best practices

Incident Management (ITSM Core)

- ITIL overview and Incident Management concepts
- Incident lifecycle and states
- Incident form configuration
- Priority, impact, urgency, and SLAs
- Backend validations and business logic
- End-to-end incident handling scenarios

Client-Side and Server-Side Scripting

- Introduction to scripting in ServiceNow
- Client Scripts: onLoad, onChange, onSubmit
- UI Policies vs Client Scripts
- Introduction to Glide APIs
- GlideRecord
- GlideAggregate
- GlideSystem
- GlideDateTime
- GlideAjax
- Hands-on scripting exercises

Business Rules

- Understanding server-side business logic
- Types of Business Rules (Before, After, Async, Displ...
- When and where to use Business Rules
- Best practices and performance considerations

Script Includes

- Introduction to Script Includes
- Reusable server-side logic
- Client-callable Script Includes
- Scoped vs Global Script Includes

UI Actions

- Form UI Actions
- List UI Actions
- Related Links
- Role-based UI Actions with security considerations

Email Notifications

- Outbound email notifications
- Inbound email actions
- Email templates and notification triggers
- Debugging email notifications

Scheduling and Automation

- Scheduled Jobs
- Events and Event Management basics
- Introduction to Workflow
- Introduction to Flow Designer
- Workflow vs Flow Designer

Service Request Management

- Service Catalog overview
- Record Producers
- Catalog Items and Variables
- Order Guides
- Approvals and fulfillment process
- Hands-on: Building service requests

Problem Management

- Problem lifecycle
- Root Cause Analysis (RCA)
- Known Errors and Workarounds

Change Management

- Change Management overview
- Change types: Standard, Normal, Emergency
- Change lifecycle and approvals
- CAB process and risk assessment

Knowledge Management

- Knowledge Base setup
- Article lifecycle and approvals
- Knowledge-Centered Service (KCS) basics

Update Sets and Application Migration

- Understanding Update Sets
- Capturing and moving changes between instances
- Best practices and conflict resolution

Integrations and REST APIs

- Introduction to REST APIs in ServiceNow
- Outbound REST integrations
- Inbound REST integrations
- Authentication methods (Basic, OAuth)
- Real-world integration examples

Reporting and Dashboards

- Report types and data sources
- Creating and customizing reports
- Dashboards and performance metrics
- Introduction to Performance Analytics

Instance Management

- Instance cloning concepts
- Upgrade basics and best practices
- Instance health and performance monitoring

In-Class Project

- Building a real-world ITSM solution
- Applying admin and development skills
- End-to-end implementation scenario

Presentation and Review

- Project walkthrough and explanation
- Best practice discussion
- Real-world challenges and solutions
- Final Q&A and course wrap-up

ServiceNow Best Practices

- Admin and development best practices
- Performance optimization techniques
- Real-time project tips and interview guidance

| INSTRUCTED BY

Trained by working practitioners

Not academics. Not pre-recorded YouTubers. Engineers and consultants who still ship production code at top companies — the exact people you want to learn from.



Mr. Maanvir G

Industry Trainer

A ServiceNow Certified Specialist with 9+ years of hands-on experience in the ServiceNow ecosystem and 4+ years as a professional trainer. Currently working as an ITSM Architect at a Big 4 MNC, he specializes in ServiceNow ITSM, Service Catalog, CMDB, Integrations, Automations, and Enterprise-scale implementations. He delivers practical, real-world, project-driven training aligned with industry best practices. He helps learners confidently transition into ServiceNow Administrator, Developer, and ITSM Consultant roles. Approved trainer by Raj Cloud Technologies.

APPROVED TRAINER · RAJ CLOUD TECHNOLOGIES

| WHAT'S INCLUDED

Everything you get beyond the curriculum

The sessions are the tip. Here's the full value stack a single fee unlocks — mentorship, community, career support, and lifetime updates.

- + Lifetime access to recordings — re-watch any session, forever
- + Private community access — get unblocked in minutes, not days
- + 1:1 mentor reviews on every portfolio project you build
- + Weekly doubt-clearing sessions led by the instructor
- + Resume + LinkedIn rewrite by a working hiring manager
- + Two full mock interviews with real-time feedback
- + Interview question bank — 50+ scenario-based questions
- + Real-world datasets + playground accounts you keep
- + Verifiable course completion certificate
- + Lifetime curriculum updates — when modules refresh, you get them

ENROLMENT

Pick your tier and enrol

Two tiers — pick what fits your budget. Both include lifetime access to recordings and a verifiable certificate.

MOST POPULAR

LIVE + RECORDED

Rs 19,999

- ✓ All live sessions + Q&A
- ✓ Lifetime recordings
- ✓ Doubt-clearing sessions
- ✓ Resume + interview prep
- ✓ Certificate of completion

RECORDED ONLY

Rs 13,999

Save Rs 6,000

- ✓ Lifetime access to recordings
- ✓ Self-paced learning
- ✓ Certificate of completion
- ✗ No live sessions
- ✗ No live Q&A

HOW TO ENROL

Three steps to your seat

01 Book a free demo

30-min walk-through with the instructor — ask anything before you commit.

02 Pick your tier + enrol

Live + Recorded or Recorded-only. UPI, card, EMI — all accepted.

03 Start on day one

Onboarding kit, course portal access, and your first live session calendar invite.

| HOW WE STACK UP

Compared to your alternatives

Free tutorials and generic bootcamps both have their place. Here's exactly where they fall short — and where the fee here pays for itself.

WHAT YOU GET	FREE YOUTUBE TUTORIALS	GENERIC BOOTCAMPS	RAJ CLOUD
Live practitioner instructors	×	×	✓
Real datasets + playground accounts	×	partial	✓
1:1 mentor reviews on your portfolio	×	×	✓
Mock interviews with feedback	×	partial	✓
Resume + LinkedIn rewrite	×	×	✓
Job referral network access	×	×	✓
Lifetime updates + recordings	partial	×	✓
Verifiable certificate	×	✓	✓

| QUESTIONS ANSWERED

Common questions, answered upfront

Q. Do I need prior experience to start?

Most students begin with little to no experience. We assume only basic computer literacy. The first two weeks ramp you up to the level the rest of the curriculum needs — no one is left behind.

Q. What if I miss a live session?

Recordings are uploaded within 24 hours of every session. Weekly doubt-clearing sessions catch you up on missed material. Your community is active 24/7. Nothing gets lost, only delayed.

Q. Is there a job placement guarantee?

We don't promise placement — we engineer outcomes. Resume + LinkedIn rewrite, two mock interviews, a referral network, and portfolio reviews are all included. The work happens; the offer is yours to earn.

Q. Can I pay in instalments?

Yes. UPI EMI, credit-card EMI, and a 3-month no-cost split-pay are all supported. Email admissions and we'll set up a plan that fits your cash flow.

Q. Does the certificate hold weight in interviews?

Yes. It's dated, verifiable via our website, and signed by the trainer. Alumni reference it on LinkedIn and inside offer-stage interview rounds — but the portfolio you build matters more, and that's the point.

Talk to admissions

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WEB

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OUR COMMITMENT

Job-focused training. Real instructors. Lifetime access. We don't sell certificates — we get you hired.