

Learn ServiceNow the way real teams work.

A structured, instructor-led cohort experience built around real-time examples, Agile delivery stories, guided PDI development, technical reviews, interview preparation and portfolio building.

YOUR 45-DAY DELIVERY JOURNEY

Every phase moves from explanation to demonstration, hands-on development, review and confident project communication.

LIVE COHORT

AGILE 2.0 STORIES

PDI PRACTICE

INTERVIEW READY



01-13

FOUNDATIONS



14-20

JAVASCRIPT



21-34

PLATFORM BUILD



35-45

ADVANCED + CAREER

One journey. Six focused stages.

Each stage combines concepts, practical work and review so learners understand not only what to configure, but why and when to use it.

1

Platform Foundations

Instance setup, tables, fields, lists and forms.

Days 1-7

2

Control and Security

Policies, ACLs, update sets and catalog essentials.

Days 8-13

3

JavaScript Core

Language fundamentals, functions, objects and debugging.

Days 14-20

4

Core Applications

ITSM, catalog delivery, knowledge and inbound email.

Days 21-26

5

Scripting and Automation

Client/server scripting, Flow Designer, GlideAjax and APIs.

Days 27-40

6

Projects and Career

Capstones, mock interviews, certification and portfolio.

Days 41-45

Start with the platform. Build the right base.

Set up your environment, understand the data model and become productive with lists and forms.

1

Course Introduction and PDI Setup

- Understand the structure, goals and objectives of the curriculum.
- Explore the ServiceNow ecosystem and career opportunities.
- Create, manage and maintain a Personal Developer Instance.

2

Tables, Fields and Data Structures

- Navigate ServiceNow data tables through practical exercises.
- Use string, integer, reference and custom field types.
- Understand table hierarchy, schema maps and data relationships.

3

Lists and Forms

- Customise list views, filters, breadcrumbs and search techniques.
- Modify form layouts and context menus.
- Improve productivity with condition builders and advanced list tools.

LEARNER EXPERIENCE

You begin with guided setup, practise directly in your own PDI and leave the first week able to navigate and organise platform data with confidence.

Shape behaviour. Protect data.

Learn how configuration, security and controlled deployment work together in a reliable ServiceNow implementation.

1 UI Policies and Data Policies

- Implement dynamic form behaviour and data validation.
- Choose the correct policy based on client and server requirements.

2 Access Control

- Understand ACLs for securing tables and fields.
- Learn how roles, conditions and scripts influence access decisions.

3 Update Sets

- Capture, review and migrate instance changes efficiently.
- Understand safe movement practices across environments.

4 Service Catalog Essentials

- Understand catalog items, record producers and order guides.
- Apply efficient catalog creation and maintenance practices.

DELIVERY OUTCOME

You can design form behaviour, apply basic access controls, move changes safely and build the foundation of a service request experience.

Write code that is clear and maintainable.

Build the JavaScript foundation needed for ServiceNow configuration, scripting and troubleshooting.



javascript-foundations.js

```
const learner = {
  track: "ServiceNow Developer",
  days: 45,
  ready: false
};

if (learner.days === 45) {
  learner.ready = true;
}
```

1

Core language

- Variables, data types, operators and expressions.
- If-else statements, loops and switch cases.

2

Functions and objects

- Function declarations, arrow functions, objects and arrays.

3

Quality and debugging

- Try-catch blocks, debugging techniques and clean-code practices.

Connect learning to real service delivery.

Move from platform concepts into the applications and processes used by delivery teams.

1 ITSM Modules

- Incident, Problem and Change Management workflows.

2 Advanced Service Catalog

- Create request workflows, RITMs and catalog tasks through practical exercises.

3 Knowledge Management

- Build and organise useful knowledge articles.

4 Inbound Email Actions

- Process incoming emails and automate task creation.

REAL-TIME PRACTICE

Translate process requirements into forms, workflows, tasks, notifications and knowledge experiences that can be demonstrated during review.

Make the platform respond intelligently.

Learn where client logic, server logic and flow automation belong - and how they work together.

CLIENT SIDE

User interaction

- Client Scripts, UI Policies and UI Actions for responsive user experiences.

SERVER SIDE

Business logic

- Business Rules, Script Includes and Scheduled Jobs for trusted processing and automation.

WORKFLOW AND FLOW DESIGNER

Automate with the right engine.

Create and manage workflows, build low-code automation with Flow Designer, and understand the differences and use cases for each tool.

DESIGN

BUILD

TEST

REVIEW

Connect experiences. Integrate systems.

Use advanced platform APIs and integration patterns to move data securely and reliably.

1

GlideForm and GlideUser

Advanced form and user interactions.

2

GlideAjax

Client-server communication without reloading the form.

3

Events and Notifications

Real-time processing and communication.

4

Inbound REST API

Expose secure endpoints for external systems.

INTEGRATION MINDSET

Understand request, authentication, payload, response, error handling and troubleshooting - not only endpoint configuration.

Build. Demonstrate. Explain with confidence.

Bring the complete learning journey together through projects, interviews and certification-focused revision.

1 Capstone Projects

- Integrate scripting, workflows and integrations into complete solutions.
- Demonstrate the finished solution and explain design decisions.

2 Mock Interviews and Use Cases

- Solve realistic ServiceNow scenarios.
- Practise technical communication and structured problem solving.

3 Certification Preparation

- Prepare for CSA and CAD exam readiness.
- Revise platform concepts with practical context.

FINAL OUTCOME

A portfolio-ready learner who can build, troubleshoot, demonstrate and explain ServiceNow development work.

Your learning continues after Day 45.

RestartNow supports the transition from learning concepts to presenting yourself as a capable ServiceNow professional.

1

Portfolio Building

- Create a professional portfolio showcasing projects and skills.

2

Networking Guidance

- Build meaningful connections on ServiceNow Community and LinkedIn.

3

Lifetime Support

- Continue receiving career guidance after completing the training.

READY TO RESTART?

Learn ServiceNow the way real teams work.

Live cohorts. Agile stories. Guided PDI practice. Technical reviews. Interview preparation.

Choose the channel that works best for you.



RestartNow is an independent learning platform. ServiceNow and related marks are trademarks of ServiceNow, Inc.