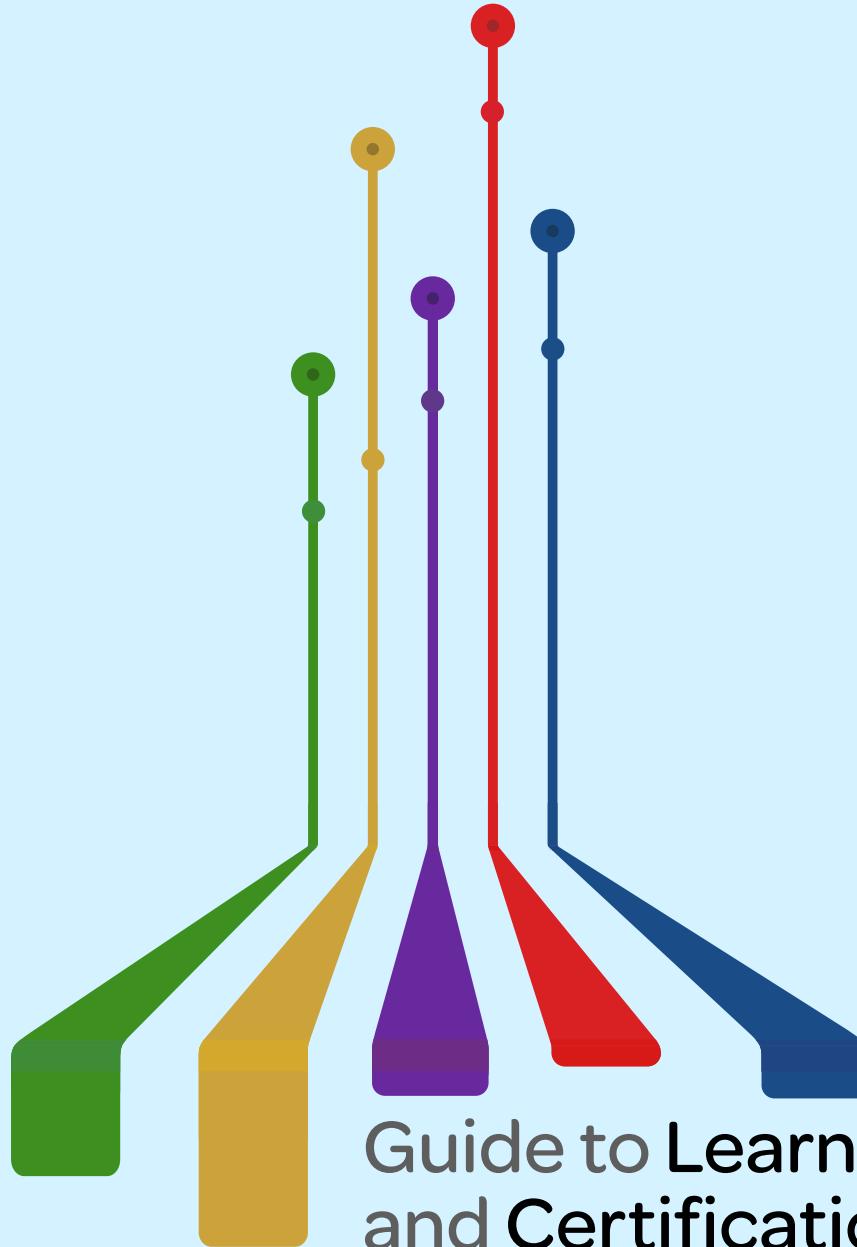


servicenow®
Training and Certification





ServiceNow
Fundamentals

Implementer

Developer

Administrator

ServiceNow
Learning Library

Fulfiller
Training

Training Courses

Learn on your own schedule,
at your desired pace



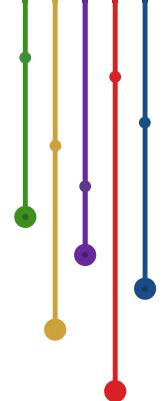


Table of Contents

ServiceNow
Fundamentals

Administrator

Implementer

Developer

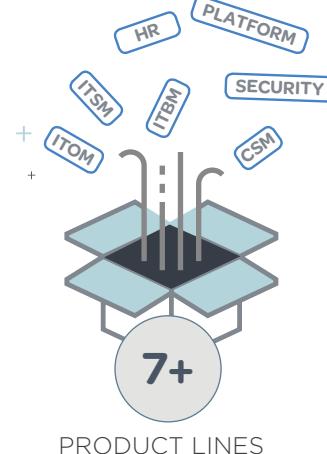
Fulfiller
Training

Get Certified – Become Indispensable

Is your role that of an Administrator, a Developer, an Implementer, or an Architect? Achieving your goals begins with your Certification path.

Starting with ServiceNow Fundamentals, all of our ServiceNow Certification exams demonstrate your mastery of ServiceNow and certify that a candidate has the skills and essential knowledge necessary to manage the configuration, implementation, and maintenance of the ServiceNow Platform.

Successfully passing ServiceNow Certification exams also establishes the core skill set necessary to pursue further Certification for individuals interested in obtaining ServiceNow Implementation Specialist Certification.



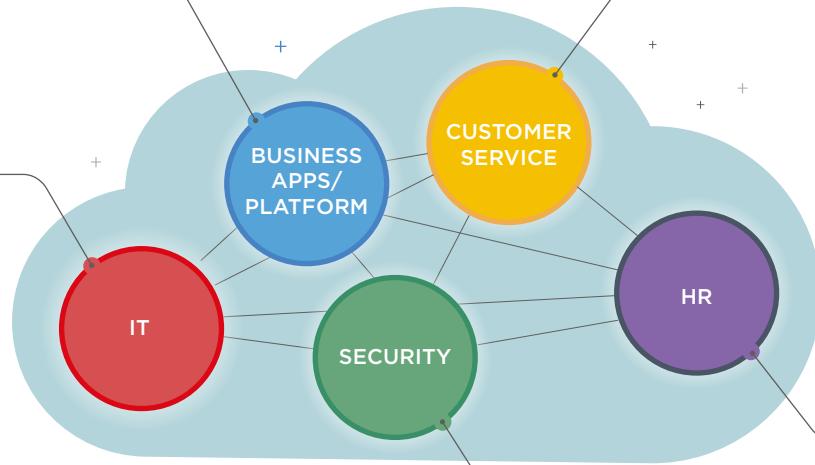
Training Courses



- ServiceNow Fundamentals \$
- Scripting Fundamentals \$
- Application Development Fundamentals \$
- Service Portal Fundamentals \$
- Performance Analytics Fundamentals \$
- Orchestration Fundamentals \$
- Domain Separation Implementation \$
- Platform Implementation \$



- ServiceNow Fundamentals \$
- Service Portal Fundamentals \$
- Service Mapping Fundamentals \$
- ITSM Fundamentals \$
- Discovery Fundamentals \$
- Scripting Fundamentals \$
- SAM (Software Asset Mgmt.) Fundamentals \$
- HAM (Hardware Asset Mgmt.) Fundamentals \$
- Application Development Fundamentals \$
- Event Mgmt. Fundamentals \$
- Edge Encryption Fundamentals \$
- Cloud Mgmt. Fundamentals \$
- PPM (Project Portfolio Mgmt.) Fundamentals \$
- FM (Financial Mgmt.) Fundamentals \$
- Service Mapping Implementation \$
- ITSM Implementation \$
- PPM Implementation \$
- FM Implementation \$
- Cloud Mgmt. Implementation \$



- ServiceNow Fundamentals \$
- GRC (Governance, Risk and Compliance) Fundamentals \$
- Security Operations Fundamentals \$
- Vendor Risk Mgmt. Fundamentals \$
- Orchestration Fundamentals \$
- Vulnerability Response Implementation \$
- Security Incident Response Implementation \$
- GRC Implementation \$
- Vendor Risk Mgmt. Implementation \$

\$ - 2 Day Courses Cost: US\$ 1,595
 \$ - 3 Day Courses Cost: US\$ 2,095
 \$ - 5 Day Courses Cost: US\$ 2,995
 ⏪ Coming Soon

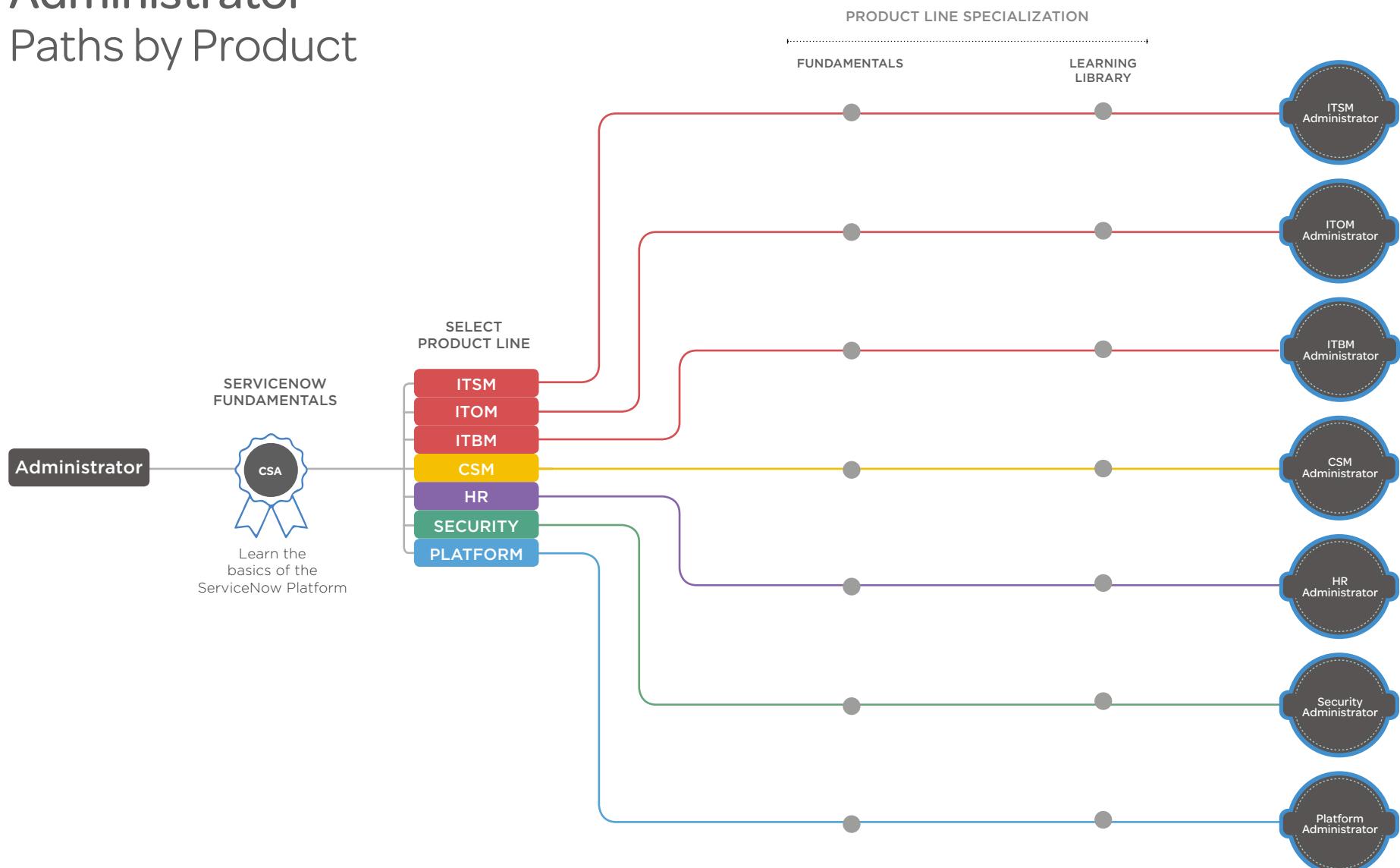


- ServiceNow Fundamentals \$
- Service Portal Fundamentals \$
- Field Service Mgmt. Fundamentals \$
- CSM Fundamentals \$
- Performance Analytics Fundamentals \$
- CSM Implementation \$
- Service Portal Implementation \$
- Field Service Mgmt. Implementation \$



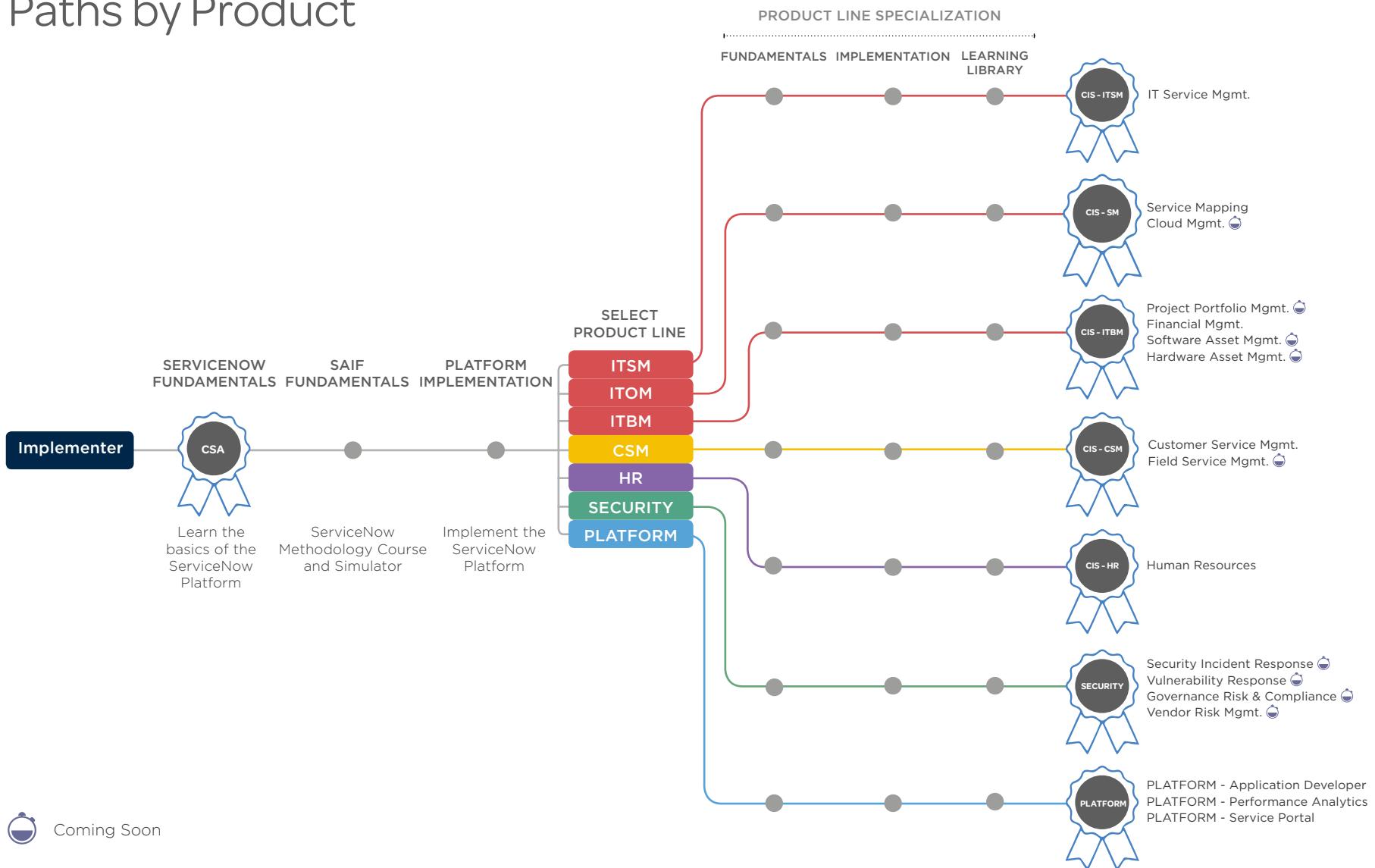
- ServiceNow Fundamentals \$
- HR Fundamentals \$
- Service Portal Fundamentals \$
- Performance Analytics Fundamentals \$
- HR Implementation \$
- Performance Analytics Implementation \$
- Service Portal Implementation \$

Administrator Paths by Product



Implementer

Paths by Product





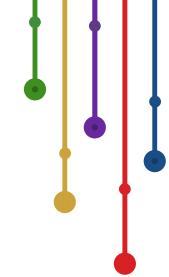
The training has prepared our people well for the switch and ensured that we have fewer internal support calls.

Robert Coenen
Senior Director, Technology Services
Carlson WagonLit Travel

The background features a dark teal gradient with three large, semi-transparent light blue circles arranged in a triangular pattern. Superimposed on these circles are several 3D-style blue arrows pointing in various directions, creating a sense of motion and data flow.

ServiceNow Fundamentals





ServiceNow Fundamentals

ServiceNow Fundamentals Course

This course is designed for those who are new to the ServiceNow ecosystem, and are learning the organization of the platform, and its security features.

Certified System Administrator Exam

This exam demonstrates mastery of ServiceNow Fundamentals and certifies that a candidate has the skills and essential knowledge necessary to manage the configuration, administration and maintenance of the ServiceNow Platform.



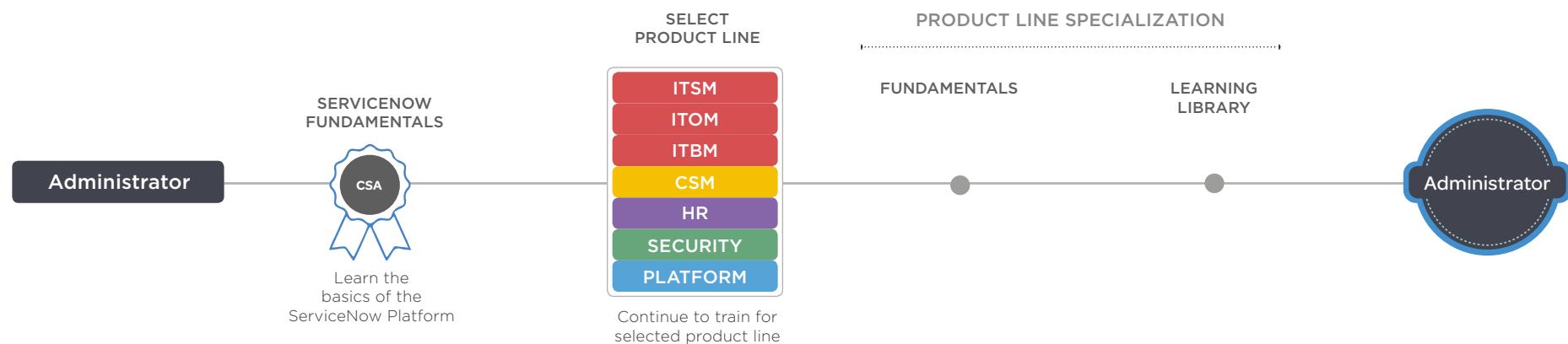


Administrator

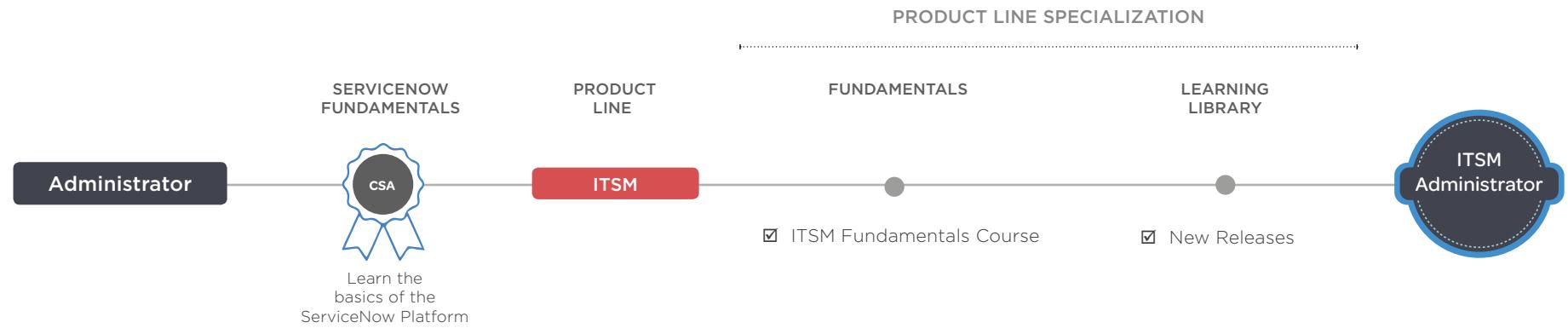
Administrator Path

The Administrator path is designed for system administrators and those who are new to the ServiceNow ecosystem.

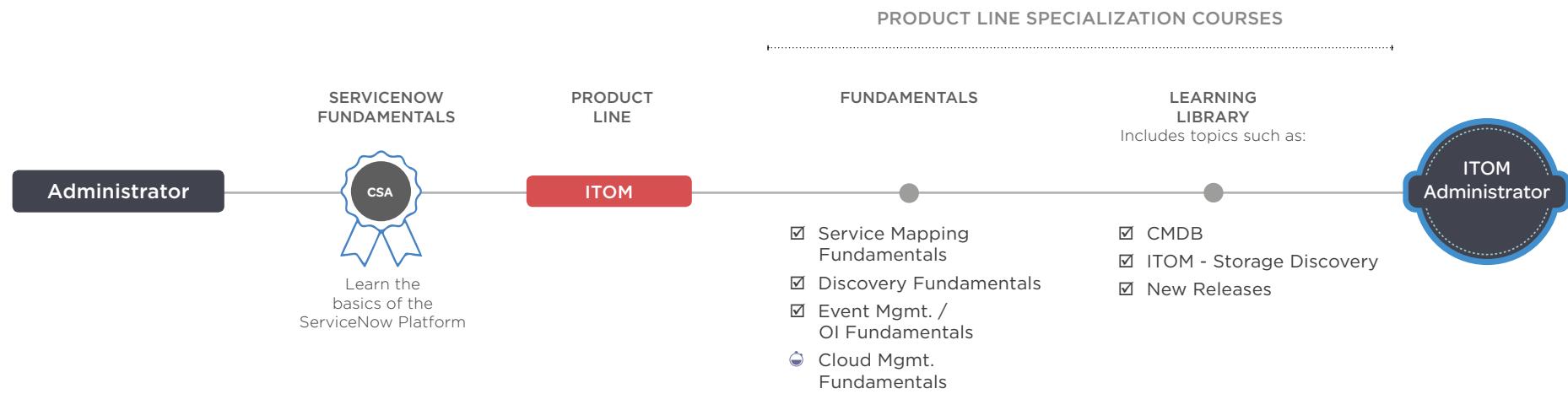
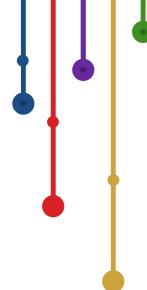
Learners on this path will learn administration functions and gain the ServiceNow fundamentals certification. Then they will select the relevant product line for specialized training for their product line.



ITSM Administrator

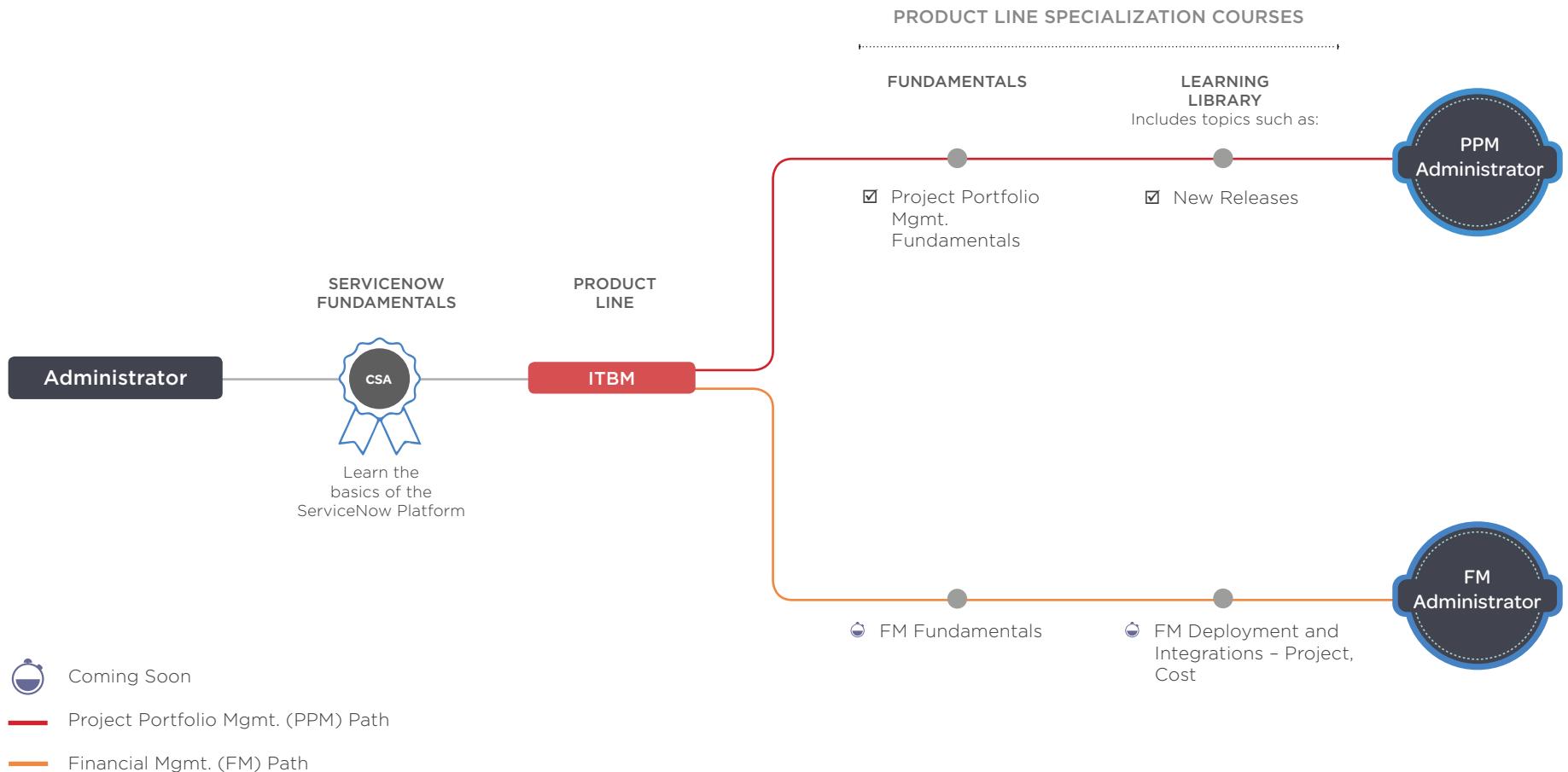


ITOM Administrator

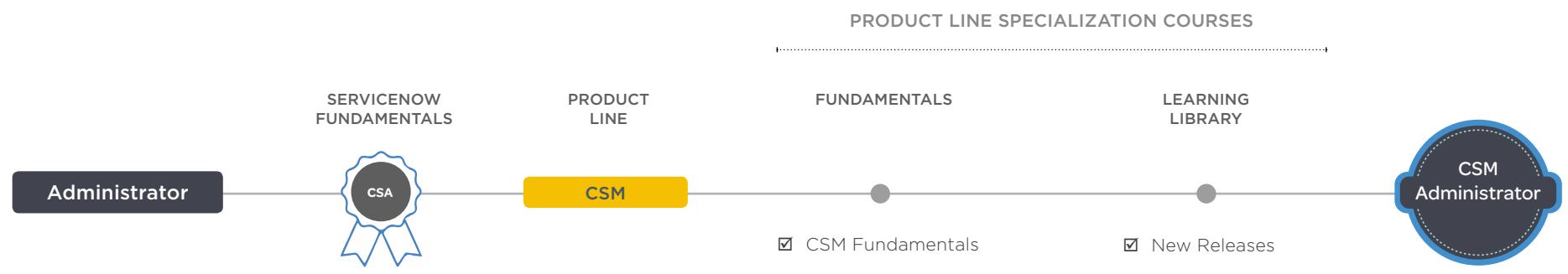


Coming Soon

PPM & FM Administrator

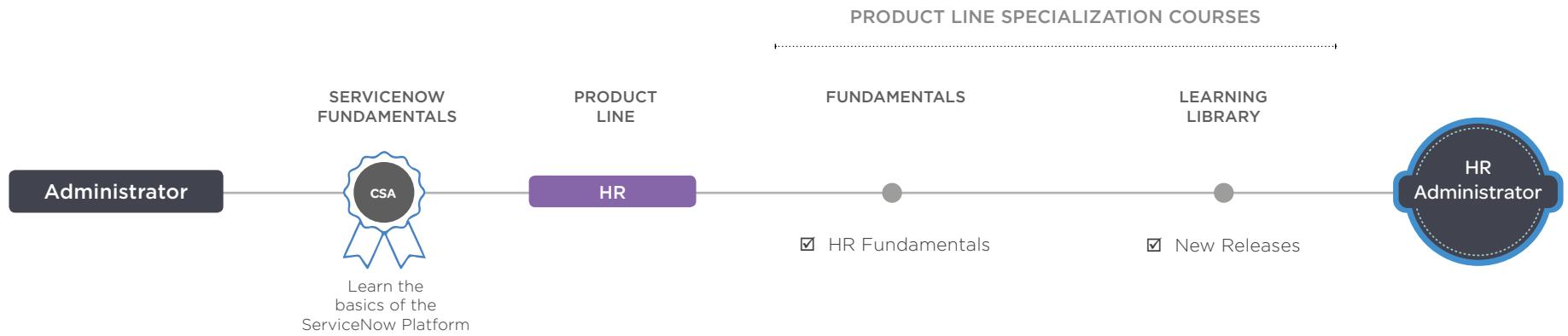


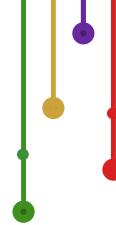
Customer Service Mgmt. Administrator





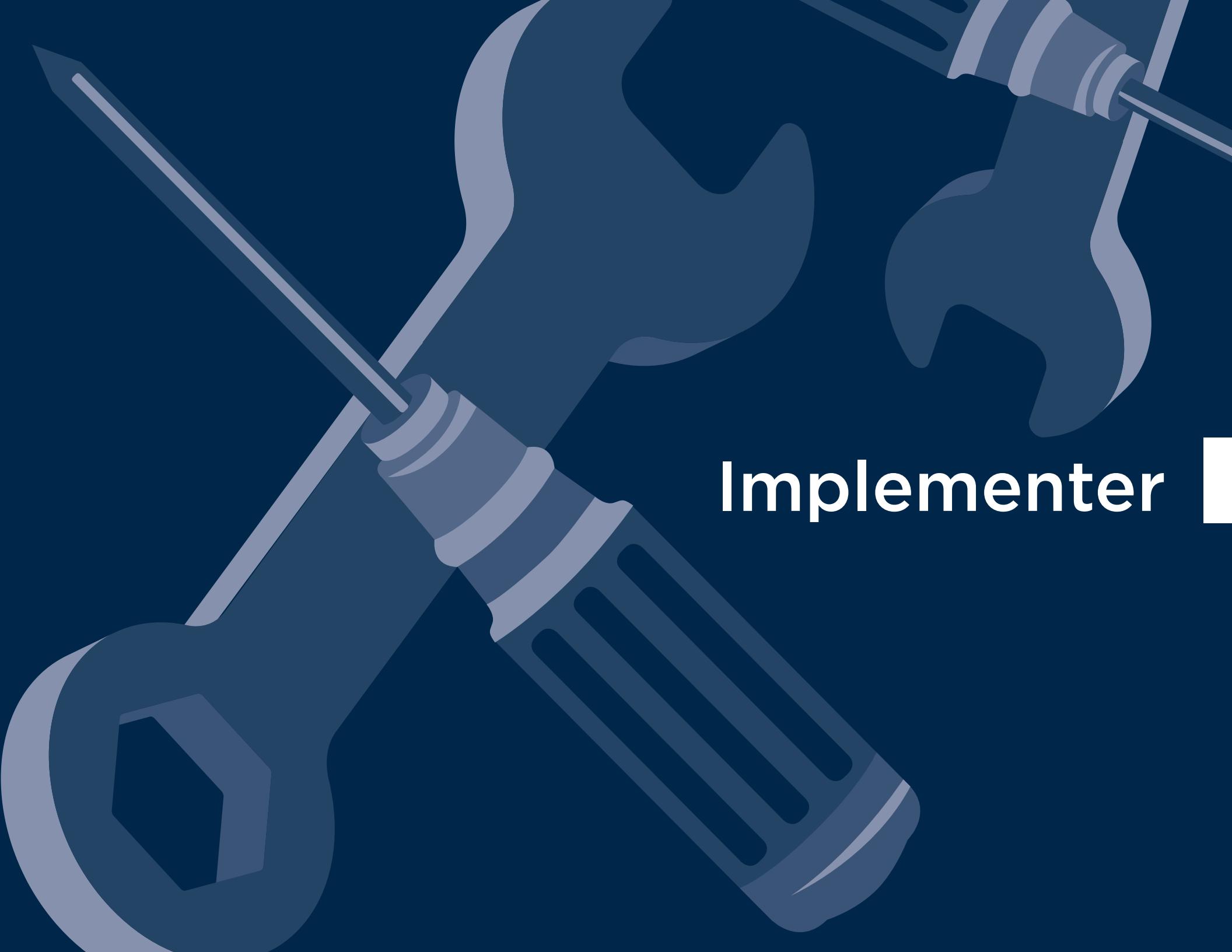
HR Administrator





Security Administrator



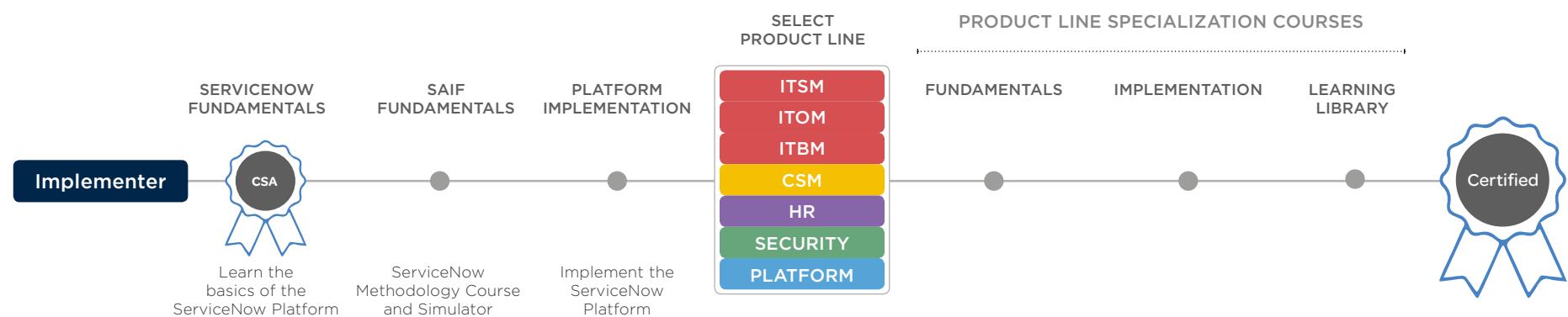


Implementer



Implementer Path

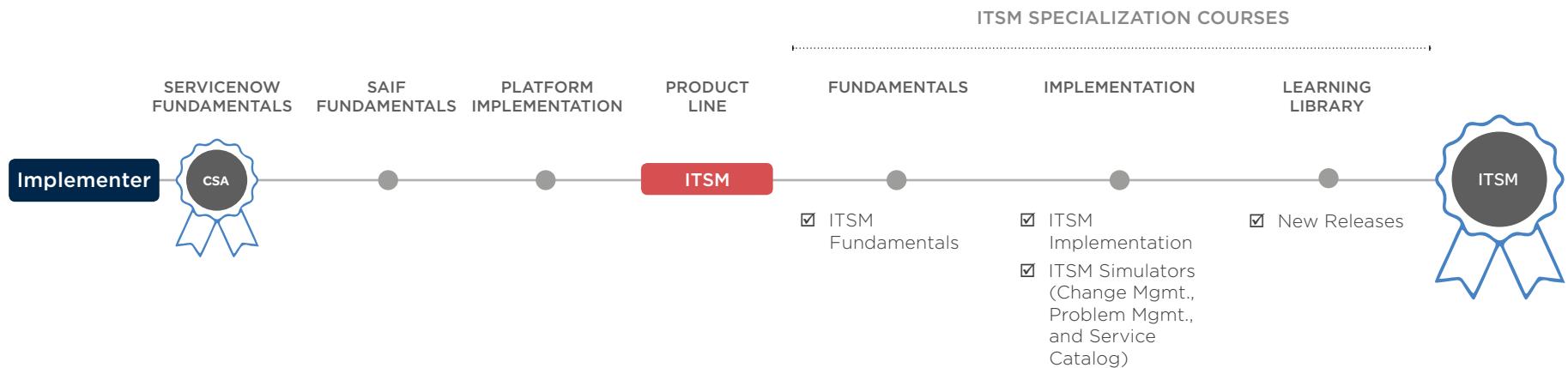
The Implementer quickly deploys ServiceNow products into customer environments to achieve successful implementations. Become a Certified Implementation Specialist and showcase your extensive application and platform experience to support your customer's success.



Prerequisites

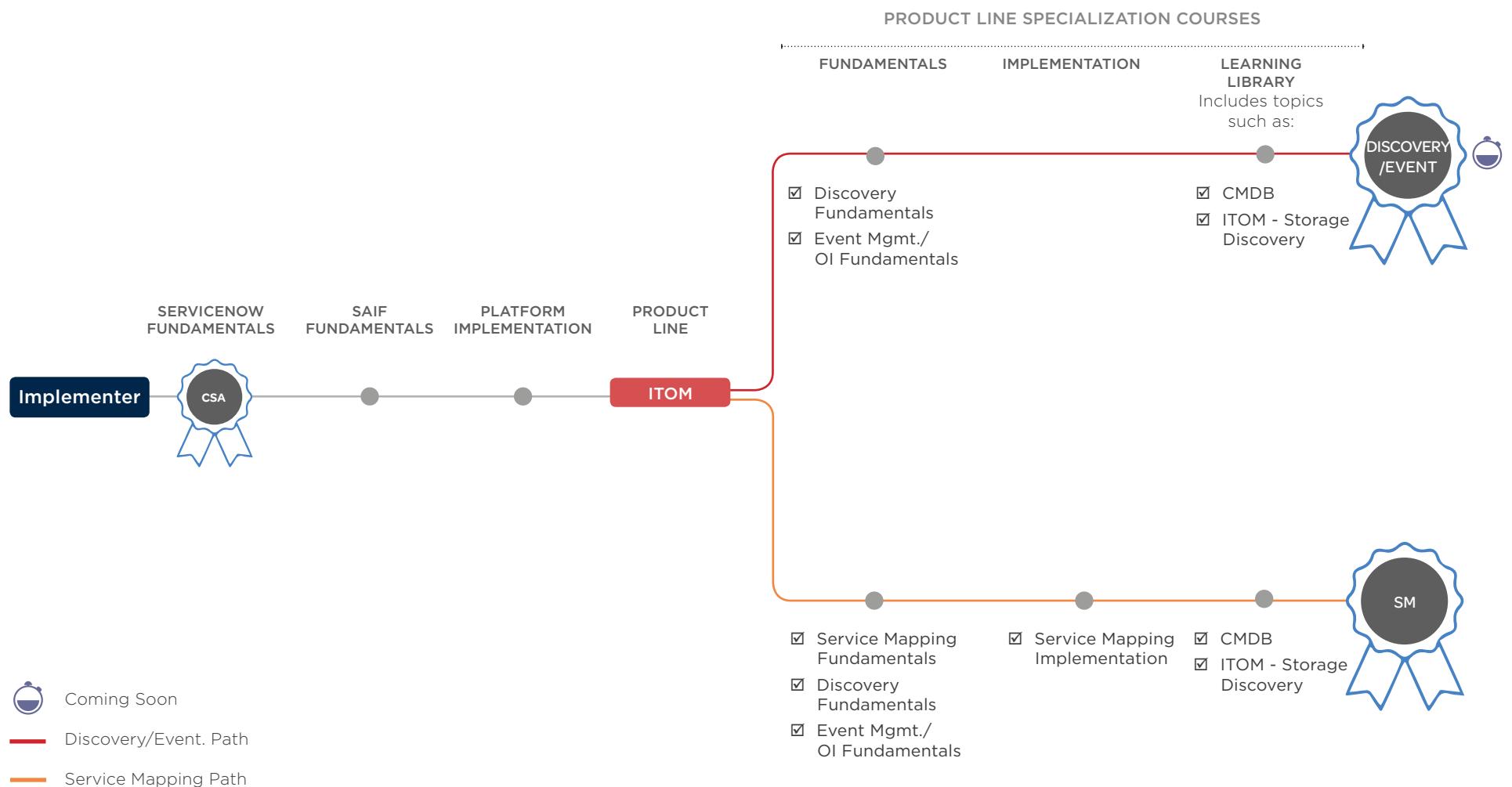
ServiceNow Fundamentals, SAIF Fundamentals and ServiceNow Platform Implementation	✓
---	---

ITSM Implementer

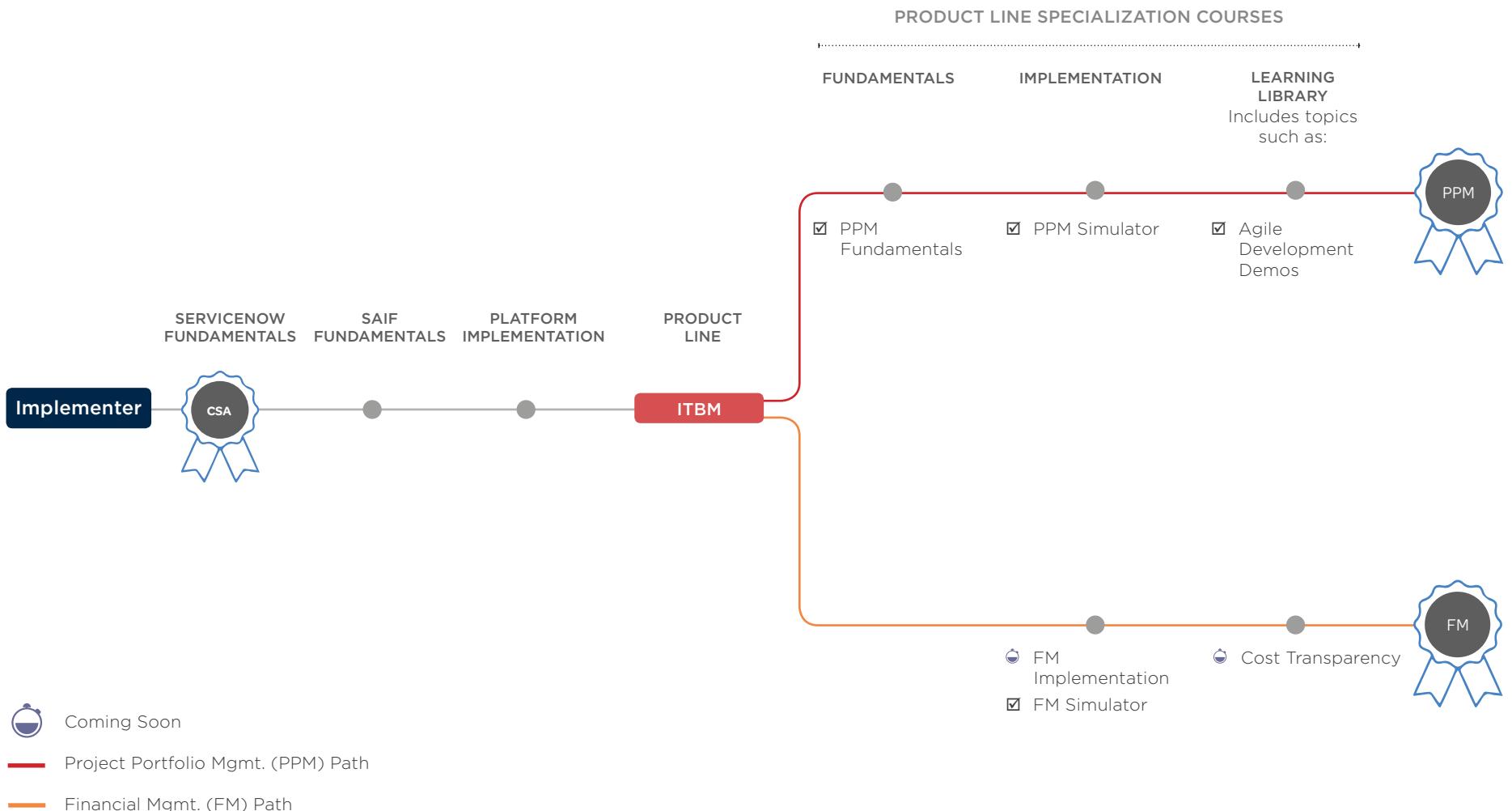




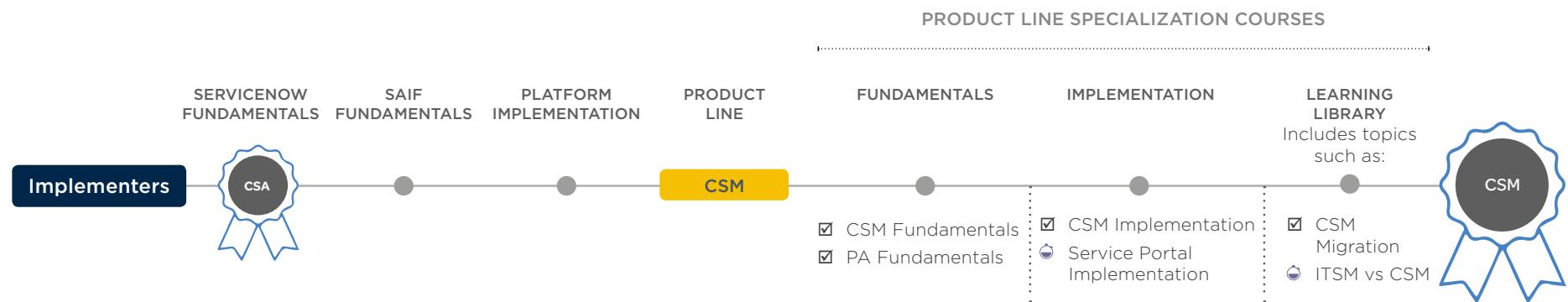
ITOM Implementer



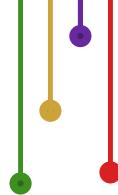
PPM & FM Implementer



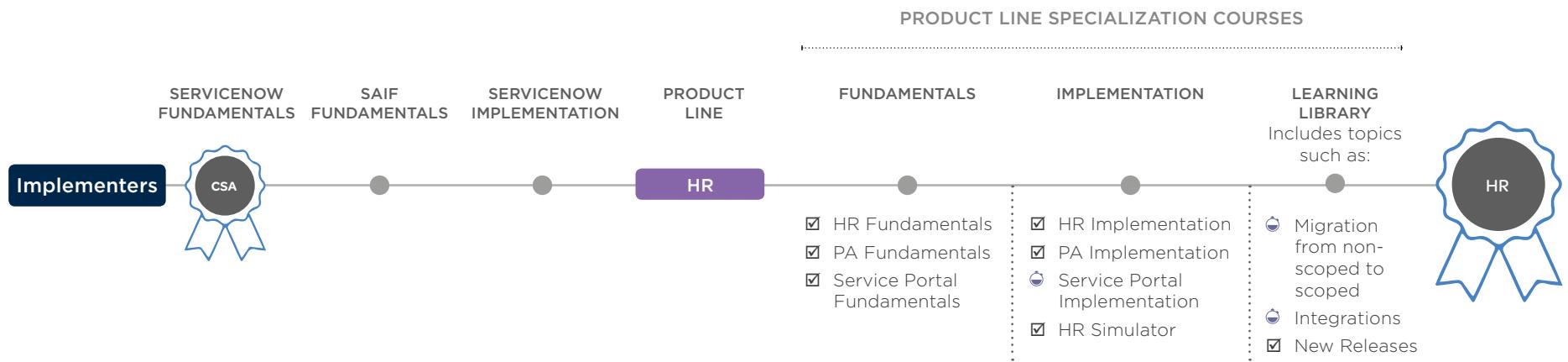
CSM Implementer



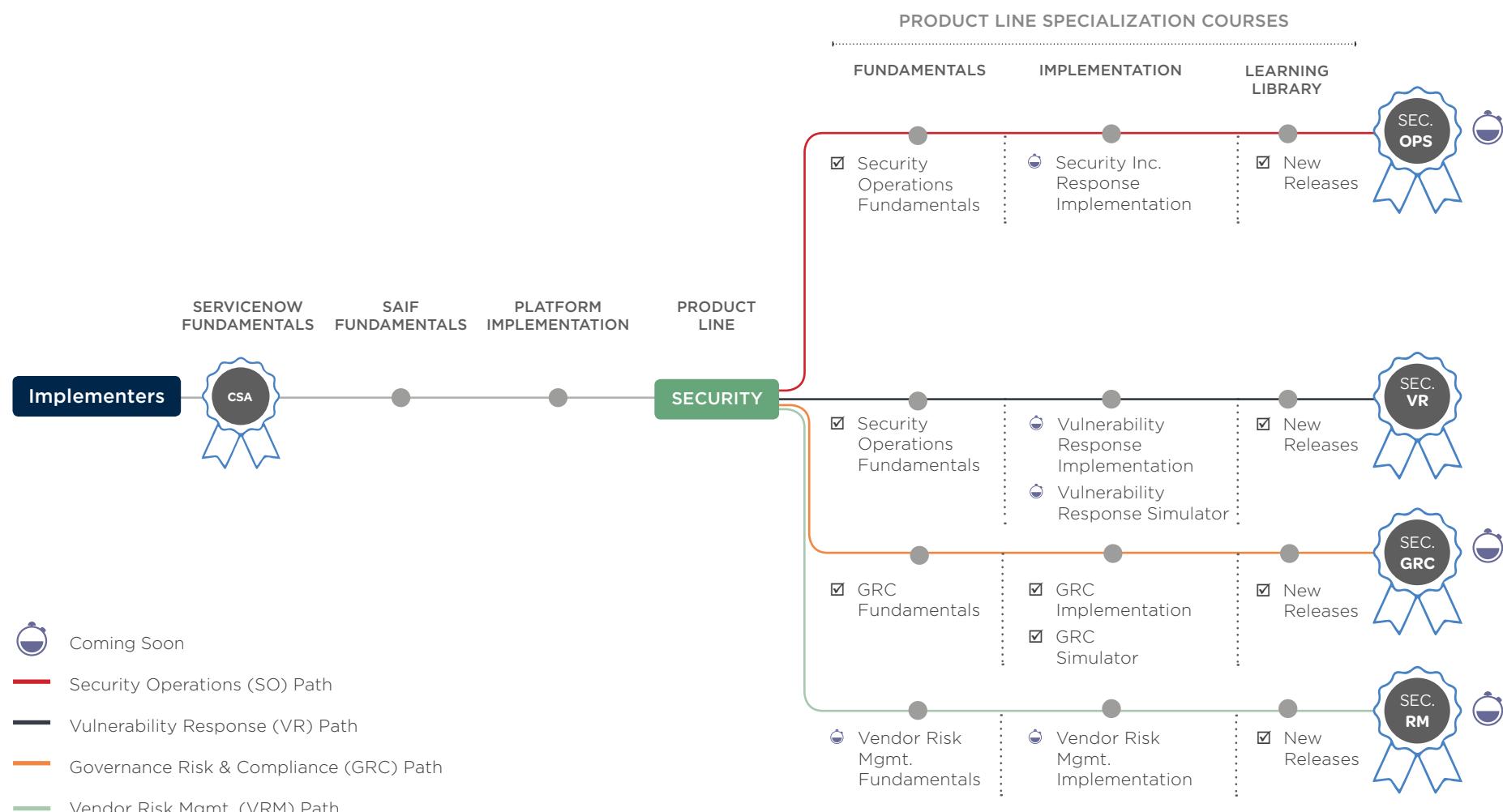
Coming Soon



HR Implementer



Security Implementer



The background of the image features a dark blue-grey color. Overlaid on this are several rounded rectangles of varying sizes and shades of grey. These rectangles overlap each other, creating a sense of depth and texture. Some rectangles are positioned vertically along the right edge, while others are more scattered across the frame.

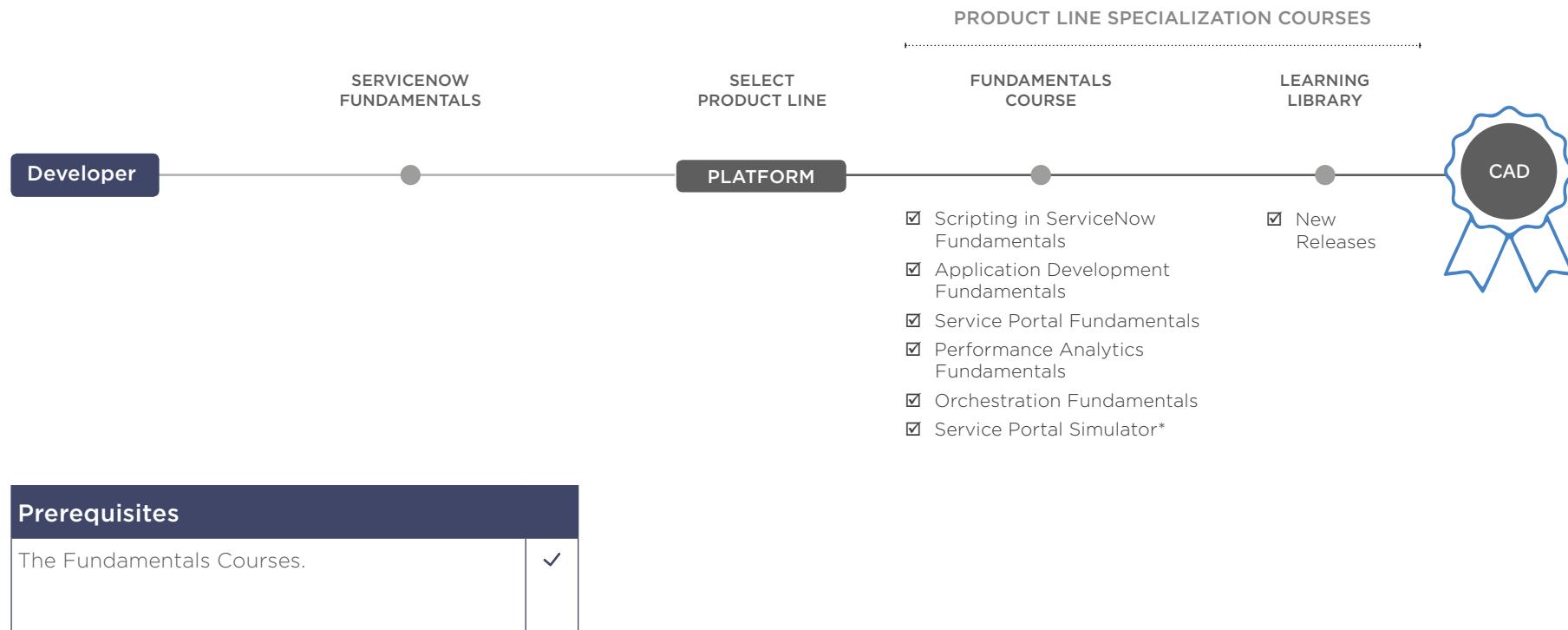
Developer





Developer Path

ServiceNow Developers Path is designed to train candidates on how to create applications by designing application tables, creating and implementing forms, controlling access, and integrating workflows into applications. Candidates are required to pass the Certified Application Developer (CAD) exam before the Certified Application Developer status can be attained.

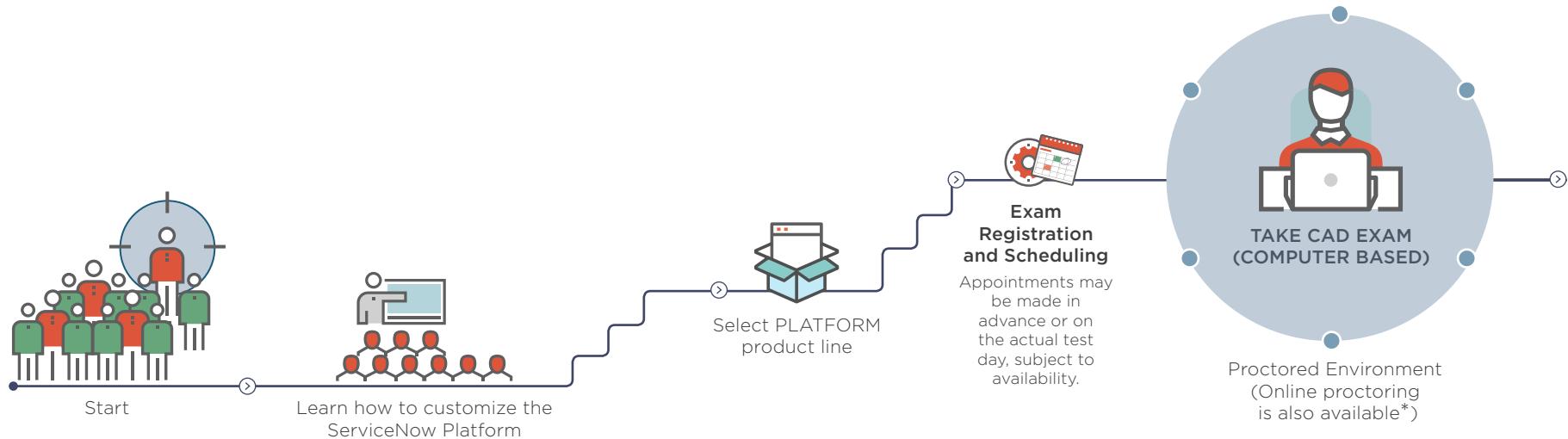


* Simulators are accessible to Partners Only

Certified Application Developer Exam

Demand for ServiceNow developers is growing rapidly. ServiceNow Certified Application Developer exam recognizes that successful candidates have the knowledge and experience to take full advantage of the ServiceNow Platform. Throughout the training and certification programs, attendees learn to create applications by designing application tables, creating and implementing forms, controlling access, and integrating workflows into applications.

ServiceNow Certification Developer exams are computer based exams delivered by ServiceNow testing partner Kryterion, in a proctored environment. Online proctoring is also available. Special needs can be accommodated. Contact Training and Certification (email) for more info.



*



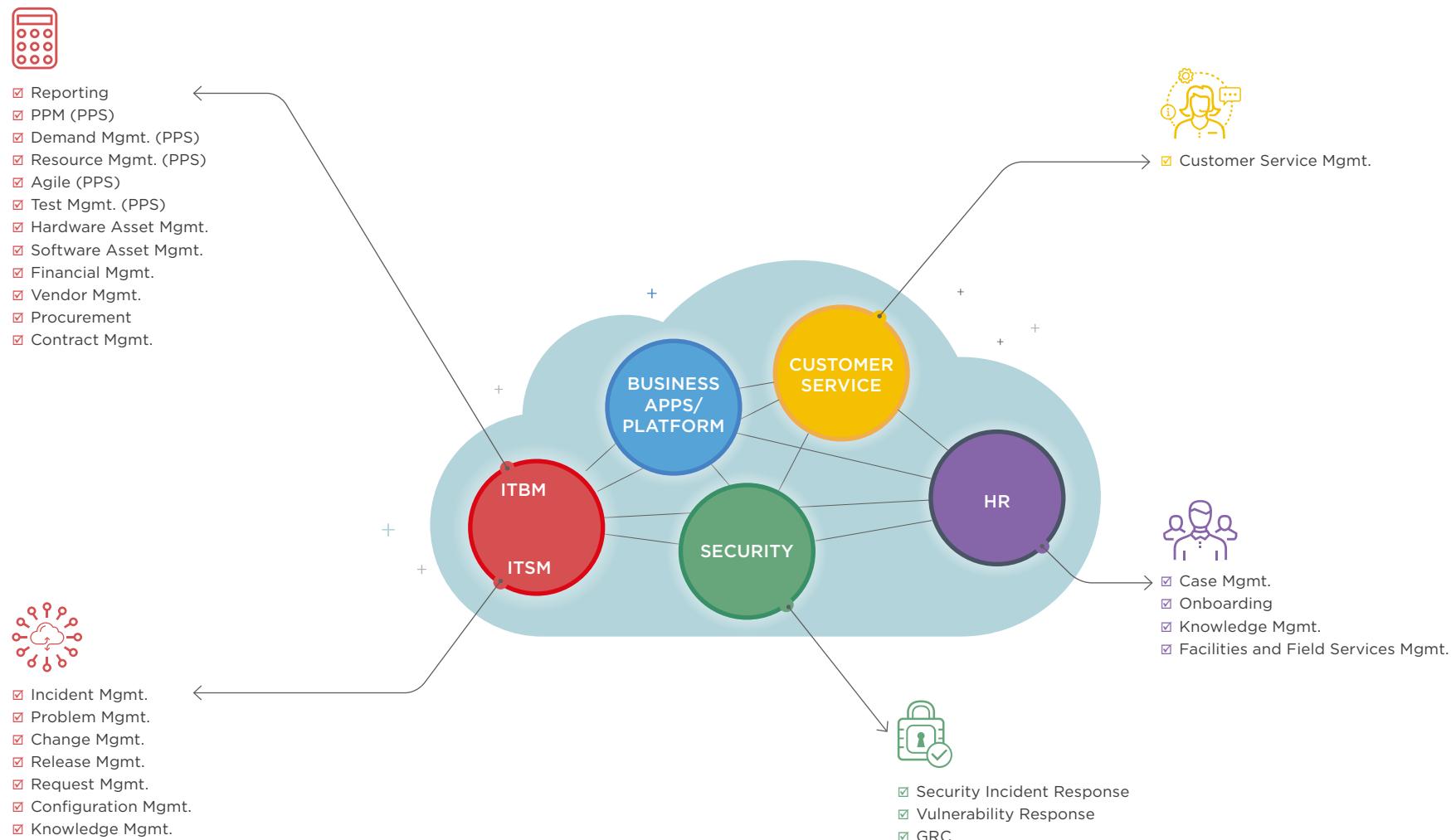
Sharpen your
skills to ensure
effective platform
utilization



Fulfiller Training

Fulfiller Training Paths

\$ - Approx. US\$ 8,000 per process



Fulfiller Training

This training is for Users of the platform who support all your processes. Ensuring that these users are fully trained is critical to the success of your business.

The training we create is customized according to your specific implementation of a ServiceNow application. Delivery is typically 60-90 minutes depending on the complexity of your specific process.

Accelerate your time to value through innovative and engaging training that increases user adoption, helps ensure project success and encourages appropriate software utilization. Whether you are planning to go live with ServiceNow or onboarding new



Fulfiller Training is designed for anyone who manages requests, handles incidents, or resolves issues. (It can apply to anyone outside of IT as well and the terminology can differ).



Training can be delivered directly to your training team via the Train-the-Trainer delivery option

employees to ensure consistency, Fulfiller Training is key. Configuration Mgmt. Database (CMDB) is taught within the context of Incident, Problem, and Change.

Customized Training

ServiceNow experts can develop and deliver customized Fulfiller Training mapped directly to your requirements. Training packages scale from a small group of process owners or trainers to thousands of Fulfillers spread across the globe.

Fulfiller Training is delivered via various formats including:



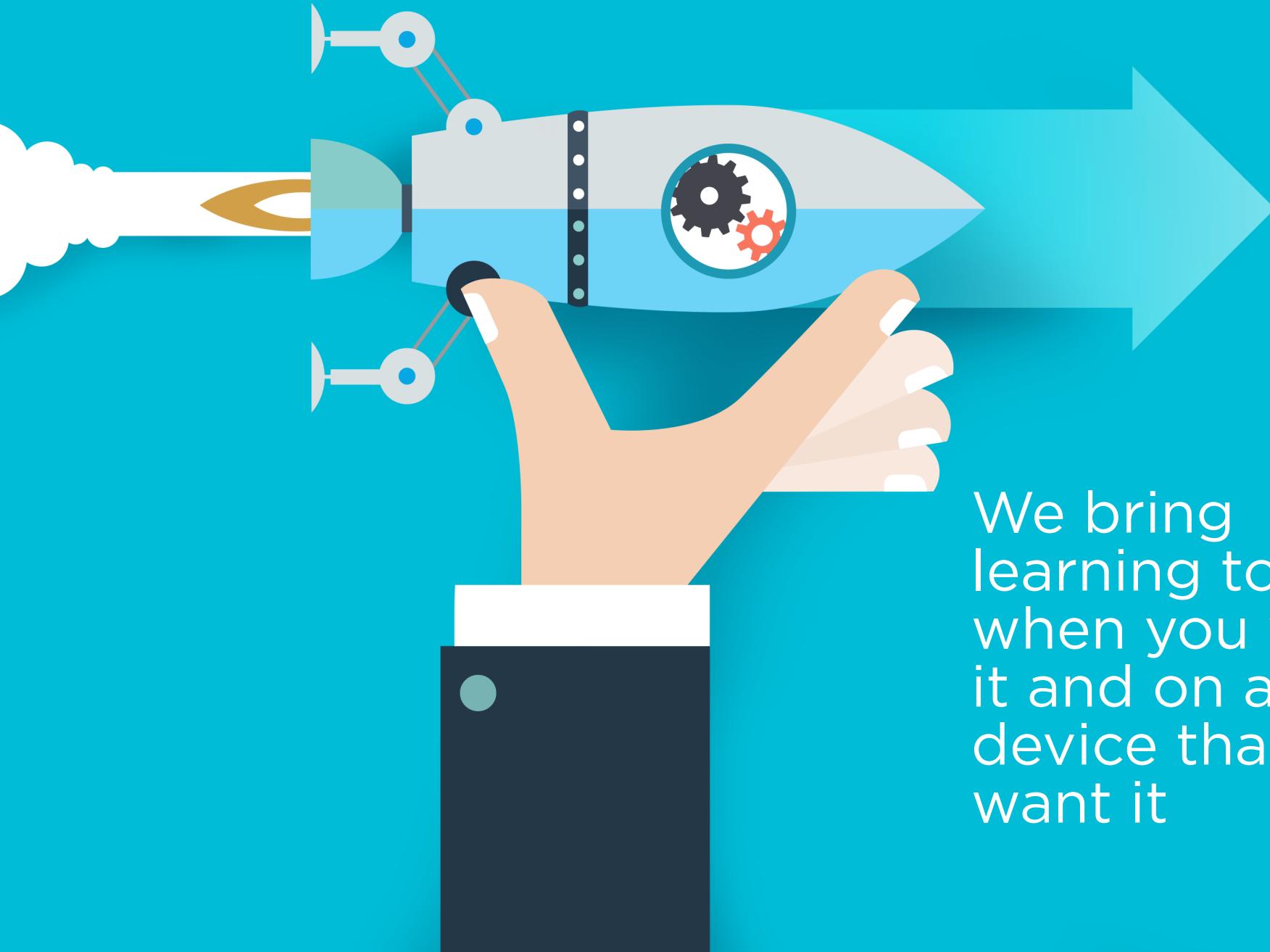
Virtual Instructor-Led Training (VILT)



Instructor-Led Training/In-Person (ILT)



Train-the-Trainer

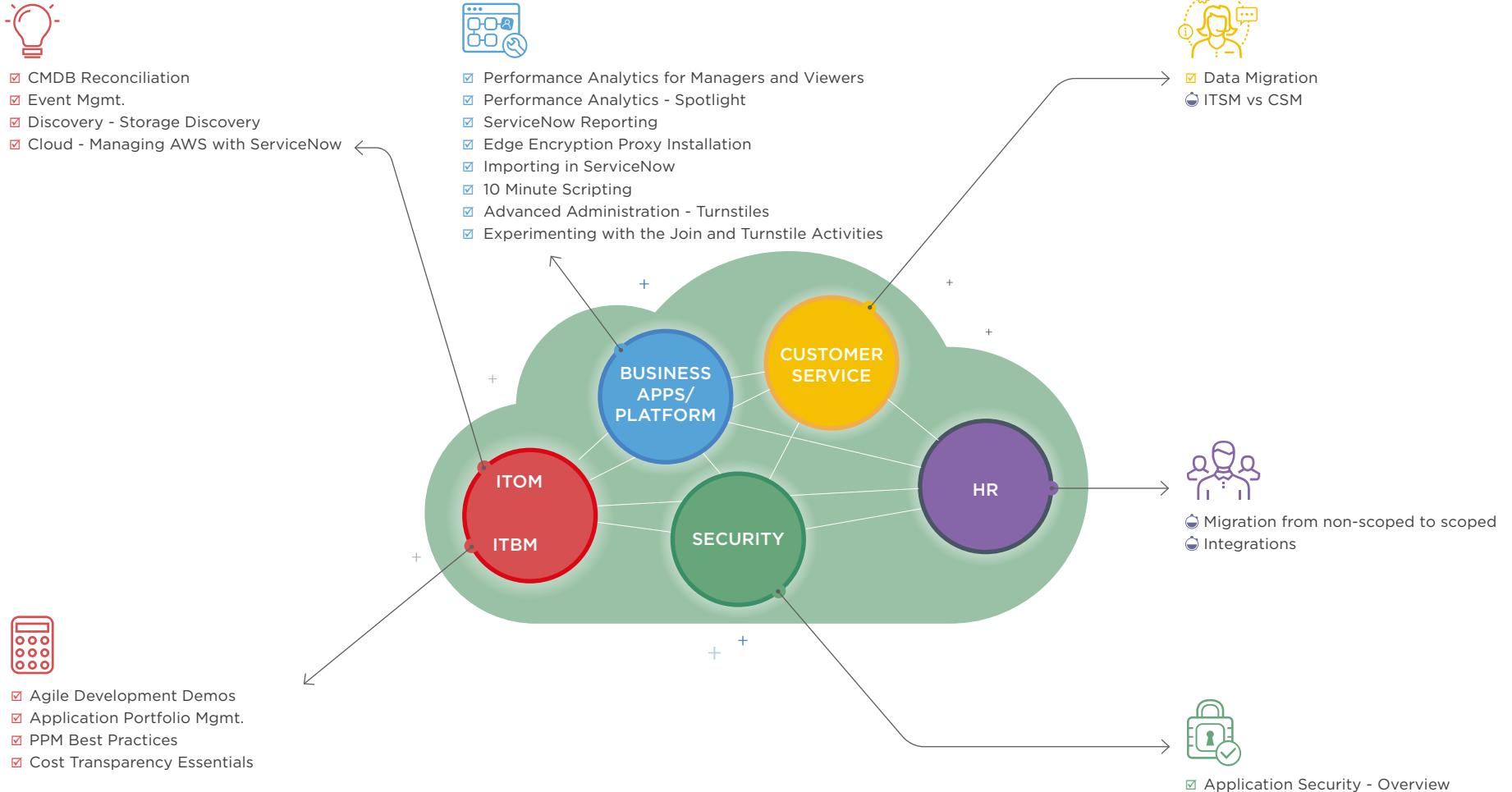


We bring
learning to you
when you want
it and on any
device that you
want it

Learning Library Courses

Unlimited subscription access - Approx. US\$ 1,000 per user, per year

 Coming Soon



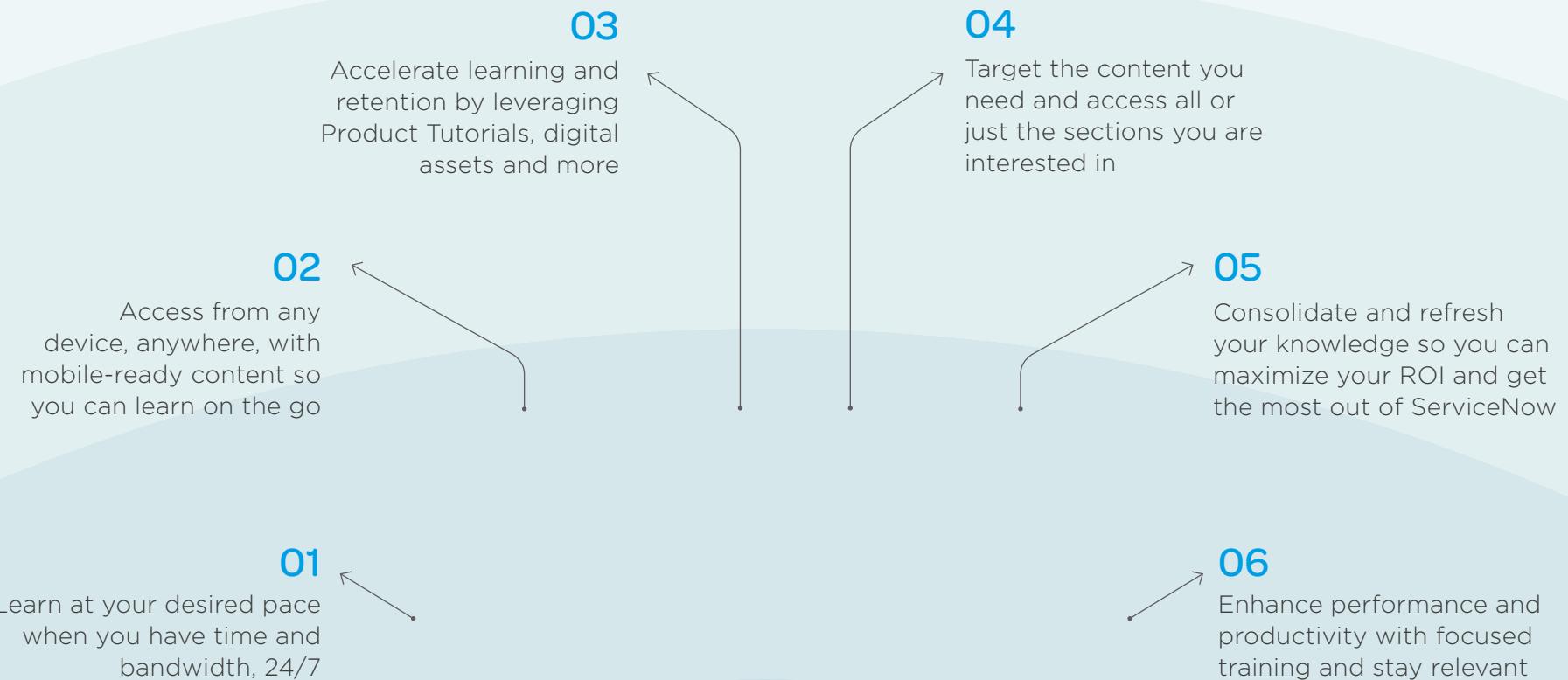
service^{now} Learning Library

Learn on your own schedule, at your desired pace

The ServiceNow® Learning Library provides 24/7 access to a wide variety of learning courses. Training ranges from short videos to detailed tutorials allowing you to learn on a schedule that aligns with your availability. Mobile-ready content provides access at any time and from any location.

The screenshot shows the ServiceNow Learning Library interface. On the left, there's a sidebar with a 'Browse Courses' button and a list of categories: ITOM, ITBM, PLATFORM, PA, and CSM. The main area has a navigation bar with tabs: All, New Topics, Popular (which is selected), Favorites, and My Courses. Below the navigation is a search bar and a user profile for 'Joe Employee'. The main content area displays six course modules in a 2x3 grid. Each module card includes a thumbnail, the course title, the trainer's name and photo, a star rating, and the duration. At the bottom, it says 'Displaying courses 1 - 6 of 30 in total' and shows a navigation bar with 'Previous' and 'Next' buttons, along with page numbers 1 through 5.

Course Title	Trainer	Duration	Rating
Event Management Module 1 - Overview	Alex Darby	1h 20m 0s	4 stars (2) - Intermediate
Event Management Module 2 - MID Servers & Event Sources	Alex Darby	1h 20m 0s	4 stars (1) - Intermediate
CMDB Reconciliation Module 1 - Overview and CI Identifiers	Glenn Pinto	0h 50m 0s	4 stars (1) - All
Event Management Module 3 - Service Mapping & Discovery	Alex Darby	0h 45m 0s	4 stars (0) - Intermediate
Event Management Module 4 - Event Management	Alex Darby	1h 10m 0s	4 stars (1) - Intermediate
Module 1: PA for Managers and Viewers - Introducing Performance Analytics	Joao Oliveira	1h 0m 0s	4 stars (0) - All



service^{now} Simulators

 Simulators are accessible to
Partners ONLY



Real world
experience
in a controlled
environment
so there is no risk



Simulators educate on
ServiceNow product
technology, processes
and implementation best
practices, priorities
and dependencies



Immediately assess
your knowledge
through automated
testing and feedback



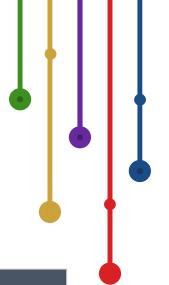
So you know
whether you are on
the right track or
need a bit
more practice!



Simulators are
accessible via our
Partner Portal

* CEdMA Innovation award 2014

ServiceNow award-winning* Simulators help train you to be better prepared for an implementation



ServiceNow Simulators

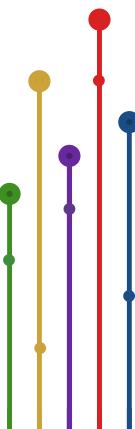
Simulator	Product Line	Product Line Implementation
ITSM Simulator	ITSM	HAM Simulator
		SAM Simulator 
		Change Mgmt. Simulator
		Incident Mgmt. Simulator
		Problem Mgmt. Simulator
		Service Catalog Simulator
	ITBM	Financial Mgmt. Simulator
		PPS Simulator
		Performance Analytics Simulator
	ITOM	Service Mapping Simulator
		Orchestration Simulator
CSM Simulators	CSM	CSM Simulator
HR Simulators	HR	HR Simulator
Security Simulators	Security	Security Operations Fundamentals Simulator
		Vulnerability Response Implementation Simulator
		GRC Simulator
Platform Simulators	Platform	Service Portal Simulator

Index

	Page
Administrator Paths by Product	06
Get Certified – Become Indispensable	04
Implementer Paths by Product	07
Index	40
Learning Library Courses	35
ServiceNow Learning Library	36
ServiceNow Simulators	38
Training Courses	05

	Page
ADMINISTRATOR	11
Administrator Path	12
CSM Administrator	16
HR Administrator	17
PPM & FM Administrator	15
ITOM Administrator	14
ITSM Administrator	13
Security Administrator	18
DEVELOPER	27
Certified Application Developer Exam	29
Developer Path	28
Prerequisites	28

	Page
IMPLEMENTER	19
CSM Implementer	24
HR Implementer	25
Implementer Path	20
ITOM Implementer	22
ITSM Implementer	21
PPM & FM Implementer	23
Prerequisites	20
Security Implementer	26
FULFILLER TRAINING	31
Customized Training	33
Fulfiller Training Paths	32
SERVICENOW FUNDAMENTALS	09
Certified System Administrator Exam	10
ServiceNow Fundamentals Course	10





Developer

Administrator

ServiceNow
Learning Library

Fulfiller
Training

Learn on your own schedule,
at your desired pace.
The ServiceNow Learning Library contains over 27 courses to include
of learning paths including basic concepts, core skills, and advanced
modules and is built on a flexible learning model with self-paced
video-ready content provided to cover every need.





Start your certification path today