ServiceNow Starter Pack for Beginners

Introduction

Welcome to the ServiceNow Nigeria Community Starter Pack – your launchpad into the ServiceNow ecosystem. This guide is for newcomers: business analysts, developers, support professionals, project managers, or anyone pivoting into tech. Whether you're here to learn ITSM, CSM, automation, or platform development, this pack gives you the right links, paths, and materials to get moving without confusion.

ServiceNow is not only for tech people. You can come from nursing, banking, teaching, logistics, or government – and still build a strong career here. Many of the best ServiceNow consultants today started with no coding background. What matters: consistency, curiosity, and learning the right things in the right order.

What is ServiceNow?

ServiceNow is a cloud-based platform that helps organizations digitize workflows across IT, HR, customer service, security, and more. It combines automation, AI, and a powerful data model to drive efficiency and visibility. It's used by companies worldwide to manage services, operations, assets, requests, and compliance – all from a single platform.

Getting Started:

ServiceNow Learning Journey Path

Use this official roadmap to pick your role (admin, dev, implementer, etc.) and follow the curated courses: 👉 ServiceNow Learning Paths - [Career Journeys](#)

(Navigate the Learning Journey Path to see what applies to each pathway).

Note: Choose a path (Admin, Developer, Business Analyst). Each one has structured modules, labs, and certs. Use this to avoid getting lost.

Register on ServiceNow University

Create your free account to access courses, labs, certifications, and badges: 👉 [Register at NowLearning](#)

Use your personal email. Don't use fake names. This is where you'll track all your progress, courses, and cert badges. Free account.

After you have your account set up, log in to your dashboard to begin your learning.

🎓 "Welcome to ServiceNow" Course

Start with the *Welcome to ServiceNow* course – a short, engaging intro to the platform, how it works, and why it matters.
👉 [Welcome to ServiceNow Course](#)

🎖 Micro-Certification: Welcome to ServiceNow

After the course, earn your first badge.

👉 [Welcome to ServiceNow Micro-Certification](#)

After the Micro-certification is completed. You'll get your first badge. Share it on LinkedIn. That badge makes your learning visible.

Now that you have completed the first stage and know the basic capabilities of the platform, the next step will be to continue your learning to the next recommended stage, which would be the

ServiceNow System Administration Fundamentals

This is the core training for all future admins and devs. Take it slow. Do every lab. Take notes.

👉 [Administrator Fundamentals Course](#)

This is the backbone course. Learn tables, forms, users, roles, and workflows. This course is what real jobs are built on.

Additional

When you register for the Administration Fundamentals on-demand course, an Inkling eBook Access (Admin Fundamentals Guide) will be sent to your email, this e-book contains all the Labs you need to complete for the course.

The Inkling E-book platform is where all your future Courses that have e-books will appear.

Create Your Own ServiceNow PDI (Personal Developer Instance)

What is a PDI?
A Personal Developer Instance is a free version of the ServiceNow platform. It gives you admin access to build and test anything you want. Same features as a real company's instance, but just for learning.

Your PDI is your private playground. You can break things, test scripts, build apps, and practice labs. nobody will see it but you. This is where real learning begins.

Steps to get one:)

👉 **Get Personal PDI**

1. Go to the link above.
2. Sign in with your ServiceNow email you previously created for the university learning platform.
3. After login, click **"Request Instance"**. (Select the IDE for developers.)
4. Choose the latest release, which is Yokohama. *(As at when this doc was created)*
5. Your instance URL (like https://dev12345.service-now.com) will be sent to your email, plus login credentials.
6. Bookmark it. You'll use it every day for practice.

Warning: If you don't use your instance for 10 days, it expires. Always log in and use it at least once a week.