servicenow

Learning Paths by Persona

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Customer Service Management (CSM)

Implementer Learning Path

Micro-Certification (MC)

Select Product Line CSM ServiceNow Additional Recommended (coming Spring 2019) **Platform** ServiceNow CSM with Service Management for BPC Overview (eLearning) **Fundamentals** Implementation CSM with Service Management for BPC Features (eLearning) (3-days ILT) (3-days ILT) CSM with Service Management for Implementers (eLearning) **Implementer** CIS-CSM* **CSM CSM CSM Professional Fundamentals** Implementation Required to achieve 'Professional' (2-days ILT) (2-days ILT) ServiceNow ServiceNow **CIS-CSM Voucher** CIS-CSM Implementation Platform Subscription Agent Intelligence (eLearning) Methodology (SIM) **Fundamentals** Model Performance Analytics Essentials Ongoing eLearning eLearning (eLearning) Delta testina **MC Voucher** Virtual Agent (eLearning)



* Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms

ILT: Instructor Lead Training

BPC: Business Process Consultants **CIS:** Certified Implementation Specialist

Field Service Management (FSM)

ServiceNow

Implementation

Methodology (SIM)

Fundamentals

eLearning

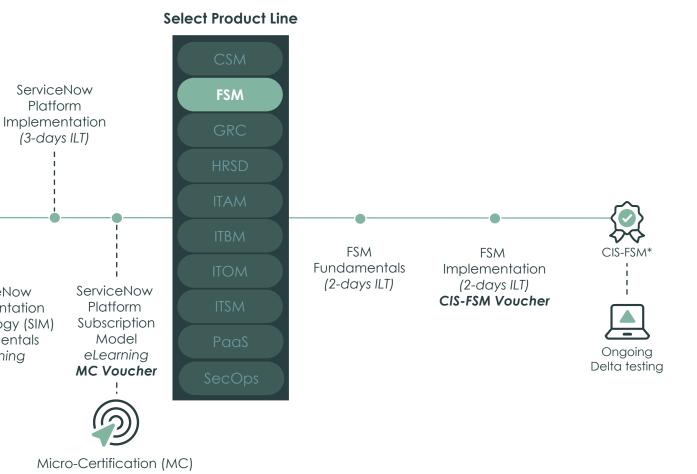
ServiceNow **Fundamentals**

(3-days ILT)

ServiceNow

Platform

(3-days ILT)





Implementer

* Mainline certification questions are sourced from all courses between the product line selection and the exam

CIS: Certified Implementation Specialist

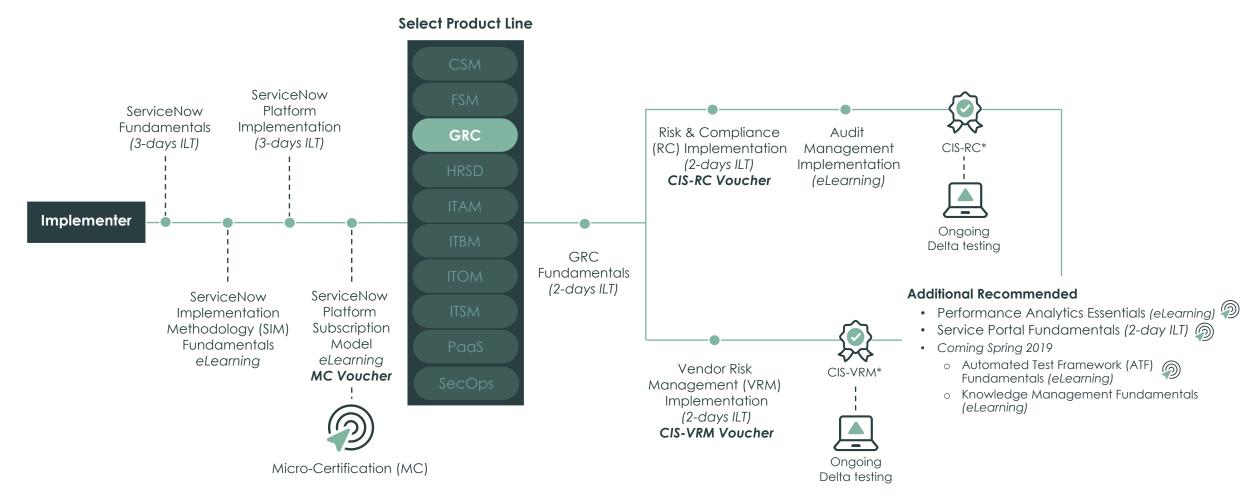
Additional Acronyms

Governance, Risk & Compliance (GRC)

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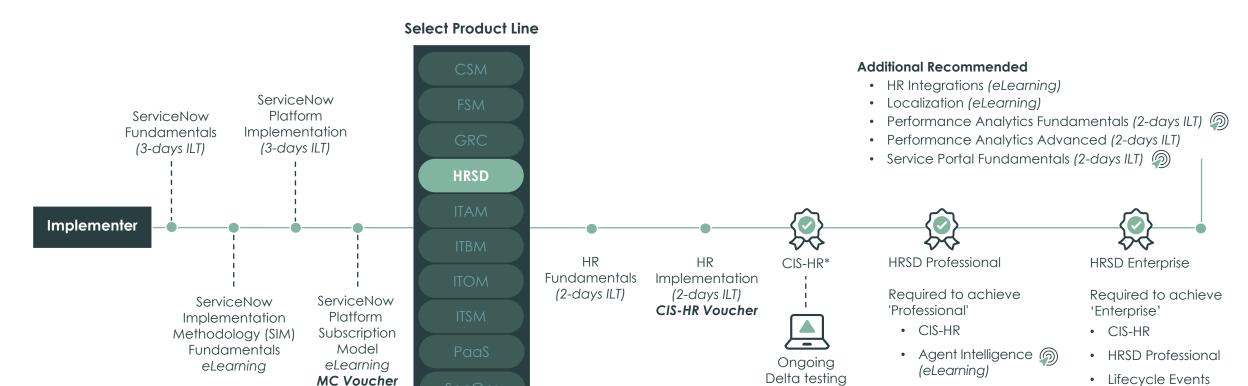
Additional Acronyms

CIS: Certified Implementation Specialist





Human Resources Service Delivery (HRSD)



Micro-Certification (MC)



(eLearning)

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CIS: Certified Implementation Specialist

Virtual Agent

(eLearning)

Additional Acronyms

IT Asset Management (ITAM)

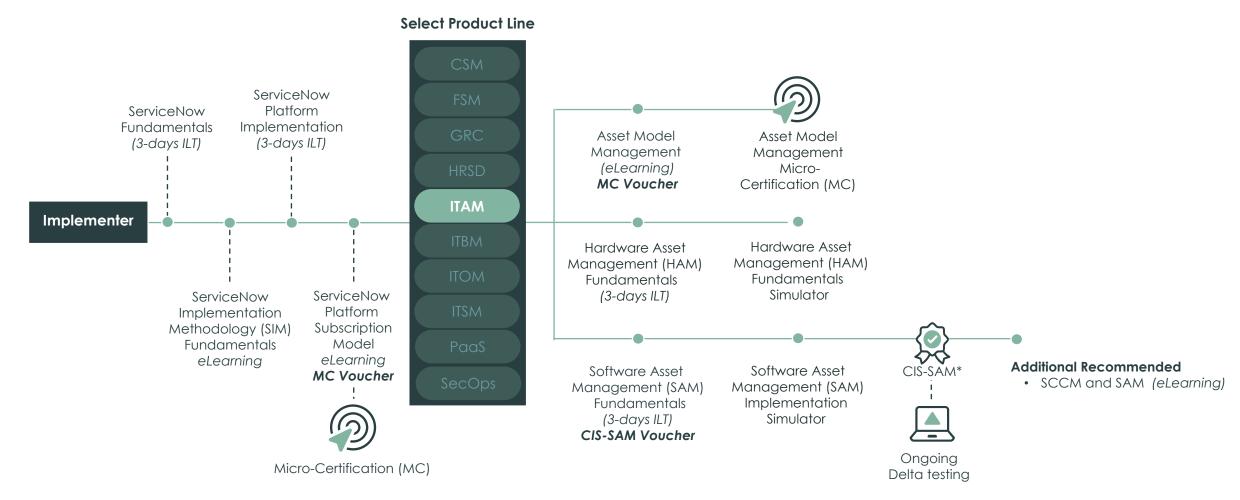
* Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms

CIS: Certified Implementation Specialist

ILT: Instructor Lead Training

SCCM: Microsoft System Center Configuration Manager





IT Business Management (ITBM)

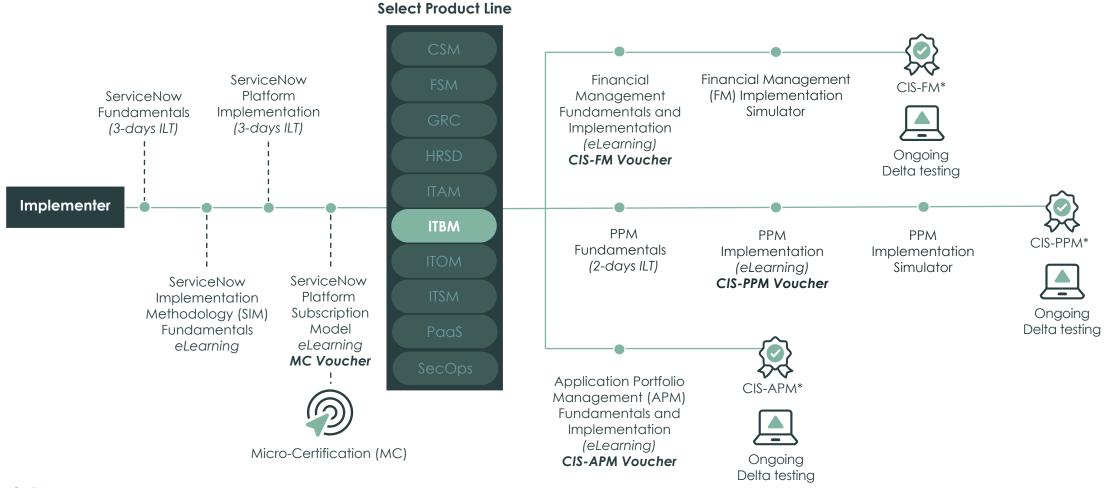
* Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms

CIS: Certified Implementation Specialist

ILT: Instructor Lead Training

PPM: Project Portfolio Management





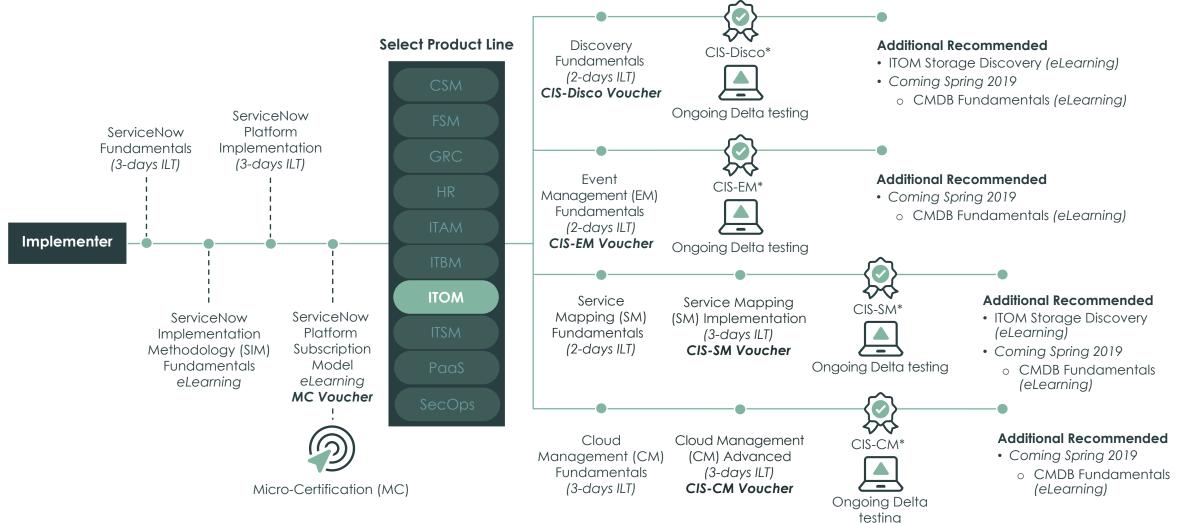
IT Operations Management (ITOM)

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Additional Acronyms

CIS: Certified Implementation Specialist

CMDB: Configuration Management Database





Micro-Certification (MC)

IT Service Management (ITSM)

Additional Recommended Select Product Line Major Incident Management (eLearning) • Service Portal Fundamentals (2-days ILT) Coming Spring 2019 o Automated Test Framework (ATF) @ ServiceNow Fundamentals (eLearning) **Platform** ServiceNow o IntegrationHub Fundamentals (eLearning) Implementation **Fundamentals** Mobile Development Fundamentals (3-days ILT) (3-days ILT) (eLearning) **Implementer ITSM** ITSM CIS-ITSM* ITSM Professional **Fundamentals** Implementation (2-days ILT) (2-days ILT) Required to achieve 'Professional' ServiceNow ServiceNow **CIS-ITSM Voucher** CIS-ITSM Implementation Platform **ITSM** Subscription Methodology (SIM) Agent Intelligence (eLearning) **Fundamentals** Model Ongoing Performance Analytics Essentials eLearning eLearning Delta testina (eLearning) **MC Voucher** Virtual Agent (eLearning)



* Mainline certification questions are sourced from all courses between the product line selection and the exam

CIS: Certified Implementation Specialist

Additional Acronyms

Platform as a Service (PaaS)

ServiceNow

Implementation

Methodology (SIM)

Fundamentals

eLearning

ServiceNow Fundamentals

(3-days ILT)

Implementer Learning Path

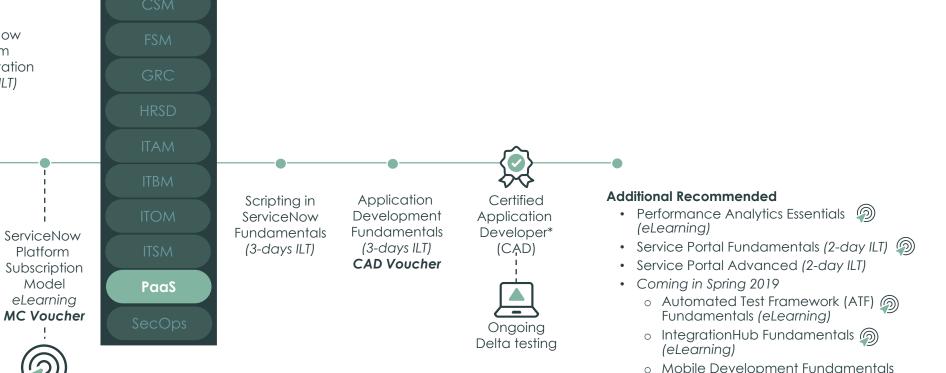
ServiceNow Platform

Implementation

(3-days ILT)

Micro-Certification (MC)

Select Product Line





Implementer

(eLearning)

* Mainline certification questions are sourced from all courses between the product line selection and the exam

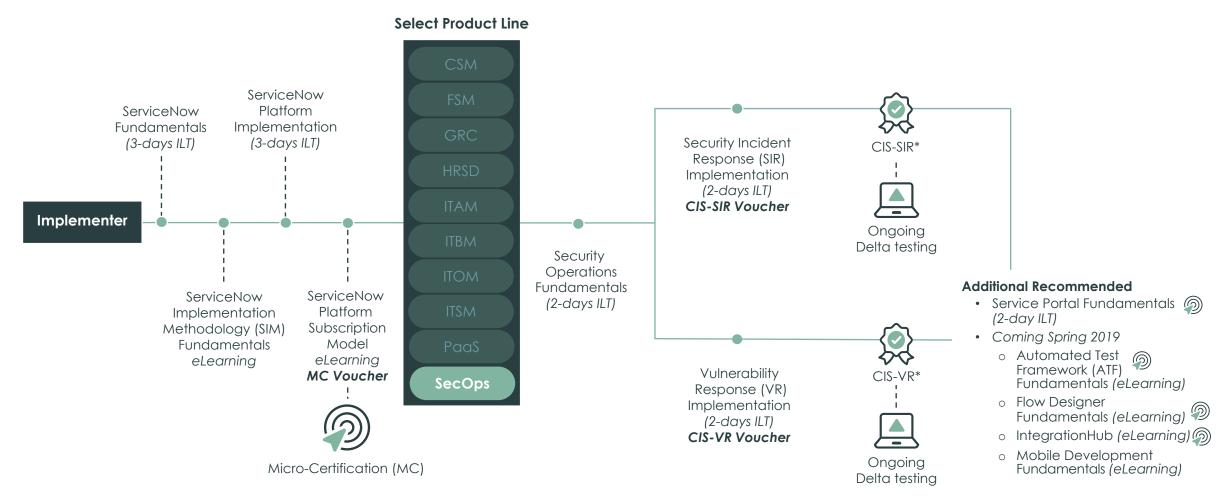
Additional Acronyms ILT: Instructor Lead Training

Security Operations (SecOps)

 Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms

CIS: Certified Implementation Specialist





System Administrator Learning Path

System **Administrator**





Certified System Administrator* ServiceNow Platform Subscription Model eLearning 🔊 MC Voucher

System Administration Advanced (2-days ILT)

Upgrade Skipped Records (eLearning)

Additional Recommended





- Scripting in ServiceNow Fundamentals (3-day ITL)
- Application Development Fundamentals (3-day ITL)
- Implementation classes as products are activated in your organization
- Coming in Spring 2019
 - Automated Test Framework (ATF) Fundamentals (eLearning)







Developer Learning Path

Custom applications

Developer

ServiceNow Fundamentals (3-days ILT) ServiceNow
Platform
Subscription
Model
eLearning
MC Voucher

Scripting in ServiceNow Fundamentals (3-days ILT) Application
Development
Fundamentals
(3-days ILT)
CAD Voucher

Certified Application Developer* (CAD)



Ongoing Delta testing

Additional Recommended

- Performance Analytics Essentials (eLearning)
- Service Portal Fundamentals (2-day ILT)
- Service Portal Advanced (2-day ILT)
- Coming in Spring 2019
 - o Automated Test Framework (ATF) Fundamentals (eLearning)
 - o IntegrationHub Fundamentals (eLearning)
 - o Mobile Development Fundamentals (eLearning)

