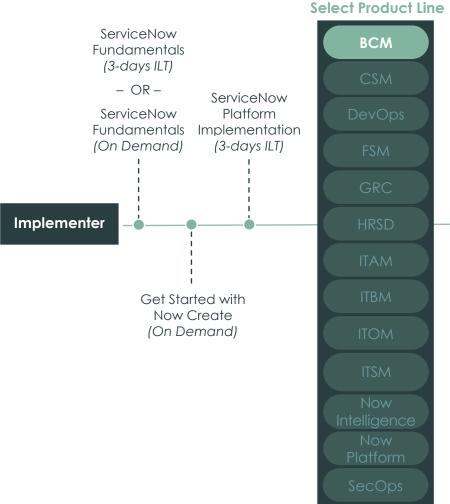
servicenow

# Learning Paths by Persona



### 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)

BCM for Implementers (On Demand)

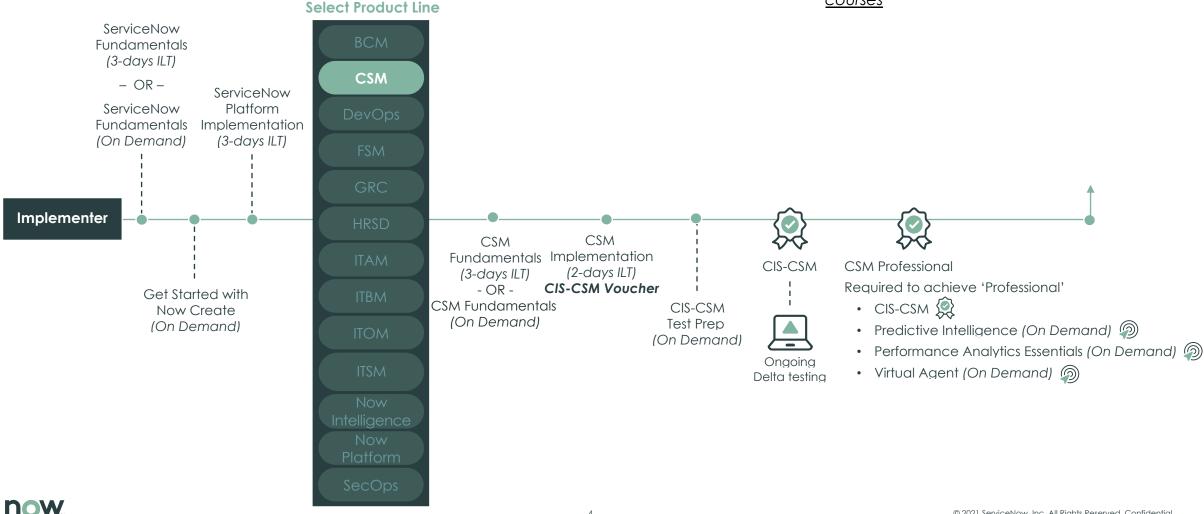
Agent Workspace Fundamentals (On Demand) Agent Workspace Implementation (On Demand) Introduction to Now Experience UI Builder (On Demand))

BCM Assessment Simulator to achieve Early Adopter Recognition





Customer Service Management (CSM)



#### **Additional Acronyms**

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

**ILT**: Instructor-led Training

#### **Additional Recommended**

 Link to all recommended courses

DevOps Change Velocity

Select Product Line ServiceNow **Fundamentals** (3-days ILT) - OR -ServiceNow **DevOps** Platform ServiceNow **Implementation Fundamentals** Flow Designer @ DevOps (On Demand) (3-days ILT) **Fundamentals Fundamentals** (On Demand) (On Demand) **Implementer** DevOps **ITSM DevOps** Performance MicroCert Analytics 🔊 **Implementation Fundamentals** Get Started with Assessment + Course Exam (2-day ILT) Essentials Now Create Simulator (On Demand) - OR-(On Demand) (On Demand) ITSM **Fundamentals** (On Demand)

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

Additional Acronyms
ILT: Instructor-led Training

#### **Additional Recommended**

- Automated Test Framework (ATF)
   Fundamentals
   (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Cloud Provisioning and Governance Fundamentals (3 Day ILT)
- Discovery Fundamentals (3 Day ILT or Self Paced)
- Configuration Management Database (CMDB) Fundamentals
  (On Demand or ILT)

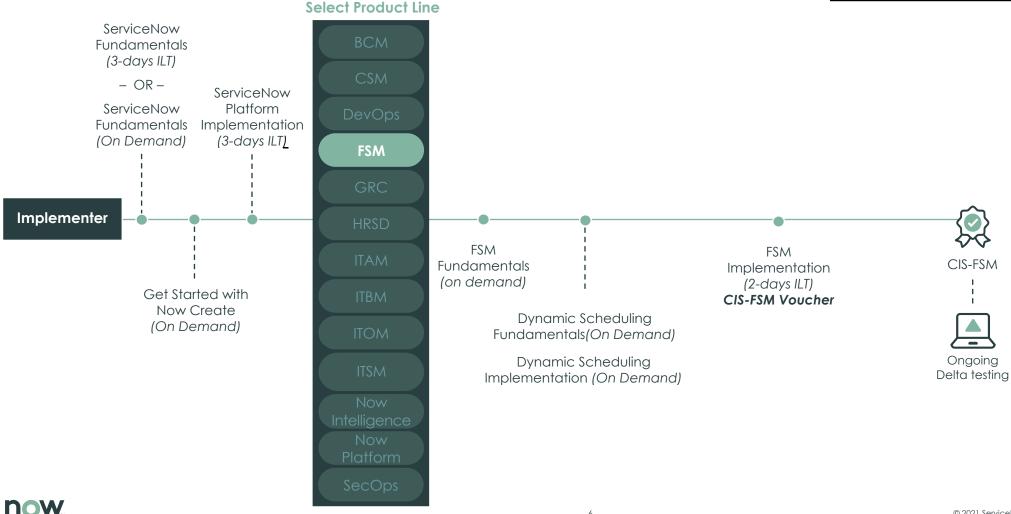
Integration Hub Fundamentals (On Demand)



- Vendor Agnostic DevOps Tools Chain Training ie:
  - Agile 2.0 Fundamentals (On Demand)
  - Azure DevOps Tool Chain
  - Jenkins Training
  - GitHub



Field Service Management (FSM)



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

#### Additional Acronyms

CIS: Certified Implementation Specialist

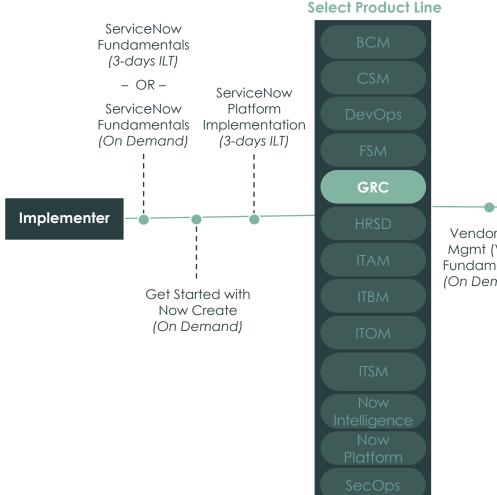
FSM: Field Service Management

**ILT**: Instructor-led Training

#### FSM Related Additional Recommended:

Link to Recommended Courses

Vendor Risk Management (GRC)



Vendor Risk
Mgmt (VRM)
Fundamentals
(On Demand)

Vendor Risk
Management (VRM)
Implementation
(2-days ILT)
CIS-VRM Voucher

CIS-VRM

CIS-VR

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

#### Additional Acronyms

Ongoing Delta testina

CIS: Certified Implementation Specialist

**ILT**: Instructor-led Training

#### Additional Recommended

• Link to Additional Recommended Courses

Governance Risk and Compliance (GRC)

### Now Learning Path for taking the CIS-RC exam

#### **Additional Recommended Courses**

Continuous Monitorina across 9. Introduction to Now 5. CMDB 11. GRC: IRM 1. ServiceNow the Enterprise - Coming soon! Experience UI Builder **Fundamentals Fundamentals Fundamentals Fundamentals** Required Required 16. Audit Management 13. GRC: IRM 3. ServiceNow 6. Flow 10. Now Experience Implementation - Required Implementation Platform Designer: **UI Builder** Required 18. CIS-RC-**Implementation Fundamentals** Create a Flow Certification Test Prep GRC **Implementer CIS-RC Path** 12. GRC: Advanced 8. Flow Designer 17. GRC: Risk 2. Certified System Risk Assessment for **Fundamentals** & Compliance CIS-RC Administrator **Implementers** Micro-Certification Simulator (CSA) - Required Required Assessment 14. GRC: Classic 7. Flow Ongoing 4. Get Risk Assessment Designer: Delta Started with **Fundamentals** Create Subflows testina **Now Create** Required and Actions



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

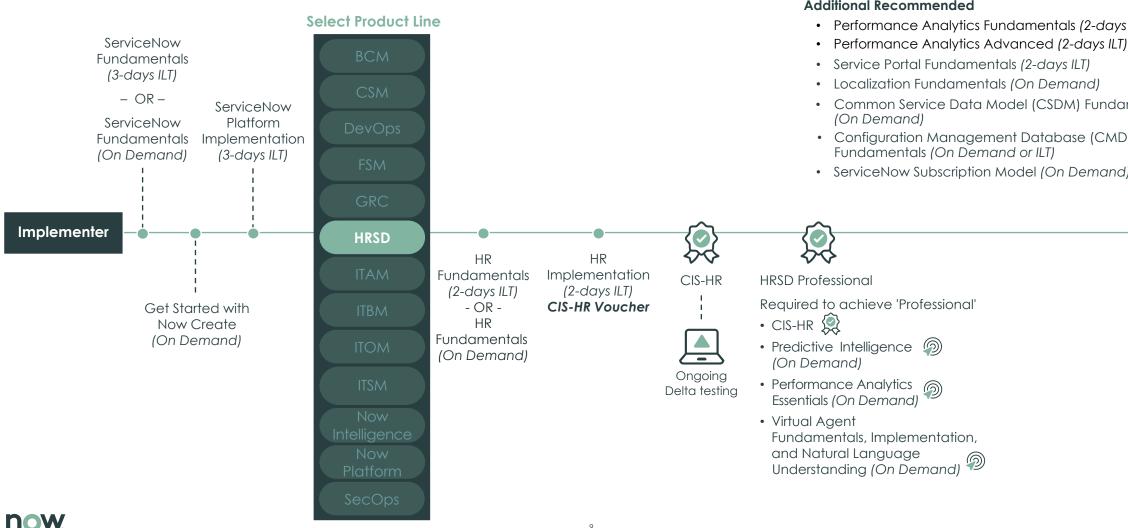
**Additional Acronyms** 

CIS: Certified Implementation Specialist

15. GRC: Introduction to

**ILT**: Instructor-led Training

Human Resources Service Delivery (HRSD)



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

#### **Additional Acronyms**

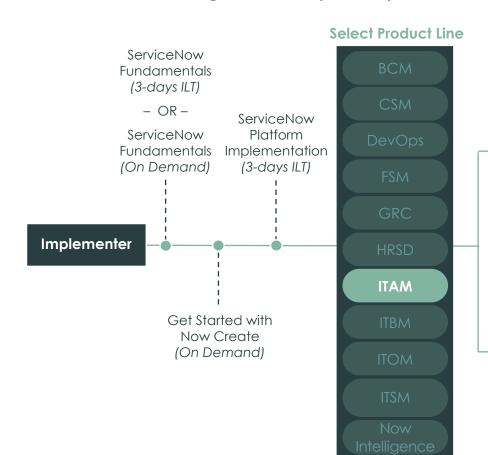
CIS: Certified Implementation Specialist

**ILT**: Instructor-led Training

- Performance Analytics Fundamentals (2-days ILT)
- Service Portal Fundamentals (2-days ILT)
- Localization Fundamentals (On Demand)
- Common Service Data Model (CSDM) Fundamentals
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- ServiceNow Subscription Model (On Demand)



IT Asset Management (ITAM)



now

Hardware Asset Management (HAM) **Fundamentals** (3-days ILT) **CIS-HAM Voucher** 

- OR -Hardware Asset Management (HAM) **Fundamentals** (On Demand)

**CIS-HAM Voucher** 

Software Asset

Management (SAM)

**Fundamentals** 

Software Asset Management (SAM)

**Implementation** Simulator

#### (3-days ILT) **CIS-SAM Voucher** - OR -

Software Asset Management (SAM) **Fundamentals** (On Demand)

CIS-SAM Voucher

Management (HAM) **Fundamentals** Simulator Ongoing

Hardware Asset

CIS-HAM

Delta testina

CIS-SAM



Onaoina Delta testing

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

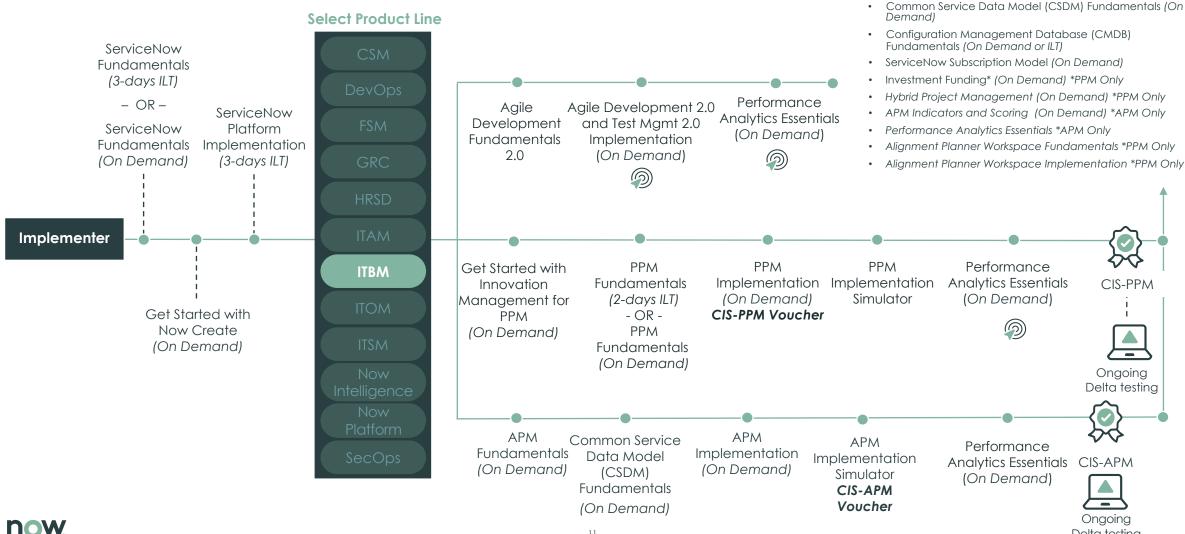
**SCCM**: Microsoft System Center Configuration Manager

- SAM: Integration with SCCM for Reclamation and Distribution (On Demand)
- Discovery Basics for SAM (On Demand)
- Entitlement Import Basics for SAM (On Demand)
- Software Asset Management Getting Started (On Demand)
- Software Asset Management Reconciliation Troubleshooting (On Demand)
- Software Normalization for Software Asset Management (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- ServiceNow Subscription Model (On Demand)





IT Business Management (ITBM)





Delta testina

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

**APM:** Application Portfolio Management

Additional Recommended

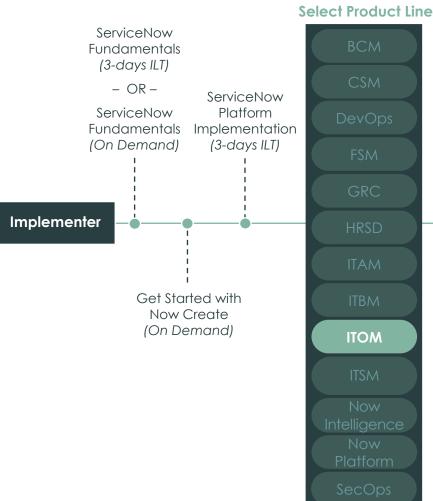
CIS: Certified Implementation Specialist

PPM: Project Portfolio Management

**Additional Acronyms** 

**ILT**: Instructor-led Training

IT Operations Management (ITOM)



Discovery **Fundamentals** (3-days ILT OR On Demandl CIS-DF Voucher

Event Mamt (EM)

**Fundamentals** 

(2-days ILT OR

On Demand)

**CIS-EM Voucher** 

Service

Mapping (SM)

**Fundamentals** 

(3-days ILT OR

On Demand)



CIS-FM

Ongoing Delta testing

### **Additional Recommended**

- Discovery Fundamentals On Demand Discovery Extras (On Demand)
- CMDB Fundamentals (On Demand or ILT)
- CSDM Fundamentals (On Demand)

**ILT**: Instructor-led Training

Additional Acronyms

ServiceNow Subscription Model (On Demand)

CIS: Certified Implementation Specialist

**CSDM**: Common Service Data Model

**CMDB**: Configuration Management Database

#### **Additional Recommended**

- Event Mamt Fundamentals On Demand
- Event and Flow in Action (On Demand)
- Operational Intelligence Fundamentals (On Demand)
- CMDB Fundamentals (On Demand or ILT)
- CSDM Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)

# CIS-SM

Service Mapping (SM) **Implementation** (3-days ILT)

**CIS-SM Voucher** 





Ongoing Delta testing

#### **Additional Recommended**

**Additional Recommended** 

- Service Mapping Fundamentals (On Demand)
- CMDB Fundamentals (On Demand or ILT)

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

- CSDM Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)

Cloud Provisioning and Governance **Fundamentals** (CPGF) (3-days ILT)

Cloud Provisioning and Governance Advanced (CPGA) Ongoing Delta testing. (3-days ILT)

CIS-CM Voucher





Cloud Insights (On Demand)

- Configuring Cloud Management for IP Address Mamt
- CMDB Fundamentals (On Demand or ILT)
- CSDM Fundamentals (On Demand)
- Service Data Model (CSDM) Fundamentals
- ServiceNow Subscription Model (On Demand)



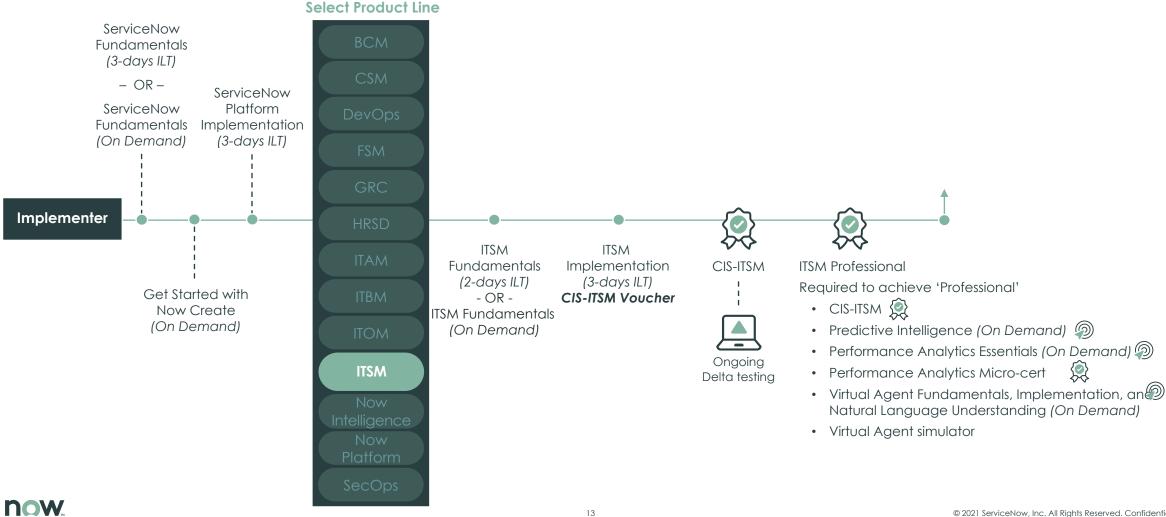
CMDB Assessment Simulators (Health/Configure)



- CSDM Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)



IT Service Management (ITSM)



#### **Additional Acronyms**

CIS: Certified Implementation Specialist

**ILT**: Instructor-led Training

#### **Additional Recommended**

· Link to additional recommended courses

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

ServiceNow© 2021 ServiceNow, Inc., All Rights Reserved, Confidential.

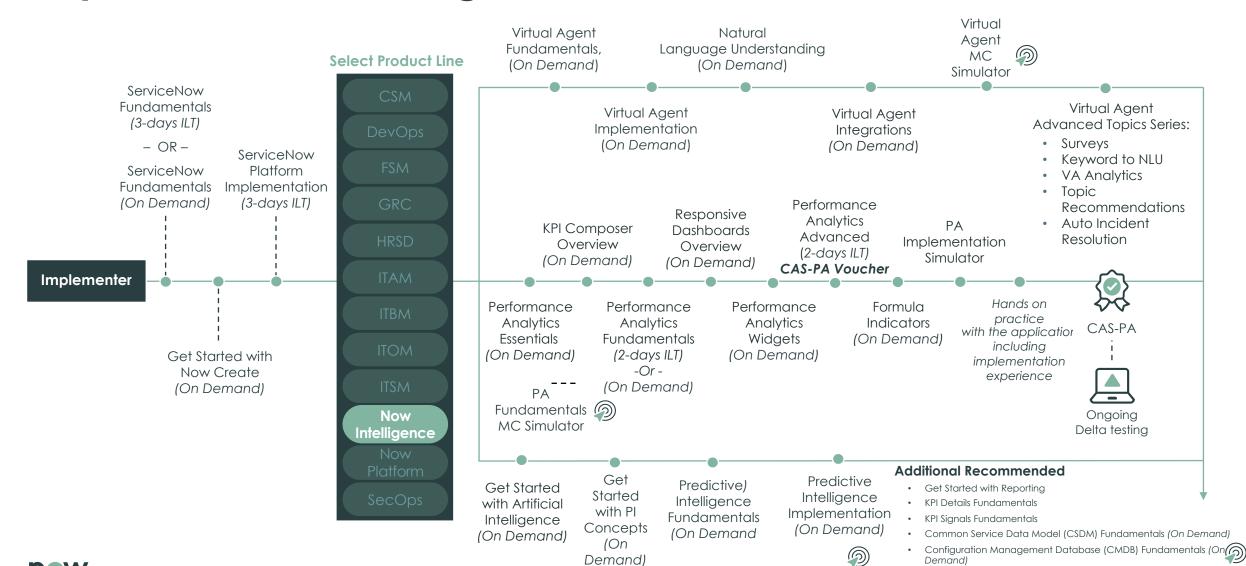
Subscription Model (On Demand)

#### **Additional Acronyms**

CIS: Certified Implementation Specialist

**ILT**: Instructor-led Training

### Implementer Learning Path

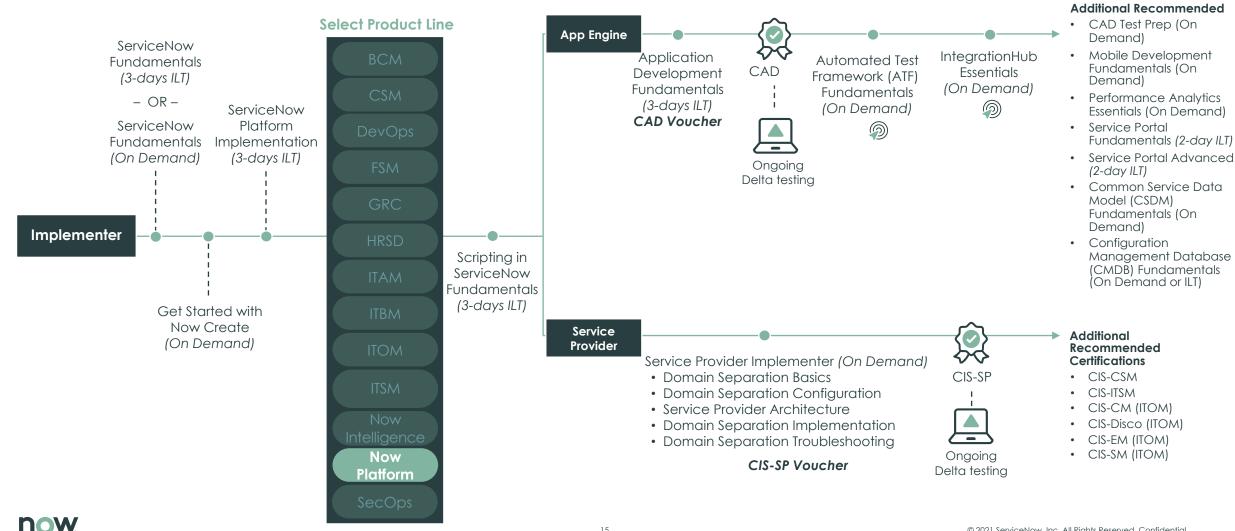


14



Now Platform

## Implementer Learning Path



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

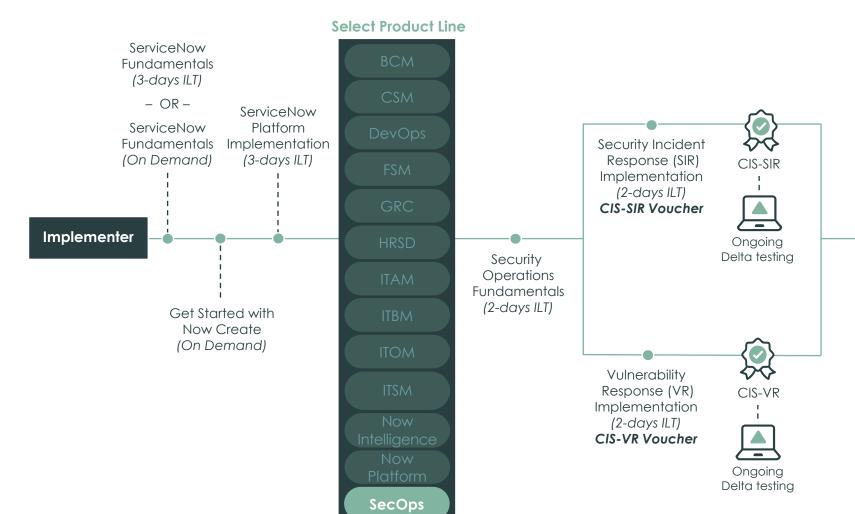
**Additional Acronyms** 

**ILT**: Instructor-led Training

**CAD:** Certified Application Developer

CIS: Certified Implementation Specialist

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

**ILT**: Instructor-led Training

- Automated Test Framework (ATF) Fundamentals (On Demand)
- Flow Designer Fundamentals (On Demand)
- IntegrationHub Essentials (On Demand)
- Mobile Development Fundamentals (On Demand)
- Service Portal Fundamentals (2-day ILT)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) 
   Fundamentals (On Demand or ILT)
- ServiceNow Subscription Model (On Demand)
- Now Experience UI Builder Fundamentals (On Demand)



## System Administrator Learning Path



## System Administrator Learning Path

#### System Administrator



ServiceNow Fundamentals (3-days ILT)

- OR-

ServiceNow Fundamentals (On Demand) Certified System

System
Administrator
(CSA)

Ongoing

Ongoing Delta testing

System Administration Advanced (2-days ILT) Subscription Management Overview (On Demand) Automated Test Framework (ATF) Fundamentals (On Demand)



ServiceNow Upgrade Essentials (On Demand)

- Upgrade Center Overview
- Upgrade Skipped Records
- Using Debug Upgrade

Introduction to ServiceNow HealthScan and Instance Scan (On Demand)

- CSA Test Prep (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management
   Database (CMDB) Fundamentals
   (On Demand or ILT)



- Performance Analytics Essentials (On Demand)
- Scripting in ServiceNow Fundamentals (3-day ITL)
- Application Development Fundamentals (3-day ITL)
- \*\* Fundamentals and Implementation classes as products are activated in your instance







# **Developer Learning Paths**



### **Developer Learning Path**

### Citizen Developer

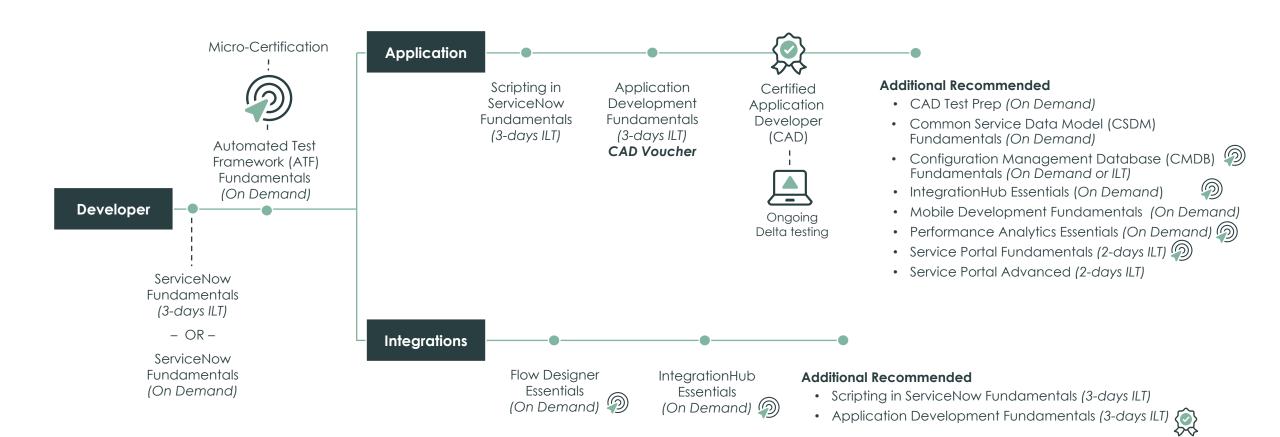
#### Developer **Additional Recommended** ServiceNow Introduction to Introduction to Introduction to • Flow Designer: Create a Flow **Fundamentals** App Engine Studio Now Experience Playbooks & Process (On Demand) (3-days ILT) Virtual Agent Fundamentals UI Builder **Automation Designer** (On Demand) - OR-(PAD) (On Demand) ServiceNow **Fundamentals** (On Demand) Pass both courses and microcertifications and receive the Citizen Developer Core Skills **Micro-Certification Suite**



Additional Acronyms
ILT: Instructor-led Training

### **Developer Learning Path**

Application Developer (Low/Pro-Code)





# Application Specialist Learning Paths



## **Application Specialist Learning Path**

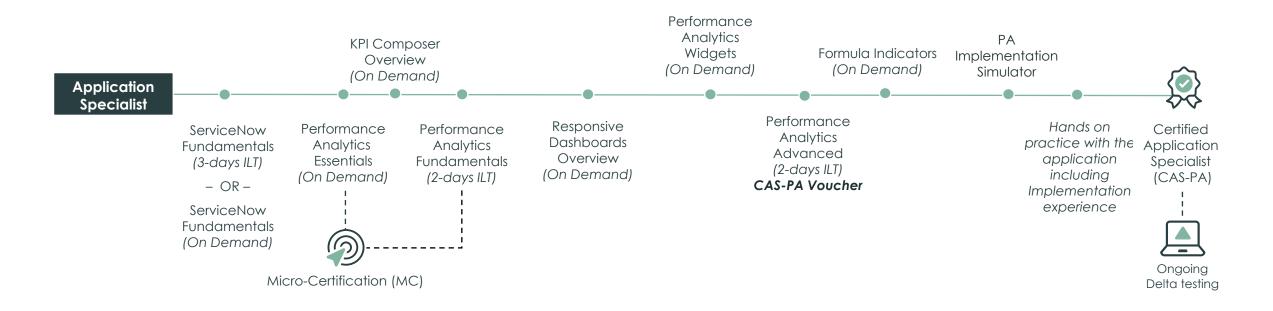
Performance Analytics (PA)

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

Additional Acronyms

**CAS**: Certified Application Specialist

**ILT**: Instructor-led Training





### **Application Specialist Learning Path**

Service Portal

### Application Specialist

ServiceNow Fundamentals (3-days ILT)

- OR -

ServiceNow Fundamentals (On Demand) Scripting in ServiceNow Fundamentals (3-days ILT) Service Portal Fundamentals (2-days ILT)

Micro-Certification (MC)

Service Portal Advanced (2-days ILT) Service Portal Simulator

- Enabling Syntax Editor Macros in the Widget Editor (On Demand)
- Creating Simple Search Facets in a Service Portal (On Demand)
- Creating Simple Search Sources in a Service Portal (On Demand)

