

servicenow™

Learning Paths by Persona

Implementer Learning Paths

Implementer Certification

Business Continuity Management (BCM)

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

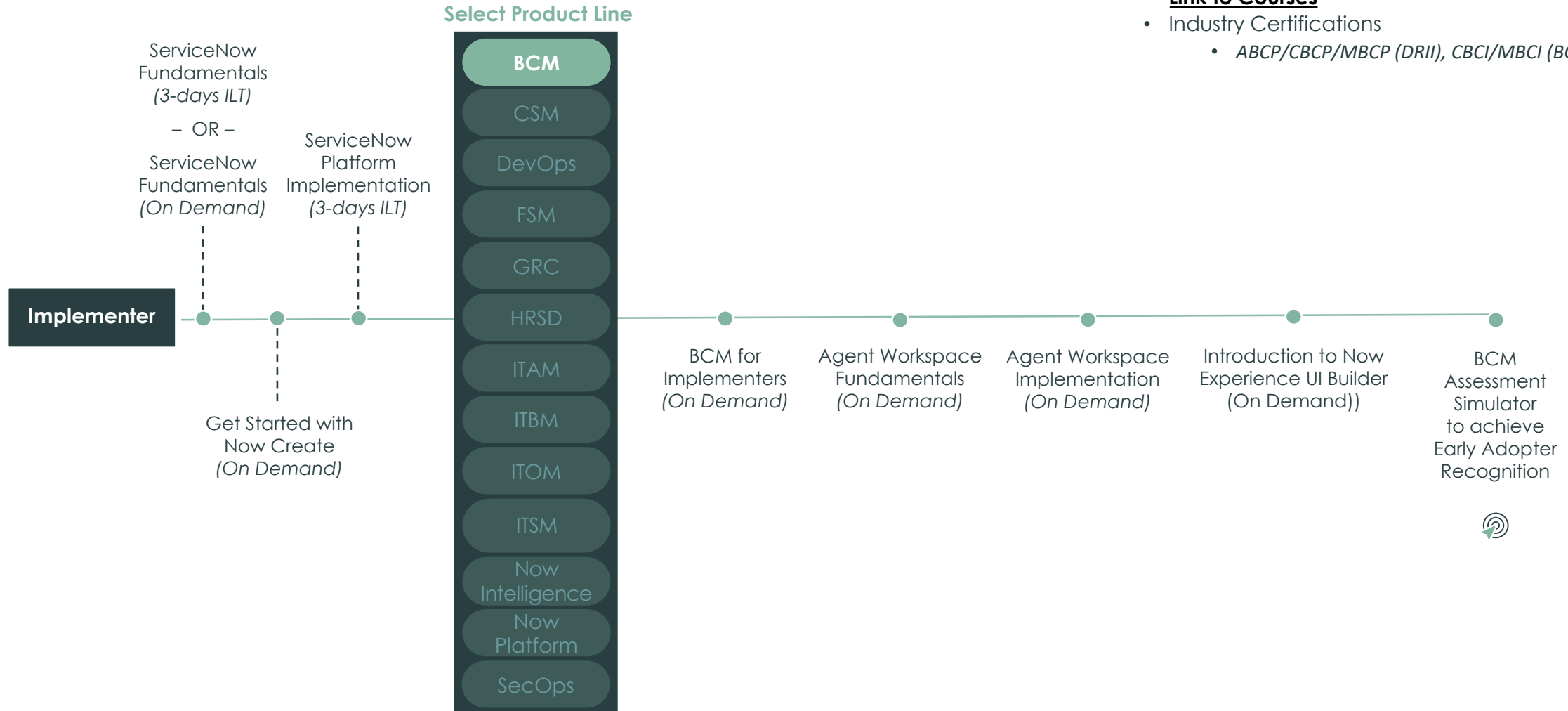
Additional Acronyms

CIS: Certified Implementation Specialist

ILT: Instructor-led Training

Additional Recommended:

- [Link to Courses](#)
- Industry Certifications
 - *ABCP/CBCP/MBCP (DRII), CBCI/MBCI (BCI)*



Implementer Learning Path

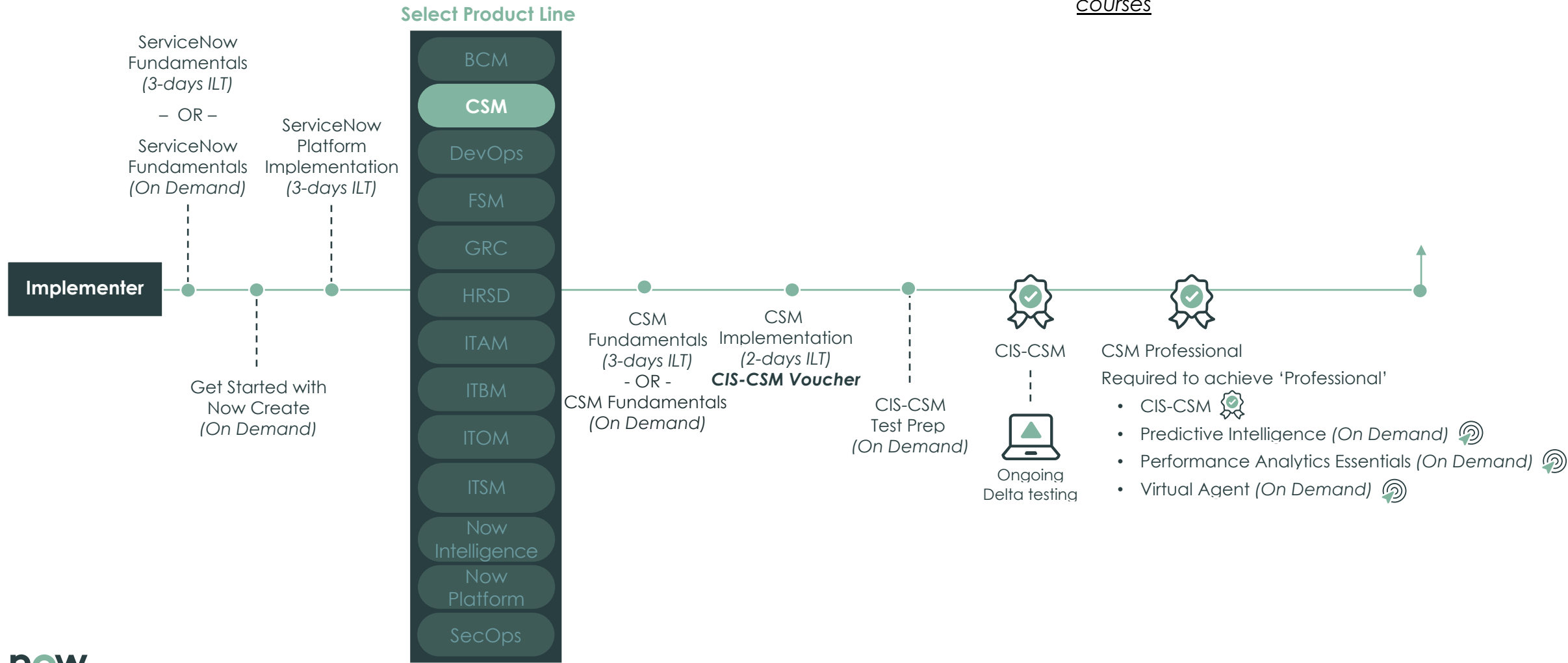
Customer Service Management (CSM)

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

Additional Acronyms
BPC: Business Process Consultants
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Additional Recommended

- [Link to all recommended courses](#)

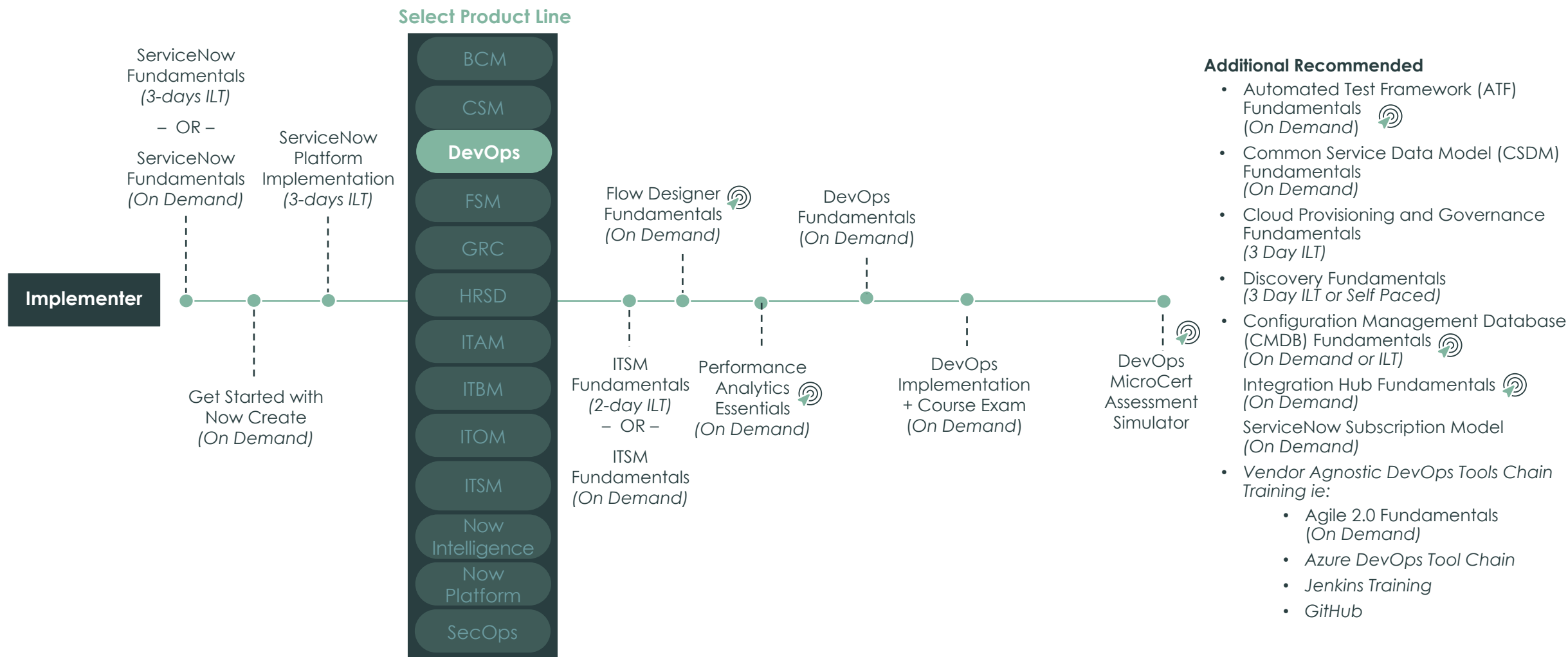


* Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms
 ILT: Instructor-led Training

Implementer Learning Path

DevOps Change Velocity



Implementer Learning Path

Field Service Management (FSM)

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Additional Acronyms

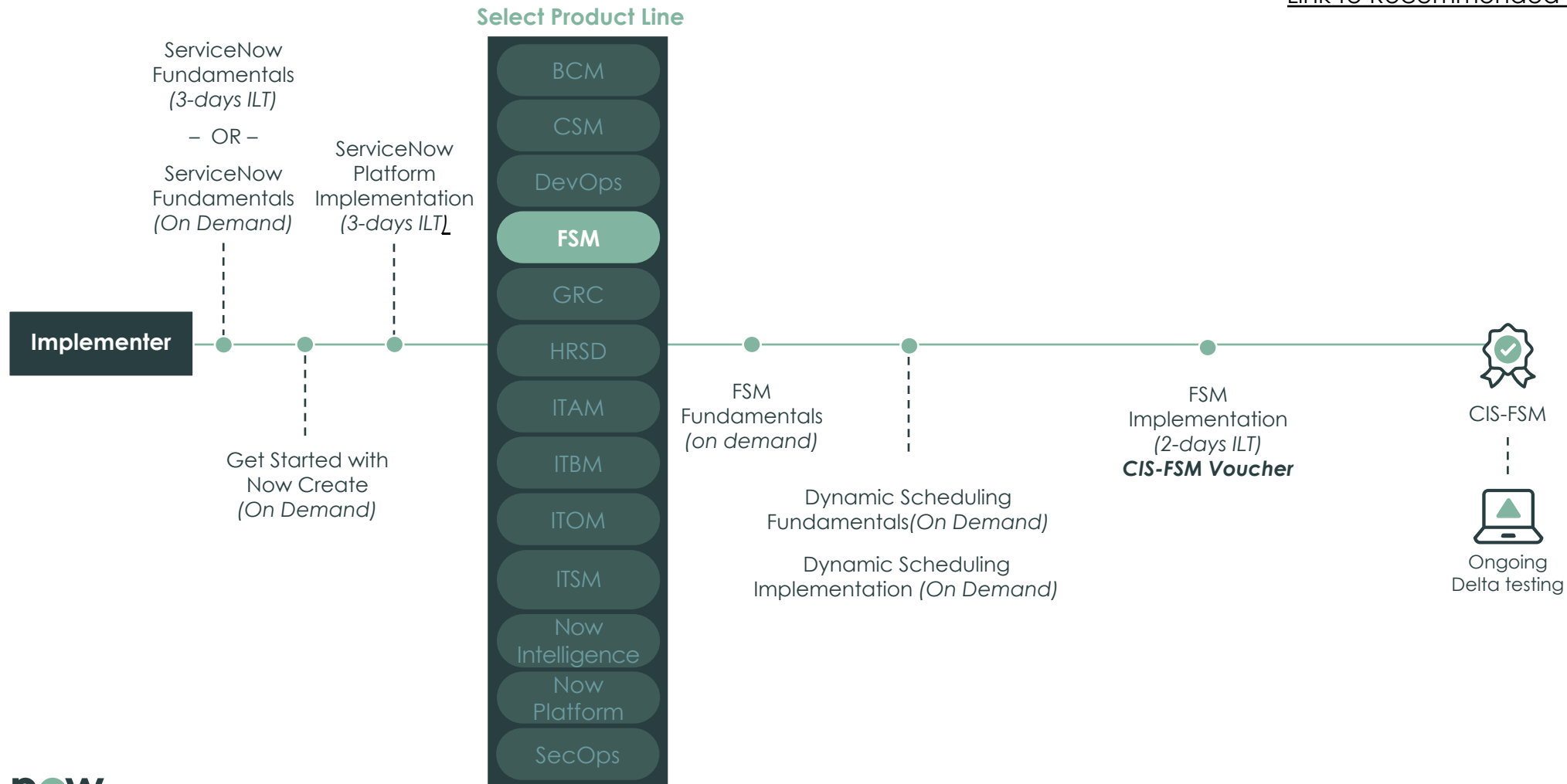
CIS: Certified Implementation Specialist

FSM: Field Service Management

ILT: Instructor-led Training

FSM Related Additional Recommended:

- [Link to Recommended Courses](#)



Implementer Learning Path

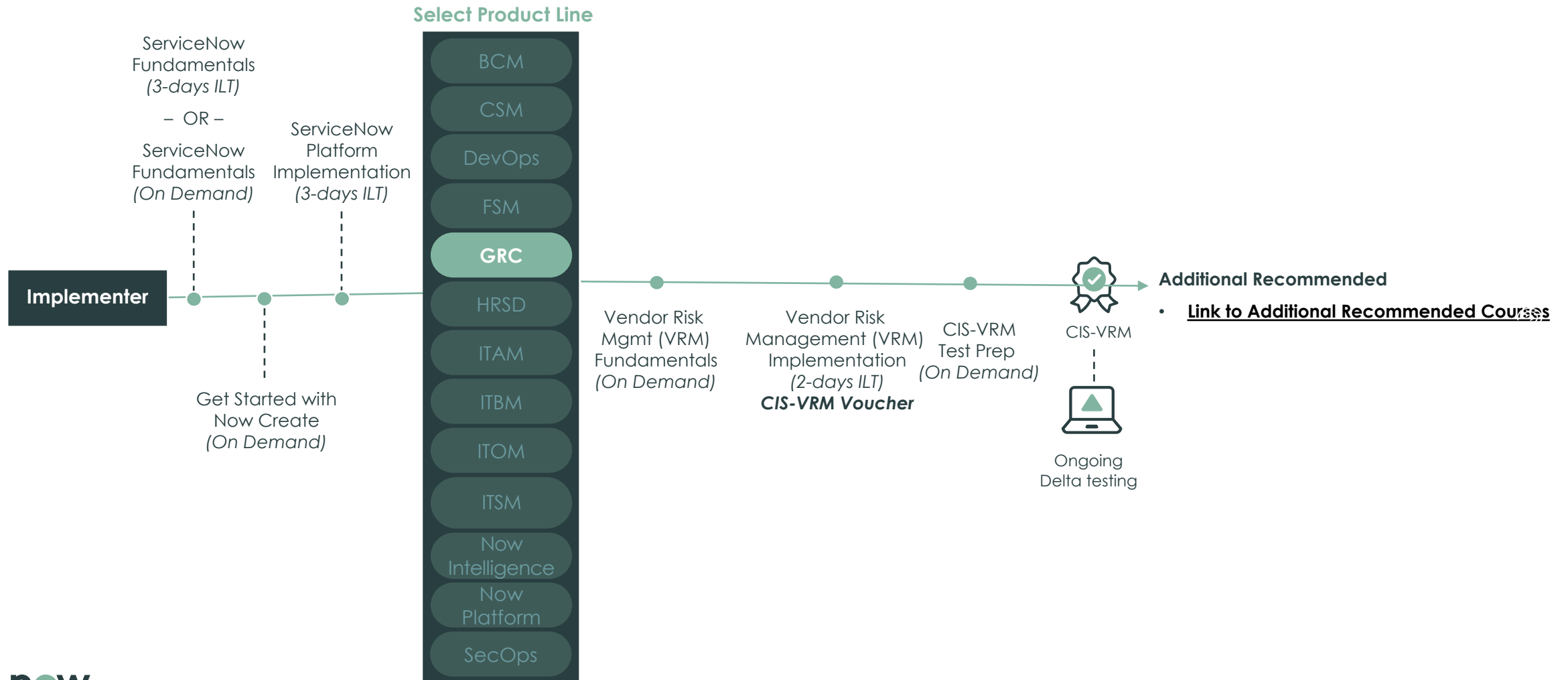
Vendor Risk Management (GRC)

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Additional Acronyms

CIS: Certified Implementation Specialist

ILT: Instructor-led Training



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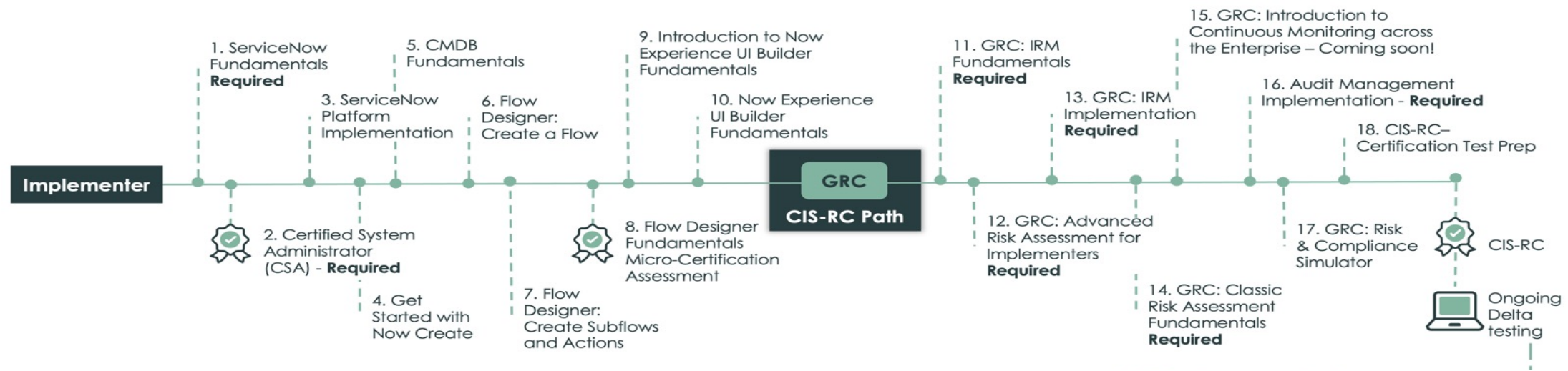
Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Implementer Learning Path

Governance Risk and Compliance (GRC)

Now Learning Path for taking the CIS-RC exam

Additional Recommended Courses



Implementer Learning Path

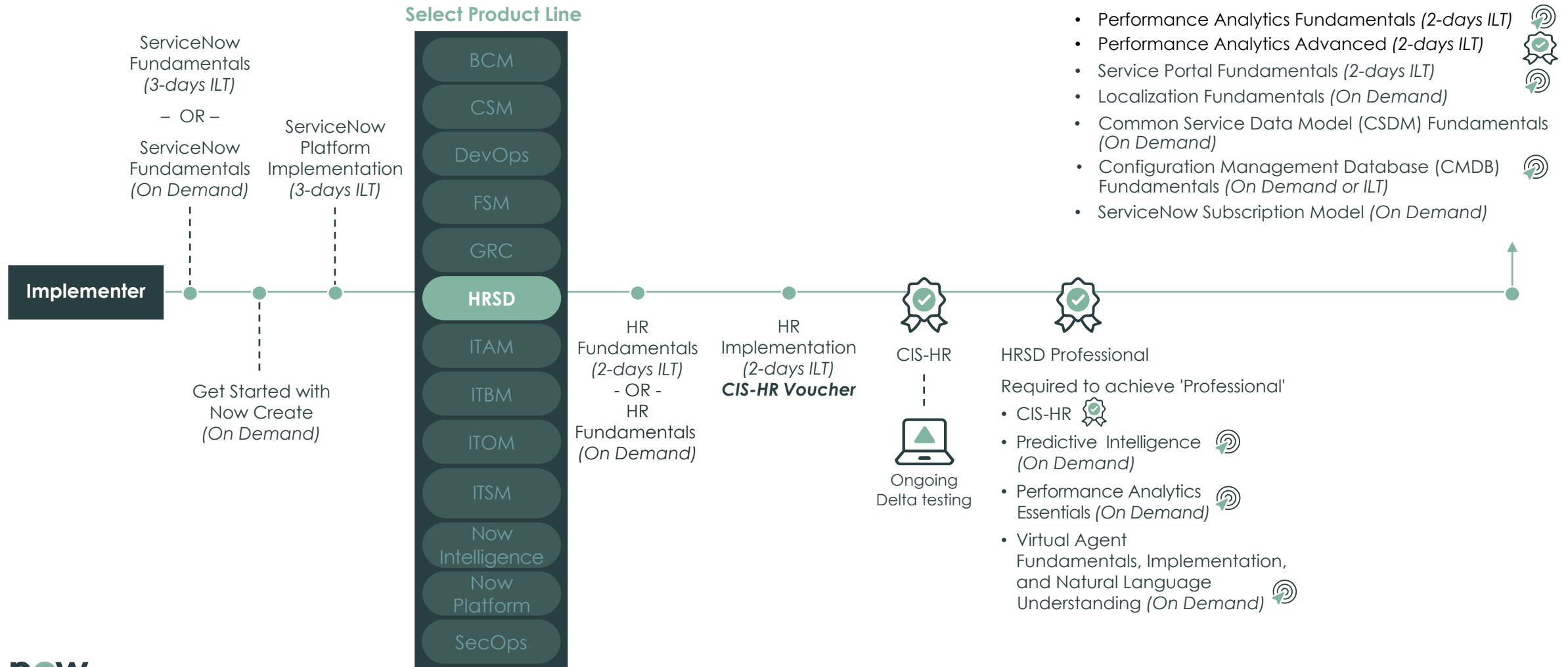
Human Resources Service Delivery (HRSD)

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Additional Acronyms

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ILT: Instructor-led Training



Implementer Learning Path

IT Asset Management (ITAM)

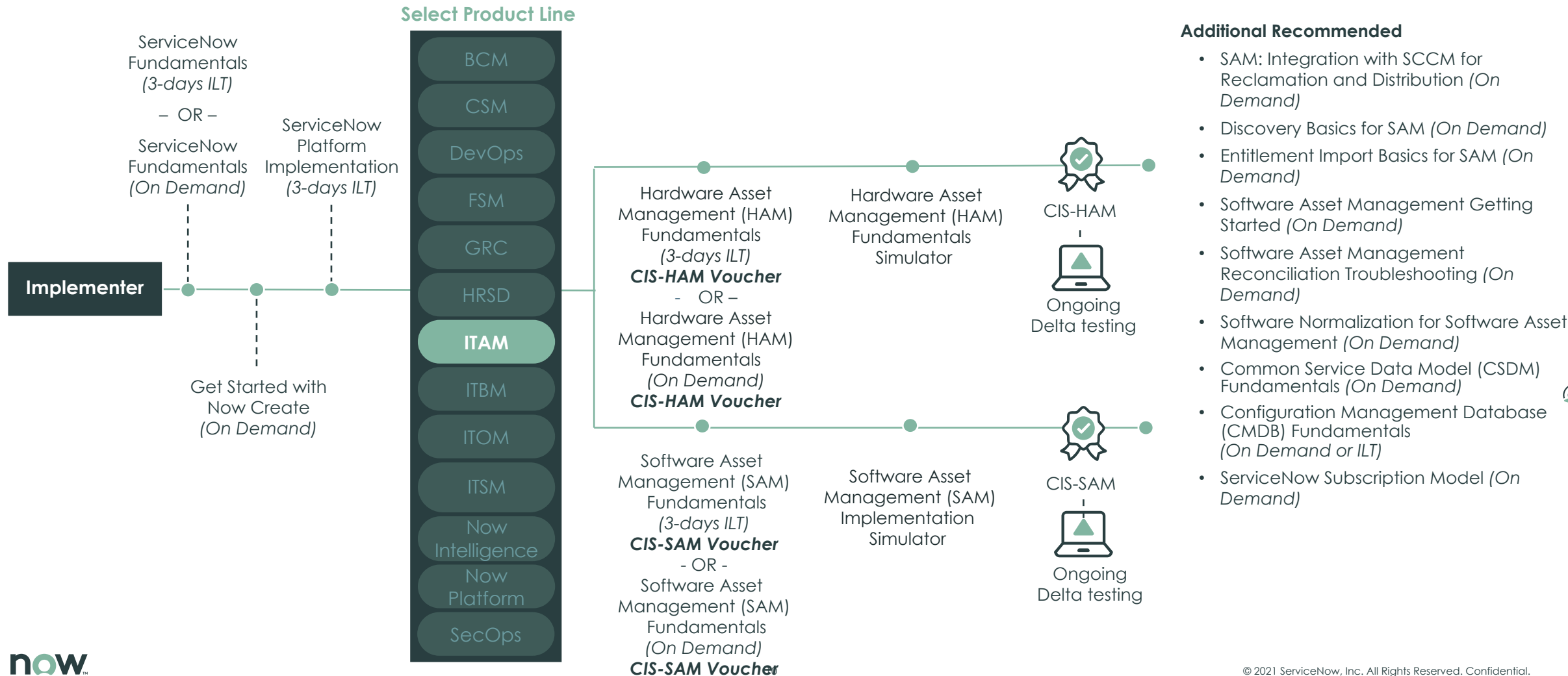
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Additional Acronyms

CIS: Certified Implementation Specialist

ILT: Instructor-led Training

SCCM: Microsoft System Center Configuration Manager

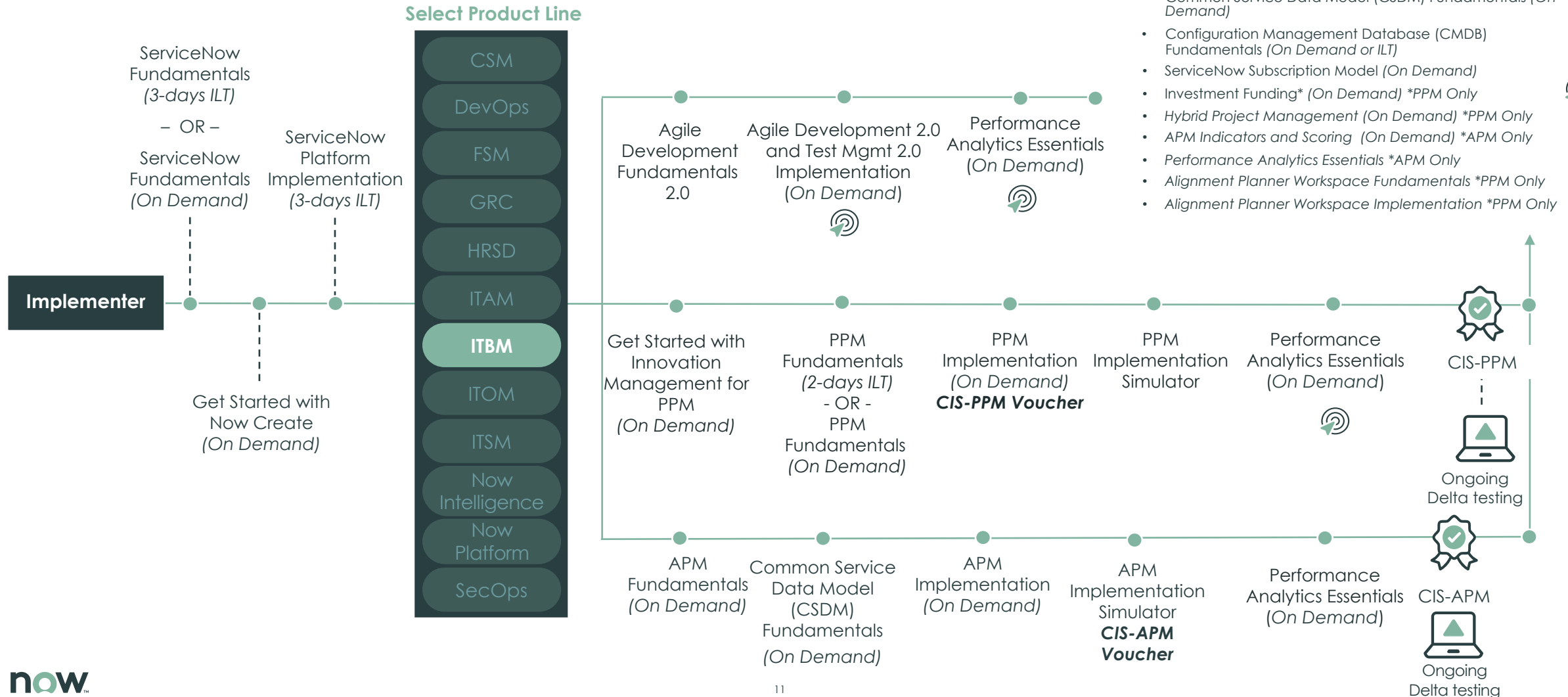


Implementer Learning Path

IT Business Management (ITBM)

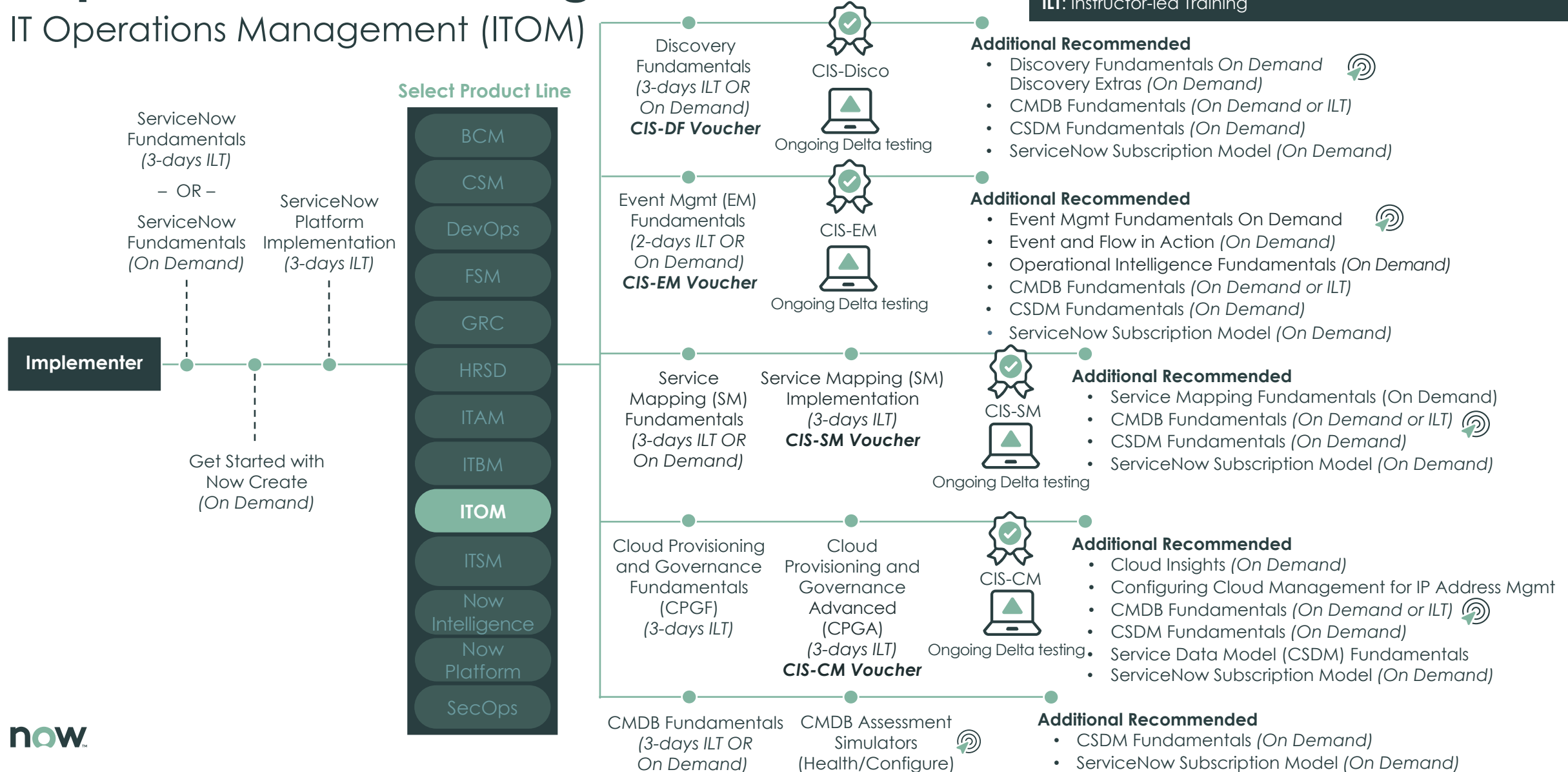
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Additional Acronyms
APM: Application Portfolio Management
CIS: Certified Implementation Specialist
ILT: Instructor-led Training
PPM: Project Portfolio Management



Implementer Learning Path

IT Operations Management (ITOM)



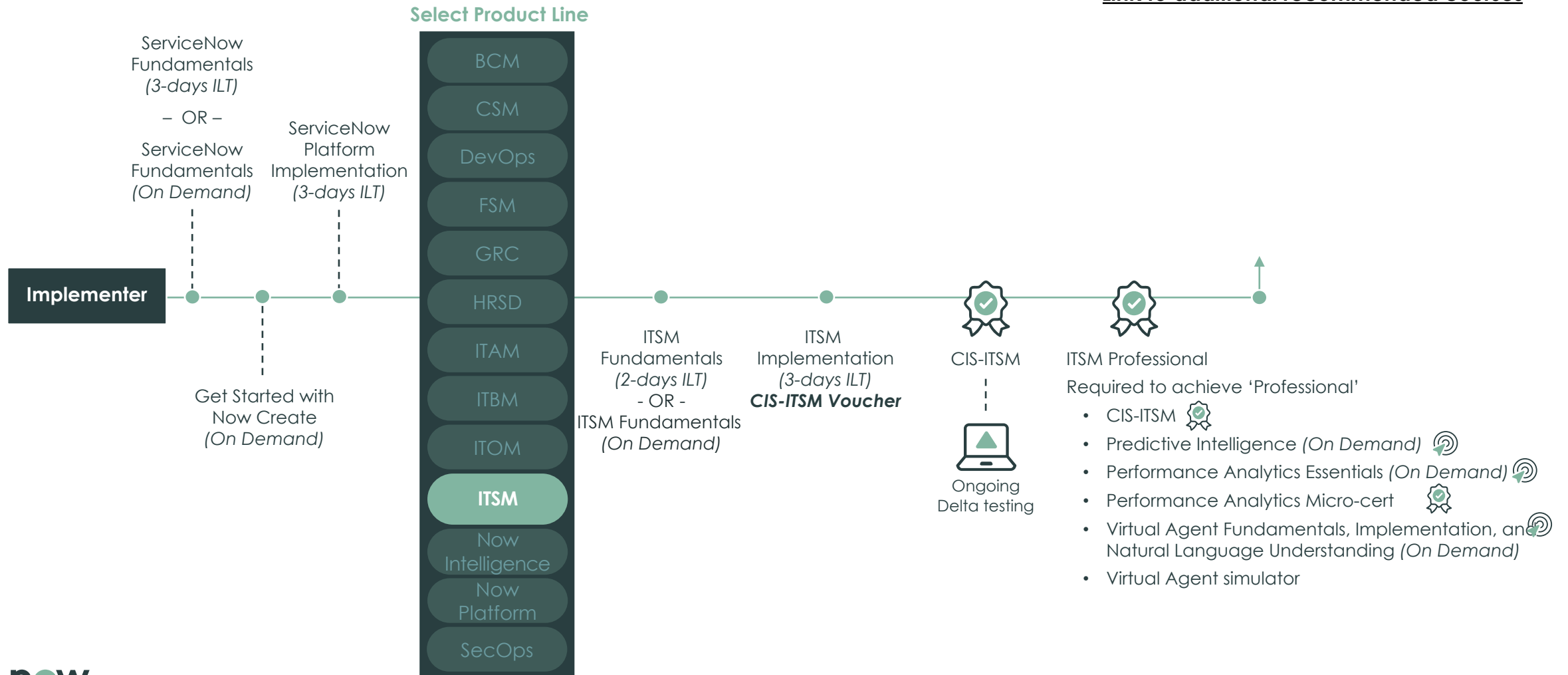
* Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms

- CIS:** Certified Implementation Specialist
- CMDB:** Configuration Management Database
- CSDM:** Common Service Data Model
- ILT:** Instructor-led Training

Implementer Learning Path

IT Service Management (ITSM)



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Additional Acronyms

CIS: Certified Implementation Specialist

ILT: Instructor-led Training

Additional Recommended

- [Link to additional recommended courses](#)

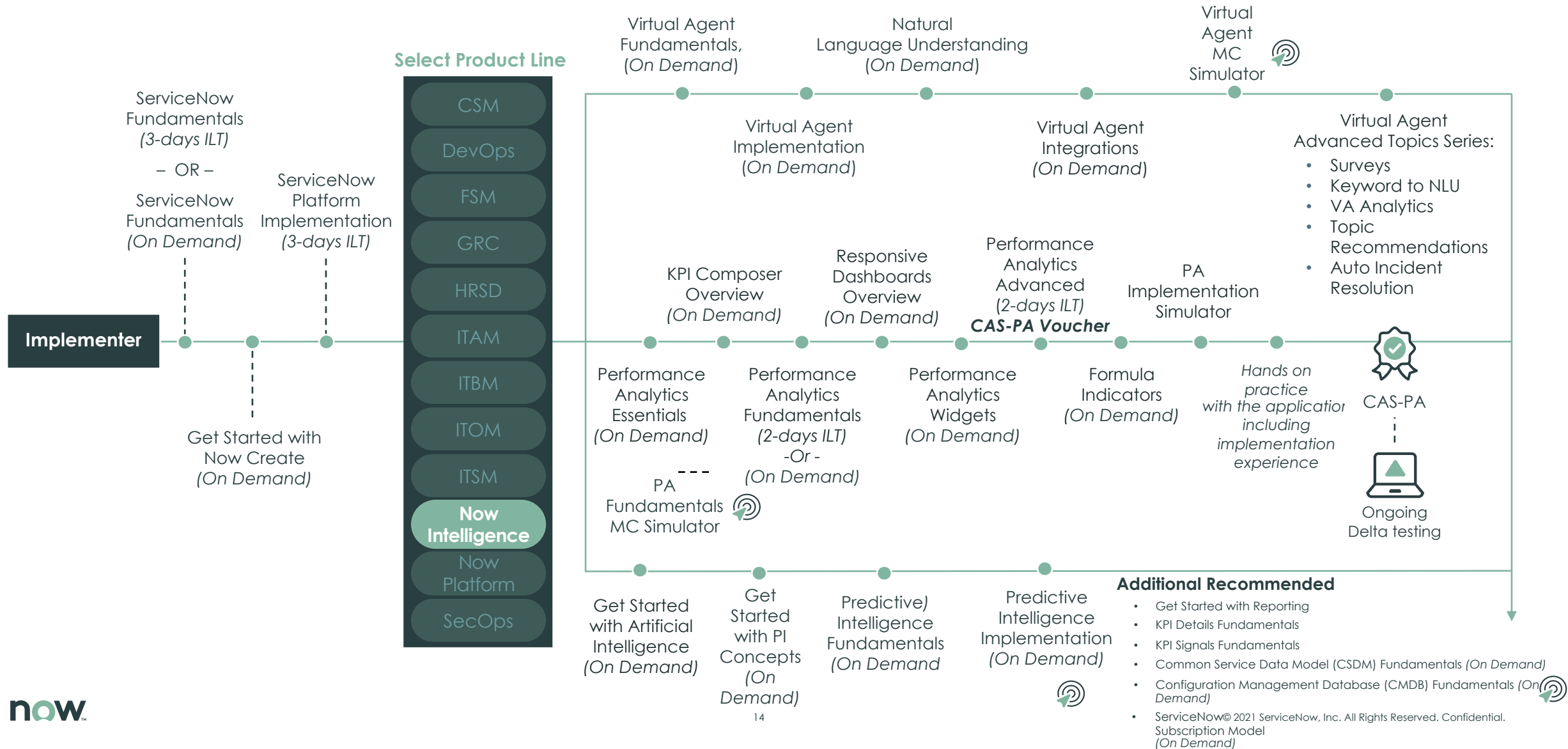
Implementer Learning Path

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Additional Acronyms

CIS: Certified Implementation Specialist

ILT: Instructor-led Training



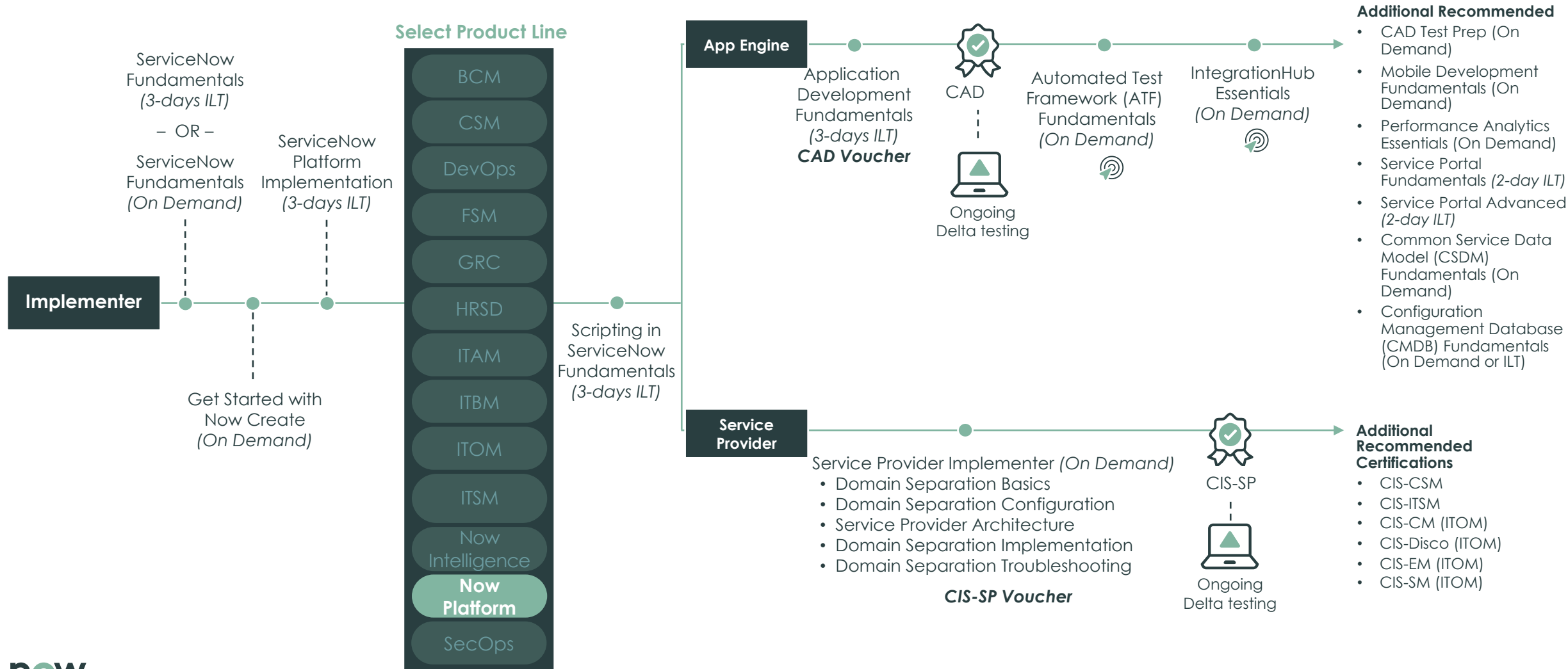
Implementer Learning Path

Now Platform

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Additional Acronyms

CAD: Certified Application Developer
CIS: Certified Implementation Specialist
ILT: Instructor-led Training



Implementer Learning Path

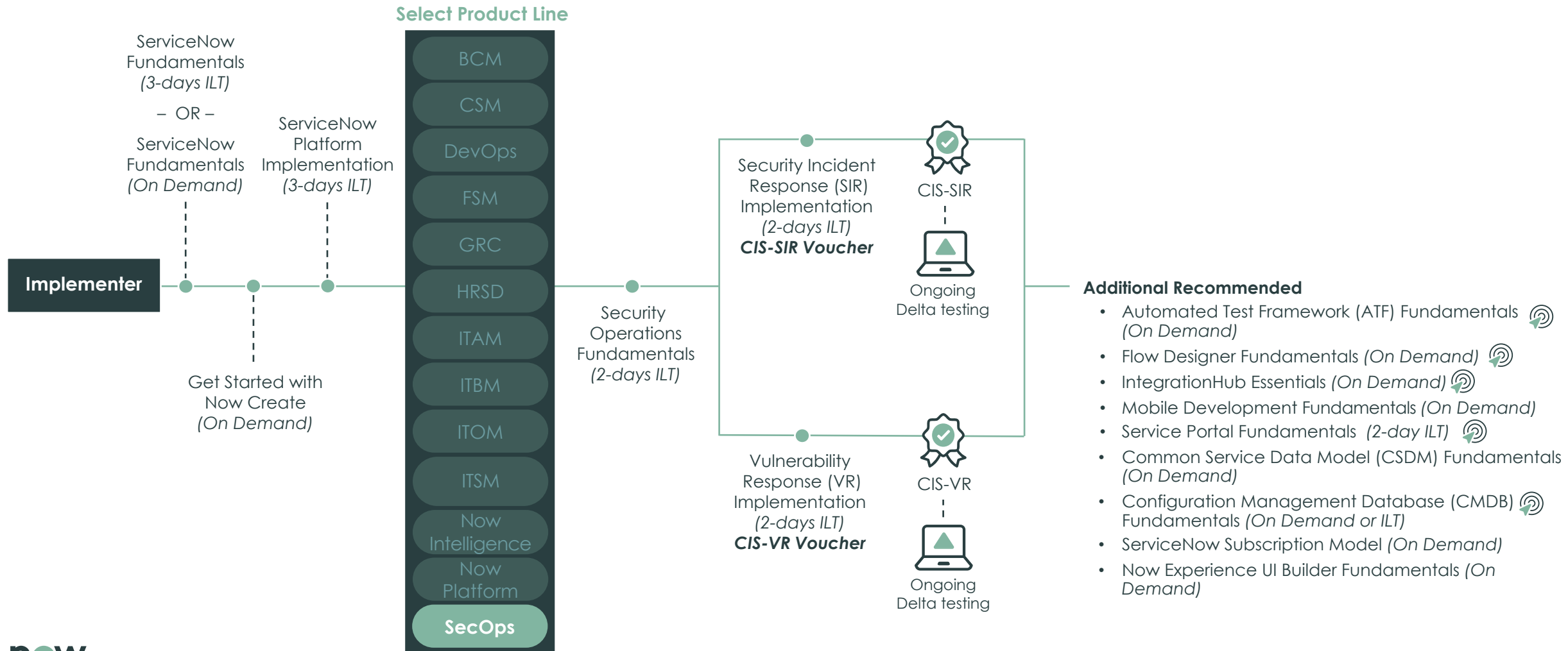
Security Operations (SecOps)

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Additional Acronyms

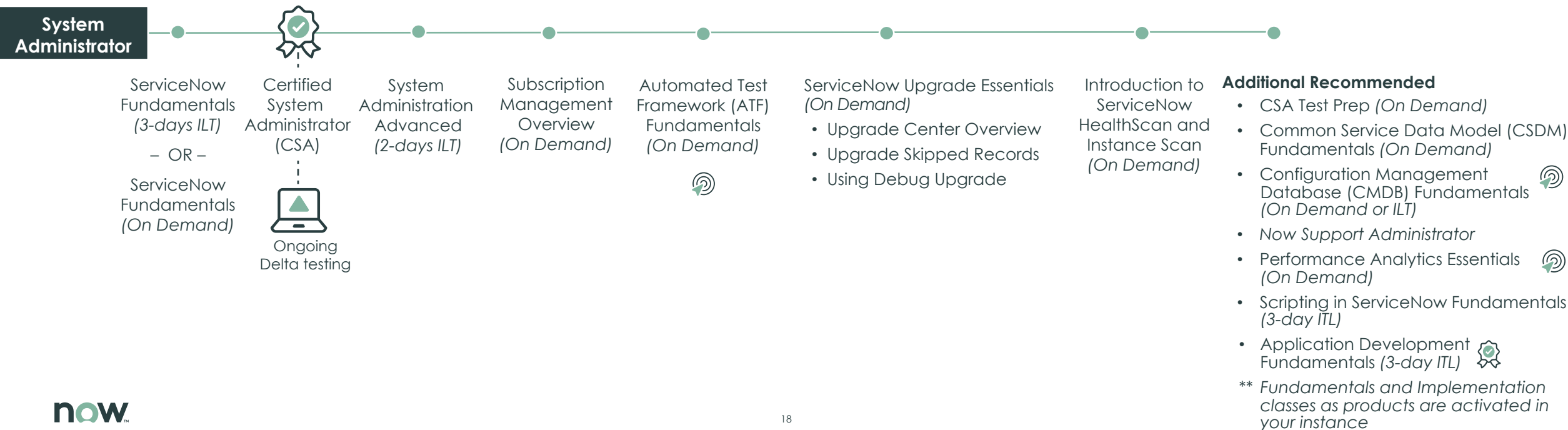
CIS: Certified Implementation Specialist

ILT: Instructor-led Training



System Administrator Learning Path

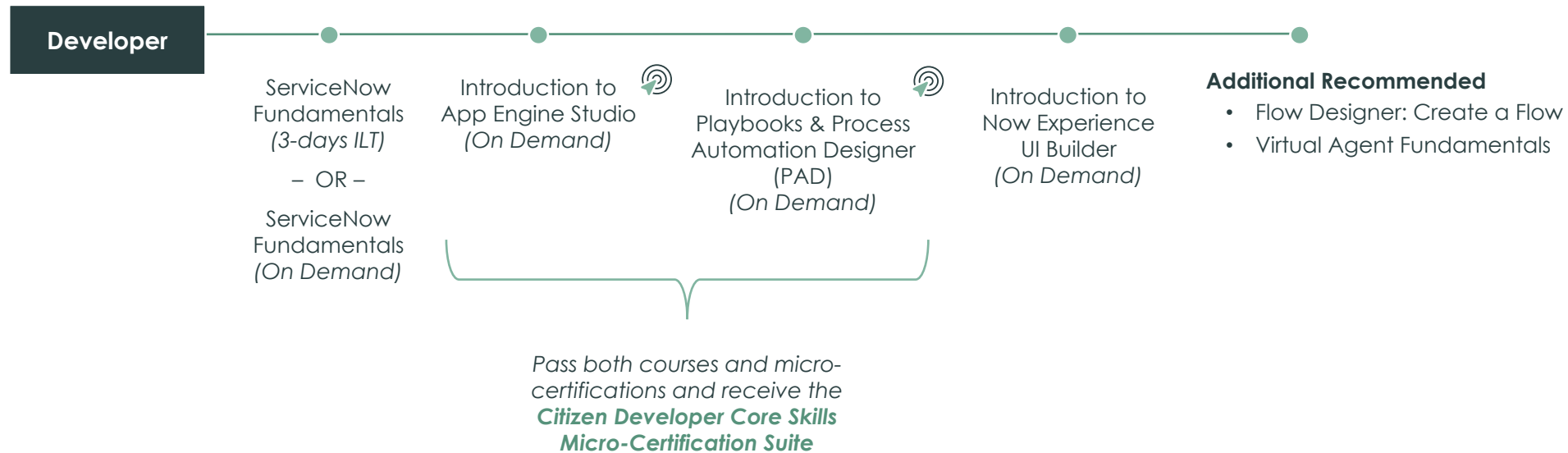
System Administrator Learning Path



Developer Learning Paths

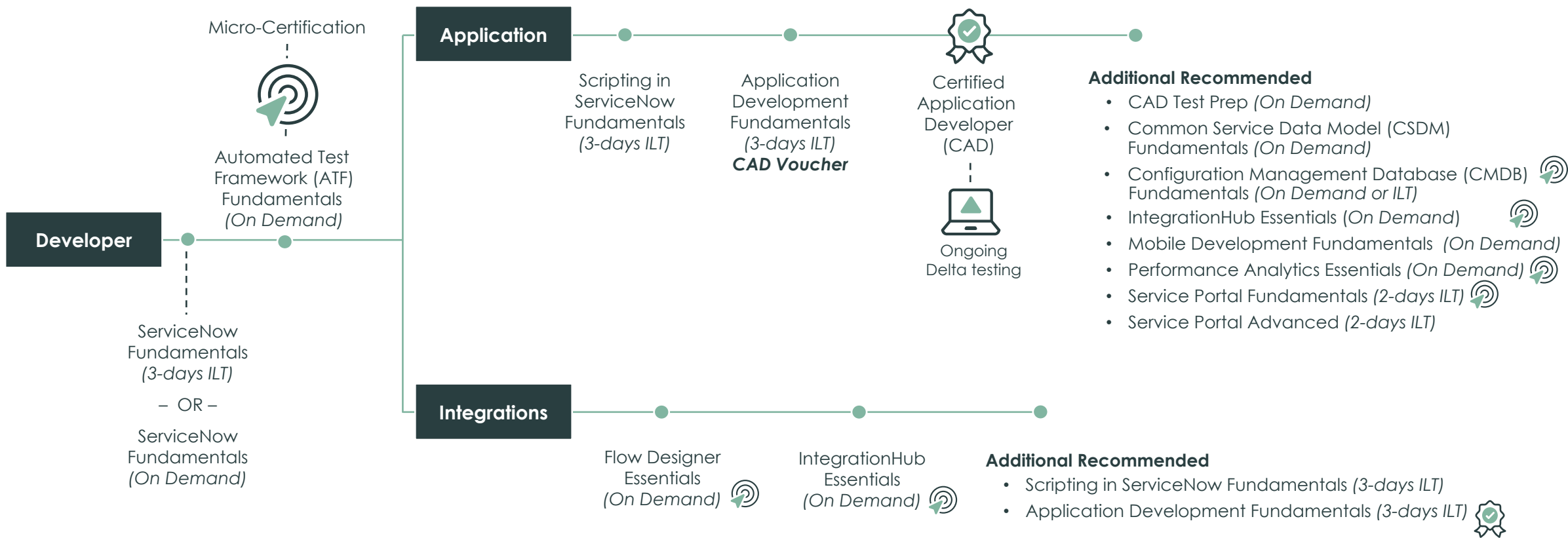
Developer Learning Path

Citizen Developer



Developer Learning Path

Application Developer (Low/Pro-Code)



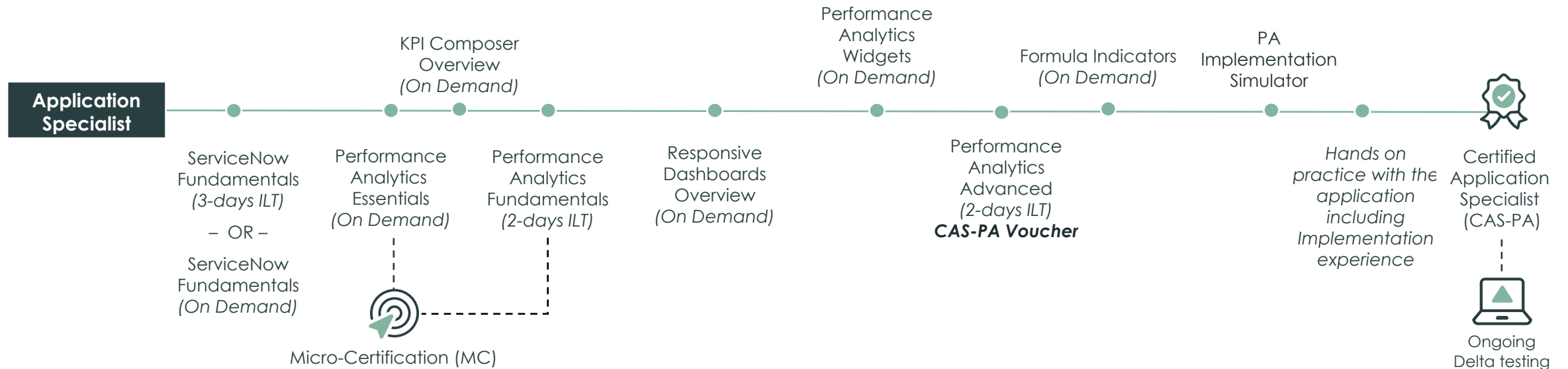
Application Specialist Learning Paths

Application Specialist Learning Path

Performance Analytics (PA)

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Additional Acronyms
CAS: Certified Application Specialist
ILT: Instructor-led Training



Application Specialist Learning Path

Service Portal

