servicenow university

Learning Paths

Author: Global Learning and Development

Table of Contents

To navigate to specific learning paths, select from the links on the right.

From any slide, select the Return to ToC icon to return to the table of contents.

RETURN TO TOC

Document Guide

The following icons and abbreviations indicate key details about each course.

From any page in this document, select the Return to ToC icon to return to the table of contents.

RETURN TO TOC

Icon Legend

O	No charge, On-Demand Course*
2D	1,900 LC, 2-day ILT Course
3D	2,700, 3-day ILT Course
	Mainline Certification
	Micro Certification
	Accreditation
	Delta Exams

Abbreviations

ILT	Instructor-led Training
CIS	Certified Implementation Specialist
CSA	Certified System Administrator
CAD	Certified Application Developer
LC	Learning Credit

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LEARNING PATHS

System Administrator

System Administrator

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming a system administrator.

Access the System Administrator path in University **here**.

Timeline

System Administrator

- Welcome to ServiceNow **O**
- ServiceNow recommends 6+ months of hands-on experience with the platform prior to taking the CSA exam
- Subscription Management Overview **O**
- ServiceNow Upgrade Essentials **O**
- Introduction to Generative AI (Gen AI) **O**
- Now Assist for Creator Essentials **O**

- ServiceNow Administration Fundamentals **O, 3D, CSA Voucher**
- Certified System Administrator (CSA) — Ongoing Delta testing
- Automated Test Framework Essentials **O**
- ServiceNow Administration Advanced **O, 2D**
- Now Assist Essentials **O**
- Now Assist for Creator Implementation Bootcamp Accreditation

Additional recommendations

- Configuration Management Database (CMDB) Fundamentals **O, 3D**
- Common Service Data Model (CSDM) Fundamentals **O**
- Introduction to ServiceNow HealthScan and Instance Scan **O**
- Now Support Administration Overview **O**
- Platform Analytics Overview **O**
- Scripting in ServiceNow Fundamentals **O, 3D**
- Application Development Fundamentals **O, 3D**
- Fundamentals, Implementation, and Now Assist courses as products are activated in your organization's instance stack **O, 2D, 3D**

![ServiceNow University logo]

LEARNING PATHS

Developer

Developer
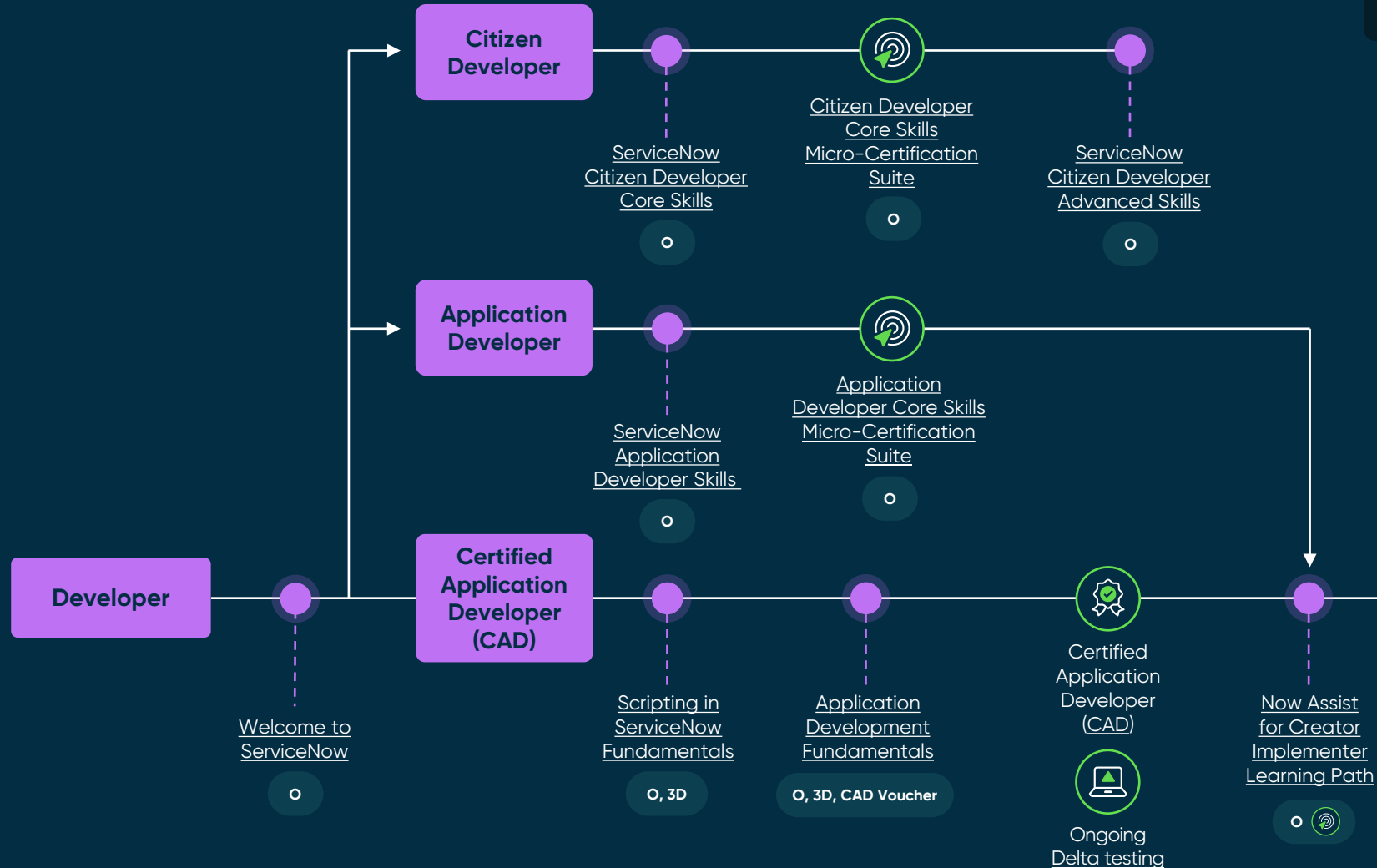
It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming a developer.

Access the Certified Application Developer path in University **here**.

Citizen Developer

ServiceNow Citizen Developer Core Skills
O

Citizen Developer Core Skills Micro-Certification Suite
O

ServiceNow Citizen Developer Advanced Skills
O

Application Developer

ServiceNow Application Developer Skills
O

Application Developer Core Skills Micro-Certification Suite
O

Certified Application Developer (CAD)

Developer

Welcome to ServiceNow
O

Scripting in ServiceNow Fundamentals
O, 3D

Application Development Fundamentals
O, 3D, CAD Voucher

Certified Application Developer (CAD)

Ongoing Delta testing

Now Assist for Creator Implementer Learning Path
O

Additional recommendations for Application Developer paths

Automated Test Framework (ATF) Essentials O

Flow Designer Fundamentals O

Integration Hub Fundamentals O

Configuration Management Database (CMDB)Fundamentals O, 3D

Common Service Data Model (CSDM) Fundamentals O

Mobile Development Essentials O

Platform Analytics Overview O

Robotic Process Automation (RPA) Essentials O

Service Portal Fundamentals O, 2D

Service Portal Advanced O

Source Control Fundamentals O

UI Builder Fundamentals O

Legend: O No charge On Demand; **2D** 1,900 LC 2-day ILT; **3D** 2,700 LC 3-day ILT

Process and Platform Owner

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** section in Now Learning to learn more.

Access the Process and Platform Owner path directly from University **here**.

ServiceNow Administration Fundamentals

O, 3D, CSA Voucher

Get Started with Now Create

O

Platform Analytics Overview

O

Responsive Dashboards Overview

O

Process and Platform Owner

Certified System Administrator (CSA)

Ongoing Delta testing

Welcome to ServiceNow

O

Adopting a Platform Owner Mindset

2D

Get Started with Reports

O

Additional recommendations

Product Line-specific Fundamentals course(s)

O, 2D, 3D

- IT Service Management (ITSM)
- Customer Service Management (CSM)
- Etc.

servicenow university

LEARNING PATHS

Implementer

Customer Service Management

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.

Access the Customer Service Management path in University **here**.

Implementer

ServiceNow Administration Fundamentals
O, 3D, CSA Voucher

ServiceNow Platform Implementation
O, 3D

Welcome to ServiceNow
O

Get Started with Now Create
O

CSM
Enterprise Architecture
FSM
GRC
HRSD
ITAM
ITOM
ITSM
LCO
Now Intelligence
SecOps
Service Provider
Source-to-Pay
SPM
Workplace + Health/Safety
Industry-Specific

Customer Service Management Essentials
O, 3D, CIS-CSM Voucher

Customer Service Management Essentials Simulator
O

Certified Implementation Specialist in CSM (CIS-CSM)

Ongoing Delta testing

Additional Recommendations for Implementers

CSM Implementation Workshop **3D** – *Apply your knowledge before taking the exam*
CRM: Customer Data Fundamentals O
CRM: Customer Product Fundamentals O
Service Model Foundation (SMF) Essentials O
Case Types, Service Definition, Service Catalog Fundamentals O
Introduction to Playbooks and Process Automation Designer O
AWA Implementation Guide O
Knowledge Management for CSM Fundamentals O
Contact Center as a Service (CCaaS) Integration O
Customer Portal and Configurable Portal Widget O
Virtual Agent Fundamentals O
CSM Best Practices O
Workspaces and UI Builder Series O
Engagement Messenger Overview O
Virtual Agent Implementation O
Now Assist for CSM O
Workforce Optimization Essentials O

CSM Professional Suite

Required to achieve CSM Professional Suite certification

CIS-CSM
Micro-Certification - Predictive Intelligence O
Micro-Certification - Performance Analytics O
Micro-Certification - Virtual Agent O

CSM Professional Plus Suite

Required to achieve CSM Professional Plus Suite certification

CSM Professional Suite certification
Now Assist for CSM Pro Plus
Now Assist for CSM Implementer

Suggested Content

Configuration Management Database (CMDB) Fundamentals O, 3D
Common Service Data Model (CSDM) Fundamentals O
Communities Overview, Fundamentals, and Implementation O

Enterprise Architecture (Formerly APM)*

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.

Access the Enterprise Architecture path in University **here**.

Implementer

ServiceNow Administration Fundamentals
O, 3D, CSA Voucher

ServiceNow Platform Implementation
O, 3D

Welcome to ServiceNow
O

Get Started with Now Create
O

CSM

Enterprise Architecture

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Industry-Specific

Common Service Data Model (CSDM) Fundamentals
O

Enterprise Architecture (EA) Fundamentals
O

Enterprise Architecture (EA) Implementation
O

Enterprise Architecture Delivery Accreditation

Additional recommendations

Get Started with Platform Analytics Workspace **O**

Configuration Management Database (CMDB) Fundamentals **O, 3D**

Strategic Portfolio Management (SPM) Fundamentals **O, 3D**

IT Service Management (ITSM) Fundamentals **O, 2D**

UI Builder Fundamentals **O**

IT Operations Management Overview **O**

Service Mapping Fundamentals **O**

IT Asset Management (ITAM):

- Software Asset Management (SAM) Professional Fundamentals **O, 3D**
- Hardware Asset Management (HAM) Fundamentals **O, 3D**

Governance, Risk, & Compliance (GRC): Integrated Risk Management (IRM) Fundamentals **O**

*Application Portfolio Management has been renamed Enterprise Architecture. The corresponding training and certifications are undergoing updates to align. See this article for more information: **Retirement of CIS-APM certifications and courses**.
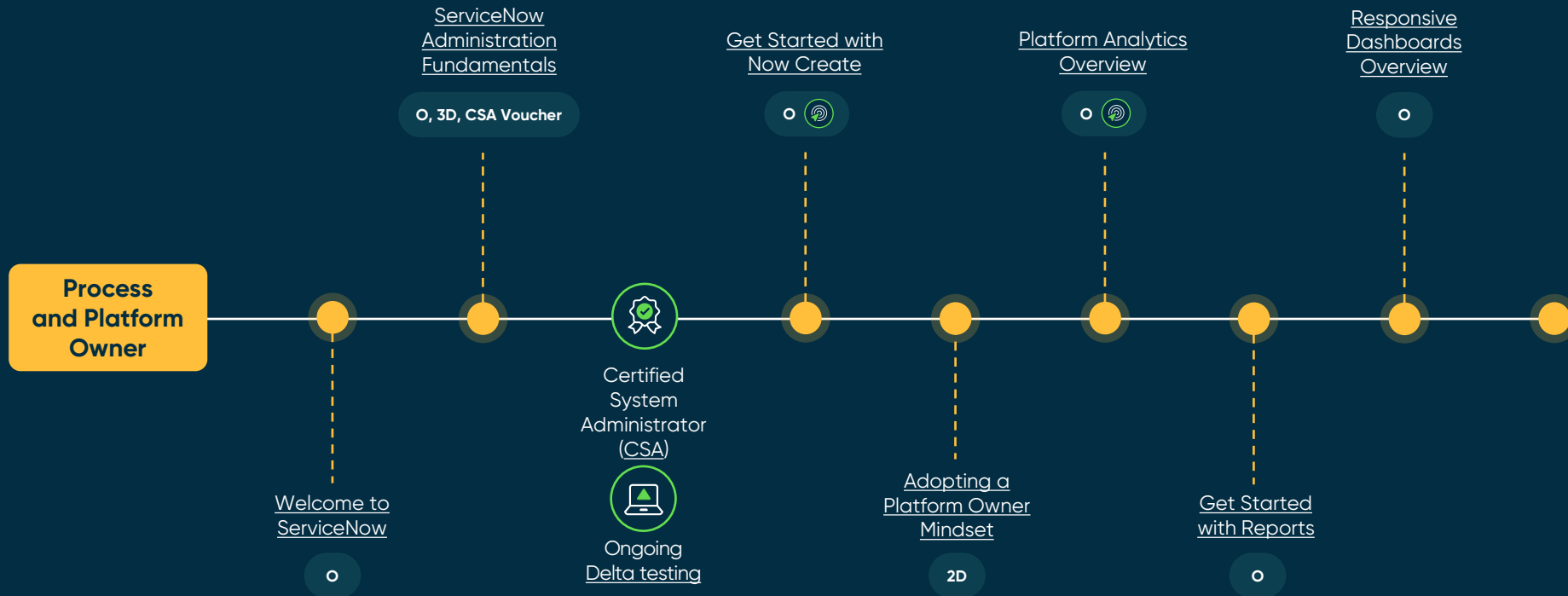
Field Service Management

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.

Access the FSM path in University **here**.

Implementer

ServiceNow Administration Fundamentals

O, 3D, CSA Voucher

ServiceNow Platform Implementation

O, 3D

Welcome to ServiceNow

O

Get Started with Now Create

O

CSM
Enterprise Architecture
FSM
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Now Intelligence
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SPM
Workplace + Health/Safety
Industry-Specific

FSM Implementation

O, 2D, CIS-FSM Voucher

Now Assist for FSM Implementation

O

Field Service Management Fundamentals

O

Certified Implementation Specialist in FSM (CIS-FSM)

Ongoing Delta testing

Additional recommendations

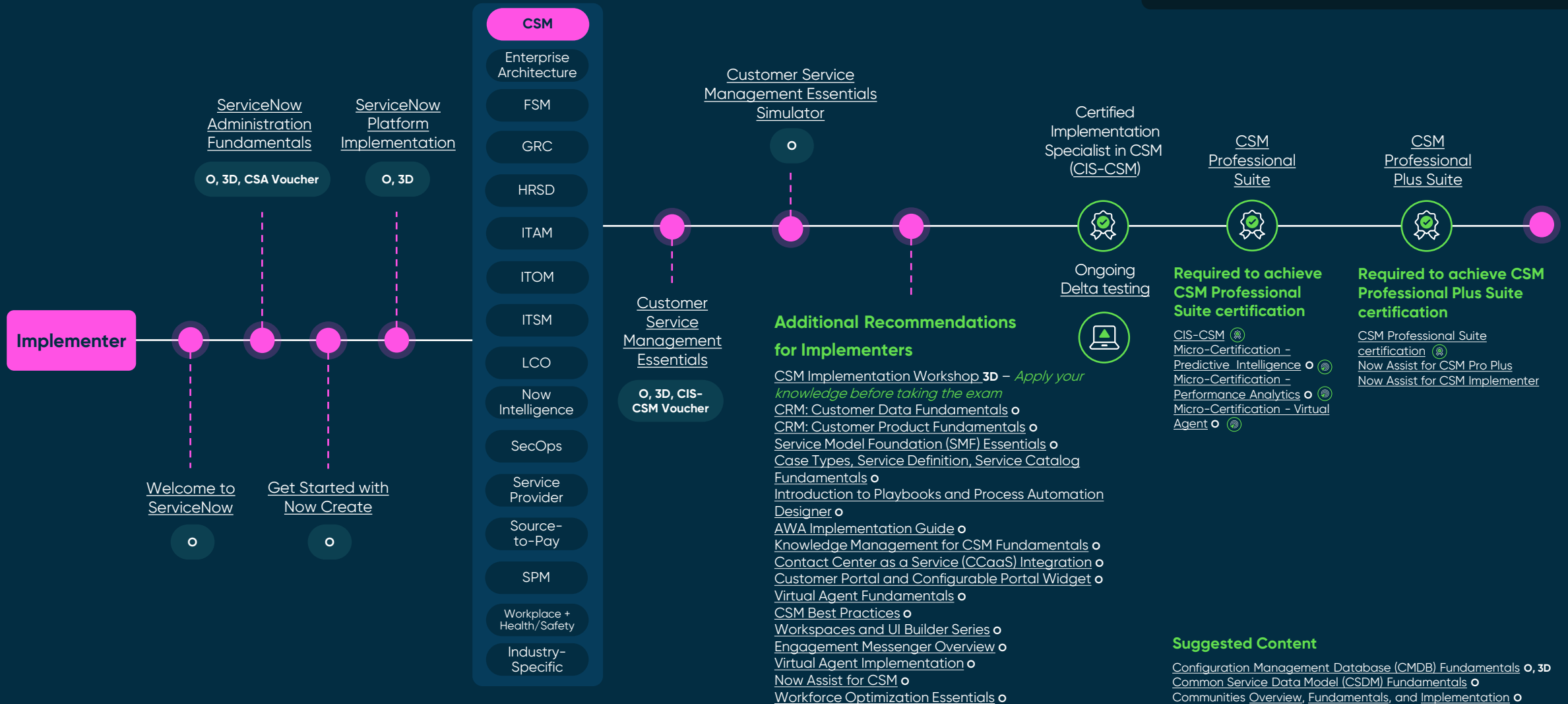FSM Extras Training Collection **O**

Additional Recommended Courses for FSM Implementers **O**

Risk and Compliance

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.

Access the Risk and Compliance path in University **here**.

CSM

Enterprise Architecture

FSM

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HRSD

ITAM

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ITSM

LCO

Now Intelligence

SecOps

Service Provider

Source-to-Pay

SPM

Workplace + Health/Safety

Industry-Specific

ServiceNow Administration Fundamentals

O, 3D, CSA Voucher

Flow Designer Fundamentals

O

ServiceNow Platform Implementation

O, 3D

GRC: IRM Fundamentals

O

GRC: IRM Simulator

O

GRC: Audit Management Essentials

O

GRC: IRM Extras

O

Implementer

Welcome to ServiceNow

O

UI Builder Fundamentals

O

Get Started with Now Create

O

Configuration Management Database (CMDB) Fundamentals

O, 3D

GRC: IRM Implementation

O, 3D, CIS-RC Voucher

GRC: Classic Risk Assessment Fundamentals

O

GRC: Regulatory Change Management (RCM) Essentials

O

Certified Implementation Specialist in Risk & Compliance (CIS-RC)

Ongoing Delta testing

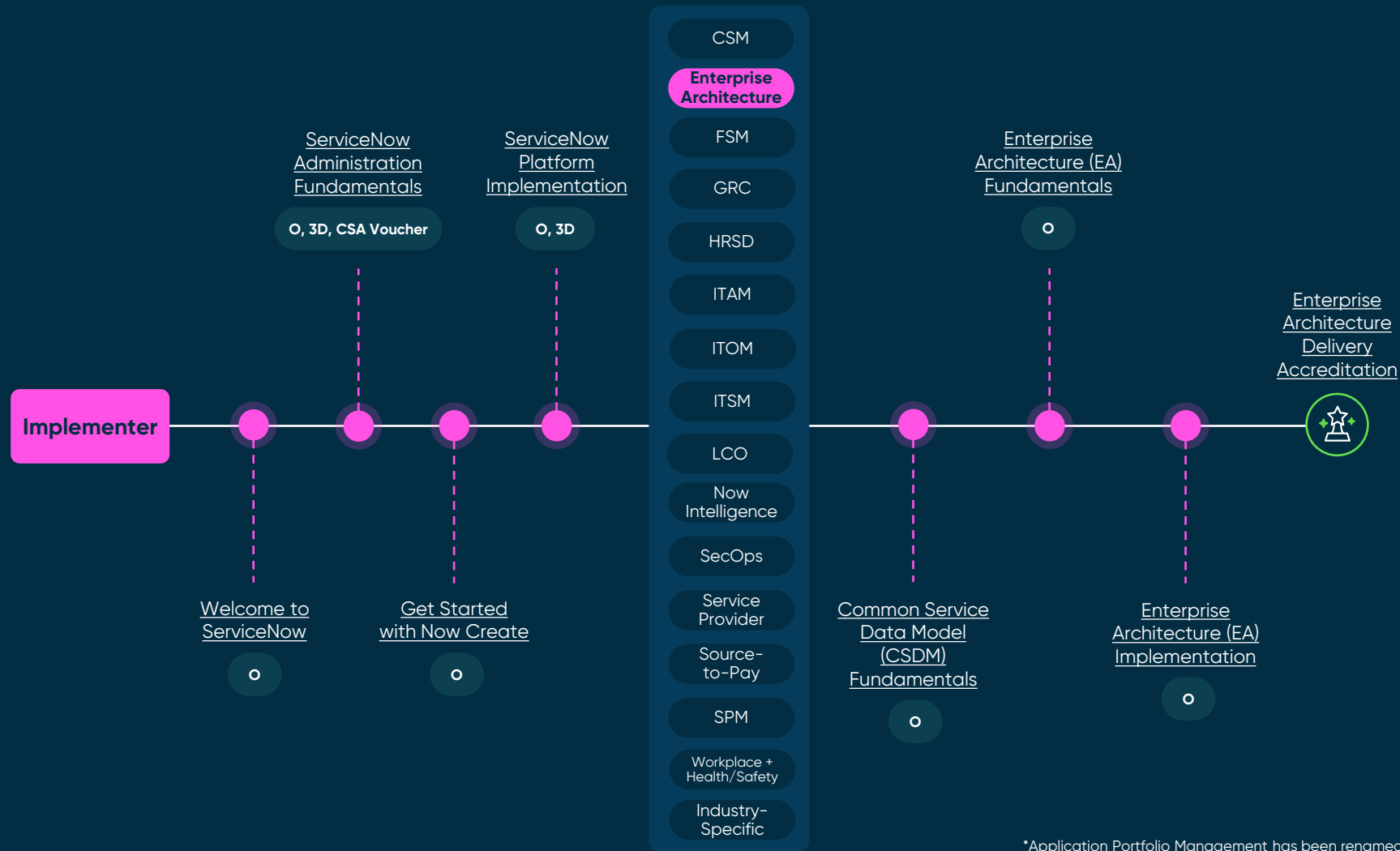# Third-Party Risk Management

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.

Access the TPRM path in University **here**.

Implementer

ServiceNow Administration Fundamentals

O, 3D, CSA Voucher

Flow Designer Fundamentals

O

ServiceNow Platform Implementation

O, 3D

GRC: Third-Party Risk Management (TPRM) Implementation

O, 2D, CIS-VRM Voucher

Welcome to ServiceNow

O

UI Builder Fundamentals

O

Get Started with Now Create

O

GRC: Third-Party Risk Management (TPRM) Fundamentals

O

GRC: Third-party Risk Management (TPRMI) Simulator

O

Certified Implementation Specialist in TPRM (CIS-TPRM)

Ongoing Delta testing

CSM

Enterprise Architecture

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HRSD

ITAM

ITOM

ITSM

LCO

Now Intelligence

SecOps

Service Provider

Source-to-Pay

SPM

Workplace + Health/Safety

Industry-Specific

Additional recommendations

Automated Test Framework (ATF) Essentials **O**

Knowledge Management Fundamentals **O**

Platform Analytics Overview **O**

Service Portal Fundamentals **O, 2D**

Business Continuity Management

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.

Access the BCM path in University **here**.

CSM

Enterprise Architecture

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Now Intelligence

SecOps

Service Provider

Source-to-Pay

SPM

Workplace + Health/Safety

Industry-Specific

Implementer

ServiceNow Administration Fundamentals

O, 3D, CSA Voucher

SPM Fundamentals

O, 3D

ServiceNow Platform Implementation

O, 3D

Business Continuity Management (BCM) Assessment Simulator

Welcome to ServiceNow

O

UI Builder Fundamentals

O

Get Started with Now Create

O

GRC: Business Continuity Management (BCM) Implementation

O

Additional recommendations

Configuration Management Database (CMDB) Fundamentals O, 3D

Common Service Data Model (CSDM) Fundamentals O

Industry Certifications
- ABCP
- CBCP
- MBCP (DRII)
- CBCI/MBCI (BCI)

Environmental, Social, and Governance Management

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.

Access the ESG path in University **here**.

Implementer

Welcome to ServiceNow — O

Flow Designer Fundamentals — O

ServiceNow Administration Fundamentals — O, 3D, CSA Voucher

Configuration Management Database (CMDB) Fundamentals — O, 3D

UI Builder Fundamentals — O

Get Started with Now Create — O

SPM Fundamentals — O, 3D

GRC: IRM Fundamentals — O

GRC: IRM Implementation — O, 3D, CIS-RC Voucher

Environmental, Social, and Governance (ESG) Implementation — O

GRC: Environmental, Social, and Governance (ESG) Bootcamp — O

GRC: Environmental, Social, Governance Management (ESGM) Extras — O

Menu:
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SPM
Workplace + Health/Safety
Industry-Specific

HR Service Delivery

It's time to RiseUp with ServiceNow, and career journeys can help you get there.
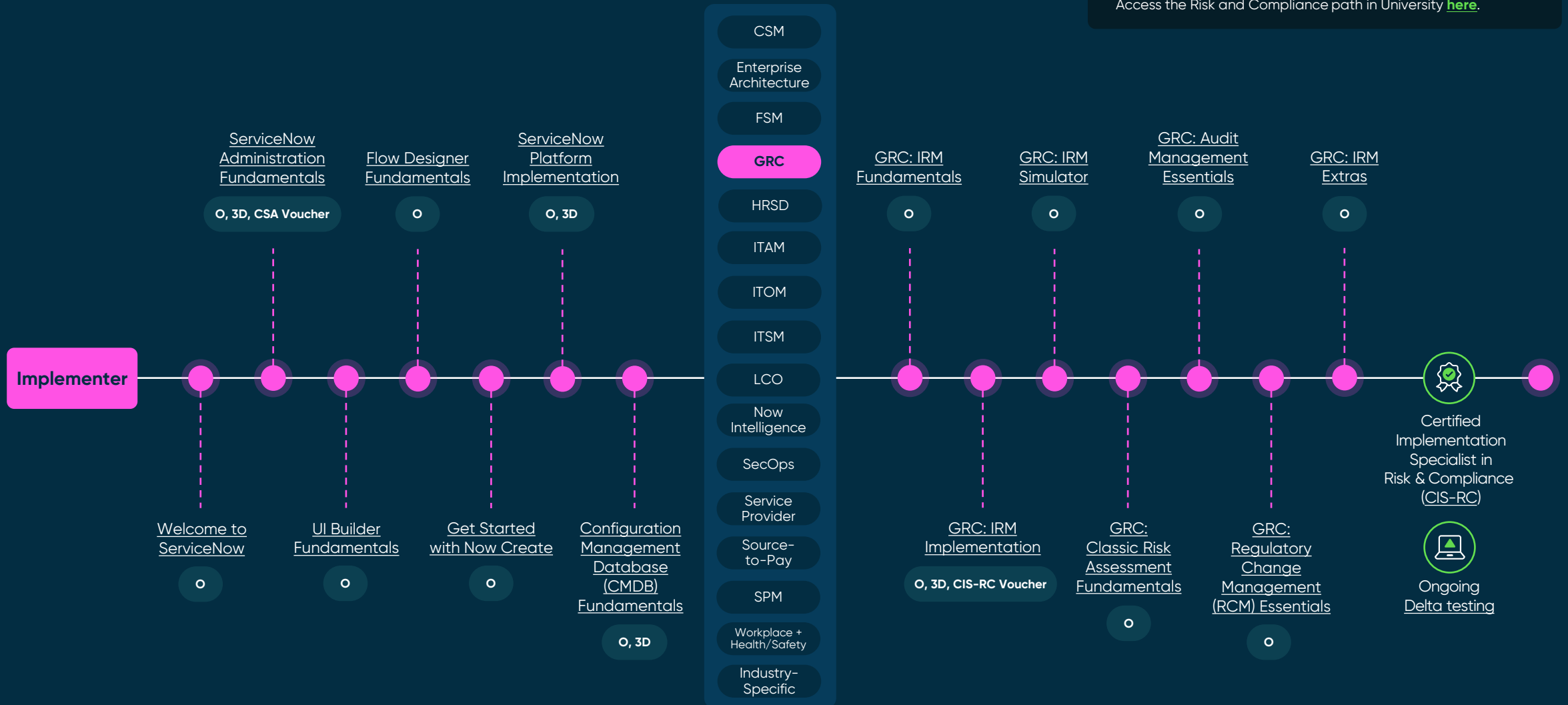Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.

Implementer

ServiceNow Administration Fundamentals	O, 3D, CSA Voucher
ServiceNow Platform Implementation	O, 3D

Welcome to ServiceNow — O

Get Started with Now Create — O

Product column:
- CSM
- Enterprise Architecture
- FSM
- GRC
- **HRSD**
- ITAM
- ITOM
- ITSM
- LCO
- Now Intelligence
- SecOps
- Service Provider
- Source-to-Pay
- SPM
- Workplace + Health/Safety
- Industry-Specific

Introduction to Employee Center — O

Human Resources Service Delivery Fundamentals — O, 2D

Human Resources Service Delivery Implementation — O, 2D, CIS-HR Voucher

Intro to Human Resources Service Delivery — O

Human Resources Fundamentals Simulator — O

Human Resources Implementation Simulator — O

Introduction to Talent Development — O

Talent Development Essentials — O

Certified Implementation Specialist in HR (CIS-HR)

Ongoing Delta testing

Additional requirements to achieve HRSD Professional Suite Certification
- CIS-HR
- Predictive Intelligence Implementation
- Platform Analytics Advanced O, 2D
- Virtual Agent Implementation O

Additional requirements to achieve HRSD Pro Plus Certification
- Now Assist for HRSD O

Additional recommendations for HRSD and TD
- Platform Analytics Fundamentals O, 2D
- Platform Analytics Advanced O, 2D
- Service Portal Fundamentals O, 2D
- ServiceNow Localization Fundamentals O
- Configuration Management Database (CMDB) Fundamentals O, 3D
- Common Service Data Model (CSDM) Fundamentals O
- Continual Improvement Management Essentials O
- Workforce Optimization Essentials O
- Process Mining Essentials O
- Universal Request Essentials O
- Employee Center Essentials O
- and From the Experts: User Experience (UX) for ServiceNow

IT Asset Management

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.
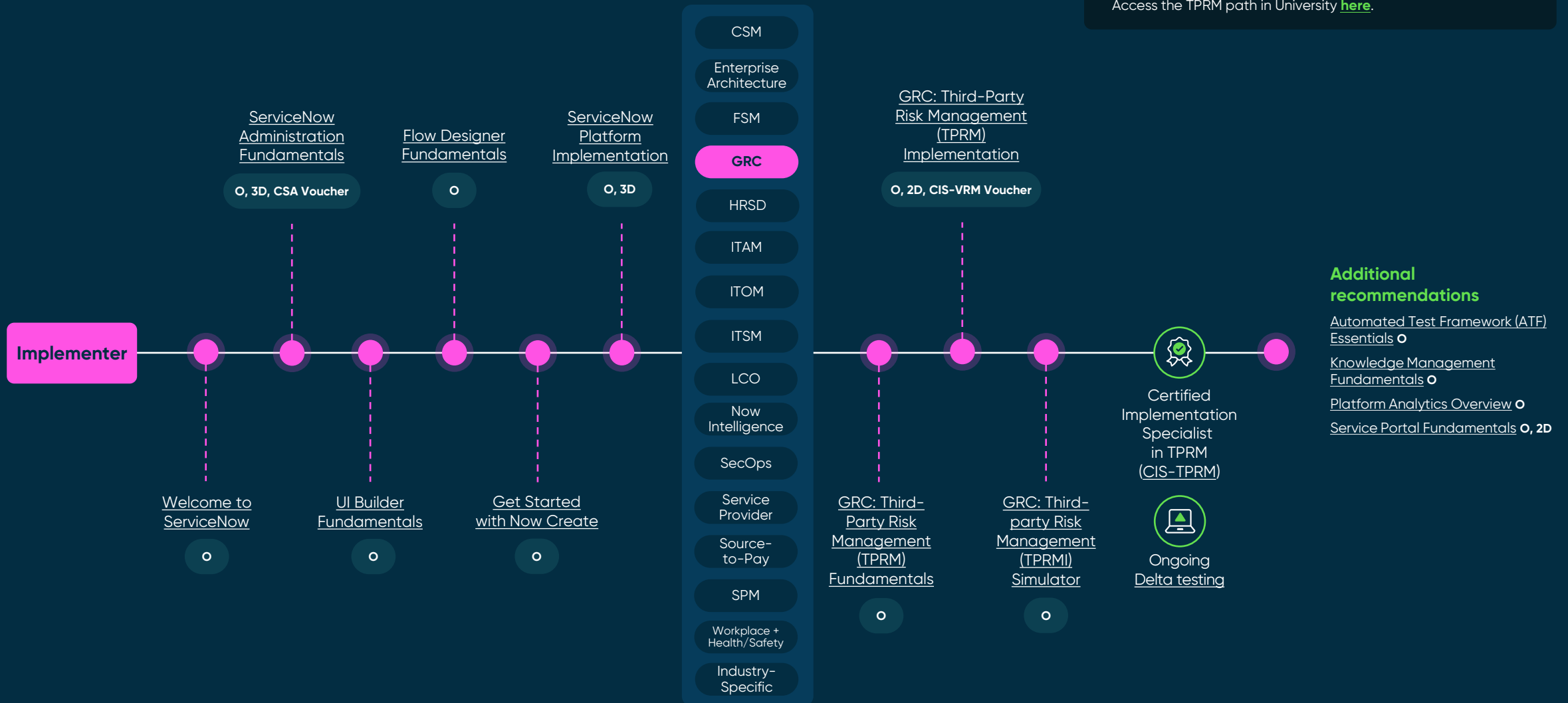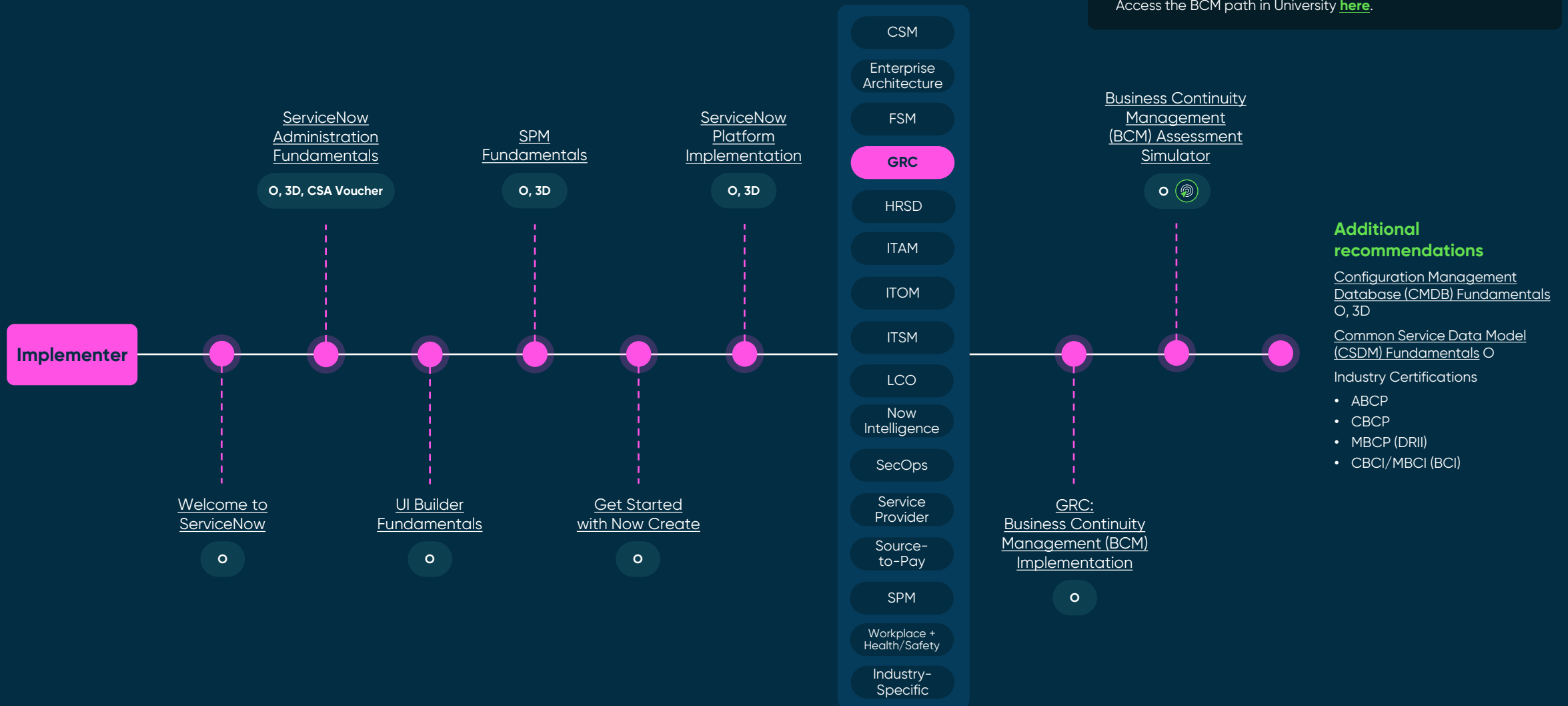
Access the HAM path in University **here**.

Access the SAM path in University **here**.

Implementer

Welcome to ServiceNow
O

Get Started with Now Create
O

ServiceNow Administration Fundamentals
O, 3D, CSA Voucher

ServiceNow Platform Implementation
O, 3D

CSM
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Industry-Specific

Hardware Asset Management (HAM) Fundamentals Simulator
O, 3D, CIS-HAM Voucher

Hardware Asset Management (HAM) Fundamentals Simulator
O

Certified Implementation Specialist in HAM (CIS-HAM)

Ongoing Delta testing

Software Asset Management (SAM) Professional Fundamentals
O, 3D, CIS-SAM Voucher

Software Asset Management (SAM) Implementation Simulator
O

Certified Implementation Specialist in SAM (CIS-SAM)

Ongoing Delta testing

Additional recommendations

SAM: Integration with SCCM for Reclamation and Distribution O

Discovery Basics for SAM O

Software Asset Management Reconciliation Troubleshooting O

Software Normalization for Software Asset Management O

Microsoft Office 365 Optimization for Software Asset Management (SAM) O

Mobile Hardware Asset Management Fundamentals O

Hardware Asset Workspace Overview O

HAM: Device as a Service (DaaS) Implementation Bootcamp On Demand O

Enterprise Asset Management (EAM) Implementation Bootcamp On Demand O

Get Started With Enterprise Asset Management (EAM) for Operators O

Common Service Data Model (CSDM) Fundamentals O

Configuration Management Database (CMDB) Fundamentals **O, 3D**

Agent Client Collector Essentials O

Subscription Management Overview O

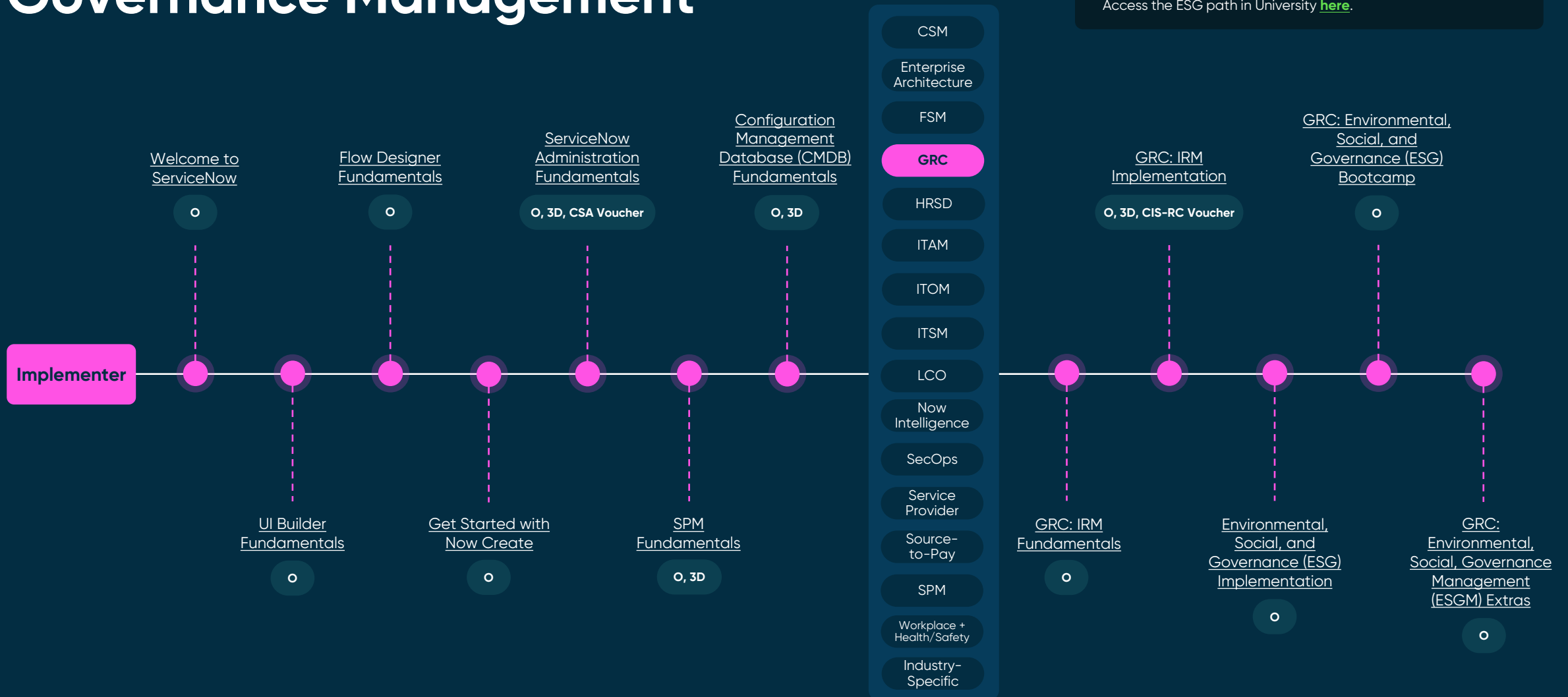Cloud Cost Management O

IT Operations Management (1 of 2)

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.

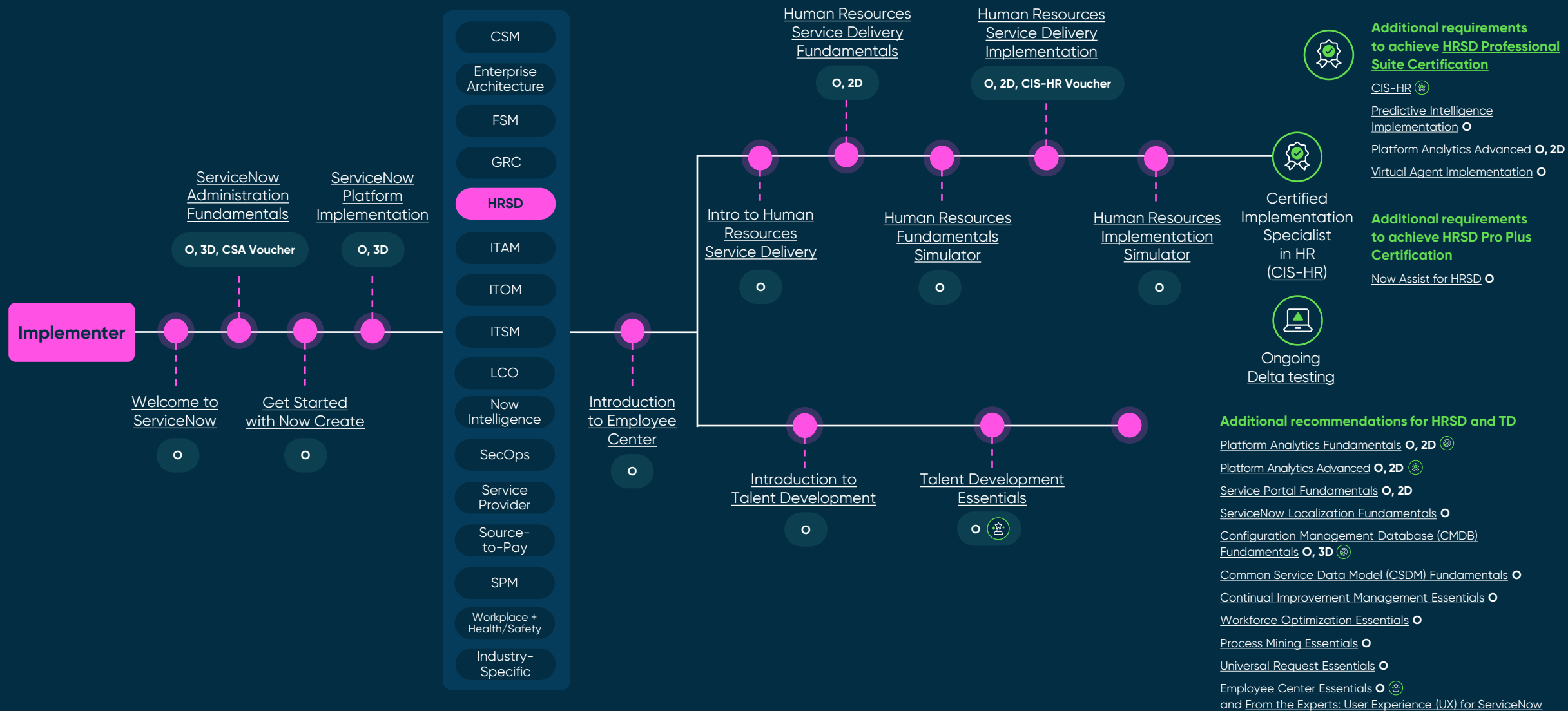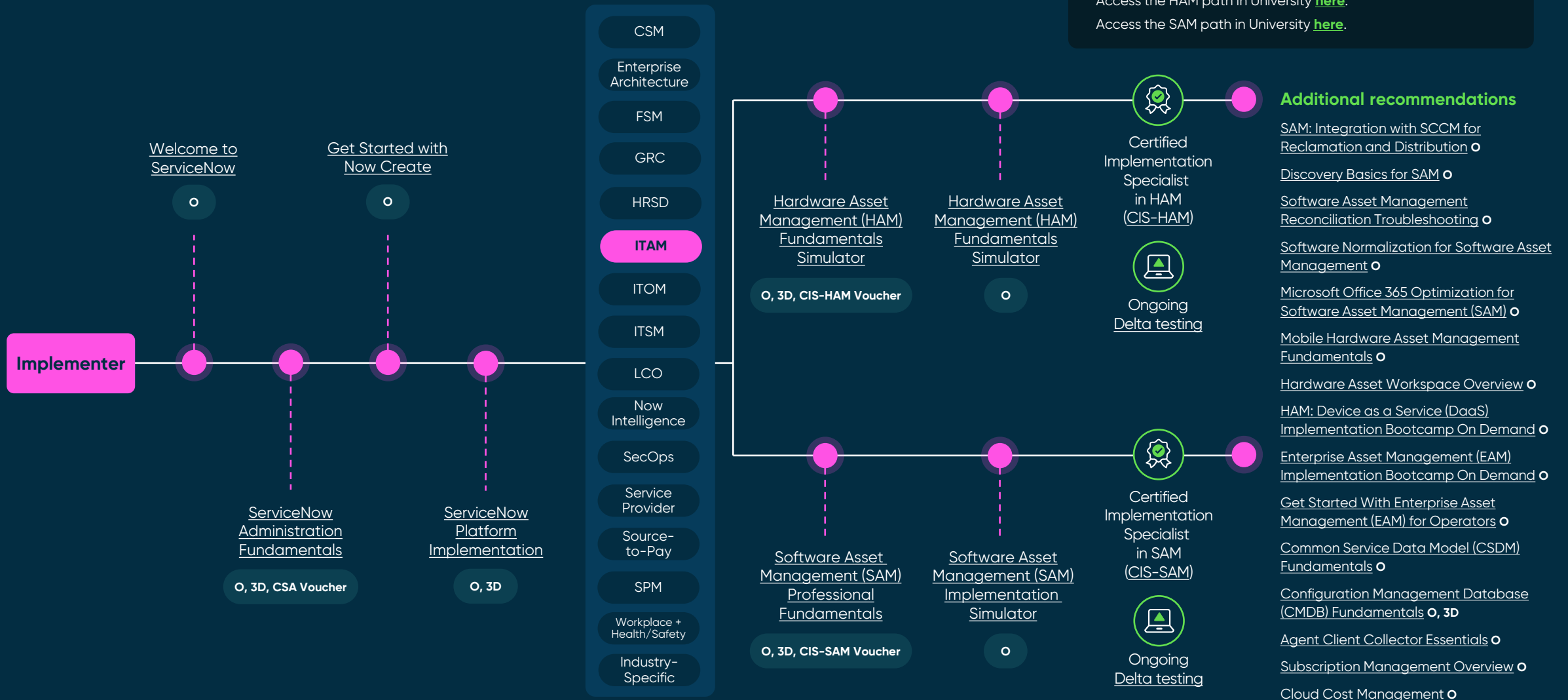Access the Service Mapping path in University **here**.

Access the Cloud Provisioning and Governance path in University **here**.

Implementer

Welcome to ServiceNow
O

Get Started with Now Create
O

ServiceNow Administration Fundamentals
O, 3D, CSA Voucher

ServiceNow Platform Implementation
O, 3D

CSM
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Now Intelligence
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Service Provider
Source-to-Pay
SPM
Workplace + Health/Safety
Industry-Specific

ITOM Overview
O

Service Mapping (SM) Fundamentals
O

Service Mapping (SM) Advanced
O, CIS-SM Voucher

CIS-SM

Ongoing Delta testing

Additional recommendations
Common Service Data Model (CSDM) Fundamentals O
Configuration Management Database (CMDB) Fundamentals **O, 3D**
Agent Client Collector Essentials O
Flow Designer Essentials O
MID Server Fundamentals O
Subscription Management Overview O
Service Mapping Extras O
Service Graph Connector Essentials O

Cloud Provisioning and Governance Fundamentals
O

Cloud Provisioning and Governance Advanced (CPGA)
O, CIS-CM Voucher

CIS-CPG

Ongoing Delta testing

Additional recommendations
Common Service Data Model (CSDM) Fundamentals O
Configuration Management Database (CMDB) Fundamentals **O, 3D**
Cloud Cost Management O
MID Server Fundamentals O
Subscription Management Overview O

CMDB Fundamentals
O, 3D

CMDB Assessment Simulators (Health/Configure)
O

CMDB Health Deep Dive (includes quiz)
O

Additional recommendations
Common Service Data Model (CSDM) Fundamentals O
Agent Client Collector Essentials O
MID Server Fundamentals O
Subscription Management Overview O
Discovery Fundamentals **O, 3D**
Service Graph Connector Essentials O
Introduction to CMDB Workspace O

IT Operations Management (2 of 2)

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.

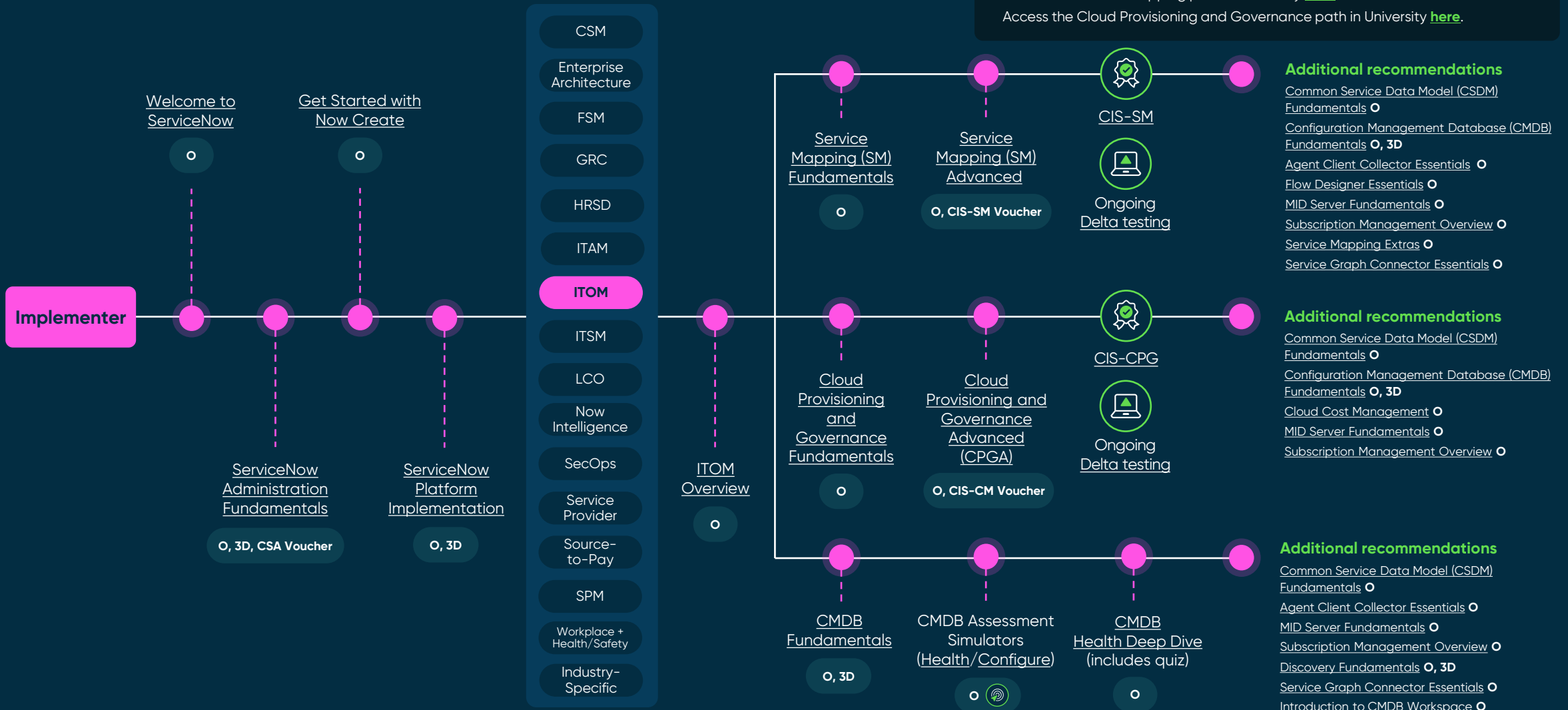Access the Discovery path in University **here**.

Access the Event Management path in University **here**.

Implementer

Welcome to ServiceNow
O

Get Started with Now Create
O

ServiceNow Administration Fundamentals
O, 3D, CSA Voucher

ServiceNow Platform Implementation
O, 3D

CSM
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Workplace + Health/Safety
Industry-Specific

ITOM Overview
O

Discovery Fundamentals
O, 3D, CIS-DF Voucher

Certified Implementation Specialist in Discovery (CIS-Disco)

Ongoing Delta testing

Additional recommendations

Common Service Data Model (CSDM) Fundamentals O

Configuration Management Database (CMDB) Fundamentals **O, 3D**

Agent Client Collector Essentials O

Integration Hub Fundamentals O

MID Server Fundamentals O

Subscription Management Overview O

Discovery Extras O

Service Graph Connector Essentials O

Event Management (EM) Fundamentals
O, CIS-EM Voucher

Certified Implementation Specialist in Event Management (CIS-EM)

Ongoing Delta testing

Additional recommendations

Common Service Data Model (CSDM) Fundamentals O

Configuration Management Database (CMDB) Fundamentals **O, 3D**

Agent Client Collector Essentials O

MID Server Fundamentals O

Now Assist for IT Operations Management (ITOM) Implementation O

Subscription Management Overview O

Operational Technology (Industrial Sector)

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.

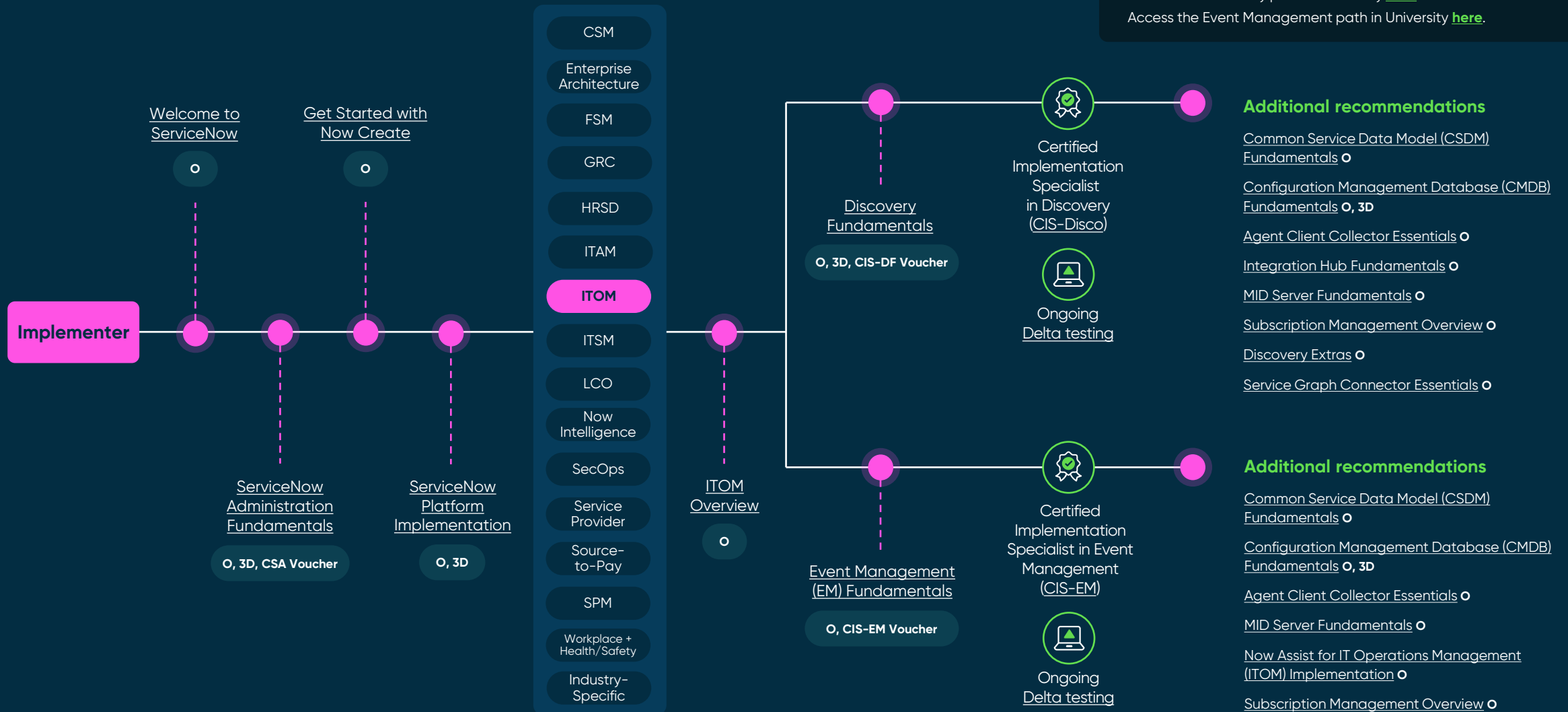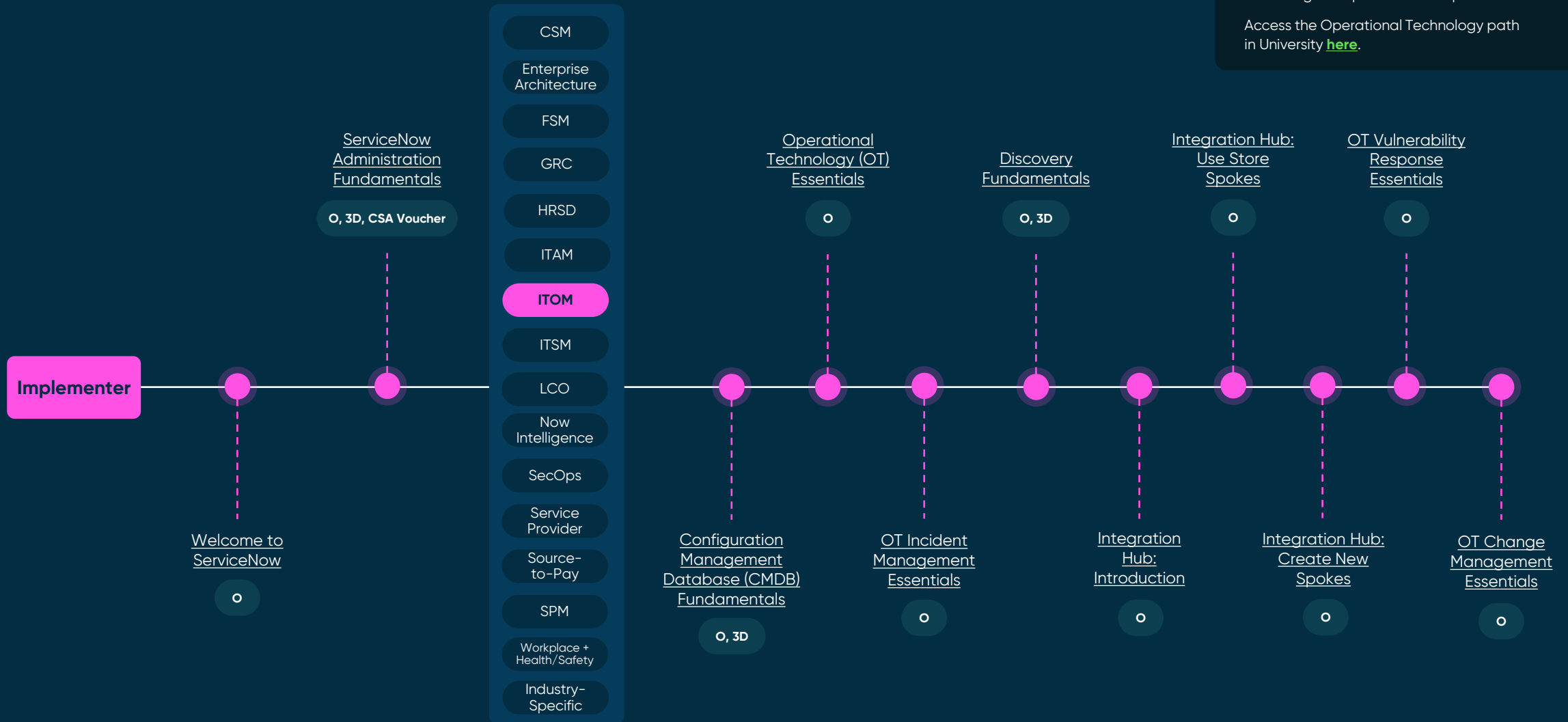Access the Operational Technology path in University **here**.

CSM

Enterprise Architecture

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Now Intelligence

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Service Provider

Source-to-Pay

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Workplace + Health/Safety

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Implementer

ServiceNow Administration Fundamentals

O, 3D, CSA Voucher

Operational Technology (OT) Essentials

O

Discovery Fundamentals

O, 3D

Integration Hub: Use Store Spokes

O

OT Vulnerability Response Essentials

O

Welcome to ServiceNow

O

Configuration Management Database (CMDB) Fundamentals

O, 3D

OT Incident Management Essentials

O

Integration Hub: Introduction

O

Integration Hub: Create New Spokes

O

OT Change Management Essentials

O

IT Service Management

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.
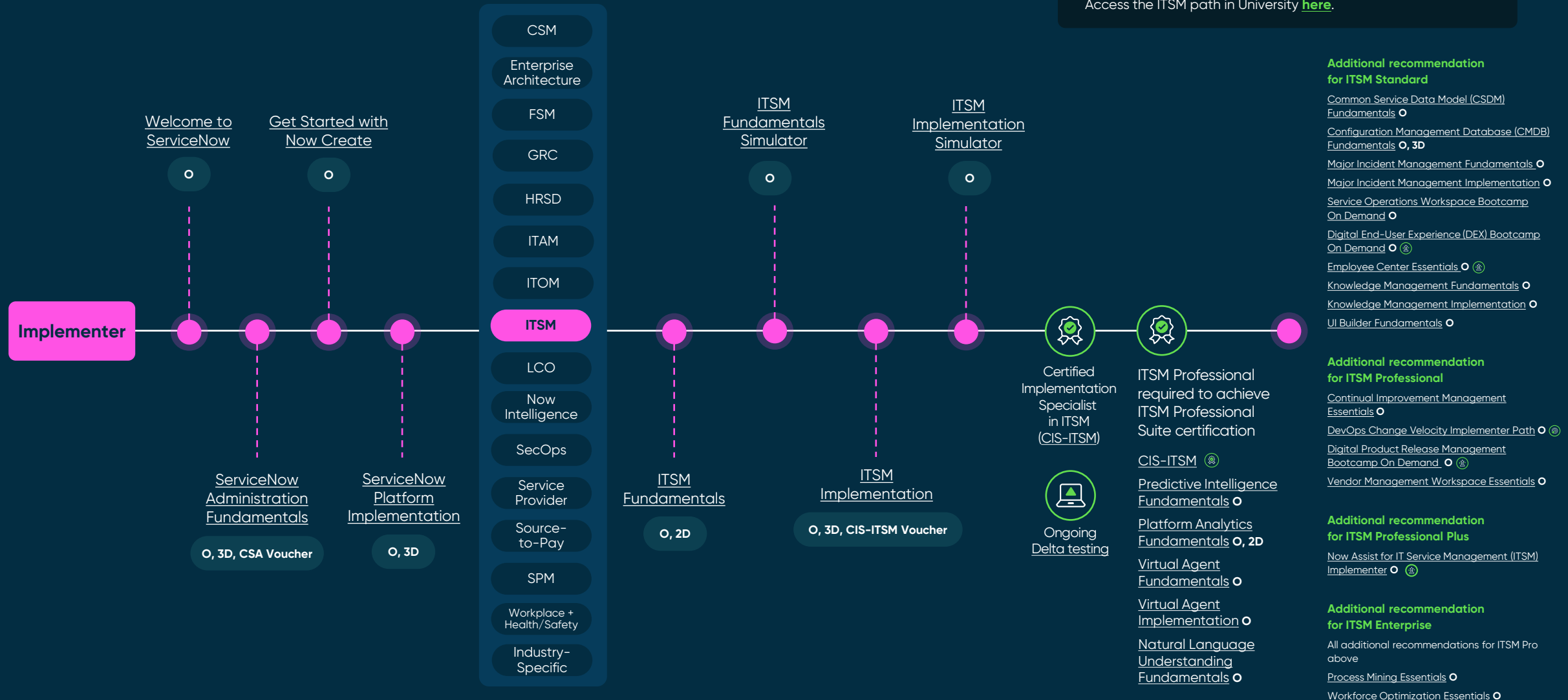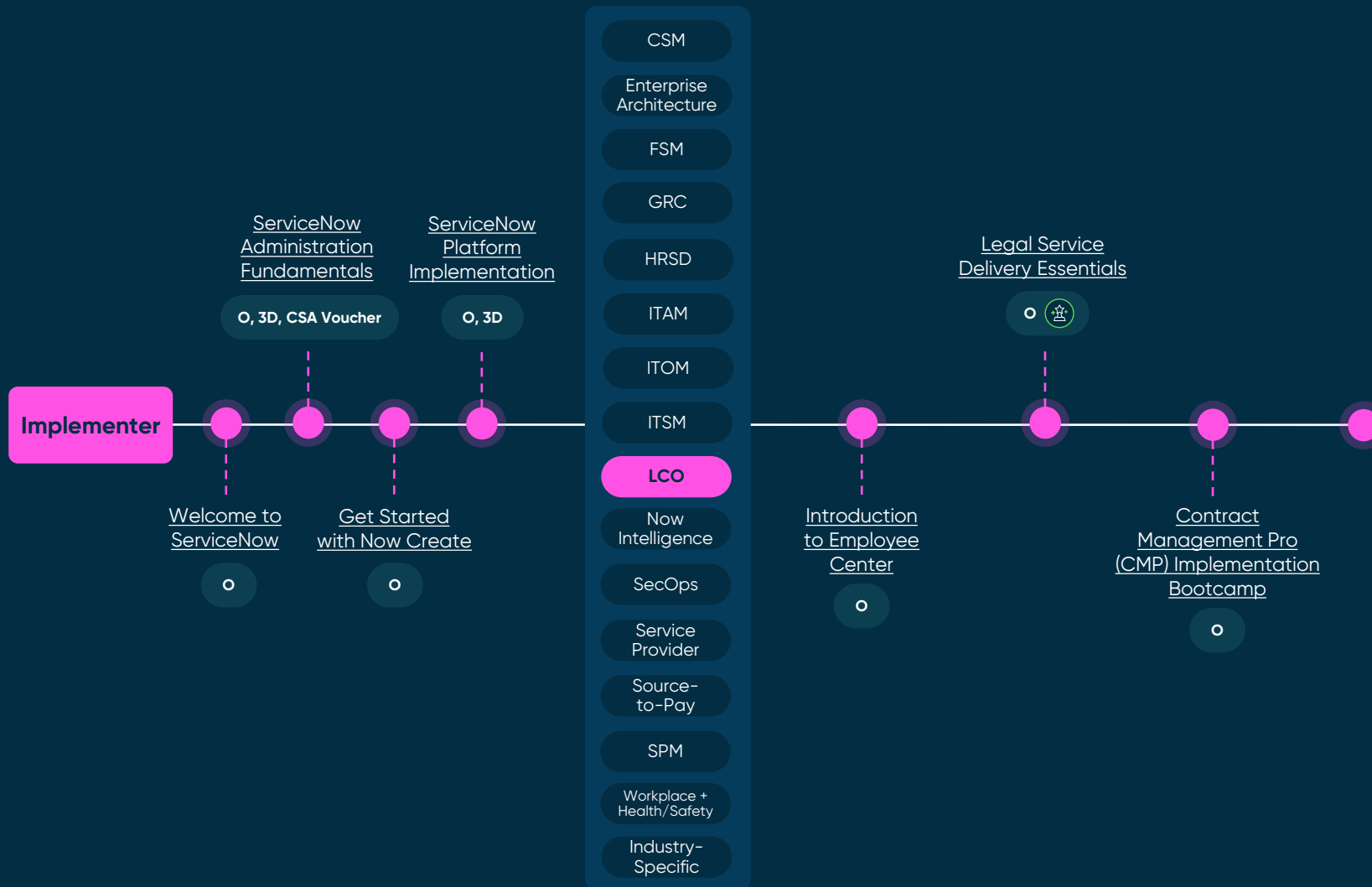
Access the ITSM path in University **here**.

CSM

Enterprise Architecture

FSM

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Now Intelligence

SecOps

Service Provider

Source-to-Pay

SPM

Workplace + Health/Safety

Industry-Specific

Implementer

Welcome to ServiceNow

Get Started with Now Create

ServiceNow Administration Fundamentals

O, 3D, CSA Voucher

ServiceNow Platform Implementation

O, 3D

ITSM Fundamentals Simulator

ITSM Fundamentals

O, 2D

ITSM Implementation Simulator

ITSM Implementation

O, 3D, CIS-ITSM Voucher

Certified Implementation Specialist in ITSM (CIS-ITSM)

Ongoing Delta testing

ITSM Professional required to achieve ITSM Professional Suite certification

CIS-ITSM

Predictive Intelligence Fundamentals

Platform Analytics Fundamentals **O, 2D**

Virtual Agent Fundamentals **O**

Virtual Agent Implementation **O**

Natural Language Understanding Fundamentals **O**

Additional recommendation for ITSM Standard

Common Service Data Model (CSDM) Fundamentals **O**

Configuration Management Database (CMDB) Fundamentals **O, 3D**

Major Incident Management Fundamentals **O**

Major Incident Management Implementation **O**

Service Operations Workspace Bootcamp On Demand **O**

Digital End-User Experience (DEX) Bootcamp On Demand **O**

Employee Center Essentials **O**

Knowledge Management Fundamentals **O**

Knowledge Management Implementation **O**

UI Builder Fundamentals **O**

Additional recommendation for ITSM Professional

Continual Improvement Management Essentials **O**

DevOps Change Velocity Implementer Path **O**

Digital Product Release Management Bootcamp On Demand **O**

Vendor Management Workspace Essentials **O**

Additional recommendation for ITSM Professional Plus

Now Assist for IT Service Management (ITSM) Implementer **O**

Additional recommendation for ITSM Enterprise

All additional recommendations for ITSM Pro above

Process Mining Essentials **O**

Workforce Optimization Essentials **O**

Legal + Contract Operations

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.

Implementer

ServiceNow Administration Fundamentals
O, 3D, CSA Voucher

ServiceNow Platform Implementation
O, 3D

Welcome to ServiceNow
○

Get Started with Now Create
○

CSM

Enterprise Architecture

FSM

GRC

HRSD

ITAM

ITOM

ITSM

LCO

Now Intelligence

SecOps

Service Provider

Source-to-Pay

SPM

Workplace + Health/Safety

Industry-Specific

Legal Service Delivery Essentials
○

Introduction to Employee Center
○

Contract Management Pro (CMP) Implementation Bootcamp
○

Additional recommendations for all paths

Platform Analytics Fundamentals **O, 2D**

Platform Analytics Advanced **O, 2D**

Service Portal Fundamentals **O, 2D**

ServiceNow Localization Fundamentals **O**

Configuration Management Database (CMDB) Fundamentals **O, 3D**

Common Service Data Model (CSDM) Fundamentals **O**

Continual Improvement Management Essentials **O**

Workforce Optimization Essentials **O**

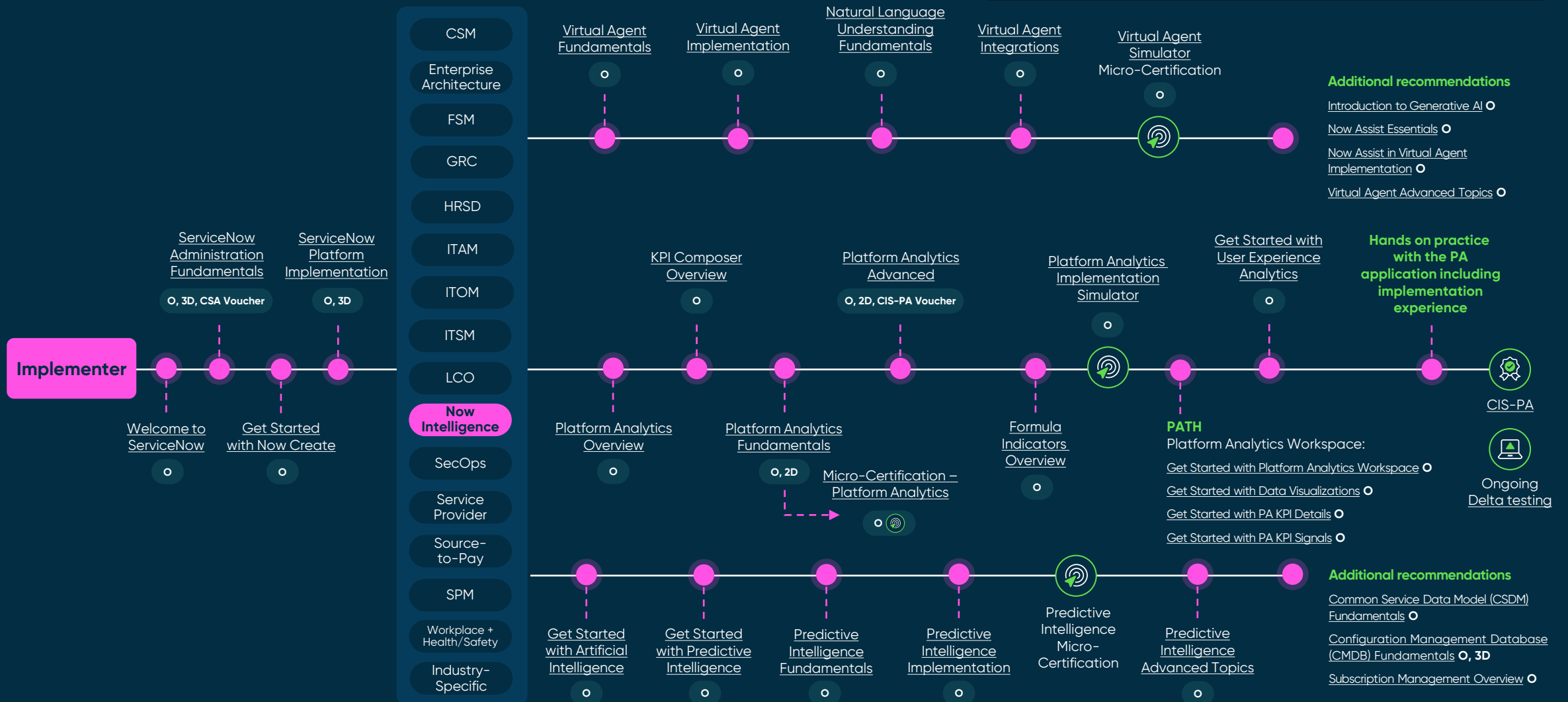Process Mining Essentials **O**

Universal Request Essentials **O**

Employee Center Essentials **O**
and From the Experts: User Experience (UX) for ServiceNow

Now Intelligence

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.

CSM

Enterprise Architecture

FSM

GRC

HRSD

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ITSM

LCO

Now Intelligence

SecOps

Service Provider

Source-to-Pay

SPM

Workplace + Health/Safety

Industry-Specific

Implementer

Virtual Agent track

Virtual Agent Fundamentals O

Virtual Agent Implementation O

Natural Language Understanding Fundamentals O

Virtual Agent Integrations O

Virtual Agent Simulator Micro-Certification O

Additional recommendations
Introduction to Generative AI O
Now Assist Essentials O
Now Assist in Virtual Agent Implementation O
Virtual Agent Advanced Topics O

Main Implementer track

ServiceNow Administration Fundamentals — O, 3D, CSA Voucher

ServiceNow Platform Implementation — O, 3D

Welcome to ServiceNow O

Get Started with Now Create O

KPI Composer Overview O

Platform Analytics Overview O

Platform Analytics Fundamentals — O, 2D

Micro-Certification – Platform Analytics O

Platform Analytics Advanced — O, 2D, CIS-PA Voucher

Formula Indicators Overview O

Platform Analytics Implementation Simulator O

PATH
Platform Analytics Workspace:
Get Started with Platform Analytics Workspace O
Get Started with Data Visualizations O
Get Started with PA KPI Details O
Get Started with PA KPI Signals O

Get Started with User Experience Analytics O

Hands on practice with the PA application including implementation experience

CIS-PA

Ongoing Delta testing

Predictive Intelligence track

Get Started with Artificial Intelligence O

Get Started with Predictive Intelligence O

Predictive Intelligence Fundamentals O

Predictive Intelligence Implementation O

Predictive Intelligence Micro-Certification

Predictive Intelligence Advanced Topics O

Additional recommendations
Common Service Data Model (CSDM) Fundamentals O
Configuration Management Database (CMDB) Fundamentals O, 3D
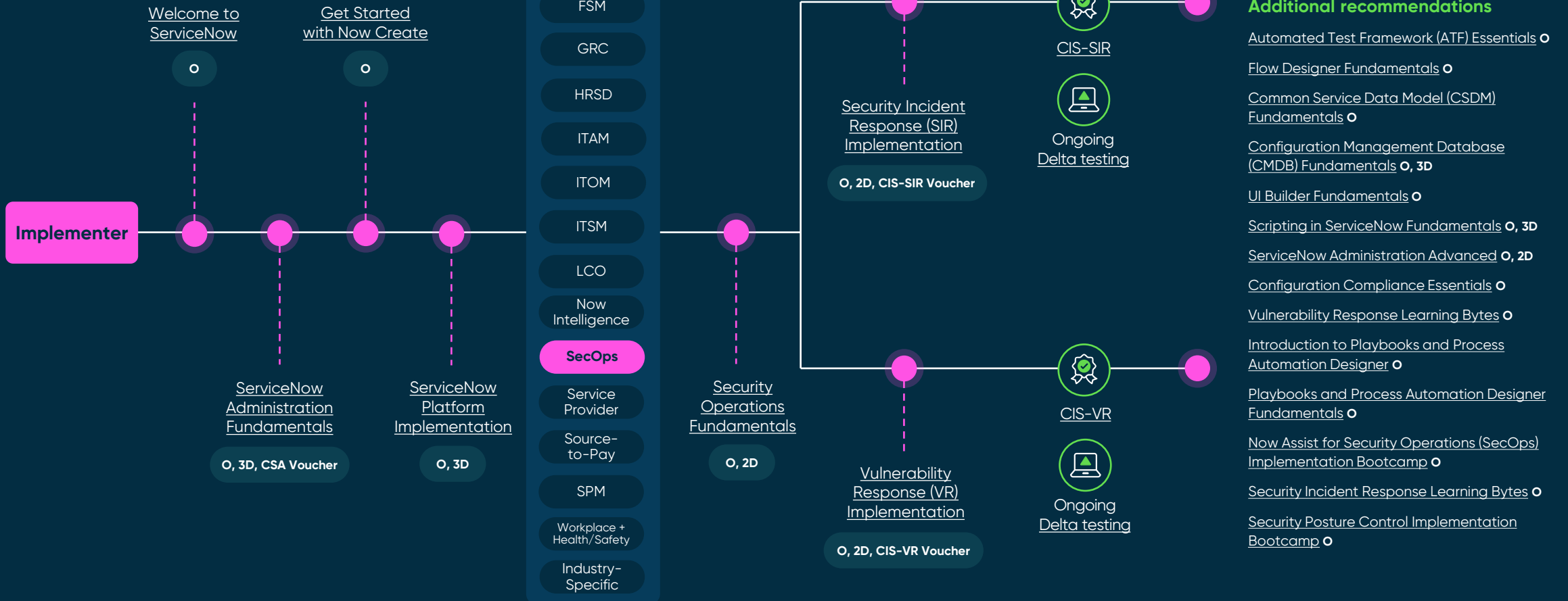Subscription Management Overview O

Security Operations

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.
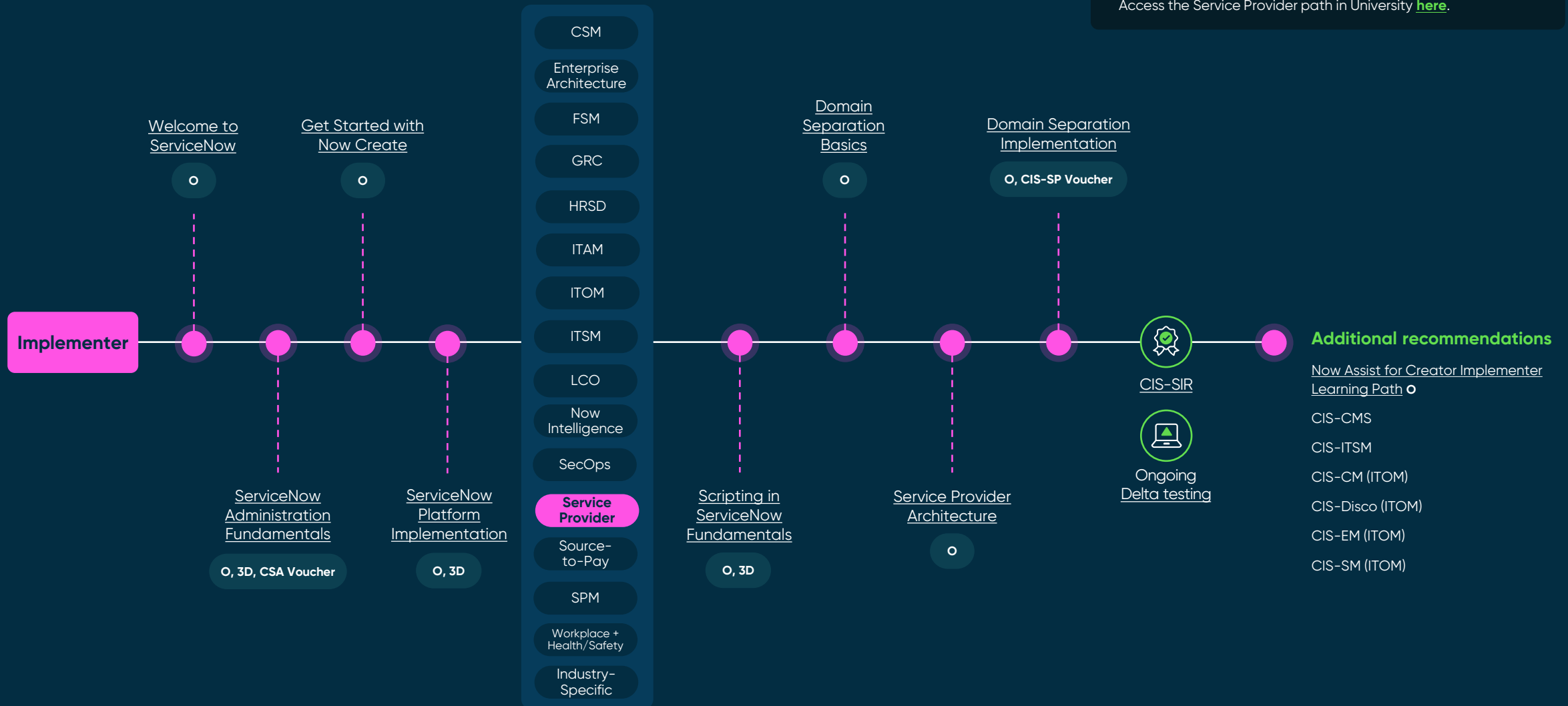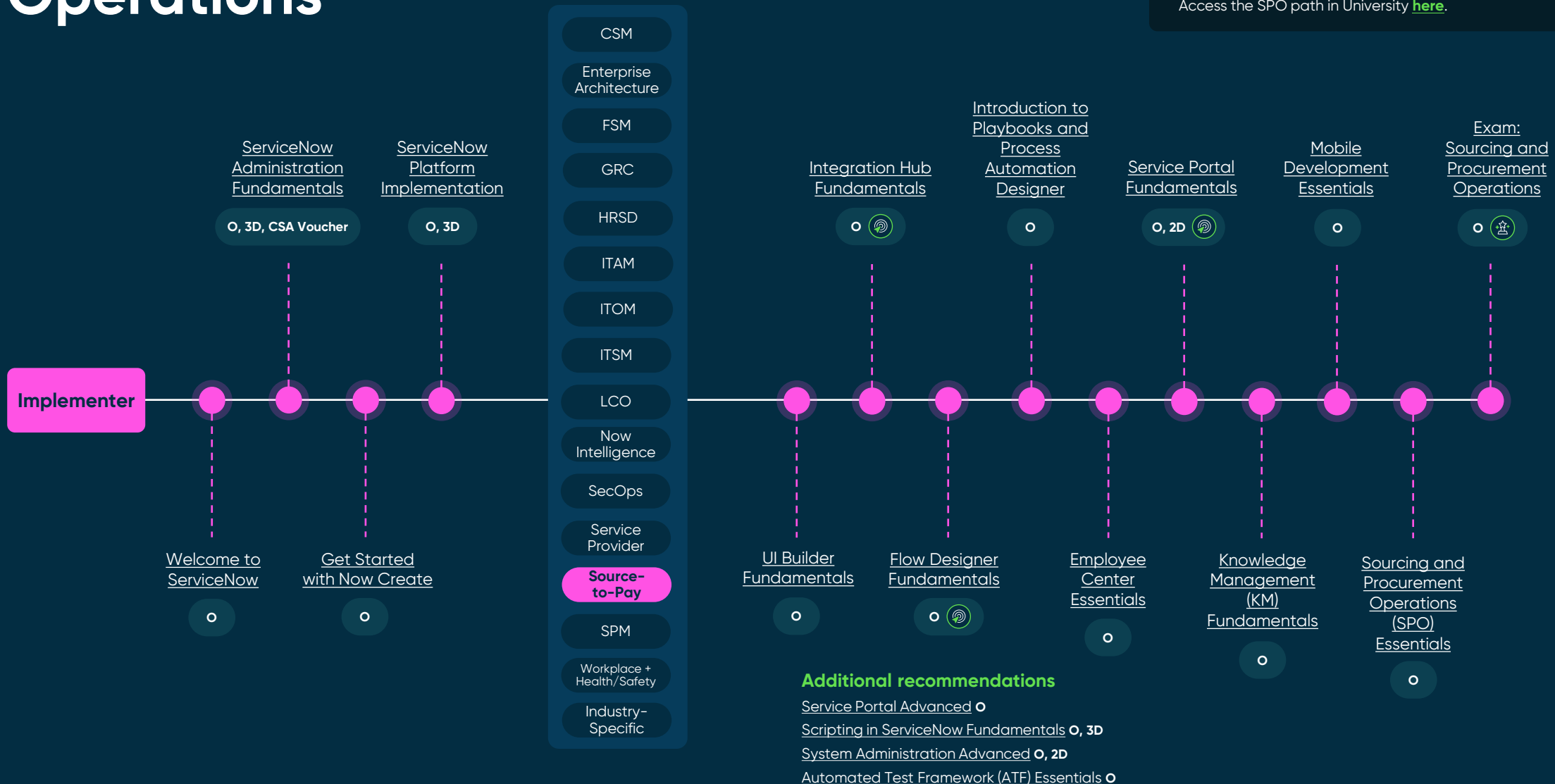
Access the SIR path in University **here**.

Access the VR path in University **here**.

CSM

Enterprise Architecture

FSM

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ITAM

ITOM

ITSM

LCO

Now Intelligence

SecOps

Service Provider

Source-to-Pay

SPM

Workplace + Health/Safety

Industry-Specific

Welcome to ServiceNow
O

Get Started with Now Create
O

Implementer

ServiceNow Administration Fundamentals
O, 3D, CSA Voucher

ServiceNow Platform Implementation
O, 3D

Security Operations Fundamentals
O, 2D

Security Incident Response (SIR) Implementation
O, 2D, CIS-SIR Voucher

CIS-SIR

Ongoing Delta testing

Vulnerability Response (VR) Implementation
O, 2D, CIS-VR Voucher

CIS-VR

Ongoing Delta testing

Additional recommendations

Automated Test Framework (ATF) Essentials O

Flow Designer Fundamentals O

Common Service Data Model (CSDM) Fundamentals O

Configuration Management Database (CMDB) Fundamentals O, 3D

UI Builder Fundamentals O

Scripting in ServiceNow Fundamentals O, 3D

ServiceNow Administration Advanced O, 2D

Configuration Compliance Essentials O

Vulnerability Response Learning Bytes O

Introduction to Playbooks and Process Automation Designer O

Playbooks and Process Automation Designer Fundamentals O

Now Assist for Security Operations (SecOps) Implementation Bootcamp O

Security Incident Response Learning Bytes O

Security Posture Control Implementation Bootcamp O

Service Provider

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.
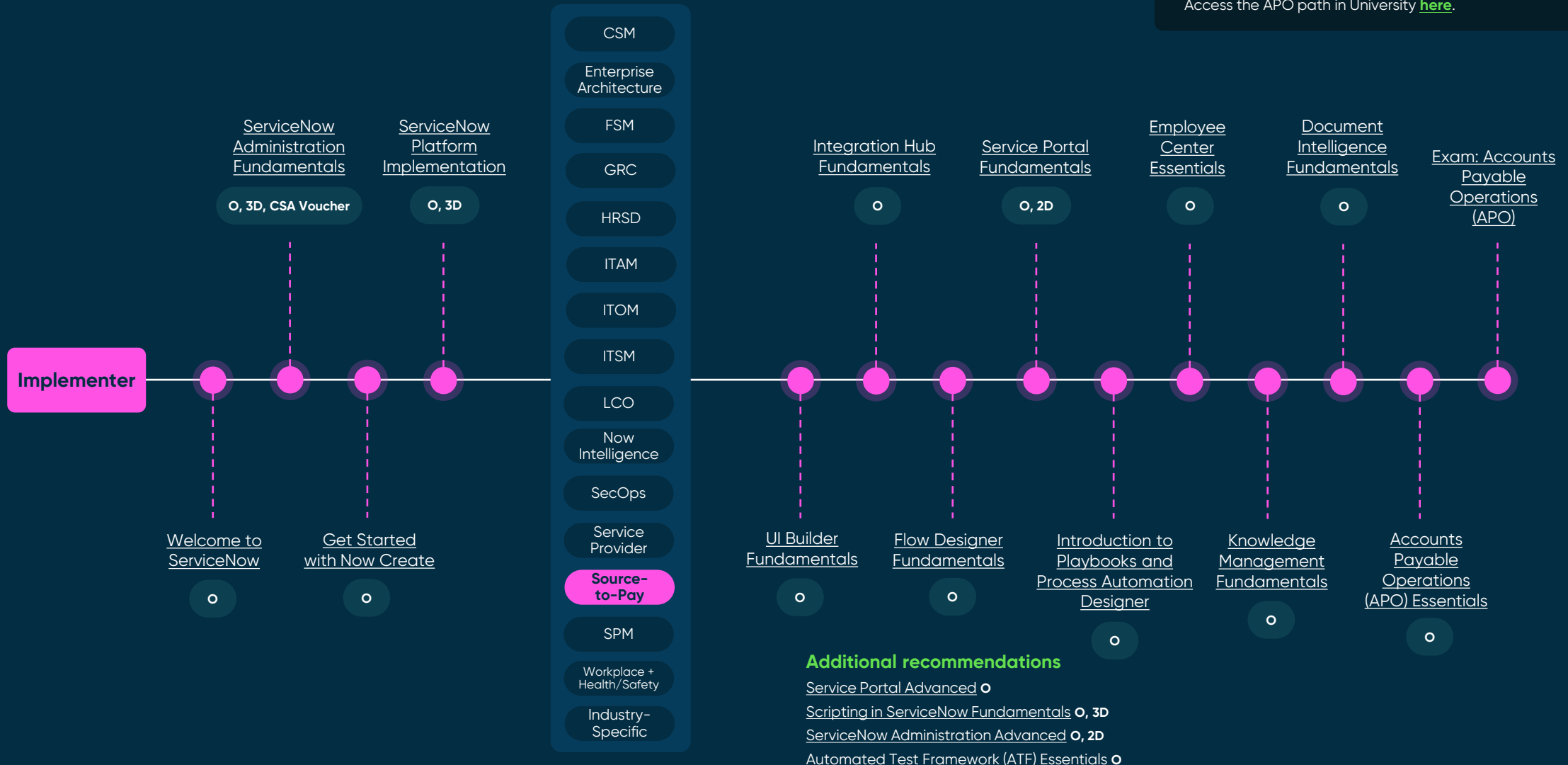
Access the Service Provider path in University **here**.

Implementer

Welcome to ServiceNow
O

Get Started with Now Create
O

ServiceNow Administration Fundamentals
O, 3D, CSA Voucher

ServiceNow Platform Implementation
O, 3D

CSM
Enterprise Architecture
FSM
GRC
HRSD
ITAM
ITOM
ITSM
LCO
Now Intelligence
SecOps
Service Provider
Source-to-Pay
SPM
Workplace + Health/Safety
Industry-Specific

Scripting in ServiceNow Fundamentals
O, 3D

Domain Separation Basics
O

Service Provider Architecture
O

Domain Separation Implementation
O, CIS-SP Voucher

CIS-SIR

Ongoing Delta testing

Additional recommendations

Now Assist for Creator Implementer Learning Path O

CIS-CMS

CIS-ITSM

CIS-CM (ITOM)

CIS-Disco (ITOM)

CIS-EM (ITOM)

CIS-SM (ITOM)

Sourcing and Procurement Operations

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.
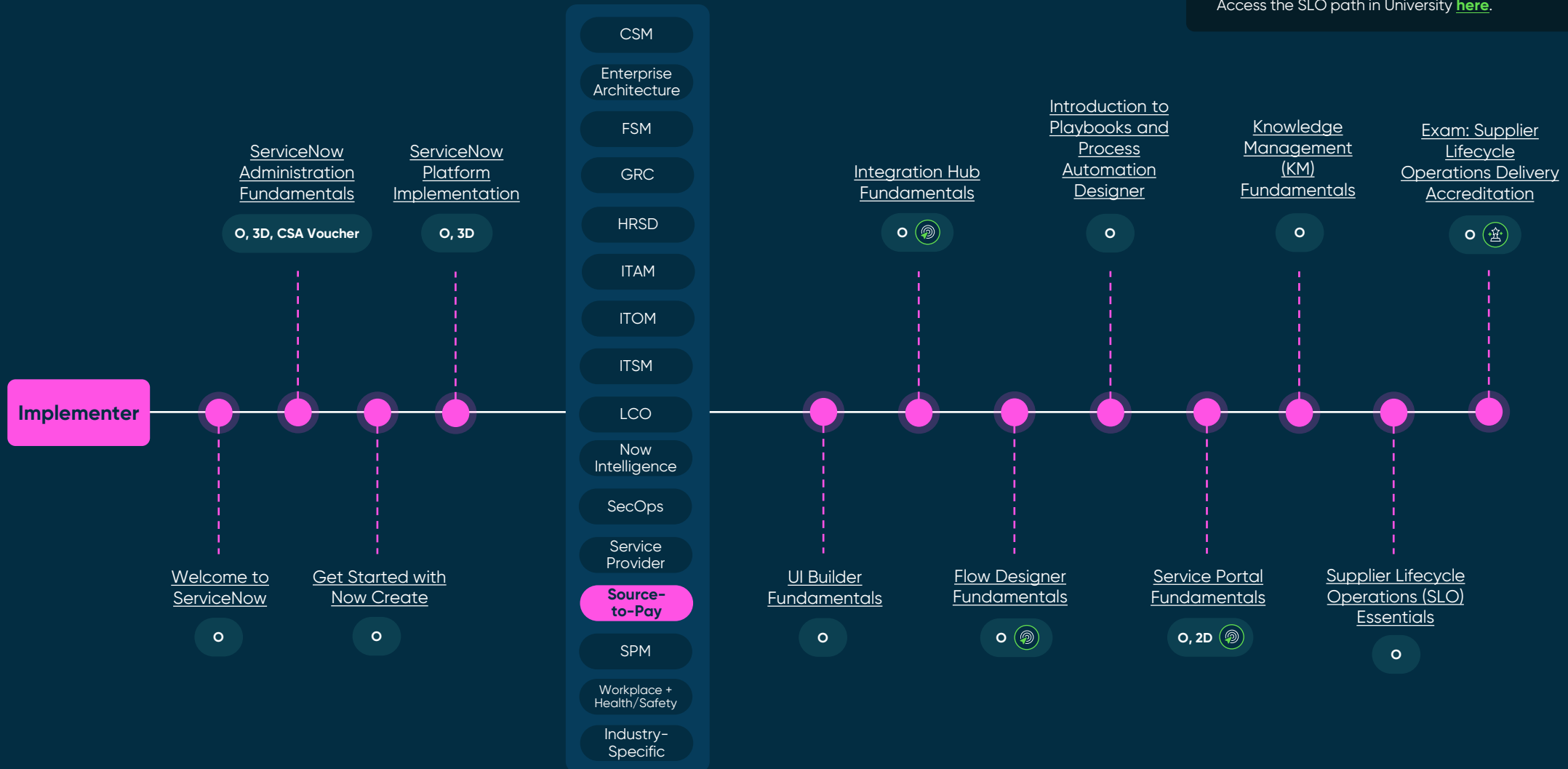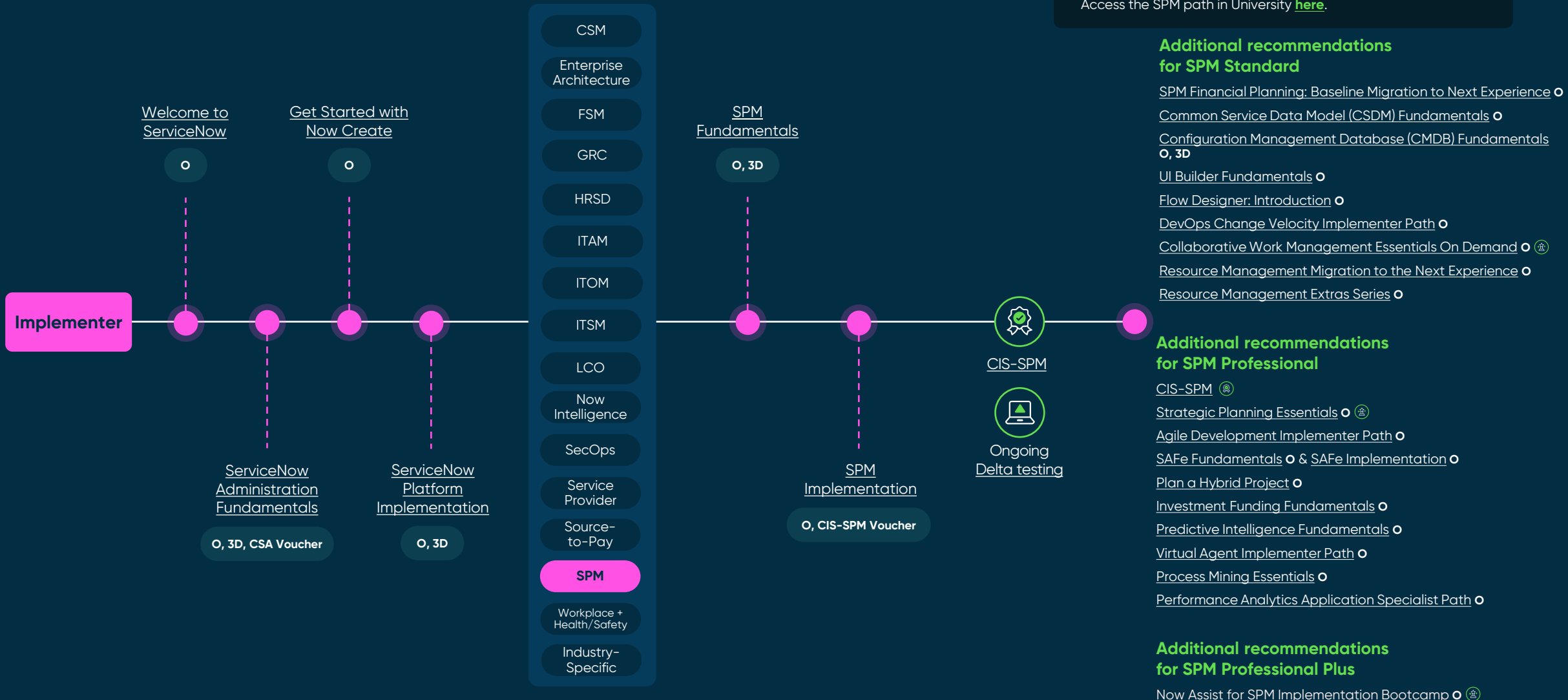
Access the SPO path in University **here**.

CSM									
Enterprise Architecture									
FSM									
GRC									
HRSD									
ITAM									
ITOM									
ITSM									
LCO									
Now Intelligence									
SecOps									
Service Provider									
Source-to-Pay									
SPM									
Workplace + Health/Safety									
Industry-Specific									

Implementer

ServiceNow Administration Fundamentals — **O, 3D, CSA Voucher**

ServiceNow Platform Implementation — **O, 3D**

Integration Hub Fundamentals — O

Introduction to Playbooks and Process Automation Designer — O

Service Portal Fundamentals — **O, 2D**

Mobile Development Essentials — O

Exam: Sourcing and Procurement Operations — O

Welcome to ServiceNow — O

Get Started with Now Create — O

UI Builder Fundamentals — O

Flow Designer Fundamentals — O

Employee Center Essentials — O

Knowledge Management (KM) Fundamentals — O

Sourcing and Procurement Operations (SPO) Essentials — O

Additional recommendations

Service Portal Advanced **O**

Scripting in ServiceNow Fundamentals **O, 3D**

System Administration Advanced **O, 2D**

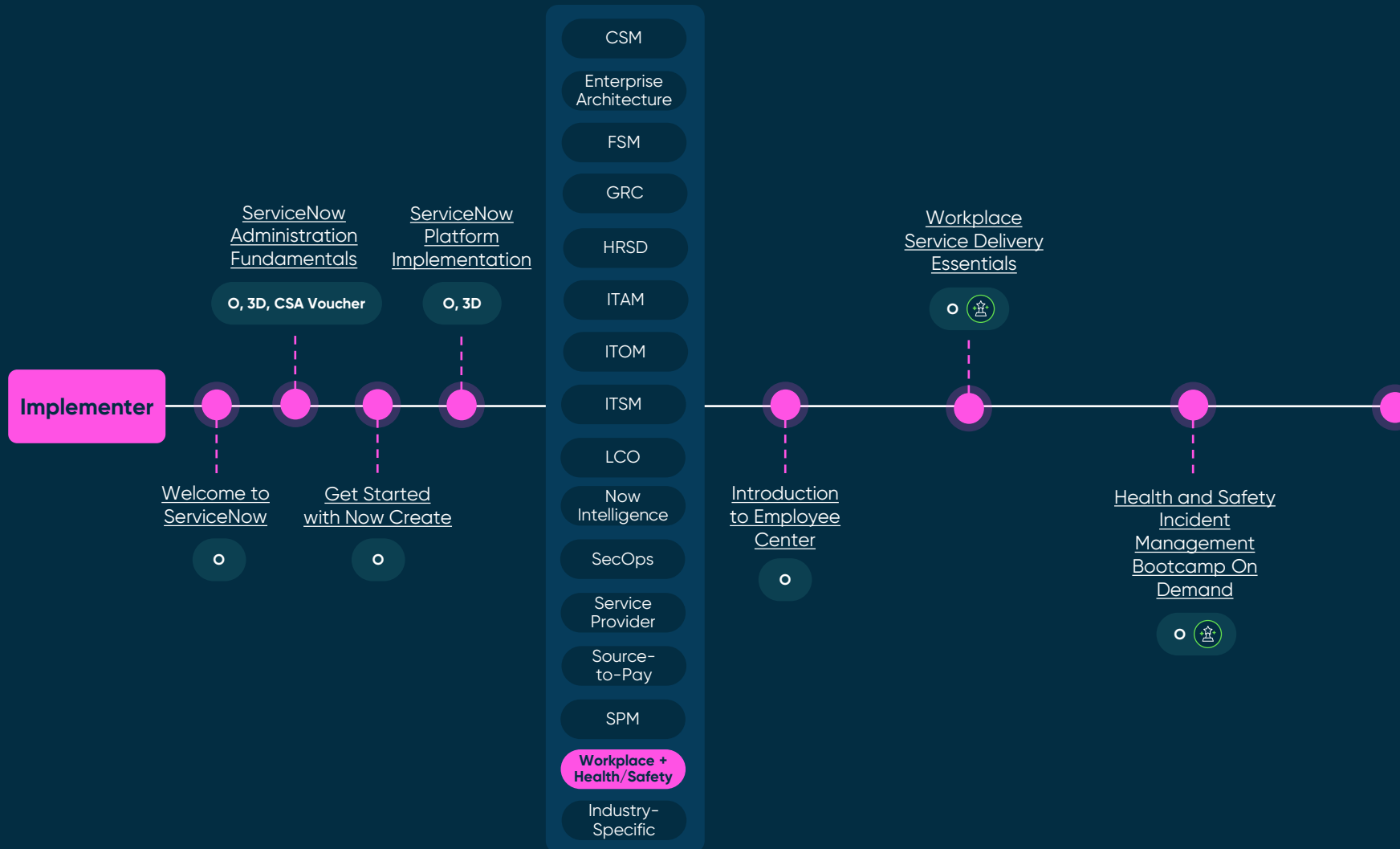Automated Test Framework (ATF) Essentials **O**

Accounts Payable Operations

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.

Access the APO path in University **here**.

Implementer

ServiceNow Administration Fundamentals
O, 3D, CSA Voucher

ServiceNow Platform Implementation
O, 3D

Welcome to ServiceNow
O

Get Started with Now Create
O

CSM

Enterprise Architecture

FSM

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HRSD

ITAM

ITOM

ITSM

LCO

Now Intelligence

SecOps

Service Provider

Source-to-Pay

SPM

Workplace + Health/Safety

Industry-Specific

Integration Hub Fundamentals
O

Service Portal Fundamentals
O, 2D

Employee Center Essentials
O

Document Intelligence Fundamentals
O

Exam: Accounts Payable Operations (APO)

UI Builder Fundamentals
O

Flow Designer Fundamentals
O

Introduction to Playbooks and Process Automation Designer
O

Knowledge Management Fundamentals
O

Accounts Payable Operations (APO) Essentials
O

Additional recommendations

Service Portal Advanced **O**

Scripting in ServiceNow Fundamentals **O, 3D**

ServiceNow Administration Advanced **O, 2D**

Automated Test Framework (ATF) Essentials **O**

Supplier Lifecycle Operations

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.

Access the SLO path in University **here**.

CSM

Enterprise Architecture

FSM

GRC

HRSD

ITAM

ITOM

ITSM

LCO

Now Intelligence

SecOps

Service Provider

Source-to-Pay

SPM

Workplace + Health/Safety

Industry-Specific

Implementer

ServiceNow Administration Fundamentals

O, 3D, CSA Voucher

ServiceNow Platform Implementation

O, 3D

Integration Hub Fundamentals

Introduction to Playbooks and Process Automation Designer

Knowledge Management (KM) Fundamentals

Exam: Supplier Lifecycle Operations Delivery Accreditation

Welcome to ServiceNow

Get Started with Now Create

UI Builder Fundamentals

Flow Designer Fundamentals

Service Portal Fundamentals

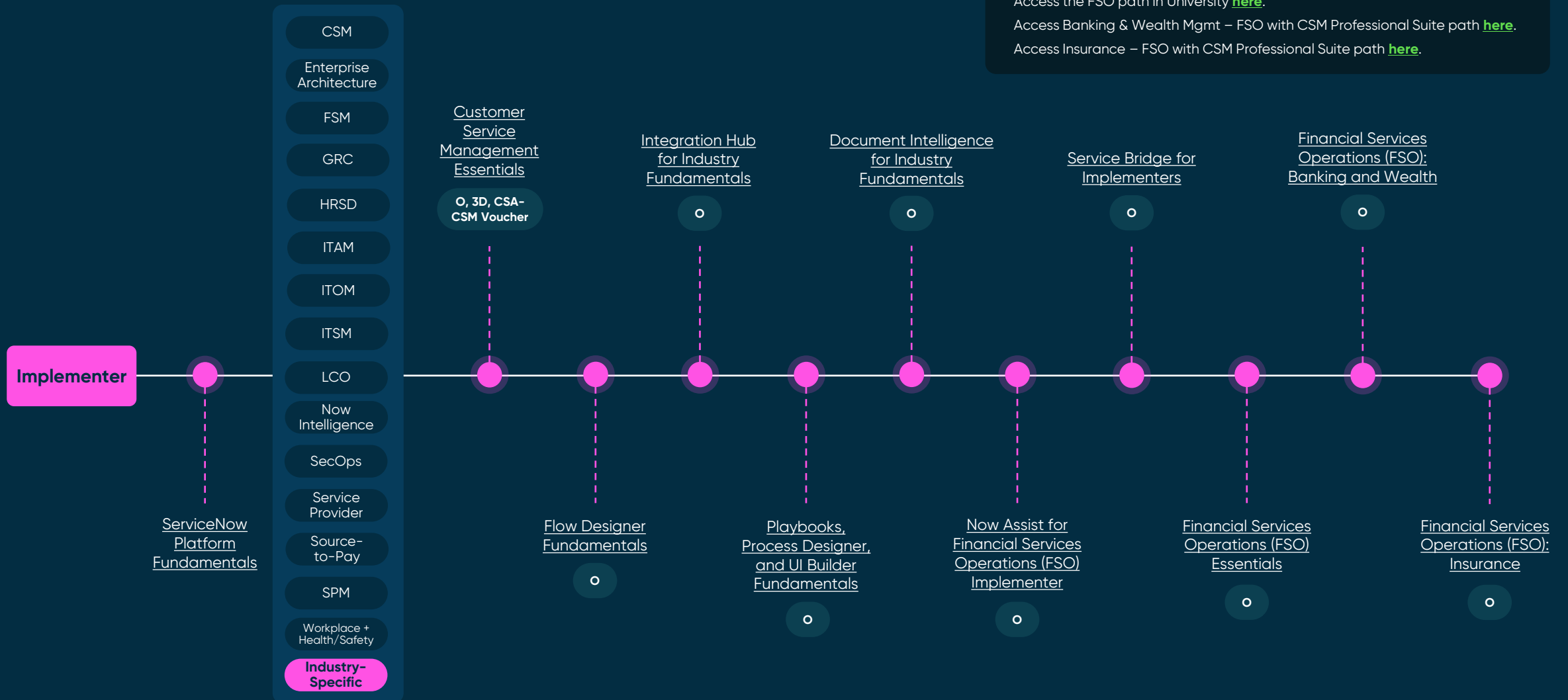**O, 2D**

Supplier Lifecycle Operations (SLO) Essentials

Strategic Portfolio Management

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.

Access the SPM path in University **here**.

Implementer

Welcome to ServiceNow
O

Get Started with Now Create
O

ServiceNow Administration Fundamentals
O, 3D, CSA Voucher

ServiceNow Platform Implementation
O, 3D

- CSM
- Enterprise Architecture
- FSM
- GRC
- HRSD
- ITAM
- ITOM
- ITSM
- LCO
- Now Intelligence
- SecOps
- Service Provider
- Source-to-Pay
- **SPM**
- Workplace + Health/Safety
- Industry-Specific

SPM Fundamentals
O, 3D

SPM Implementation
O, CIS-SPM Voucher

CIS-SPM

Ongoing Delta testing

Additional recommendations for SPM Standard

SPM Financial Planning: Baseline Migration to Next Experience O
Common Service Data Model (CSDM) Fundamentals O
Configuration Management Database (CMDB) Fundamentals **O, 3D**
UI Builder Fundamentals O
Flow Designer: Introduction O
DevOps Change Velocity Implementer Path O
Collaborative Work Management Essentials On Demand O
Resource Management Migration to the Next Experience O
Resource Management Extras Series O

Additional recommendations for SPM Professional

CIS-SPM
Strategic Planning Essentials O
Agile Development Implementer Path O
SAFe Fundamentals O & SAFe Implementation O
Plan a Hybrid Project O
Investment Funding Fundamentals O
Predictive Intelligence Fundamentals O
Virtual Agent Implementer Path O
Process Mining Essentials O
Performance Analytics Application Specialist Path O

Additional recommendations for SPM Professional Plus
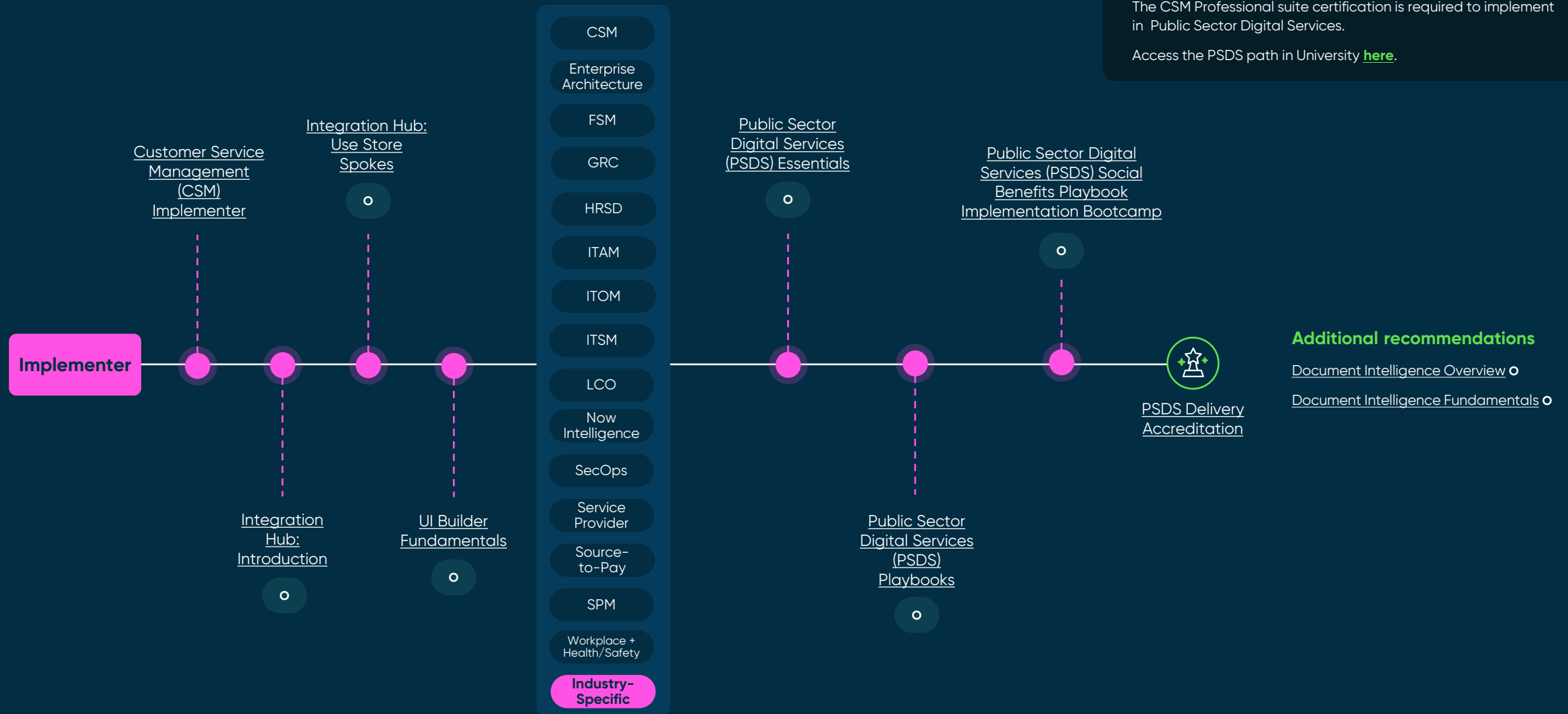
Now Assist for SPM Implementation Bootcamp O

Workplace + Health & Safety

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.

CSM

Enterprise Architecture

FSM

GRC

HRSD

ITAM

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ITSM

LCO

Now Intelligence

SecOps

Service Provider

Source-to-Pay

SPM

Workplace + Health/Safety

Industry-Specific

Implementer

ServiceNow Administration Fundamentals
O, 3D, CSA Voucher

ServiceNow Platform Implementation
O, 3D

Welcome to ServiceNow
O

Get Started with Now Create
O

Introduction to Employee Center
O

Workplace Service Delivery Essentials
O

Health and Safety Incident Management Bootcamp On Demand
O

Additional recommendations for all paths

Platform Analytics Fundamentals **O, 2D**
Platform Analytics Advanced **O, 2D**
Service Portal Fundamentals **O, 2D**
ServiceNow Localization Fundamentals **O**
Configuration Management Database (CMDB) Fundamentals **O, 3D**
Common Service Data Model (CSDM) Fundamentals **O**
Continual Improvement Management Essentials **O**
Workforce Optimization Essentials **O**
Process Mining Essentials **O**
Get Started with Universal Request **O**
Employee Center Essentials **O**
and From the Experts: User Experience (UX) for ServiceNow

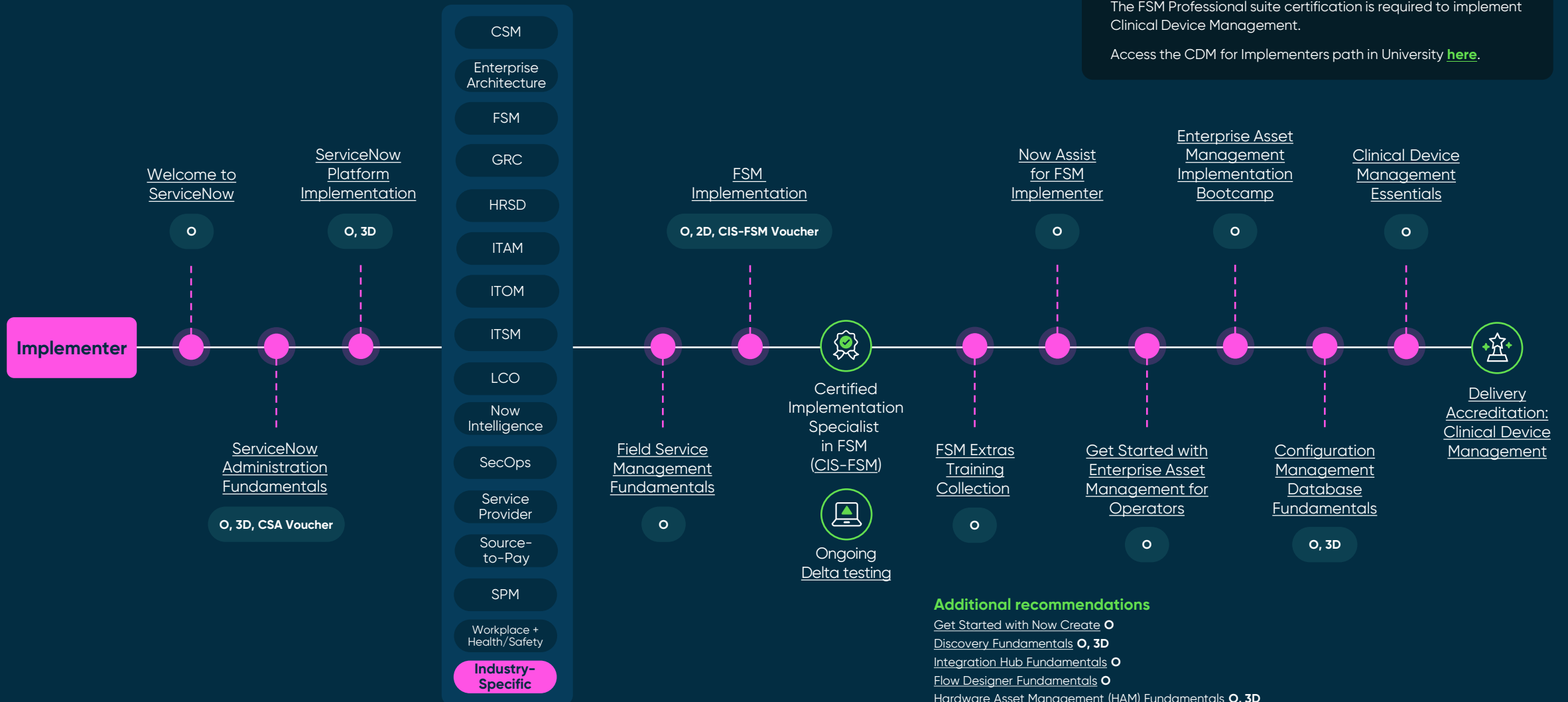**Legend: O** No charge On Demand; **2D** 1,900 LC 2-day ILT; **3D** 2,700 LC 3-day ILT

Financial Services Operations

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.

Access the FSO path in University **here**.

Access Banking & Wealth Mgmt – FSO with CSM Professional Suite path **here**.

Access Insurance – FSO with CSM Professional Suite path **here**.

CSM

Enterprise Architecture

FSM

GRC

HRSD

ITAM

ITOM

ITSM

Implementer

LCO

Now Intelligence

SecOps

Service Provider

Source-to-Pay

SPM

Workplace + Health/Safety

Industry-Specific

Customer Service Management Essentials

O, 3D, CSA-CSM Voucher

Integration Hub for Industry Fundamentals

Document Intelligence for Industry Fundamentals

Service Bridge for Implementers

Financial Services Operations (FSO): Banking and Wealth

ServiceNow Platform Fundamentals

Flow Designer Fundamentals

Playbooks, Process Designer, and UI Builder Fundamentals

Now Assist for Financial Services Operations (FSO) Implementer

Financial Services Operations (FSO) Essentials

Financial Services Operations (FSO): Insurance

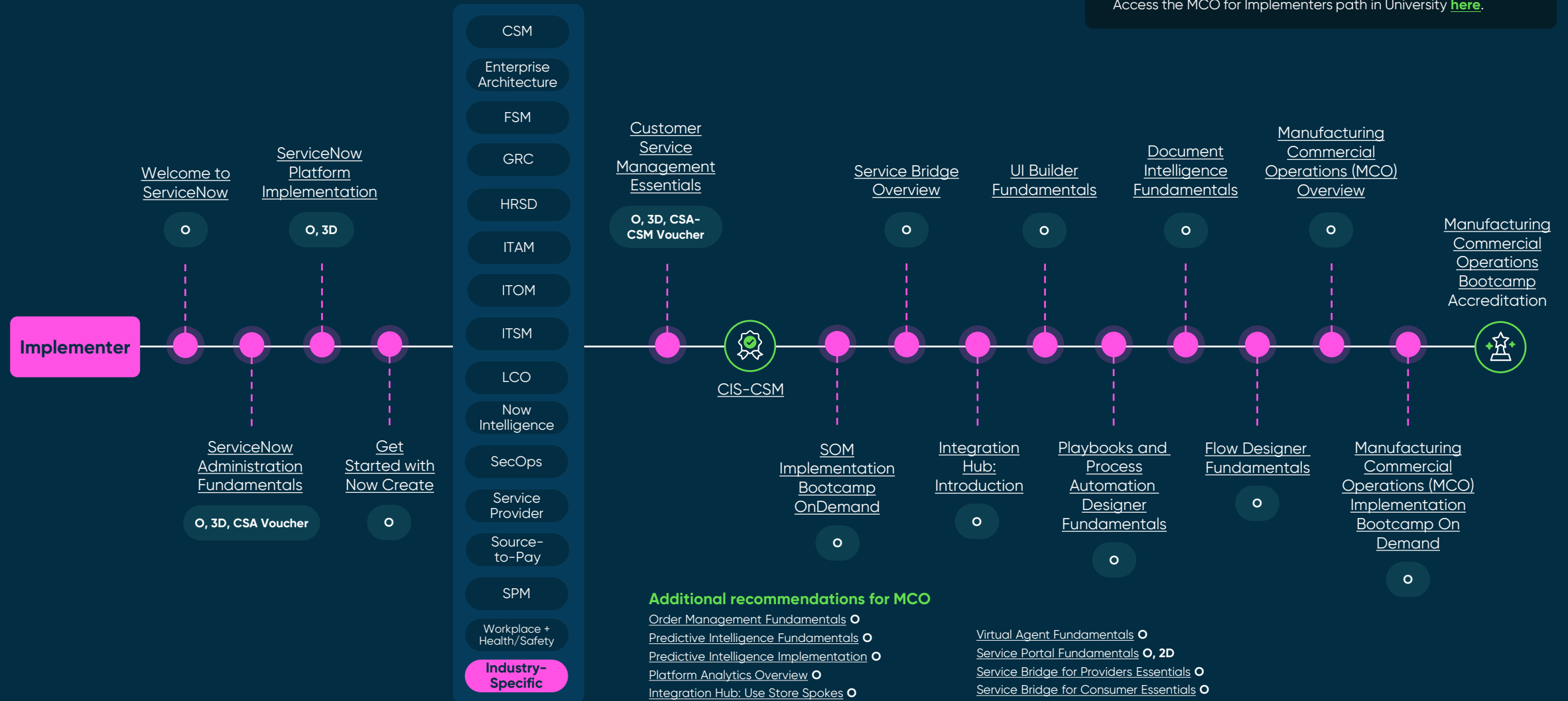# Public Sector Digital Services

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.

The CSM Professional suite certification is required to implement in Public Sector Digital Services.

Access the PSDS path in University **here**.

Implementer

Customer Service Management (CSM) Implementer

Integration Hub: Use Store Spokes

○

Public Sector Digital Services (PSDS) Essentials

○

Public Sector Digital Services (PSDS) Social Benefits Playbook Implementation Bootcamp

○

Additional recommendations

Document Intelligence Overview ○

Document Intelligence Fundamentals ○

Integration Hub: Introduction

○

UI Builder Fundamentals

○

Public Sector Digital Services (PSDS) Playbooks

○

PSDS Delivery Accreditation

CSM
Enterprise Architecture
FSM
GRC
HRSD
ITAM
ITOM
ITSM
LCO
Now Intelligence
SecOps
Service Provider
Source-to-Pay
SPM
Workplace + Health/Safety
Industry-Specific

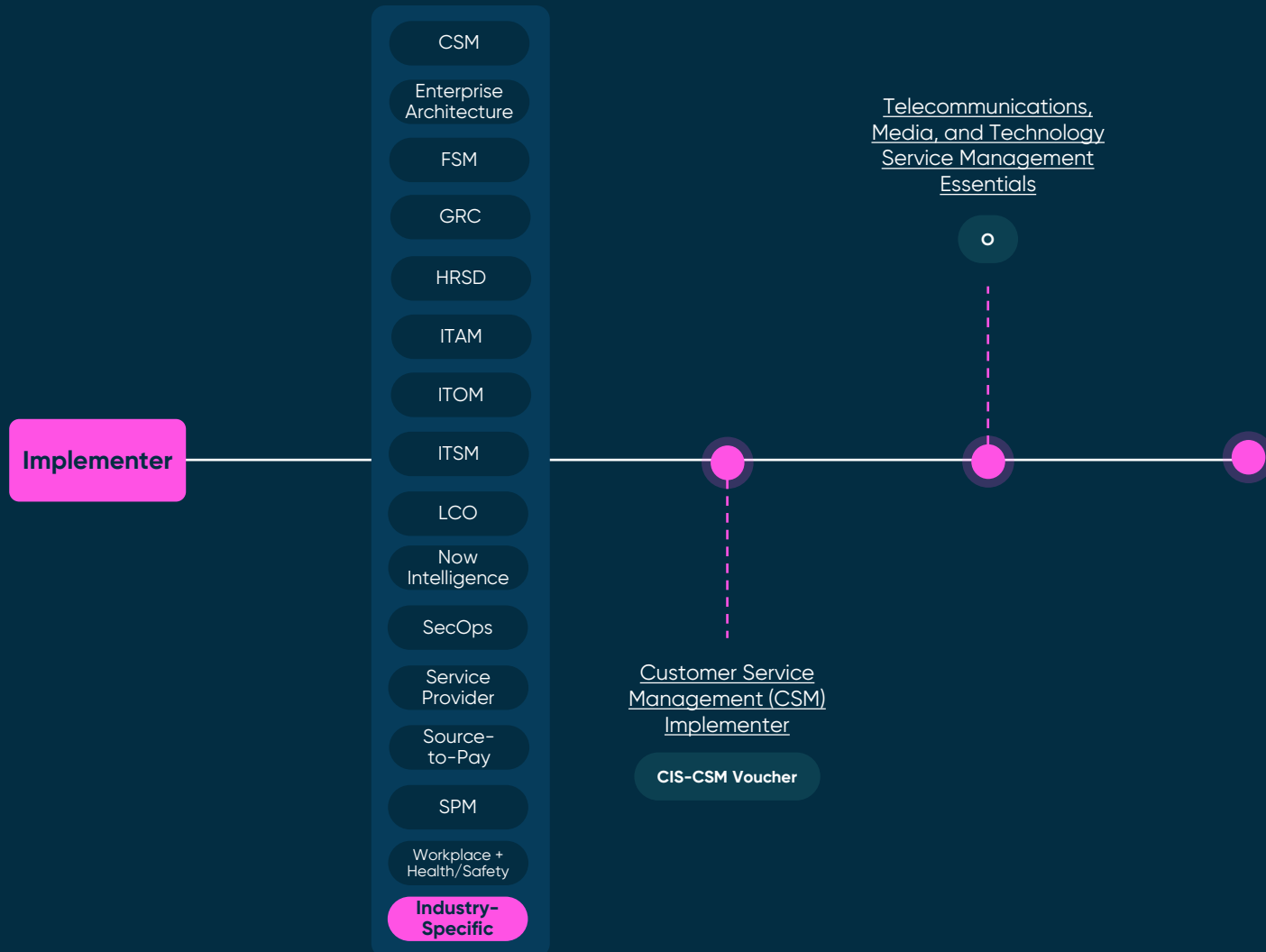**Legend: O** No charge On Demand; **2D** 1,900 LC 2-day ILT; **3D** 2,700 LC 3-day ILT

Healthcare and Life Sciences Service Management

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.

The CSM Professional suite certification is required to implement Healthcare and Life Sciences Management.

Access the HCLS Service Management path in University **here**.

Implementer

CSM
Enterprise Architecture
FSM
GRC
HRSD
ITAM
ITOM
ITSM
LCO
Now Intelligence
SecOps
Service Provider
Source-to-Pay
SPM
Workplace + Health/Safety

Industry-Specific

ServiceNow Platform Fundamentals

Customer Service Management Essentials

O, 3D, CSA-CSM Voucher

CSM Professional Suite

Flow Designer Fundamentals

O

Flow Designer Micro-Certification

O

Integration Hub: Use Store Spokes

O

Integration Hub: Introduction

O

Playbooks and Process Automation Designer Fundamentals

O

Introduction to Playbooks and Process Automation Designer

O

UI Builder Fundamentals

O

Document Intelligence Fundamentals

O

Document Intelligence Overview

O

Healthcare and Life Sciences (HCLS) Service Management Essentials*

*Includes EMR Help

Delivery Accreditation: HCLS

Additional recommendations
Application Development Fundamentals **O, 3D**
Common Service Data Model (CSDM)
Fundamentals **O**
Configuration Management Database (CMDB) Fundamentals **O, 3D**
Mobile Development Essentials **O**
Platform Analytics Overview **O**
Service Portal Fundamentals **O**

Service Portal Advanced **O**
Subscription Management Overview **O**
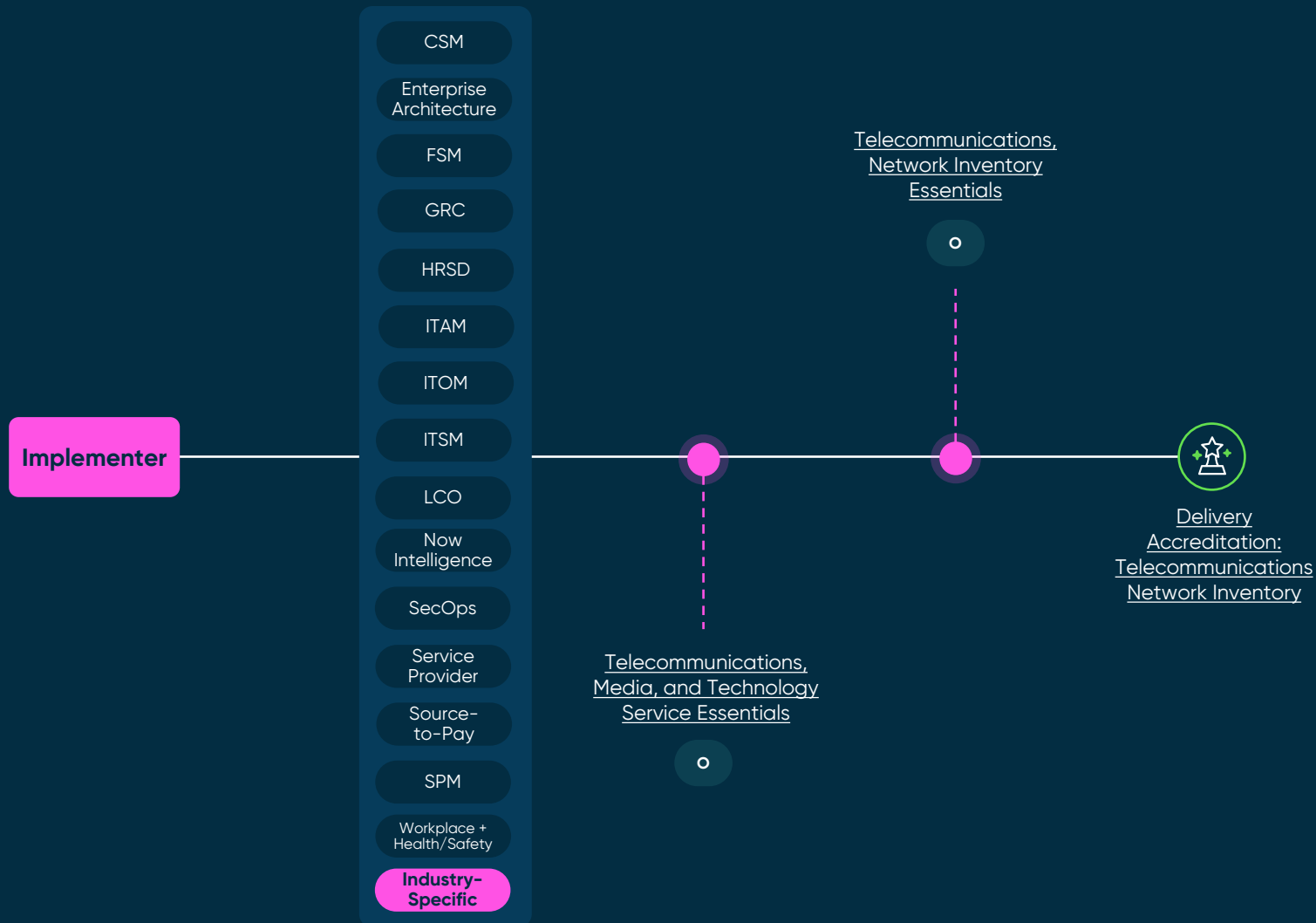Scripting in ServiceNow Fundamentals **O**
Document Intelligence Overview **O**
Document Intelligence Fundamentals **O**
Clinical Device Management (CDM) Essentials **O**

Clinical Device Management

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.

The FSM Professional suite certification is required to implement Clinical Device Management.

Access the CDM for Implementers path in University **here**.

Implementer

Welcome to ServiceNow
O

ServiceNow Platform Implementation
O, 3D

ServiceNow Administration Fundamentals
O, 3D, CSA Voucher

CSM

Enterprise Architecture

FSM

GRC

HRSD

ITAM

ITOM

ITSM

LCO

Now Intelligence

SecOps

Service Provider

Source-to-Pay

SPM

Workplace + Health/Safety

Industry-Specific

FSM Implementation
O, 2D, CIS-FSM Voucher

Field Service Management Fundamentals
O

Certified Implementation Specialist in FSM (CIS-FSM)

Ongoing Delta testing

Now Assist for FSM Implementer
O

FSM Extras Training Collection
O

Get Started with Enterprise Asset Management for Operators
O

Enterprise Asset Management Implementation Bootcamp
O

Configuration Management Database Fundamentals
O, 3D

Clinical Device Management Essentials
O

Delivery Accreditation: Clinical Device Management

Additional recommendations
Get Started with Now Create O
Discovery Fundamentals O, 3D
Integration Hub Fundamentals O
Flow Designer Fundamentals O
Hardware Asset Management (HAM) Fundamentals O, 3D

Manufacturing Commercial Operations

TMT Service Management (TSM/TPSM/MESM)

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.

Access the TMT Service Management path in University **here**.

Implementer

CSM

Enterprise Architecture

FSM

GRC

HRSD

ITAM

ITOM

ITSM

LCO

Now Intelligence

SecOps

Service Provider

Source-to-Pay

SPM

Workplace + Health/Safety

Industry-Specific

Customer Service Management (CSM) Implementer

CIS-CSM Voucher

Telecommunications, Media, and Technology Service Management Essentials

O

Additional recommendations

Application Development Fundamentals **O, 3D**

Common Service Data Model (CSDM) Fundamentals **O**

Configuration Management Database (CMDB) Fundamentals **O, 3D**

Mobile Development Essentials **O**

Platform Analytics Overview **O**

Service Portal Fundamentals **O, 2D**

Service Portal Advanced **O**

Subscription Management Overview **O**

Scripting in ServiceNow Fundamentals **O, 3D**

System Administration Advanced **O, 2D**

Automated Test Framework (ATF) Essentials **O**

Telecommunications Network Inventory

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.

Access the TNI path in University **here**.

CSM

Enterprise Architecture

FSM

GRC

HRSD

ITAM

ITOM

Implementer

ITSM

LCO

Now Intelligence

SecOps

Service Provider

Source-to-Pay

SPM

Workplace + Health/Safety

Industry-Specific

Telecommunications, Network Inventory Essentials

O

Telecommunications, Media, and Technology Service Essentials

O

Delivery Accreditation: Telecommunications Network Inventory

Additional recommendations

ServiceNow Administration Fundamentals **O, 3D**

Application Development Fundamentals **O, 3D**

Common Service Data Model (CSDM) Fundamentals **O**

Configuration Management Database (CMDB) Fundamentals **O, 3D**

Mobile Development Essentials **O**

Platform Analytics Overview **O**

Service Portal Fundamentals **O, 2D**

Service Portal Advanced **O**

Subscription Management Overview **O**

Scripting in ServiceNow Fundamentals **O, 3D**
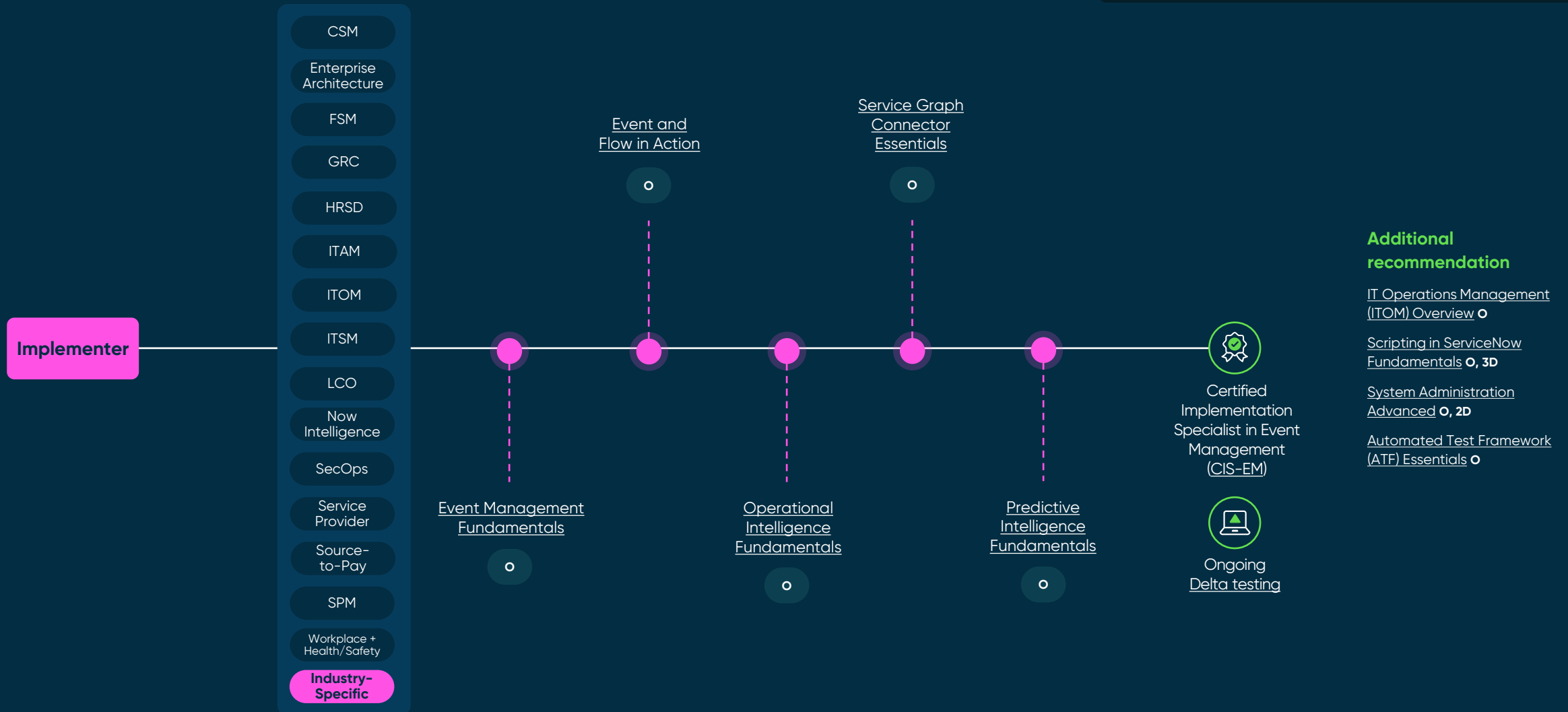
System Administration Advanced **O, 2D**

Automated Test Framework (ATF) Essentials **O**
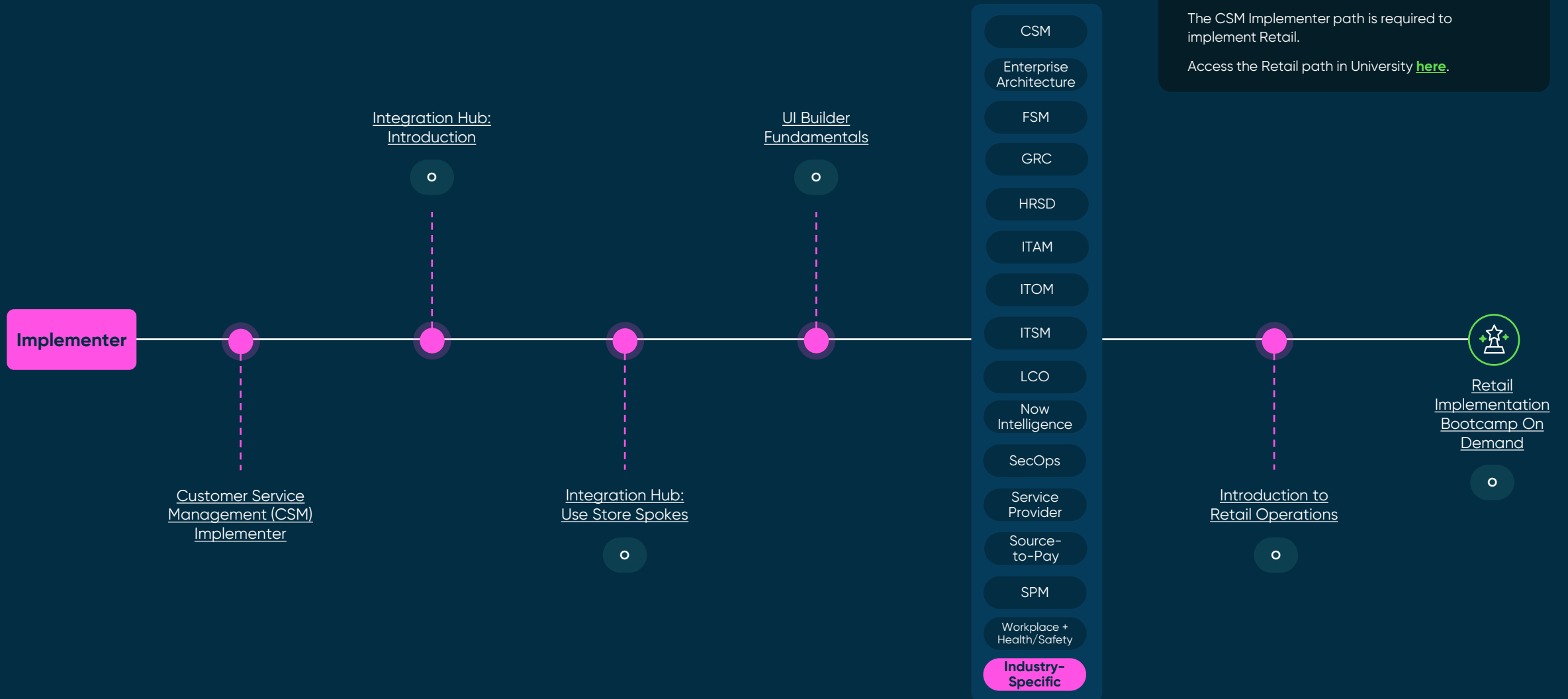
Telecommunications Service Operations Management

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.

Access the TSOM path in University **here**.

CSM

Enterprise Architecture

FSM

GRC

HRSD

ITAM

ITOM

ITSM

LCO

Now Intelligence

SecOps

Service Provider

Source-to-Pay

SPM

Workplace + Health/Safety

Industry-Specific

Implementer

Event and Flow in Action

Service Graph Connector Essentials

Event Management Fundamentals

Operational Intelligence Fundamentals

Predictive Intelligence Fundamentals

Certified Implementation Specialist in Event Management (CIS-EM)

Ongoing Delta testing

Additional recommendation

IT Operations Management (ITOM) Overview **O**

Scripting in ServiceNow Fundamentals **O, 3D**

System Administration Advanced **O, 2D**

Automated Test Framework (ATF) Essentials **O**

Retail
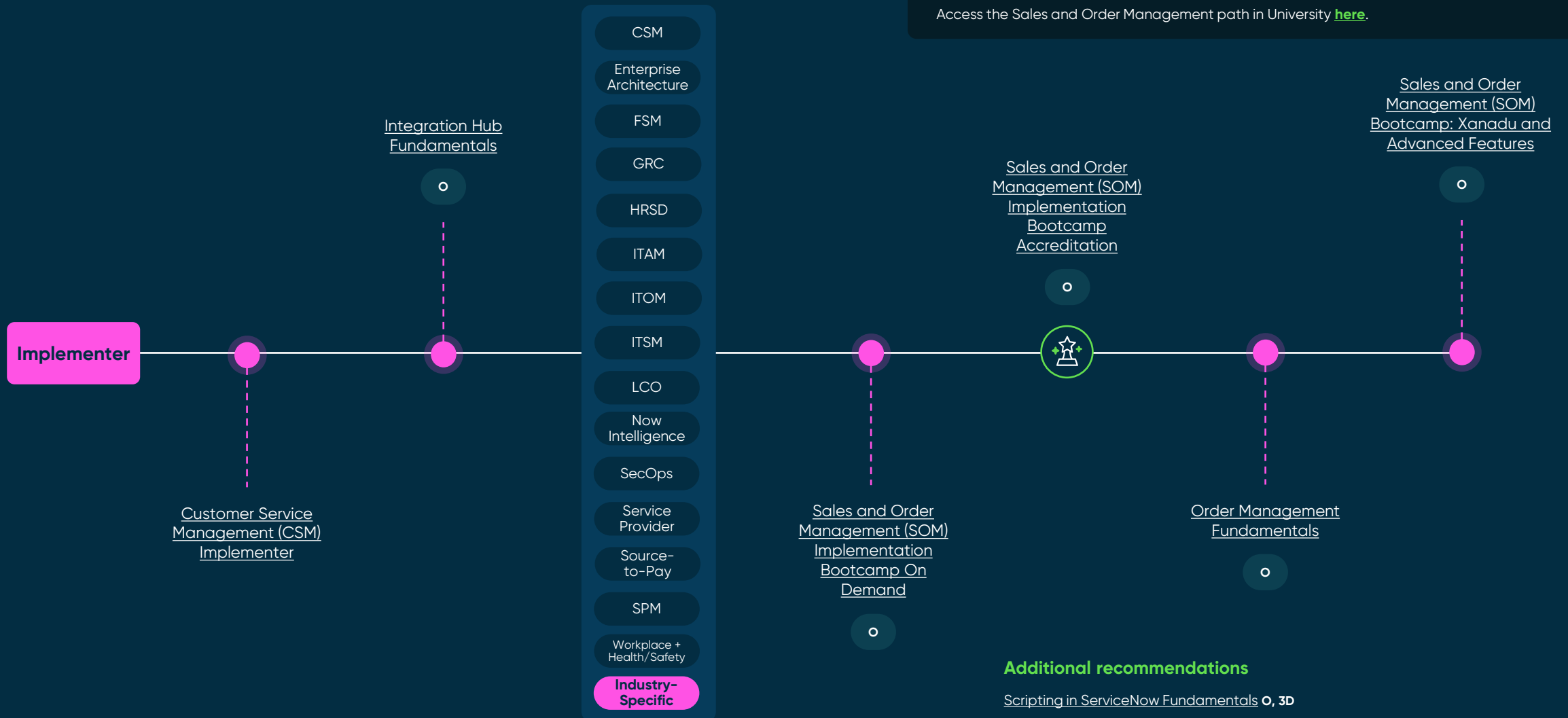## Implementer Learning Path

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.

The CSM Implementer path is required to implement Retail.

Access the Retail path in University **here**.

Implementer

Integration Hub: Introduction
○

UI Builder Fundamentals
○

Customer Service Management (CSM) Implementer

Integration Hub: Use Store Spokes
○

Introduction to Retail Operations
○

Retail Implementation Bootcamp On Demand
○

CSM
Enterprise Architecture
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ITSM
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Now Intelligence
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Service Provider
Source-to-Pay
SPM
Workplace + Health/Safety
Industry-Specific

Sales and Order Management

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.

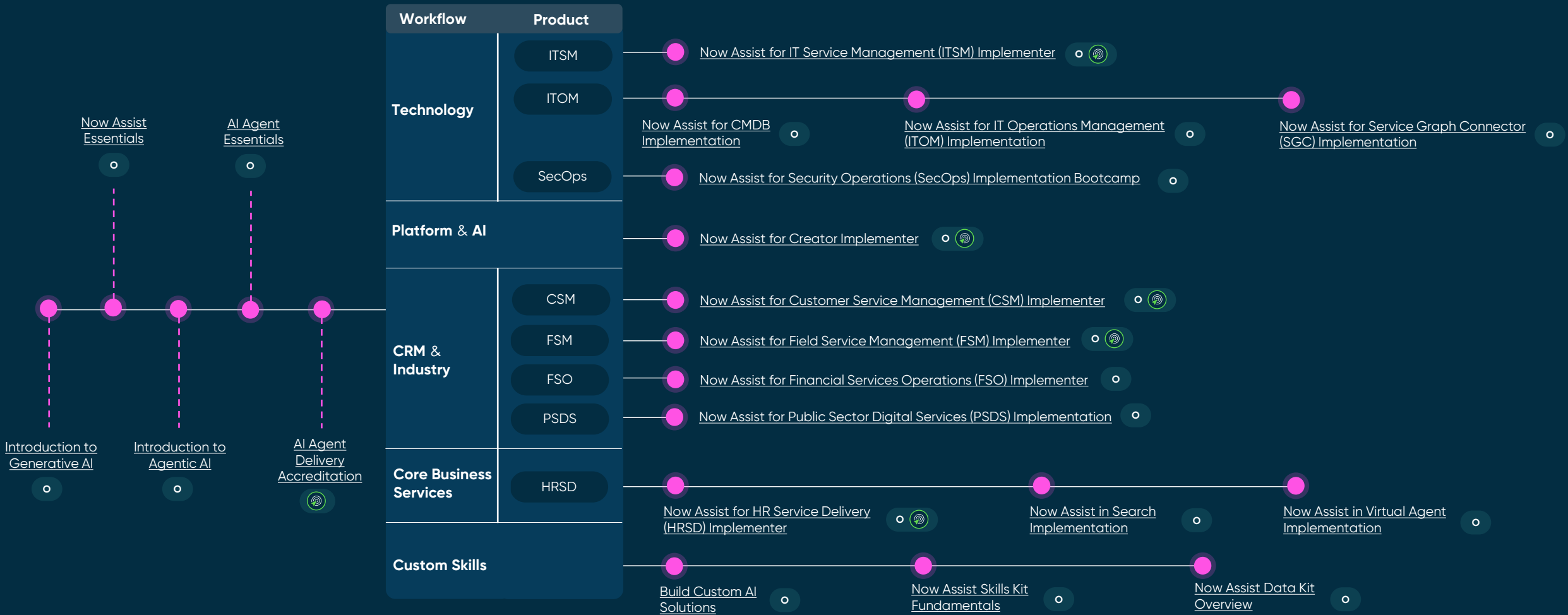The CSM Implementer path is required to implement Sales and Order Management.

Access the Sales and Order Management path in University **here**.

Sales and Order

CSM

Enterprise Architecture

FSM

GRC

HRSD

ITAM

ITOM

ITSM

LCO

Now Intelligence

SecOps

Service Provider

Source-to-Pay

SPM

Workplace + Health/Safety

Industry-Specific

Implementer

Integration Hub Fundamentals
O

Sales and Order Management (SOM) Bootcamp: Xanadu and Advanced Features
O

Sales and Order Management (SOM) Implementation Bootcamp Accreditation
O

Customer Service Management (CSM) Implementer

Sales and Order Management (SOM) Implementation Bootcamp On Demand
O

Order Management Fundamentals
O

Additional recommendations

Scripting in ServiceNow Fundamentals **O, 3D**

Now Assist Training

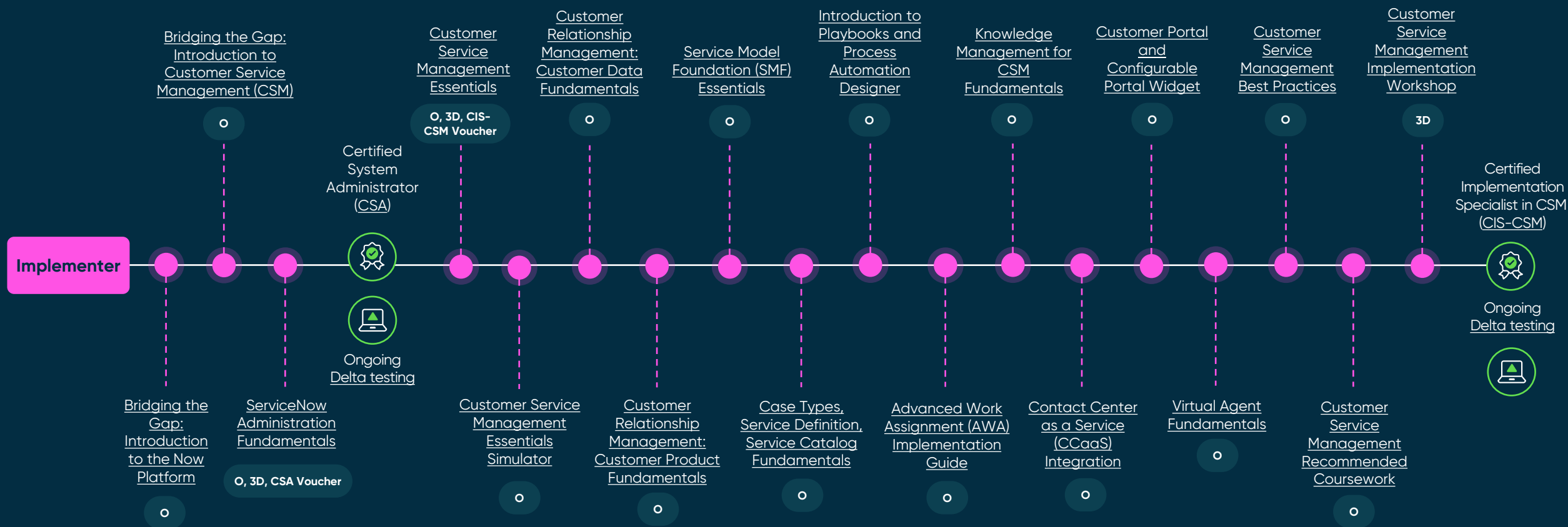Learn how to implement, configure, and use ServiceNow's exciting new Generative AI products

Workflow	Product
Technology	ITSM
	ITOM
	SecOps
Platform & AI	
CRM & Industry	CSM
	FSM
	FSO
	PSDS
Core Business Services	HRSD
Custom Skills	

Now Assist Essentials ○

AI Agent Essentials ○

Now Assist for IT Service Management (ITSM) Implementer ○ ⊚

Now Assist for CMDB Implementation ○

Now Assist for IT Operations Management (ITOM) Implementation ○

Now Assist for Service Graph Connector (SGC) Implementation ○

Now Assist for Security Operations (SecOps) Implementation Bootcamp ○

Now Assist for Creator Implementer ○ ⊚

Now Assist for Customer Service Management (CSM) Implementer ○ ⊚

Now Assist for Field Service Management (FSM) Implementer ○ ⊚

Now Assist for Financial Services Operations (FSO) Implementer ○

Now Assist for Public Sector Digital Services (PSDS) Implementation ○

Introduction to Generative AI ○

Introduction to Agentic AI ○

AI Agent Delivery Accreditation ⊚

Now Assist for HR Service Delivery (HRSD) Implementer ○ ⊚

Now Assist in Search Implementation ○

Now Assist in Virtual Agent Implementation ○

Build Custom AI Solutions ○

Now Assist Skills Kit Fundamentals ○

Now Assist Data Kit Overview ○

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LEARNING PATHS

Bridging the Gap

Bridging the Gap: Customer Service Management

Bridging the Gap is an accelerated learning path designed for implementers, administrators, and architects who have switched from Customer Relationship Management organizations to ServiceNow.

Access the Bridging the Gap: Customer Service Management path in University **here**.

Implementer

Above the line:
- Bridging the Gap: Introduction to Customer Service Management (CSM) — O
- Customer Service Management Essentials — O, 3D, CIS-CSM Voucher
- Customer Relationship Management: Customer Data Fundamentals — O
- Service Model Foundation (SMF) Essentials — O
- Introduction to Playbooks and Process Automation Designer — O
- Knowledge Management for CSM Fundamentals — O
- Customer Portal and Configurable Portal Widget — O
- Customer Service Management Best Practices — O
- Customer Service Management Implementation Workshop — 3D

Certified System Administrator (CSA) — Ongoing Delta testing

Certified Implementation Specialist in CSM (CIS-CSM) — Ongoing Delta testing

Below the line:
- Bridging the Gap: Introduction to the Now Platform — O
- ServiceNow Administration Fundamentals — O, 3D, CSA Voucher
- Customer Service Management Essentials Simulator — O
- Customer Relationship Management: Customer Product Fundamentals — O
- Case Types, Service Definition, Service Catalog Fundamentals — O
- Advanced Work Assignment (AWA) Implementation Guide — O
- Contact Center as a Service (CCaaS) Integration — O
- Virtual Agent Fundamentals — O
- Customer Service Management Recommended Coursework — O

Additional Resources

Training Bundles Datasheet

Help your team accelerate value with training bundles curated to deliver specific recommendations

Training bundles designed to accelerate time to value

Our training bundles provide specific recommendations and courses to build a team of experts to position you for success. Below is a snapshot of the different training bundles:

Blended: learning Bundle options: a combination of self-paced (digital learning) and in-person (classroom) classes, for delivery flexibility and budget reach. Enable your learners to choose which works best for themselves.

Digital: learning Bundle options: 100% self-paced, online learning courses via Now Learning portal. This is the most cost-effective option to training a larger Core team – making your budgets stretch further

In Person: learning Bundle options: 100% live instructor training, either in the classroom or via our virtual instructor-led, public training offerings.

"It's critical for everyone to have the right knowledge, whether they're a developer, administrator, business analyst, or team leader."

Trisha Johnson, Associate Director, Service Strategy, Solutions and Development at Becton Dickinson

Year 1 (ServiceNow guidance for Core team skills and roles in 1st year)

Click job title to access learning journey

Core Bundle—Digital (Sample use of LCs)

Digital 1	6 people trained	
Job	# of digital	# of in person
Administrator	2	0
Developer	2	0
Implem. Specialists*	1	0
Busin. Process Analyst	0	0
Platform Owner	1	0
Architect	0	0
Total	6	0
Learning Credits required	10,300	

Digital 2	15 people trained

Core Bundle—Blended Recommended mix

Blended 1	6 people trained	
Job	# of digital	# of in person
Administrator	2	0
Developer	1	1
Implem. Specialists*	0	2
Busin. Process Analyst	0	0
Platform Owner	0	0
Architect	0	0
Total	3	3
Learning Credits required	24,700	

Blended 2	9 people trained

Core Bundle—In person (Sample use of LCs)

Classroom 1	6 people trained	
Job	# of digital	# of in person
Administrator	0	2
Developer	0	2
Implem. Specialists*	0	2
Busin. Process Analyst	0	0
Platform Owner	0	0
Architect	0	0
Total	0	6
Learning Credits required	32,200	

Classroom 2	9 people trained

Career Journeys

Fast track your learning with collections of courses, credentials, and activities organized by job level.

- Admin
- Developer
- Implementer
- Analyst
- Technical PM
- Change Adoption Specialist
- Support Specialist

Thank u

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