


Learning Paths

Author: Training and Certification

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Document Guide

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

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Icon Legend

Abbreviations

	No charge, On Demand Course
	500 LC, On Demand Course*
	1,900 LC, 2-day ILT Course*
	2,700, 3-day ILT Course*
	Mainline Certification
	Micro Certification
	Accreditation
	Delta Exams
	Instructor-led Training
	Certified Implementation Specialist
	Certified System Administrator
	Certified Application Developer
	Certified Application Specialist
	Learning Credit

* Pricing effective April 1, 2024 at 2pm PDT

System Administrator

Learning Path



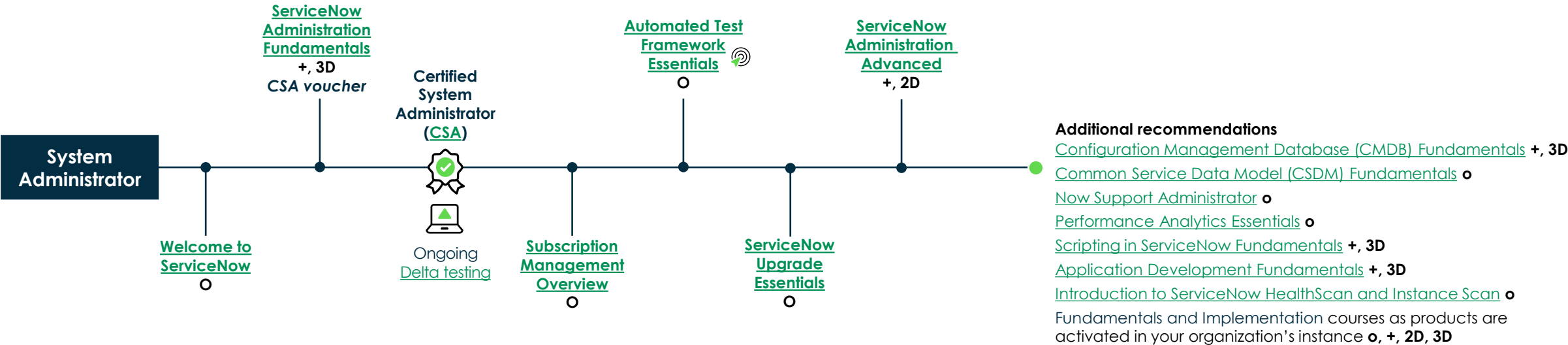


System Administrator

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 a system administrator.

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



Developer

Learning Paths



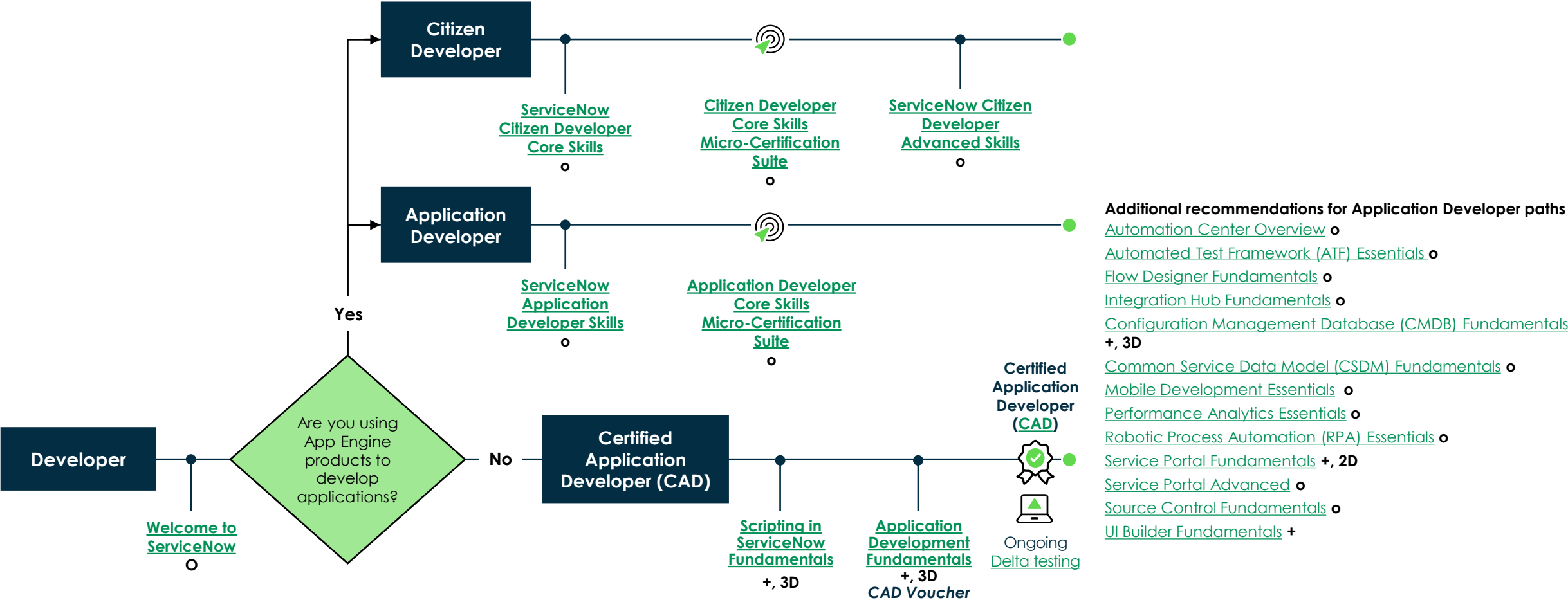


Developer

Learning Paths

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.

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



Platform Owner, Process Owner

Learning Paths



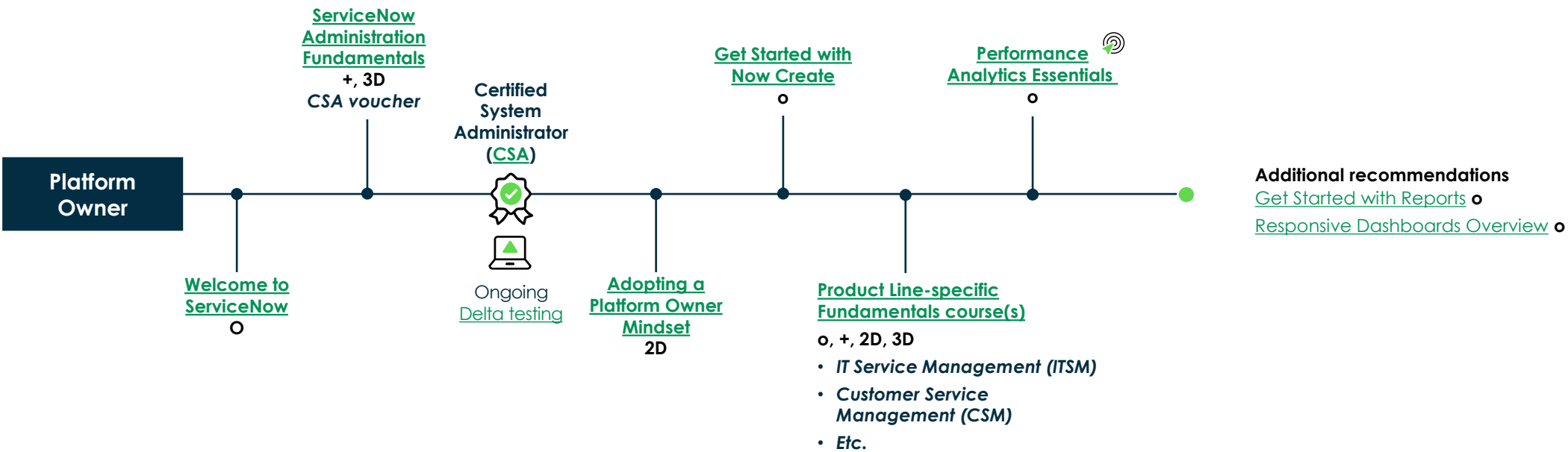


Platform Owner

Learning Path

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 Platform Owner path directly from Now Learning [here](#).



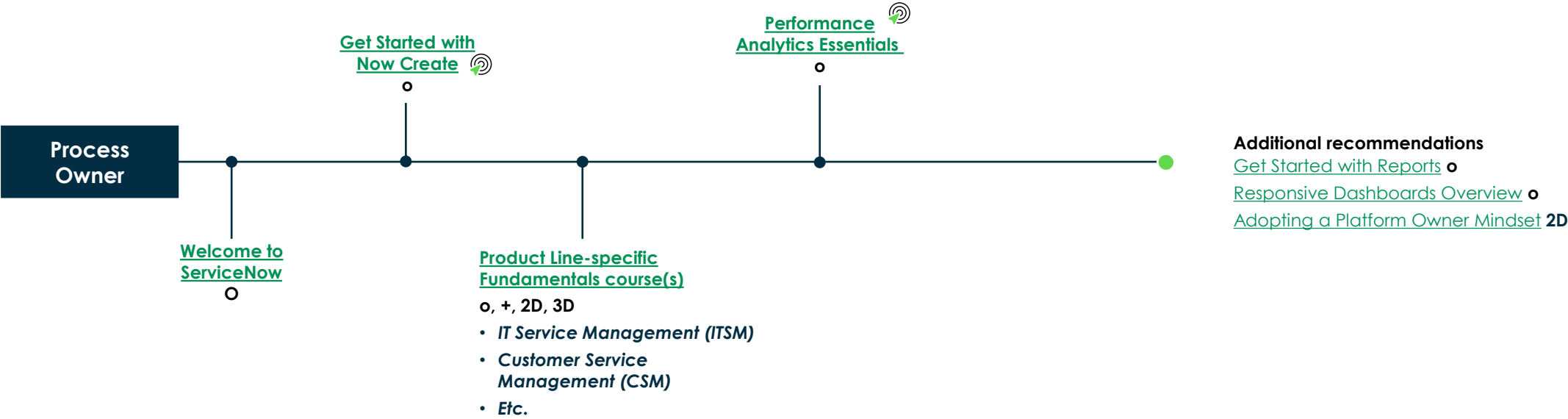


Process Owner

Learning Path

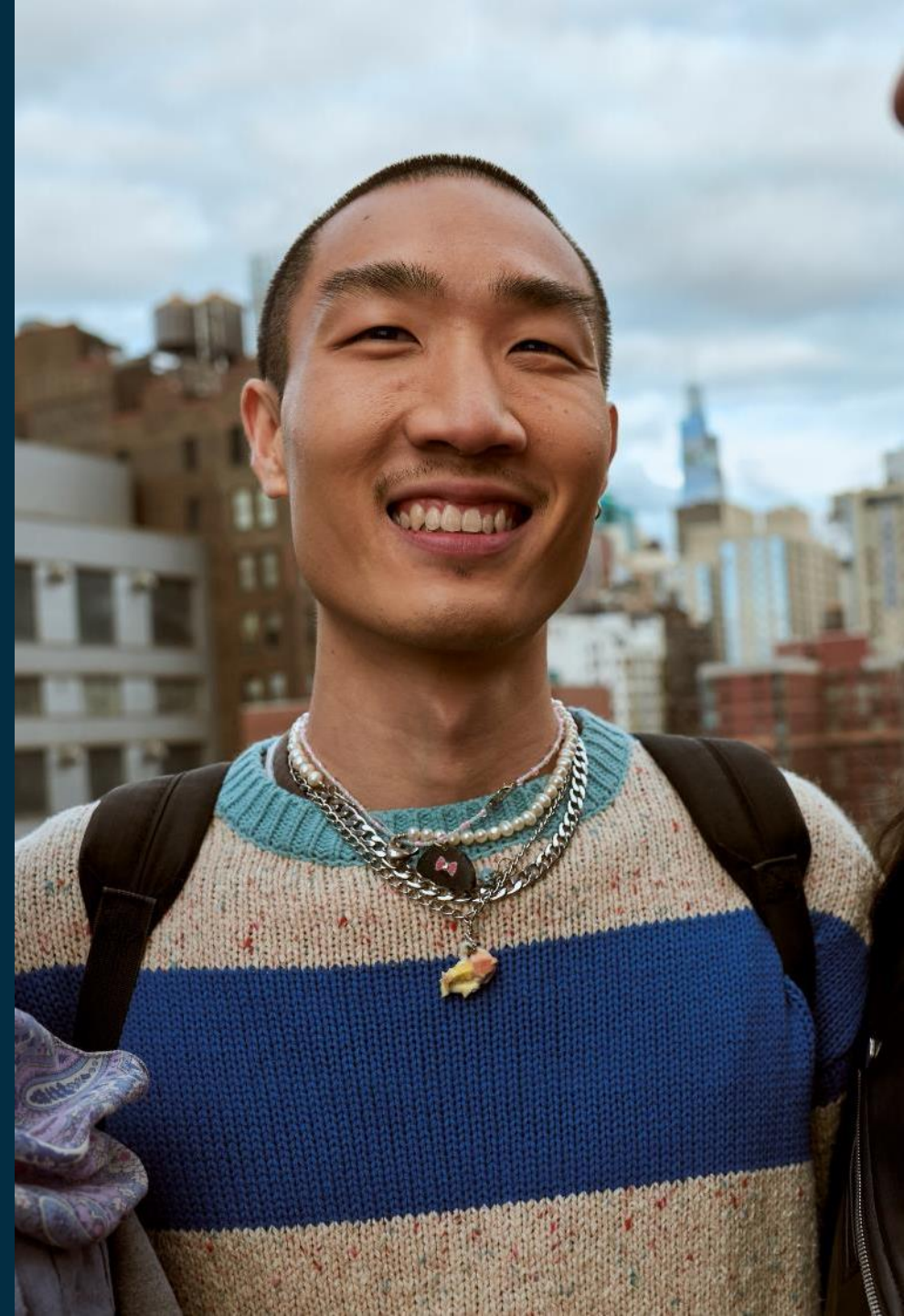
It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) section in Now Learning to learn more.

Access the Process Owner path directly from Now Learning [here](#).



Implementer

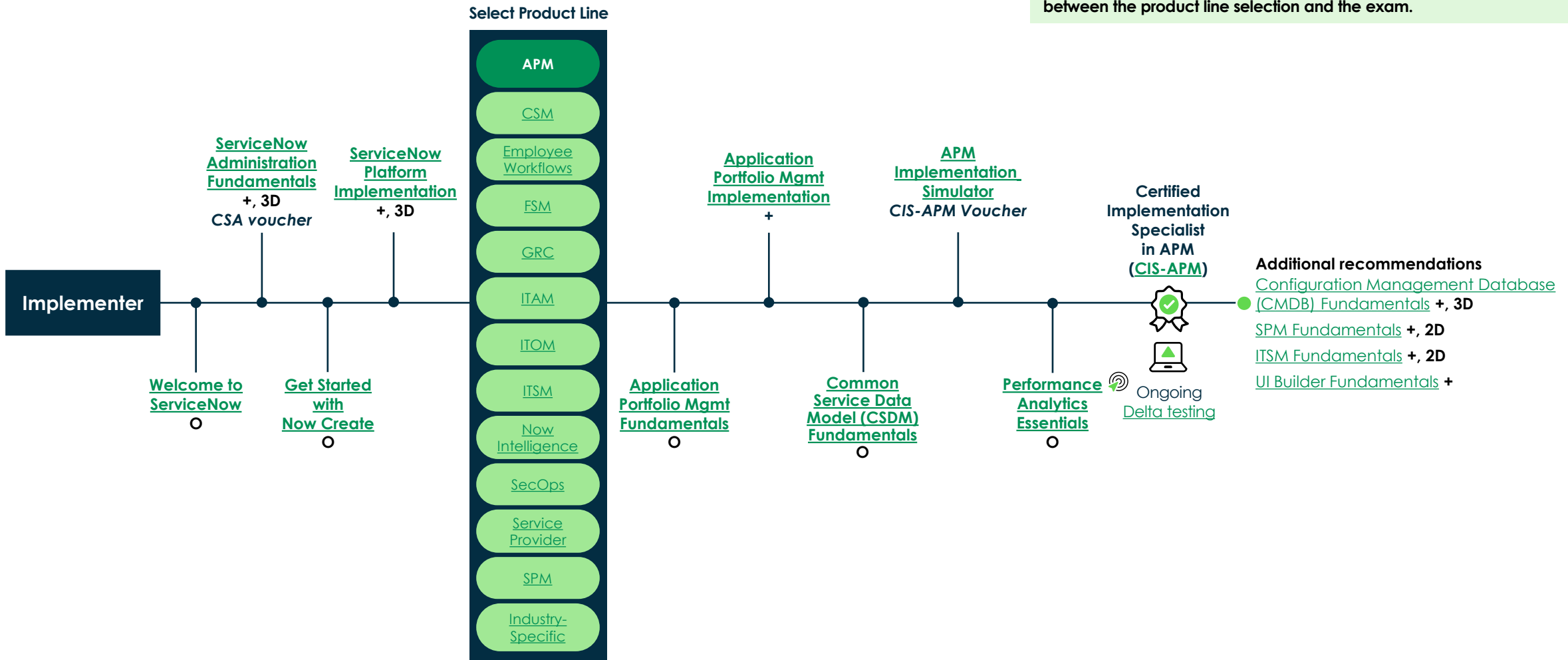
Learning Paths





Application Portfolio Management

Implementer Learning Path



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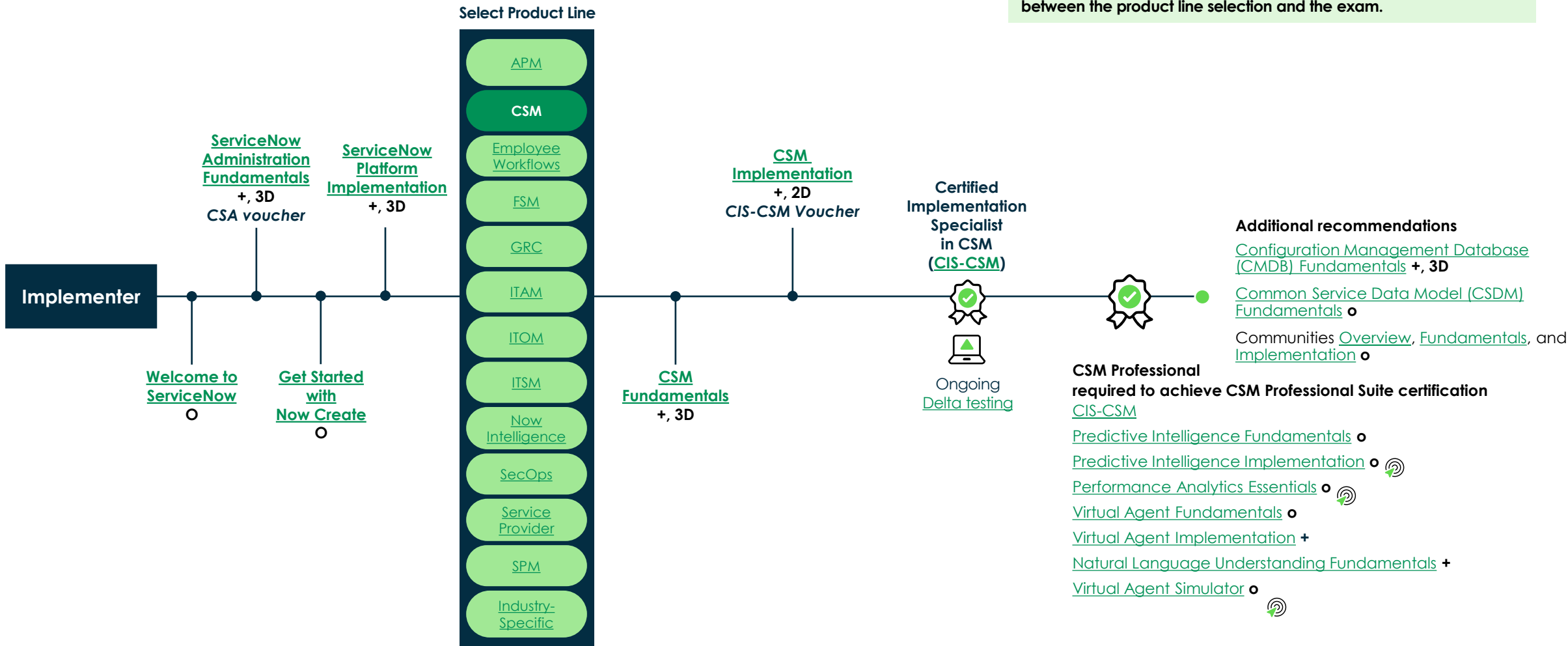
Access the APM path directly in Now Learning [here](#).

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



Customer Service Management

Implementer Learning Path



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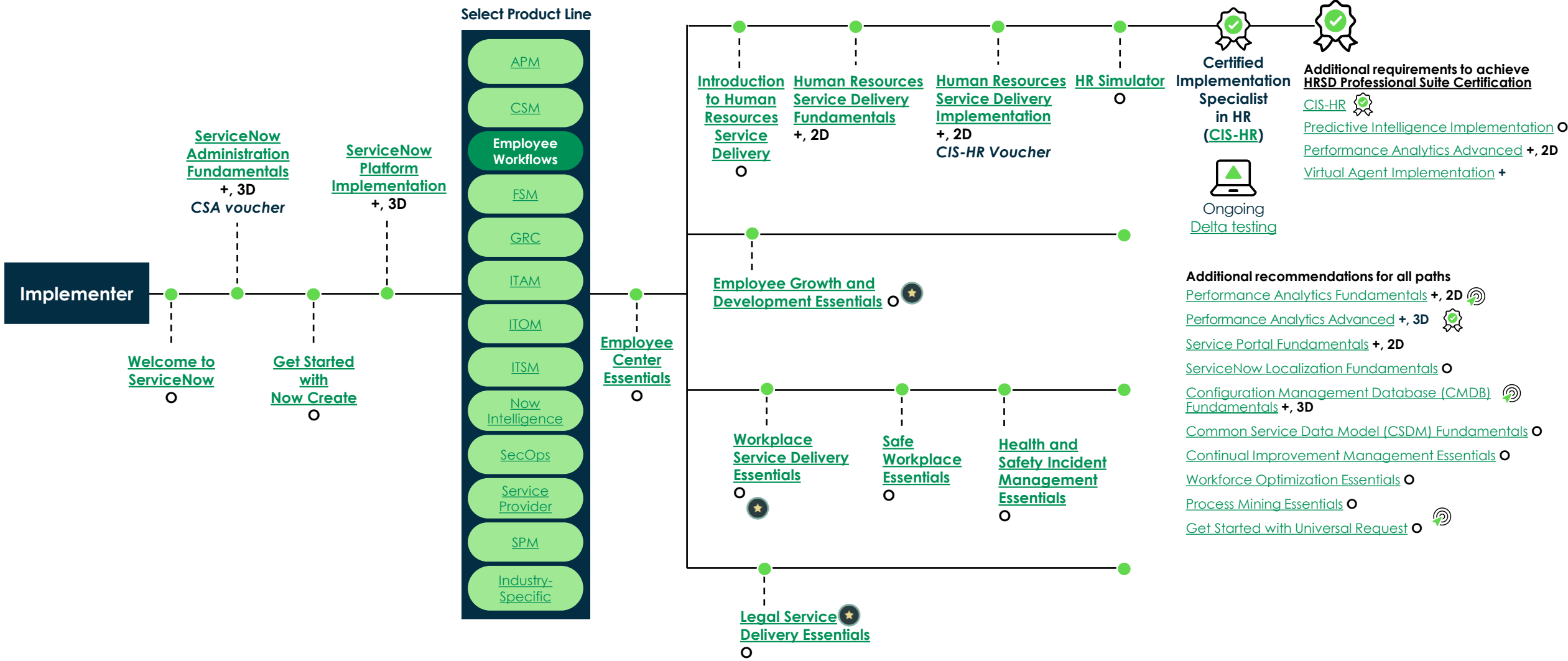
Access the CSM path directly in Now Learning [here](#).

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



Employee Workflows

Implementer Learning Paths



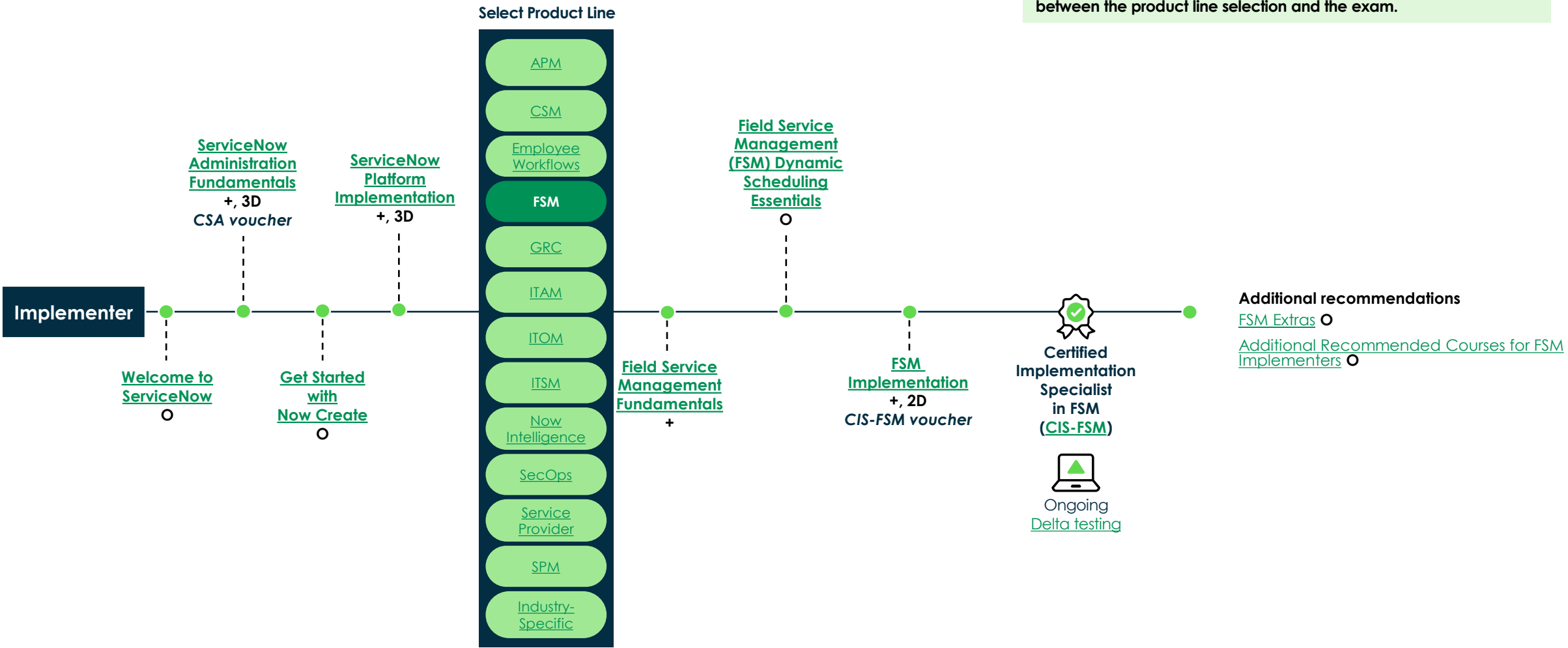
It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

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



Field Service Management

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.

Access the FSM path directly in Now Learning [here](#).

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



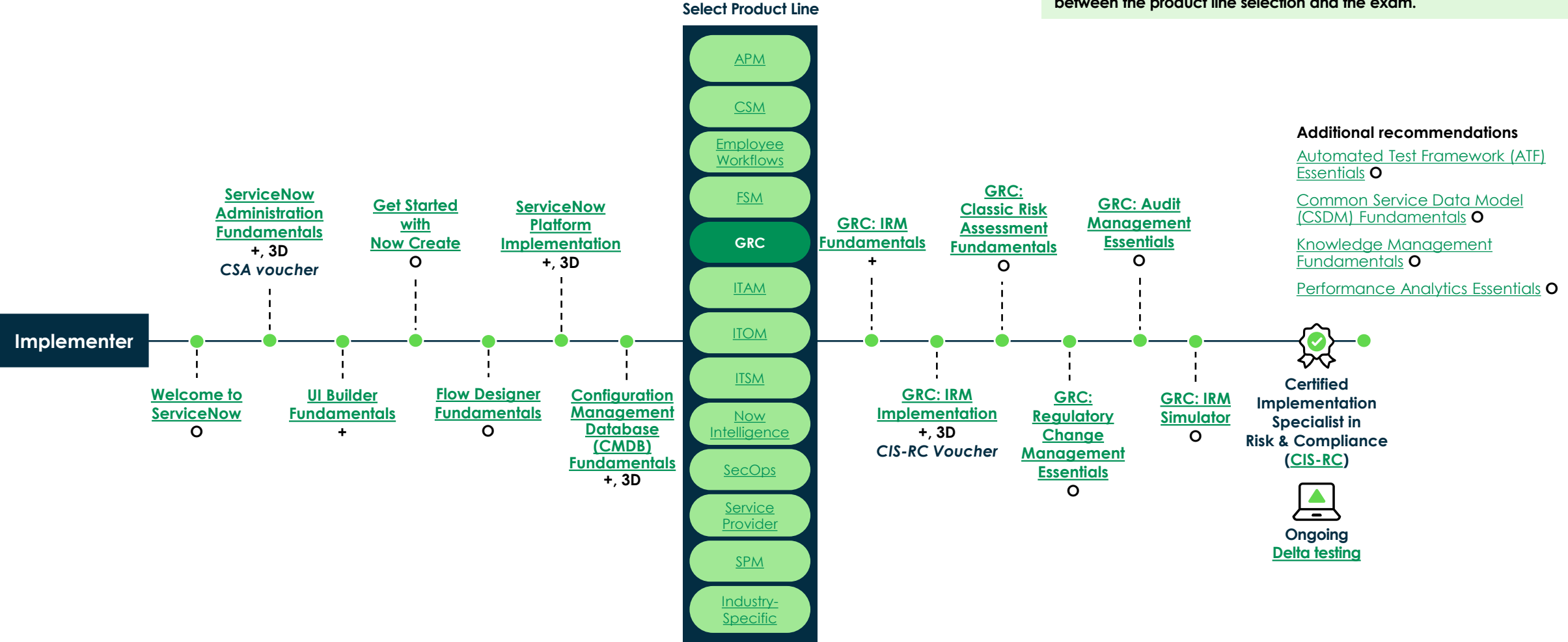
Risk and Compliance

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.

Access the GRC path directly in Now Learning [here](#).

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





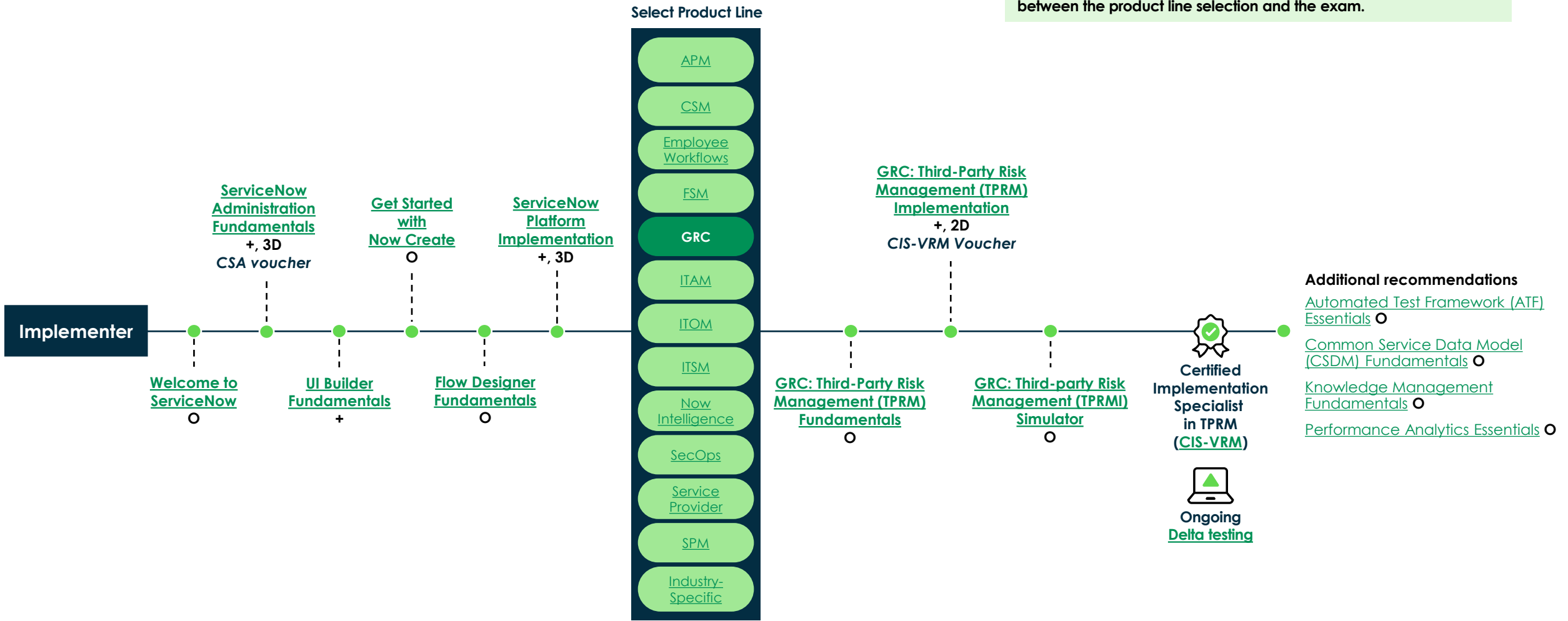
Third-Party Risk Management

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.

Access the TPRM path directly in Now Learning [here](#).

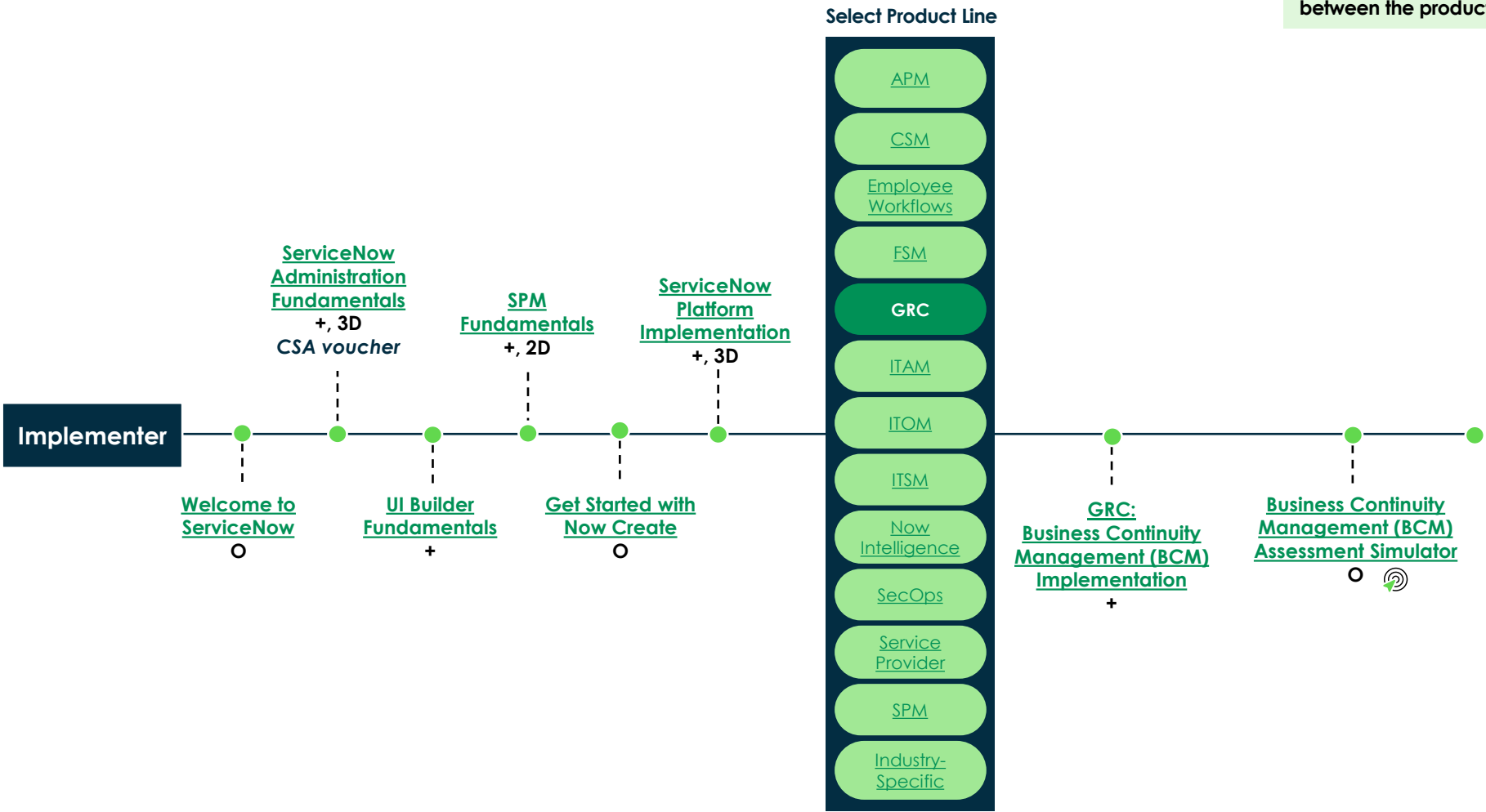
Mainline certification questions are sourced from all courses between the product line selection and the exam.





Business Continuity Management

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.

Access the BCM path directly in Now Learning [here](#).

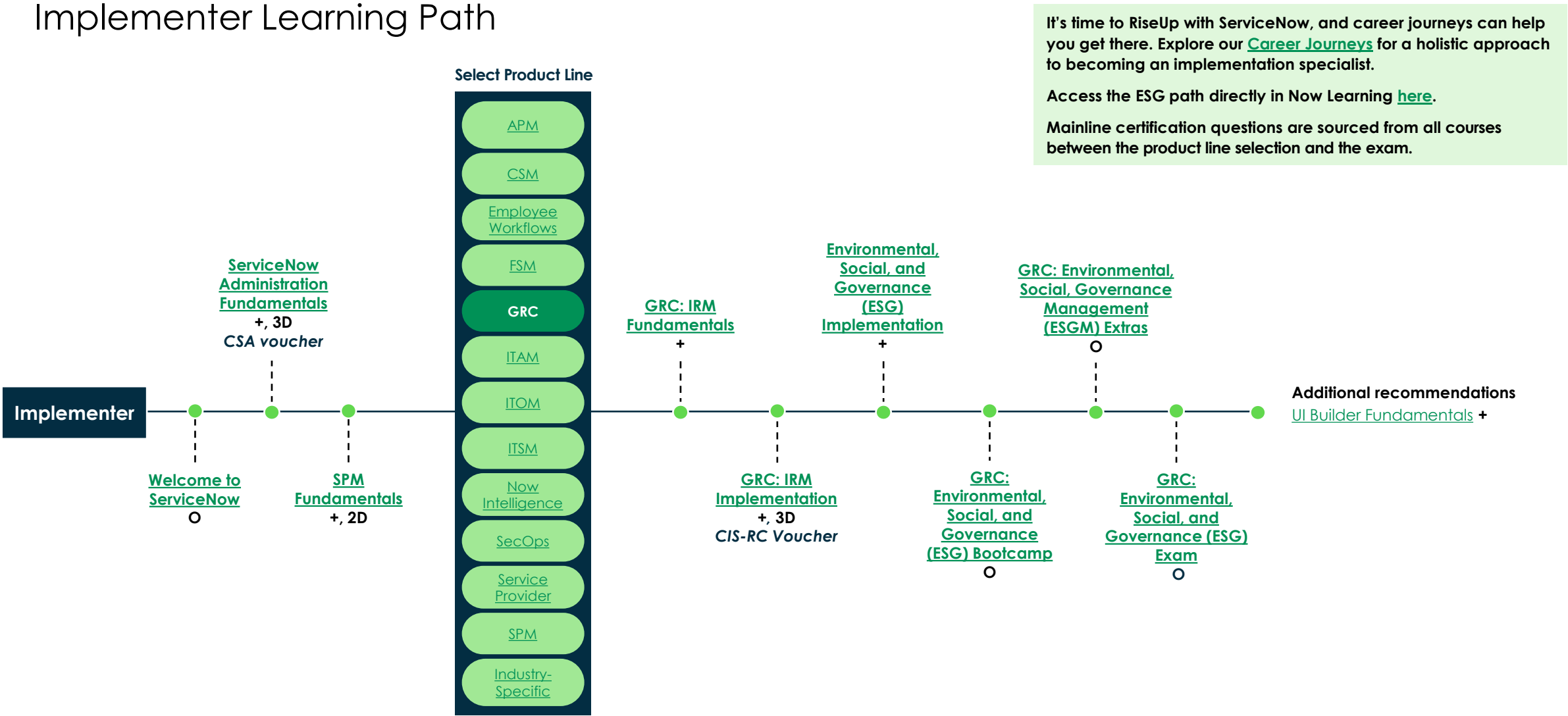
Mainline certification questions are sourced from all courses between the product line selection and the exam.

- Additional recommendations**
- [Configuration Management Database \(CMDB\) Fundamentals](#) +, 3D
 - [Common Service Data Model \(CSDM\) Fundamentals](#) (0)
 - Industry Certifications**
 - ABCP
 - CBCP
 - MBCP (DRII)
 - CBCI/MBCI (BCI)



Environmental, Social, and Governance Management

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.

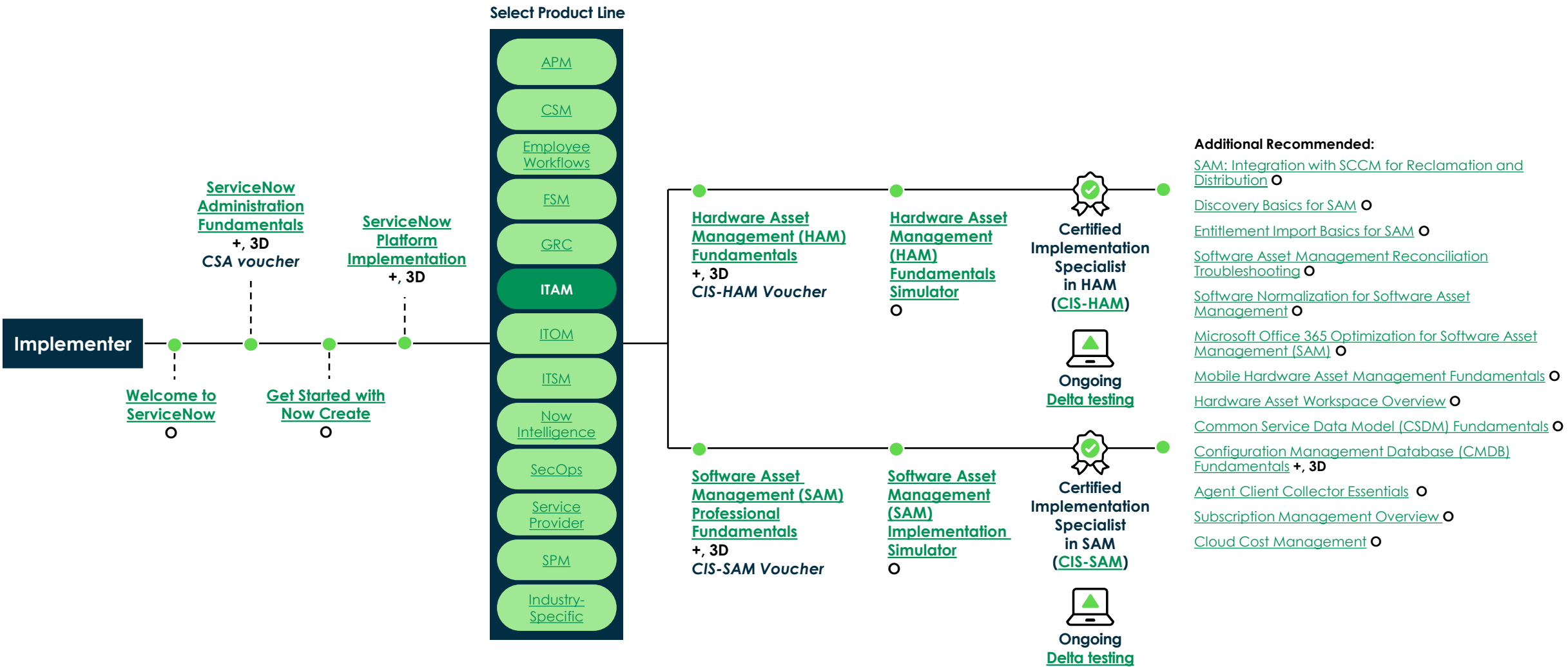
Access the ESG path directly in Now Learning [here](#).

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



IT Asset Management

Implementer Learning Paths



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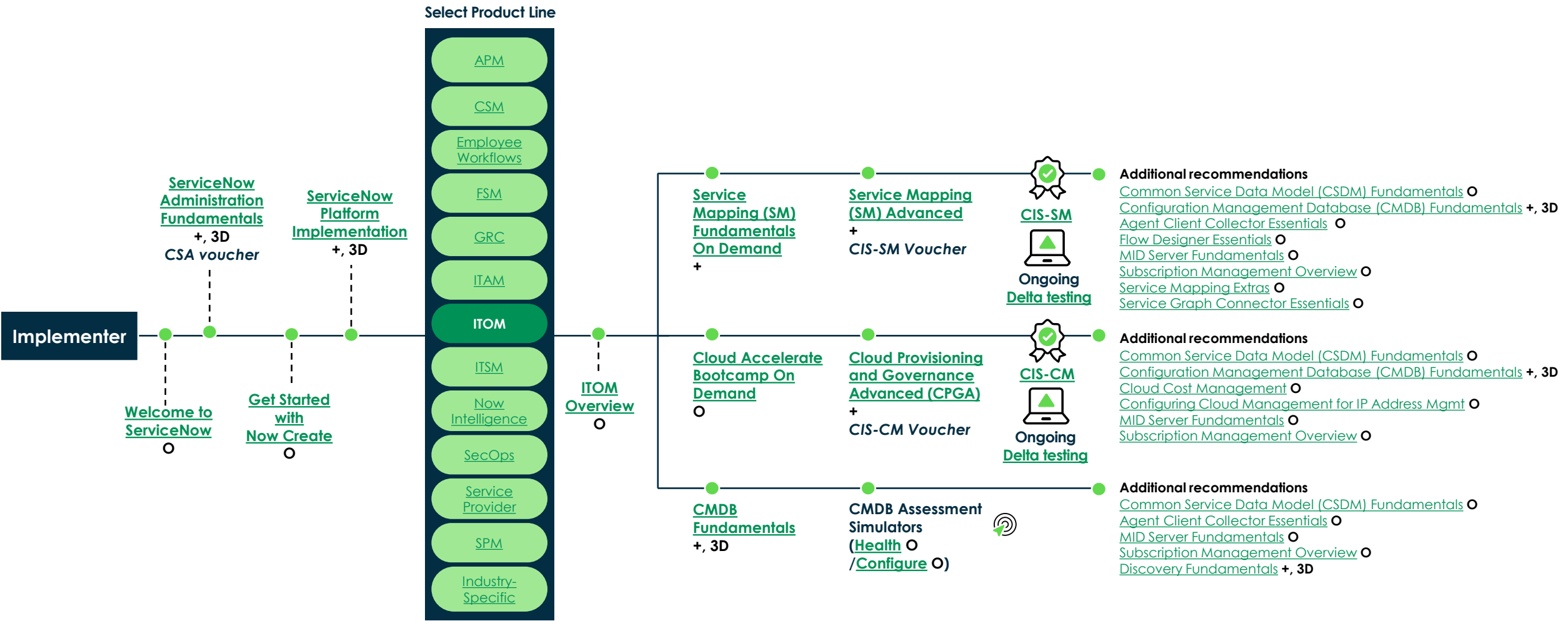


IT Operations Management

Implementer Learning Paths (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.

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



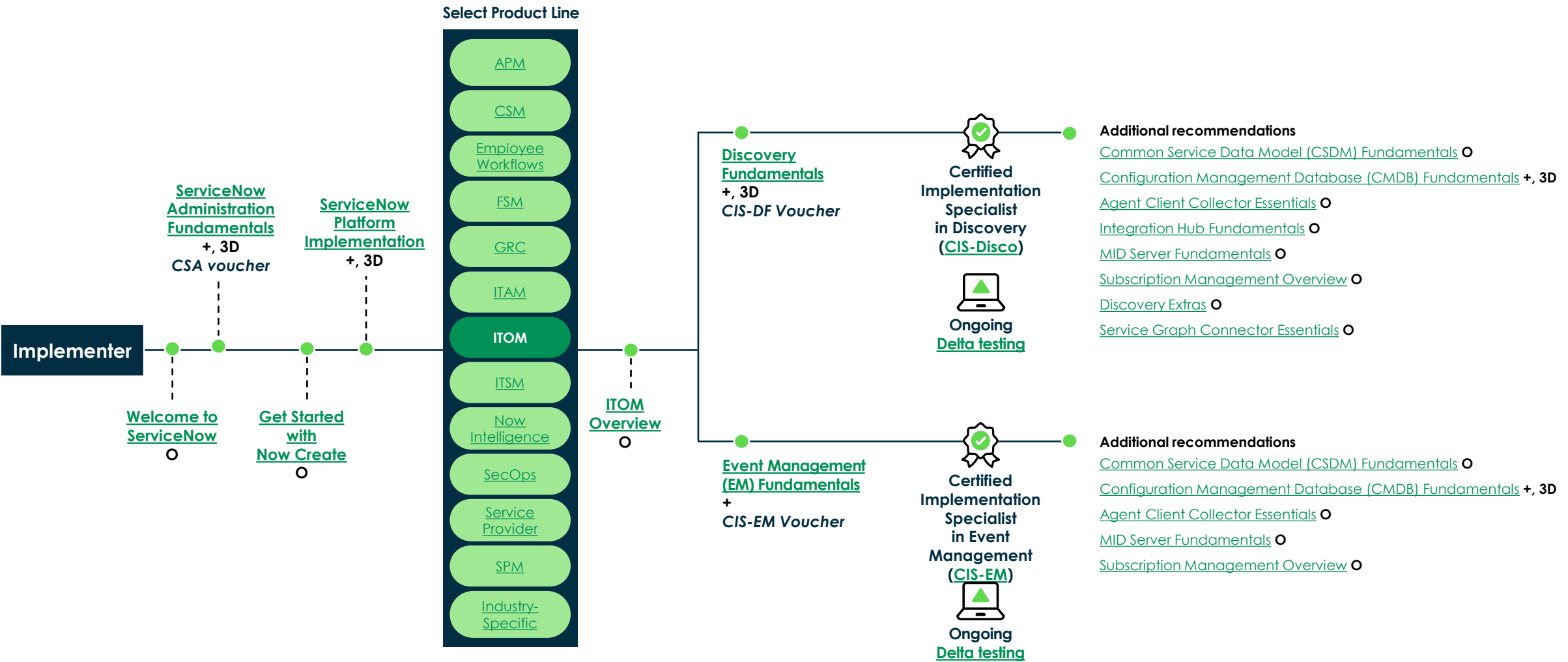


IT Operations Management

Implementer Learning Paths (2 of 2)

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





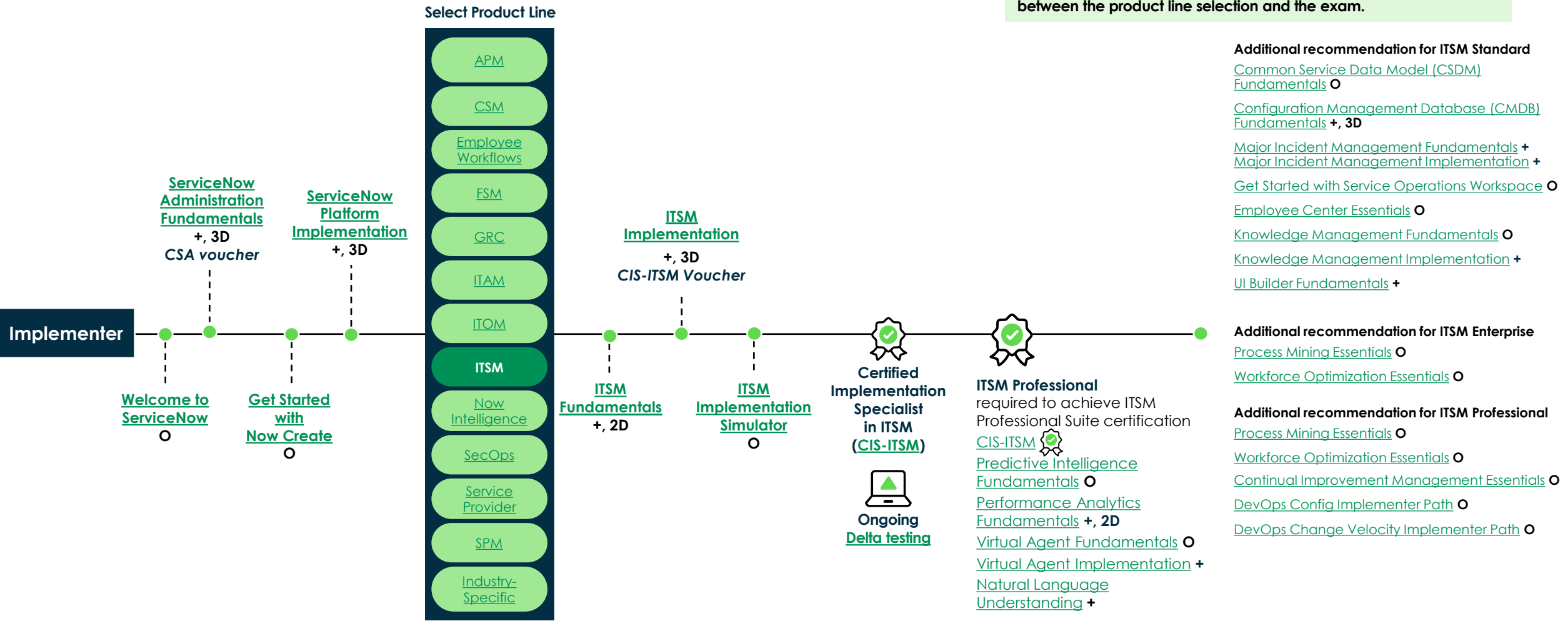
IT Service Management

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.

Access the ITSM path directly in Now Learning [here](#).

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



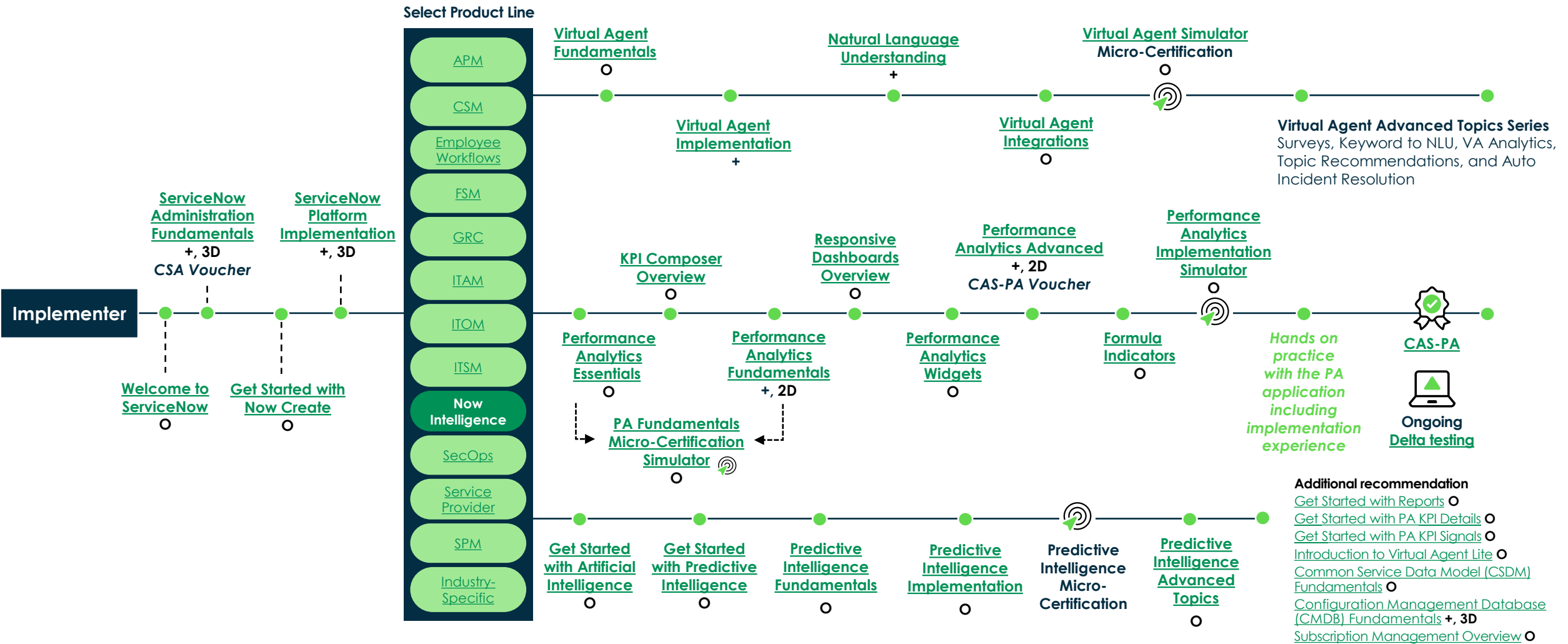


Now Intelligence

Implementer Learning Paths

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



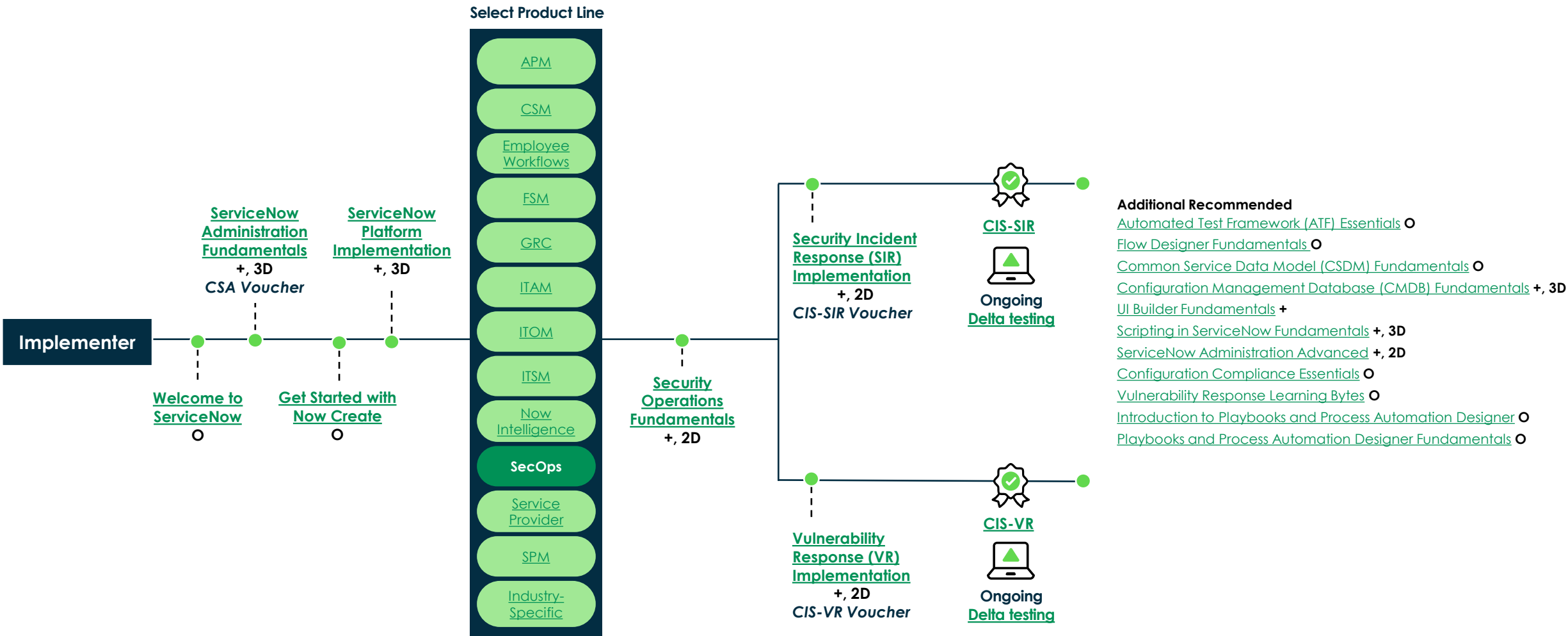


Security Operations

Implementer Learning Paths

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.

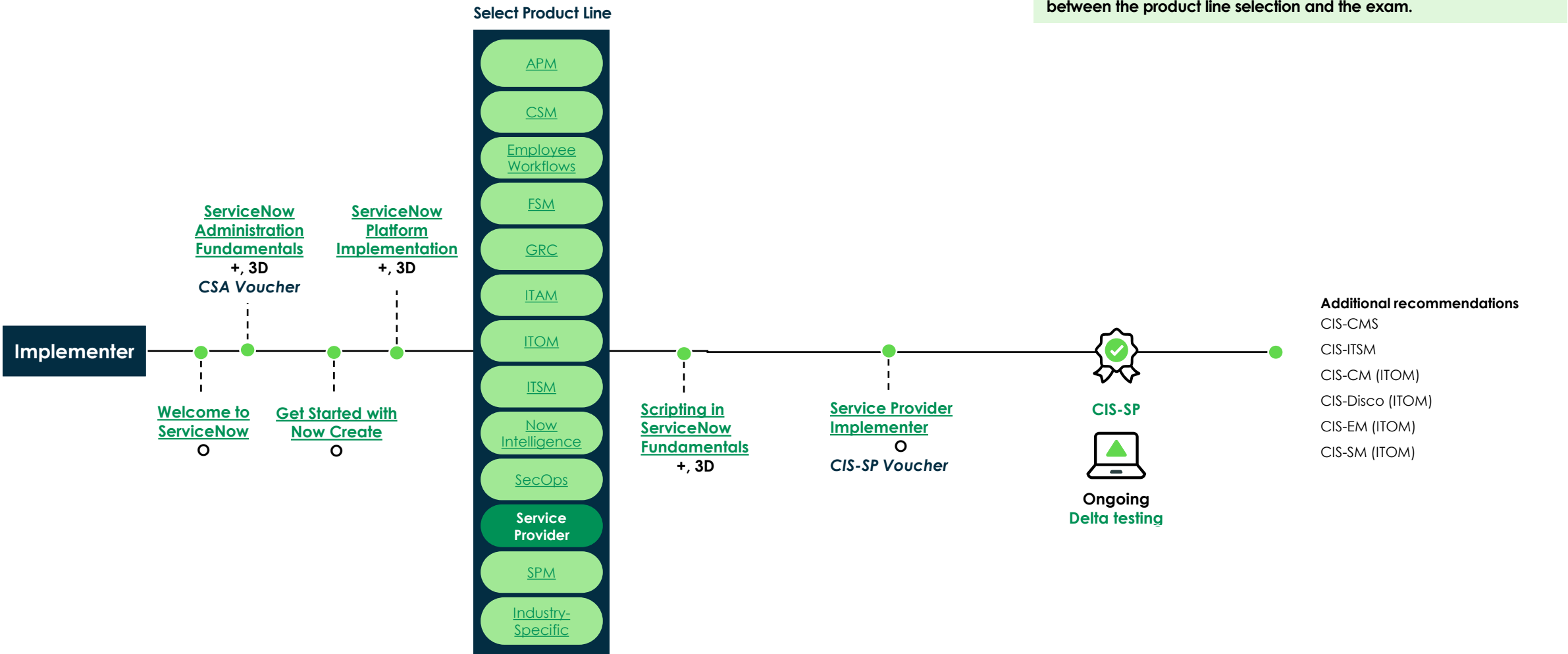
Mainline certification questions are sourced from all courses between the product line selection and the exam.





Service Provider

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.

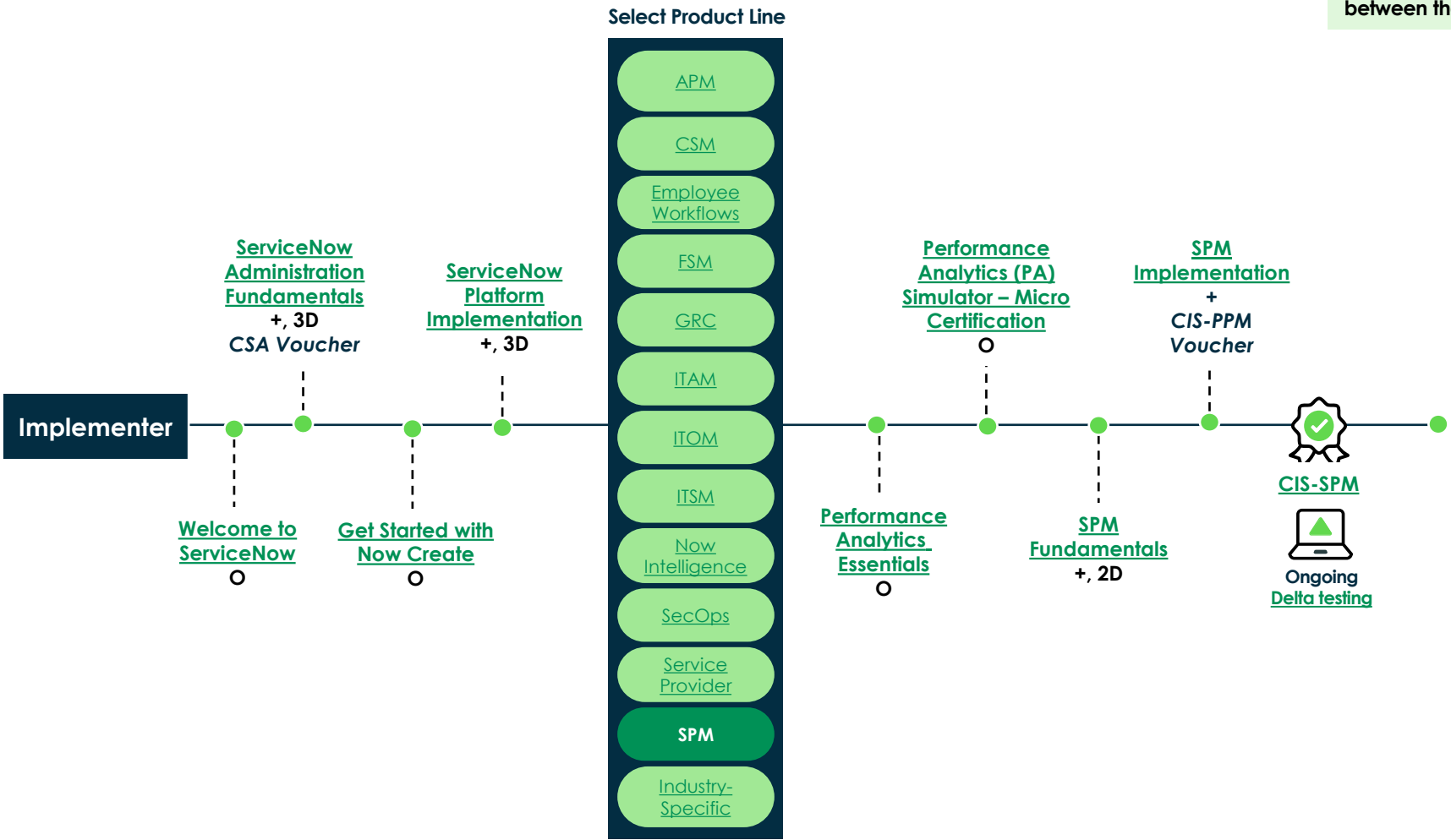
Access the Service Provider path directly in Now Learning [here](#).

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



Strategic Portfolio Management

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.

Access the SPM path directly in Now Learning [here](#).

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

Additional recommendations for SPM Standard

- [Common Service Data Model \(CSDM\) Fundamentals](#) ○
- [Configuration Management Database \(CMDB\) Fundamentals +, 3D](#)
- [ITSM Implementation +, 3D](#)
- [UI Builder Fundamentals +](#)
- [Flow Designer: Introduction](#) ○

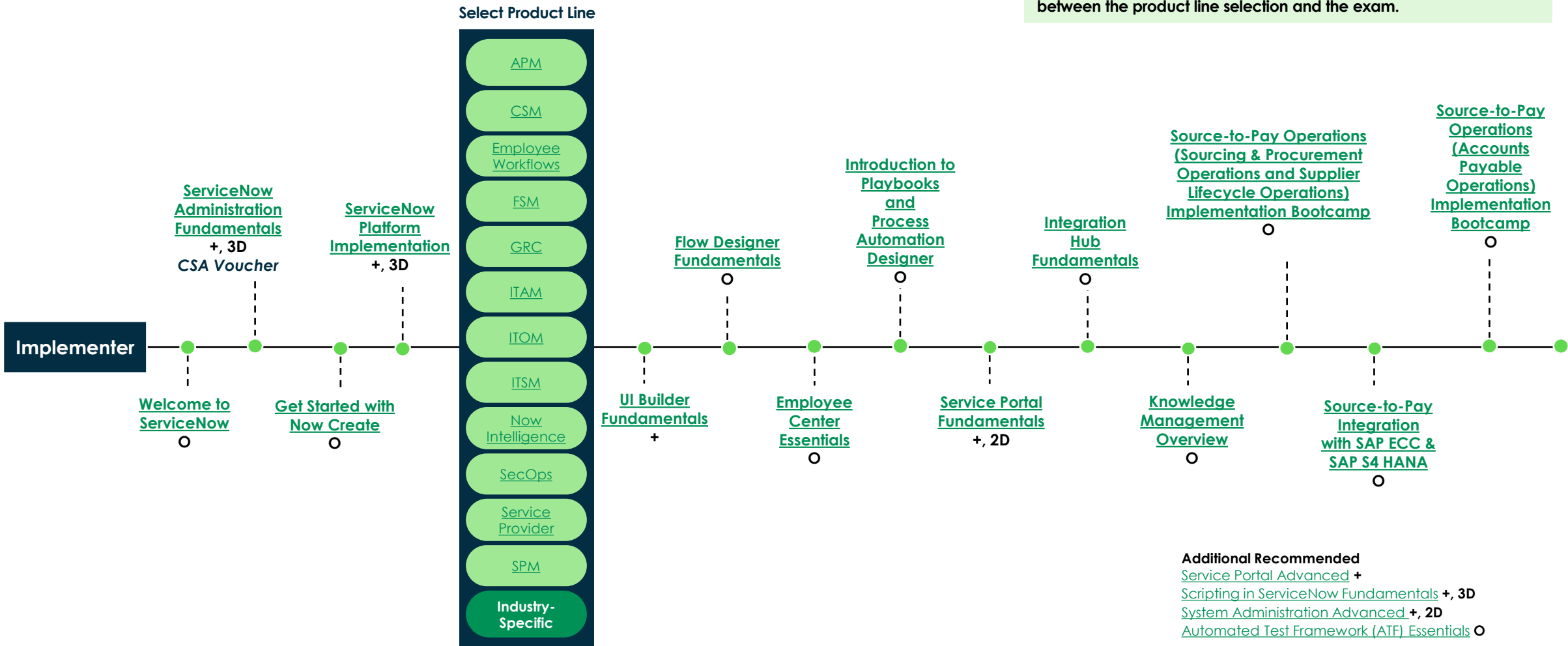
Additional recommendations for SPM Professional

- [CIS-SPM](#) 🏆
- [Predictive Intelligence Fundamentals](#) ○
- [Virtual Agent Fundamentals](#) ○
- [Virtual Agent Implementation +](#)
- [Natural Language Understanding Fundamentals +](#)
- [Agile Development](#) ○
- [Agile Implementation](#) ○
- [Agile Implementation & Test Management 2.0](#) ○
- [SAFe Fundamentals](#) ○
- [SAFe Implementation](#) ○
- [Get Started with Hybrid Project Management](#) ○
- [Investment Funding Fundamentals](#) ○
- [Process Mining Essentials](#) ○



Accounts Payable Operations

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.

Access the APO path directly in Now Learning [here](#).

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



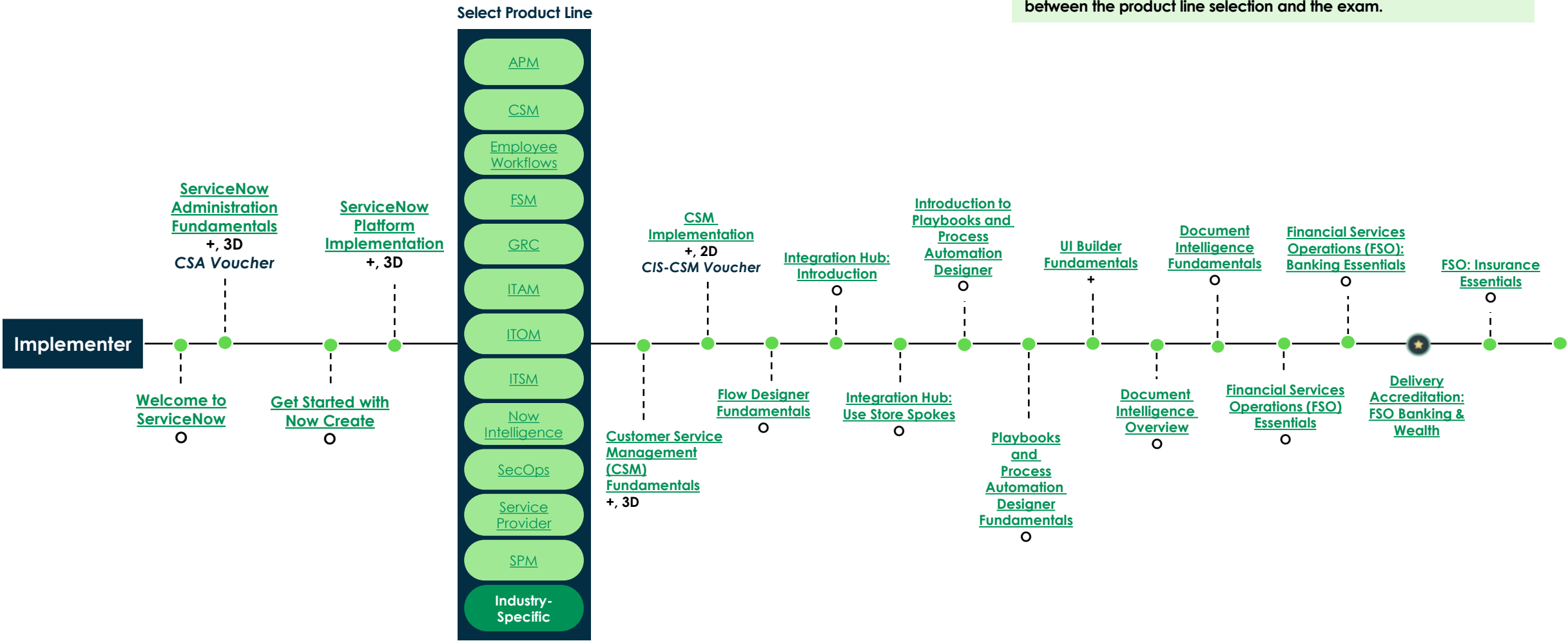
Financial Services Operations

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.

Access the FSO path directly in Now Learning [here](#).

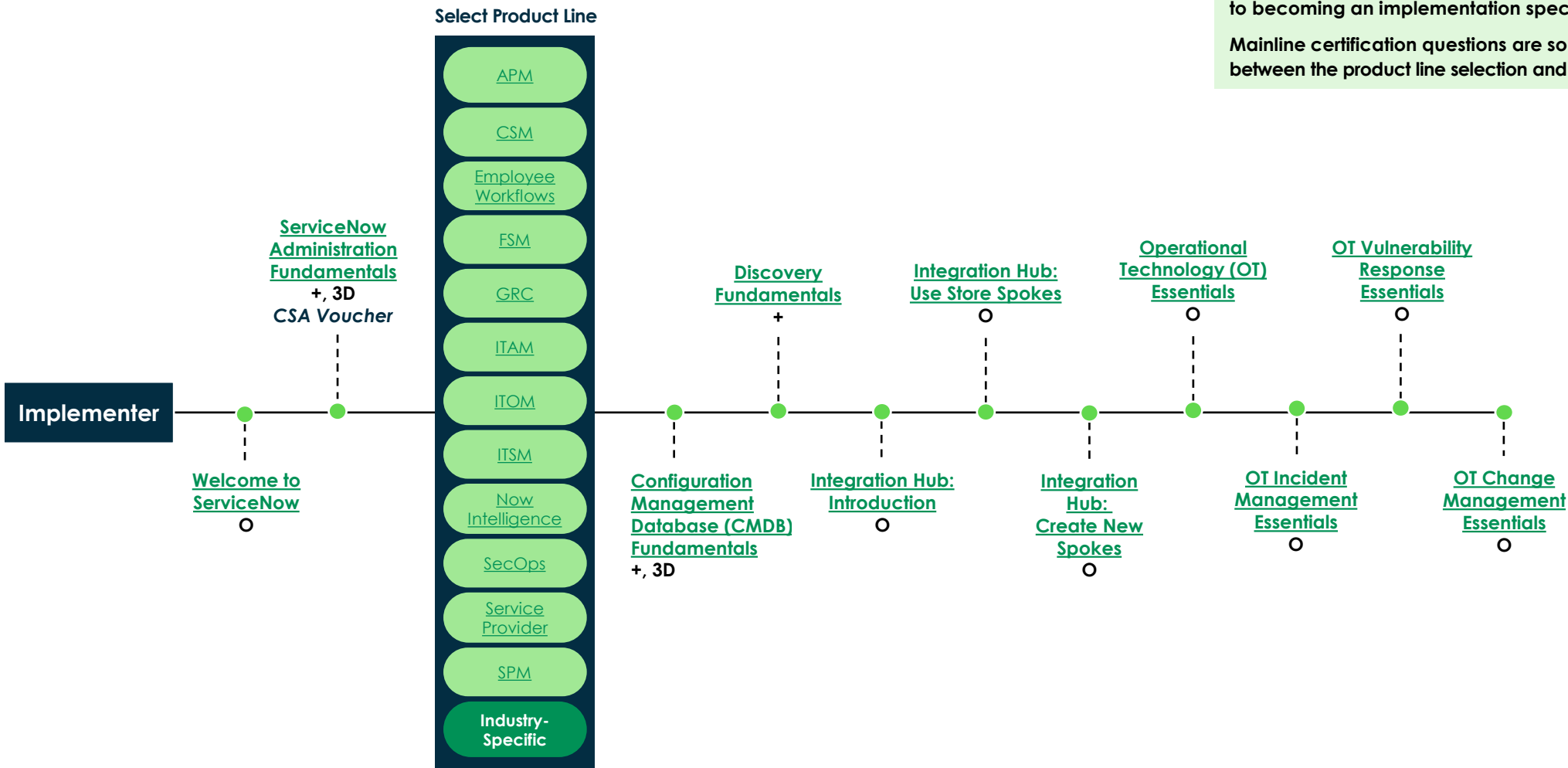
Mainline certification questions are sourced from all courses between the product line selection and the exam.





Operational Technology (Industrial Sector)

Implementer Learning Path



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

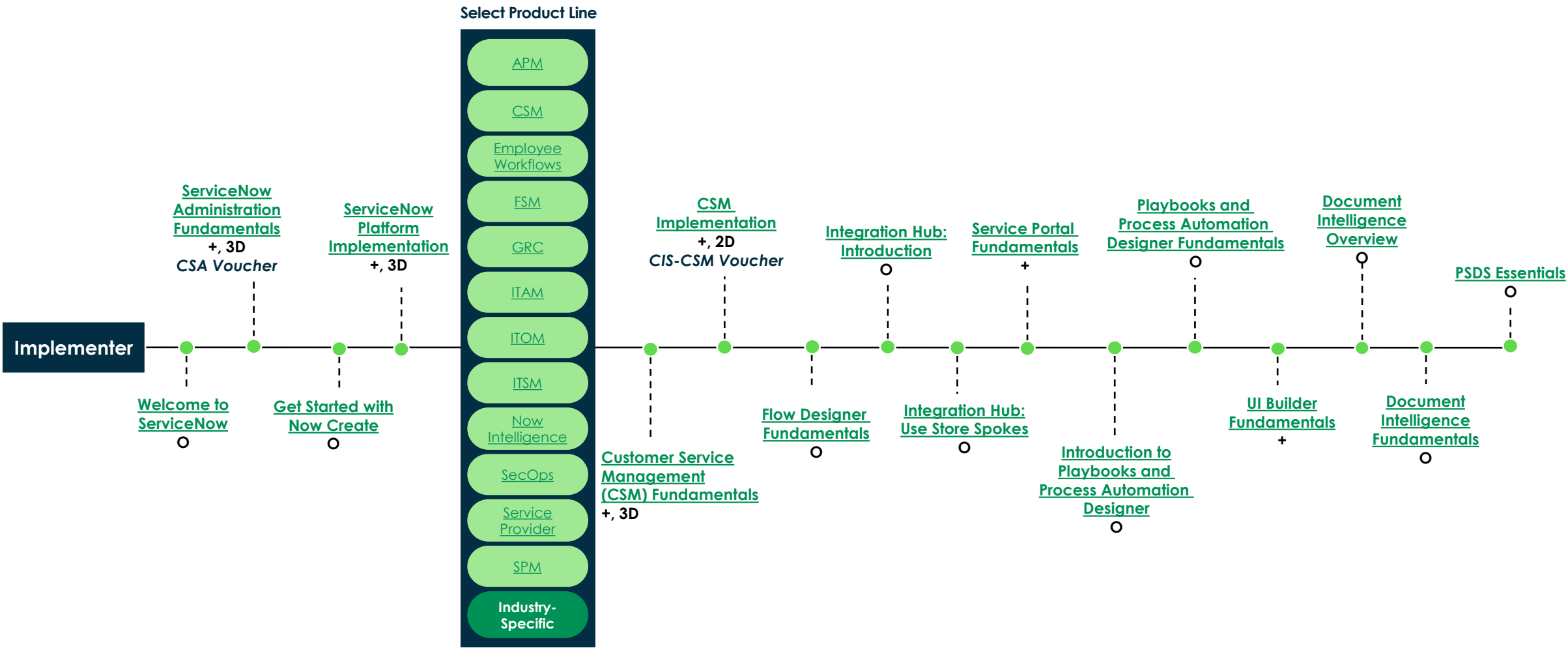


Public Sector Digital Services

Implementer Learning Path

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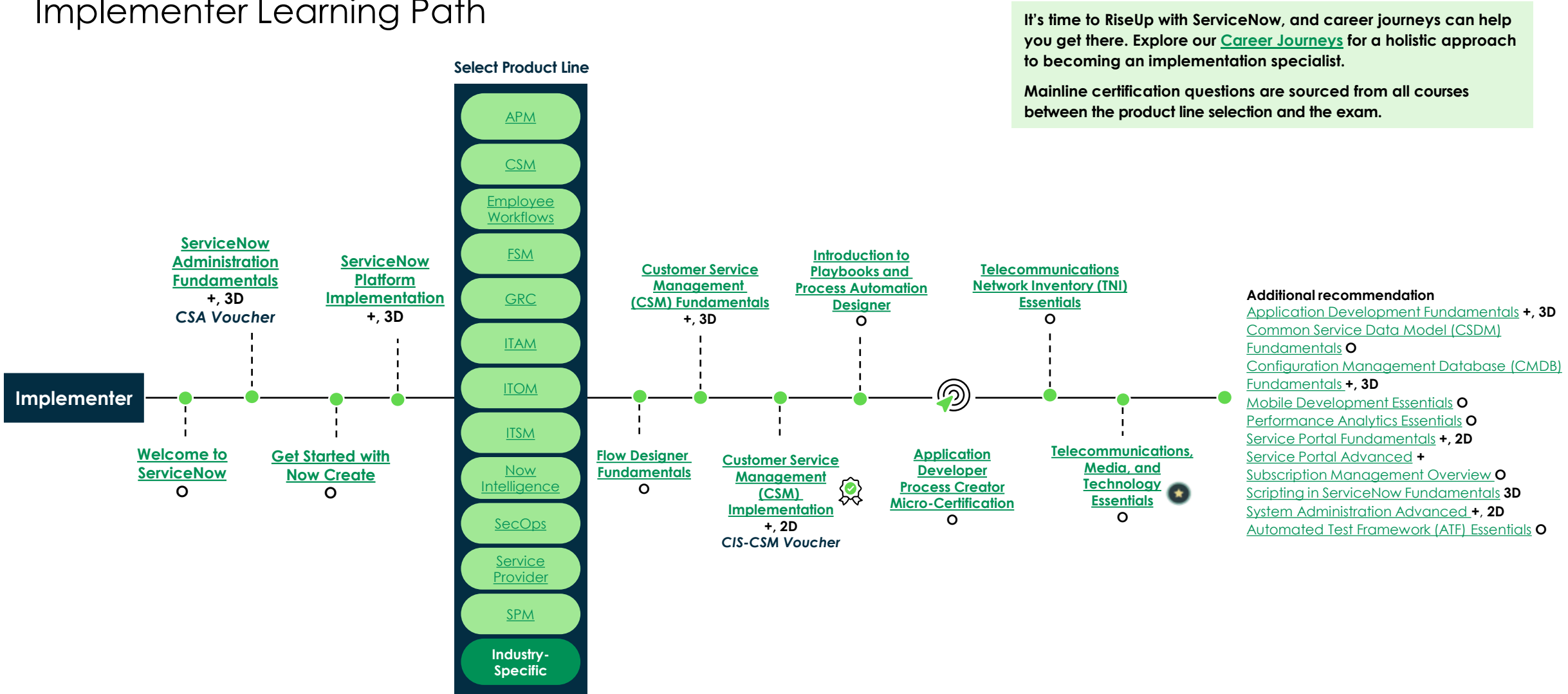
Mainline certification questions are sourced from all courses between the product line selection and the exam.





Telecommunications, Media, and Technology

Implementer Learning Path



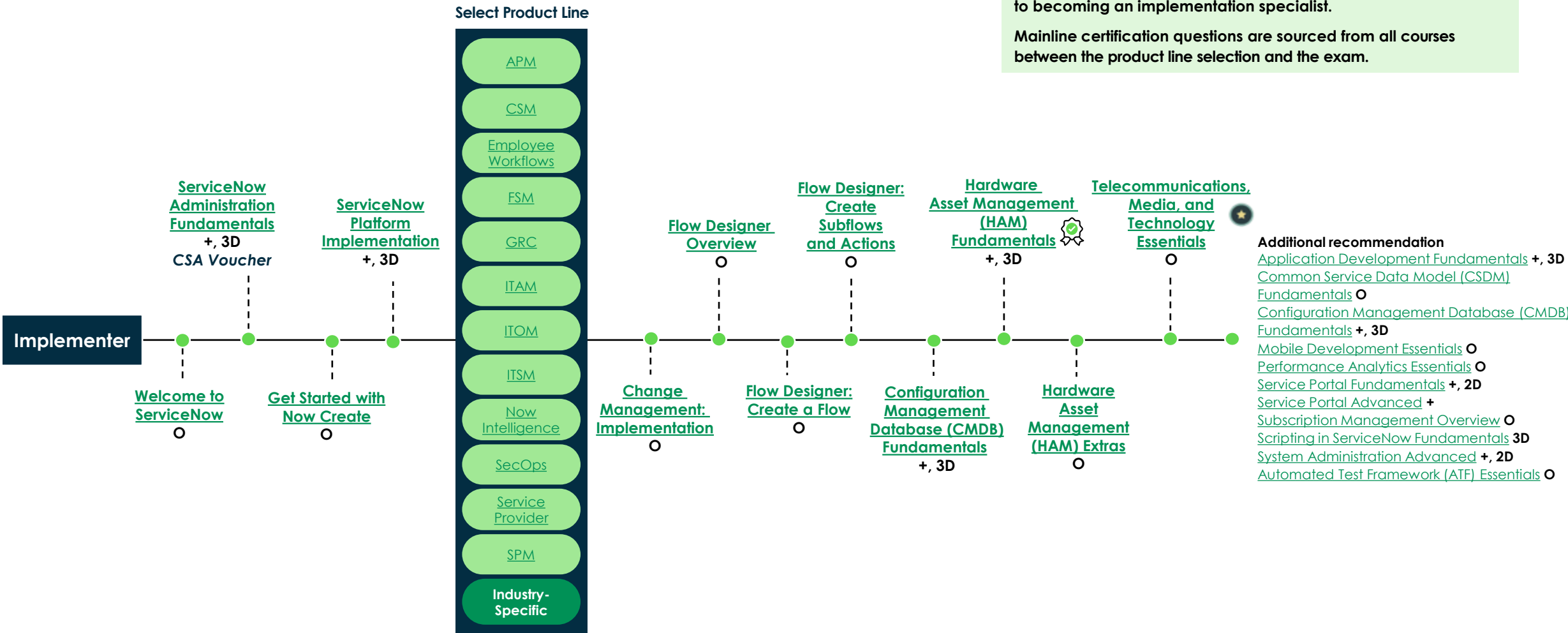
It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

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



Telecommunications Network Inventory

Implementer Learning Path



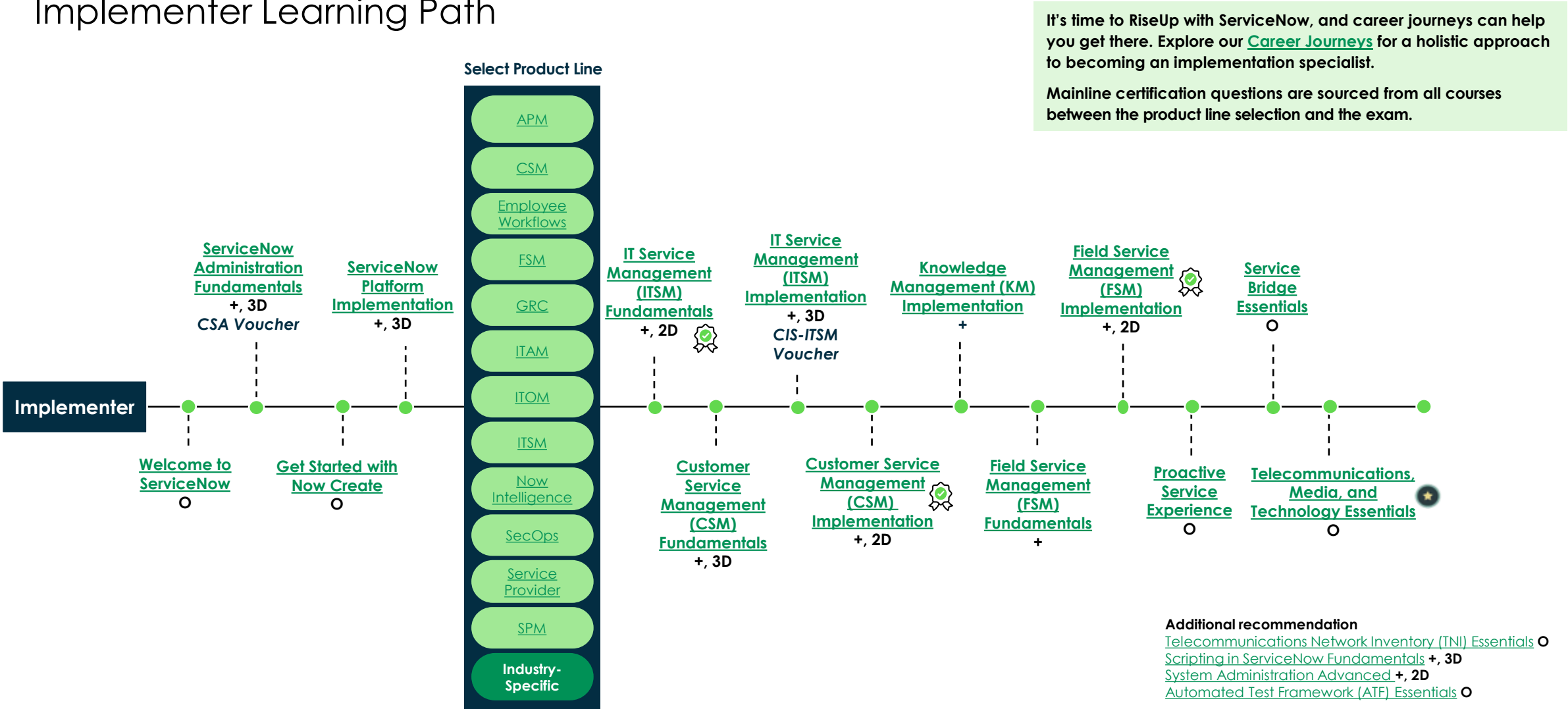
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Telecommunications Service Management

Implementer Learning Path



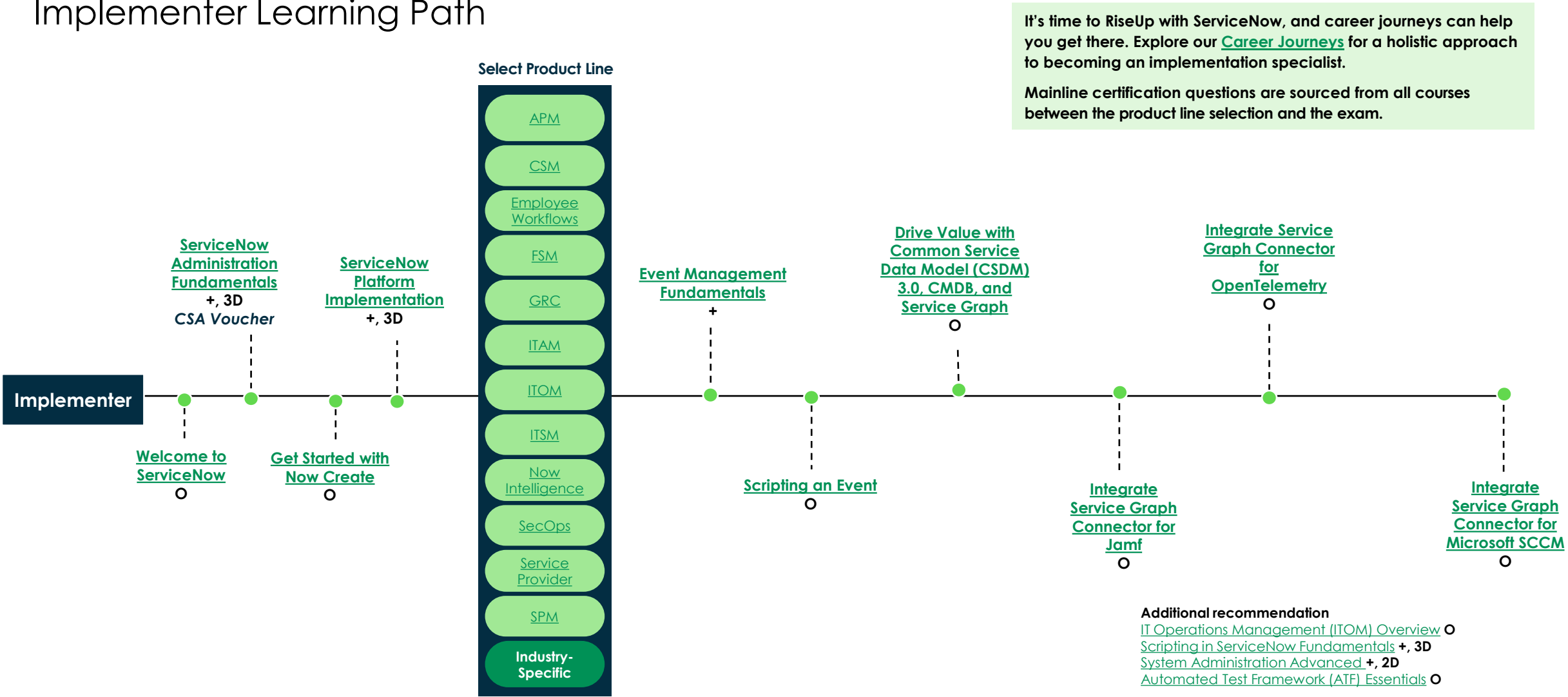
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Telecommunications Service Operations Management

Implementer Learning Path



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Additional Resources

Training Bundles Datasheet


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

RiseUp Career Journeys


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

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)

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

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)

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

The diagram illustrates the RiseUp Career Journeys, featuring seven job roles arranged in two rows. Each role is represented by a hexagonal icon with a ServiceNow logo and a specific icon representing the role's function:

- Admin:** Represented by a hexagon with a ServiceNow logo and an icon of a clock and a lightning bolt.
- Developer:** Represented by a hexagon with a ServiceNow logo and an icon of a hammer and a wrench.
- Implementer:** Represented by a hexagon with a ServiceNow logo and an icon of two interlocking gears.
- Analyst:** Represented by a hexagon with a ServiceNow logo and an icon of a magnifying glass over a document.
- Technical PM:** Represented by a hexagon with a ServiceNow logo and an icon of a bar chart and a lightning bolt.
- Change Adoption Specialist:** Represented by a hexagon with a ServiceNow logo and an icon of a gear and a lightning bolt.
- Support Specialist:** Represented by a hexagon with a ServiceNow logo and an icon of a head with a lightning bolt.

servicenow

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