


# 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  icon to return to the table of contents.

## [System Administrator Learning Path](#)

## [Developer Learning Paths](#)

## [Platform and Process Owner Learning Paths](#)

## [Implementer Learning Paths](#)

[Application Portfolio Management](#)

[Customer Service Management](#)

[Employee Workflows](#)

[Field Service Management](#)

[Risk and Compliance](#)

[Third-Party Risk Management](#)

[Business Continuity Management](#)

[Environmental, Social, and Governance Management](#)

[IT Asset Management](#)

[IT Operations Management](#)

[IT Service Management](#)

[Now Intelligence](#)

[Security Operations](#)

[Service Provider](#)

[Strategic Portfolio Management](#)

[Industry-specific: Accounts Payable Operations](#)

[Industry-specific: Financial Services Operations](#)

[Industry-specific: Operational Technology](#)

[Industry-specific: Public Sector Digital Services](#)

[Industry-specific: Healthcare and Life Sciences Service Management](#)

[Industry-specific: Clinical Device Management](#)

[Industry-specific: Manufacturing Commercial Operations](#)

[Industry-specific: Telecommunications, Media, and Technology](#)


[Industry-specific: Telecommunications Network Inventory](#)

[Industry-specific: Telecommunications Service Management](#)

[Industry-specific: Telecommunications Service Operations Mgmt](#)

# Document Guide

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

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

## Icon Legend

## Abbreviations

|   |                                     |
|---|-------------------------------------|
|  | No charge, On Demand Course         |
|  | 500 LC, On Demand Course            |
| <b>2D</b>   | 1,900 LC, 2-day ILT Course          |
| <b>3D</b>   | 2,700, 3-day ILT Course             |
|  | Mainline Certification              |
|  | Micro Certification                 |
|  | Accreditation                       |
|  | Delta Exams                         |
| <b>ILT</b>  | Instructor-led Training             |
| <b>CIS</b>  | Certified Implementation Specialist |
| <b>CSA</b>  | Certified System Administrator      |
| <b>CAD</b>  | Certified Application Developer     |
| <b>CAS</b>  | Certified Application Specialist    |
| <b>LC</b>   | Learning Credit                     |

# System Administrator

Learning Path



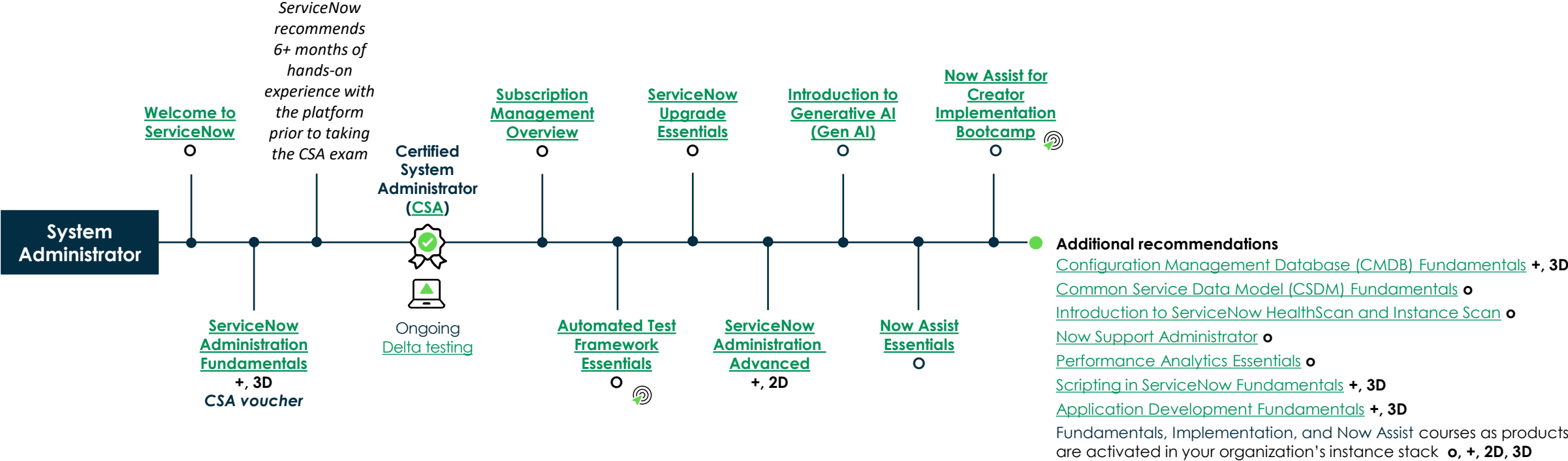


# System Administrator

## 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.

Access the System Administrator path in Now Learning [here](#).



# Developer

Learning Paths





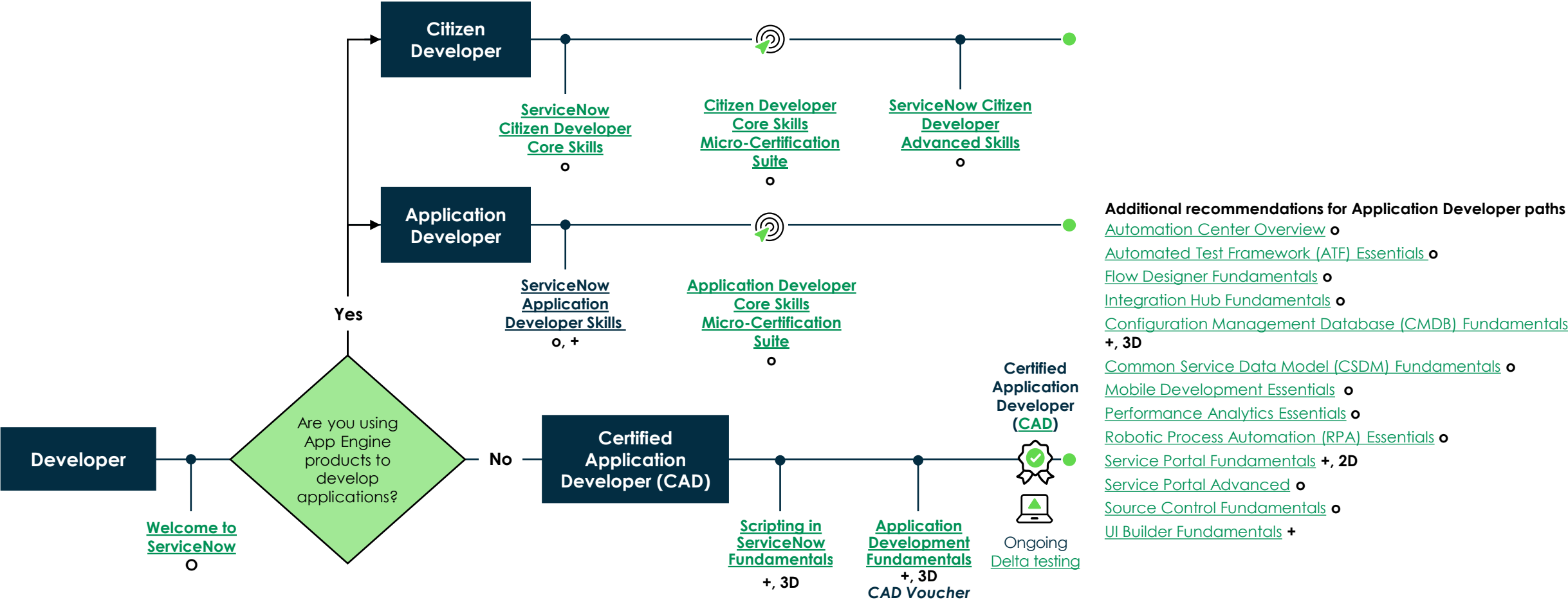


# Developer

## 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.

Access the Certified Application Developer path in Now Learning [here](#).



# Process and Platform Owner

Learning Paths





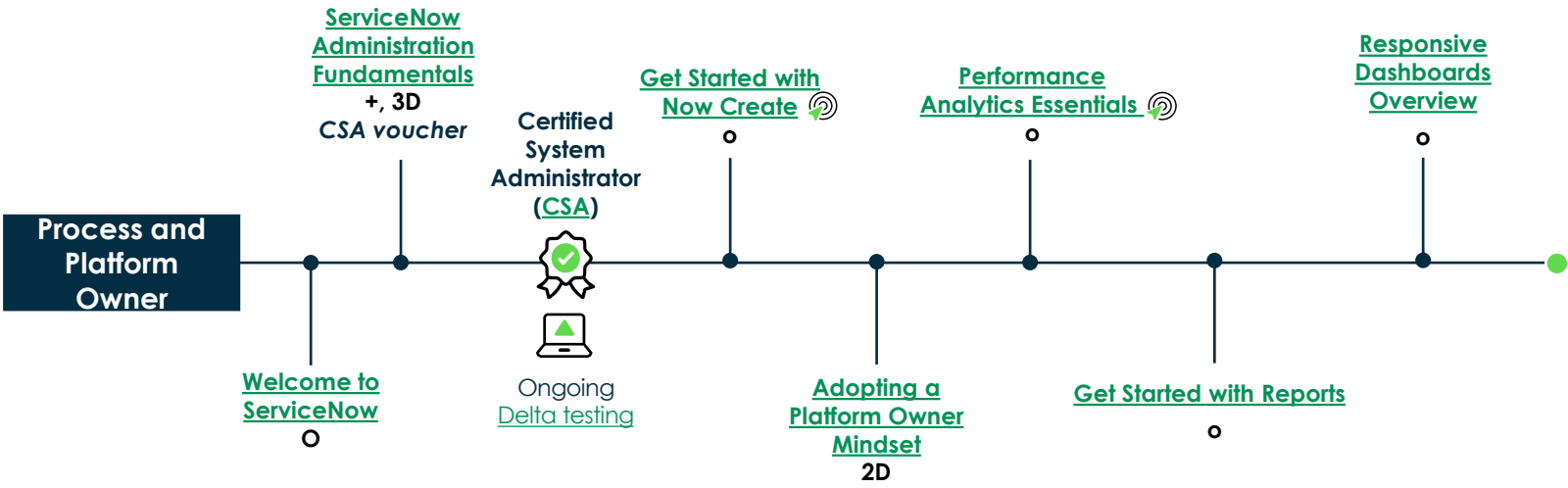


# Process and Platform Owner

## 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.

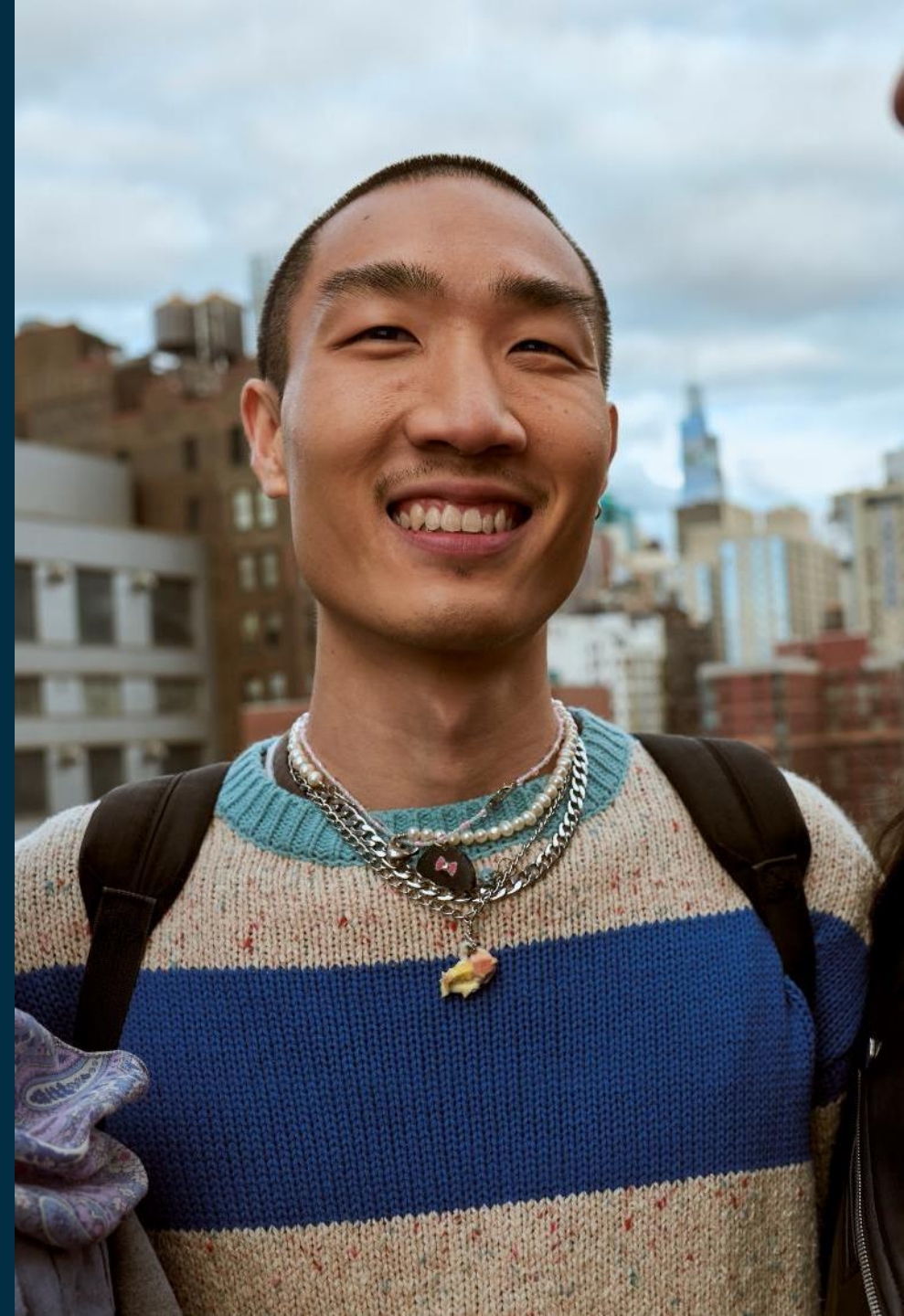
Access the Process and Platform Owner path directly from Now Learning [here](#).



- Additional recommendations
- [Product Line-specific Fundamentals course\(s\)](#)
- o, +, 2D, 3D
  - *IT Service Management (ITSM)*
  - *Customer Service Management (CSM)*
  - *Etc.*

# Implementer

Learning Paths



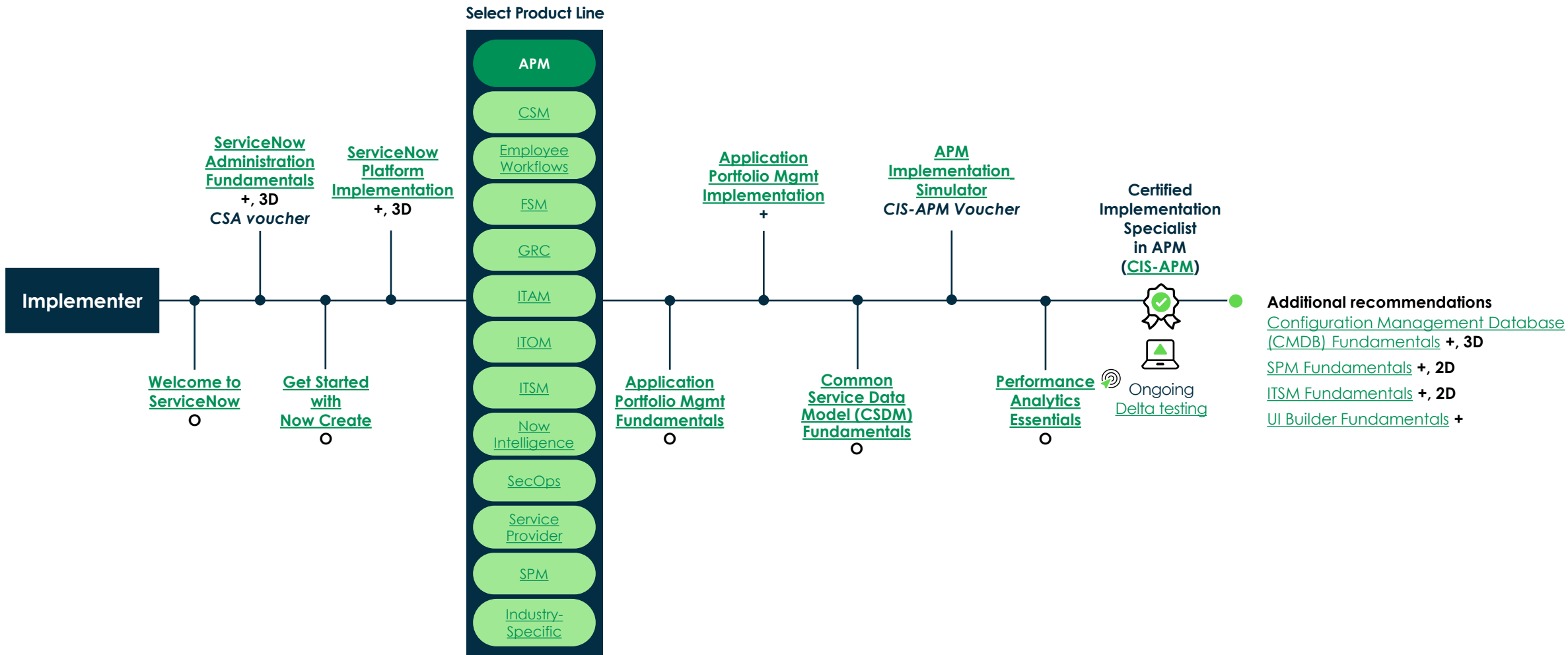


# Application Portfolio Management

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



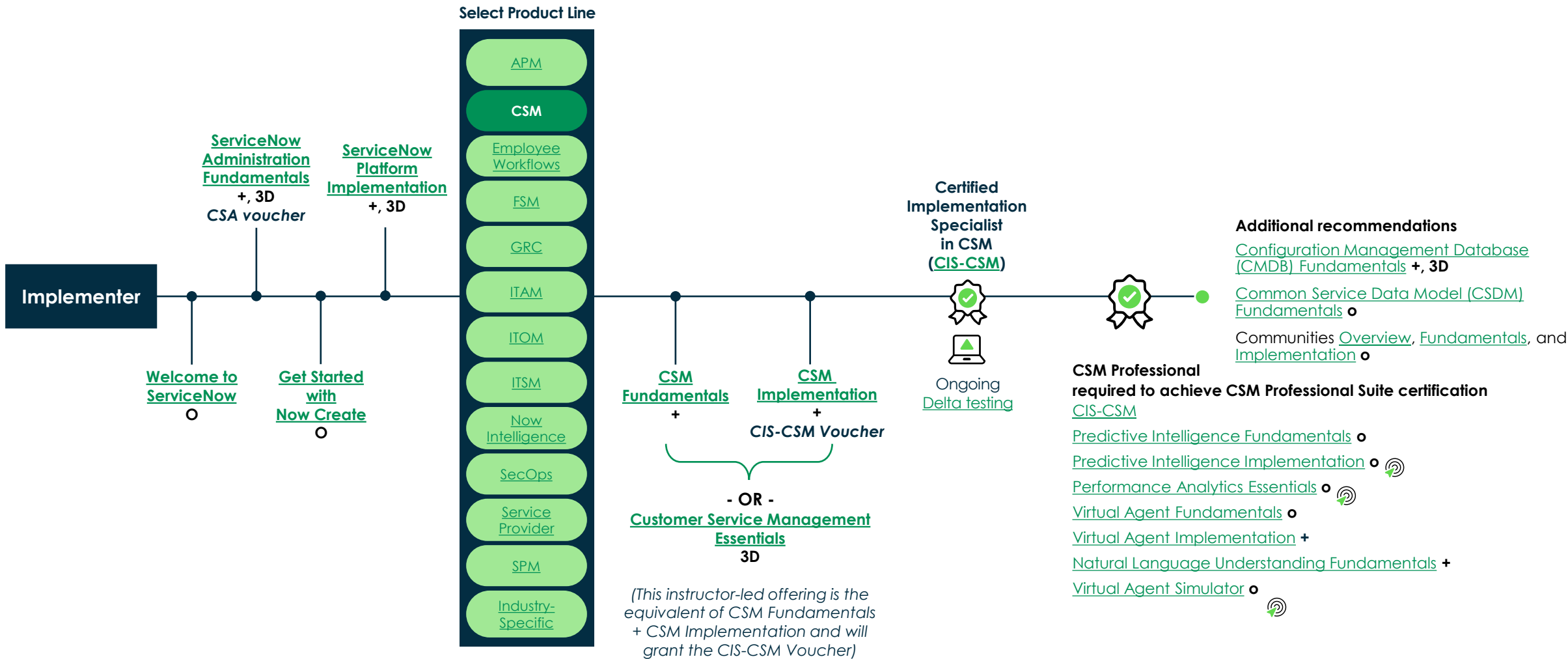


# Customer Service Management

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

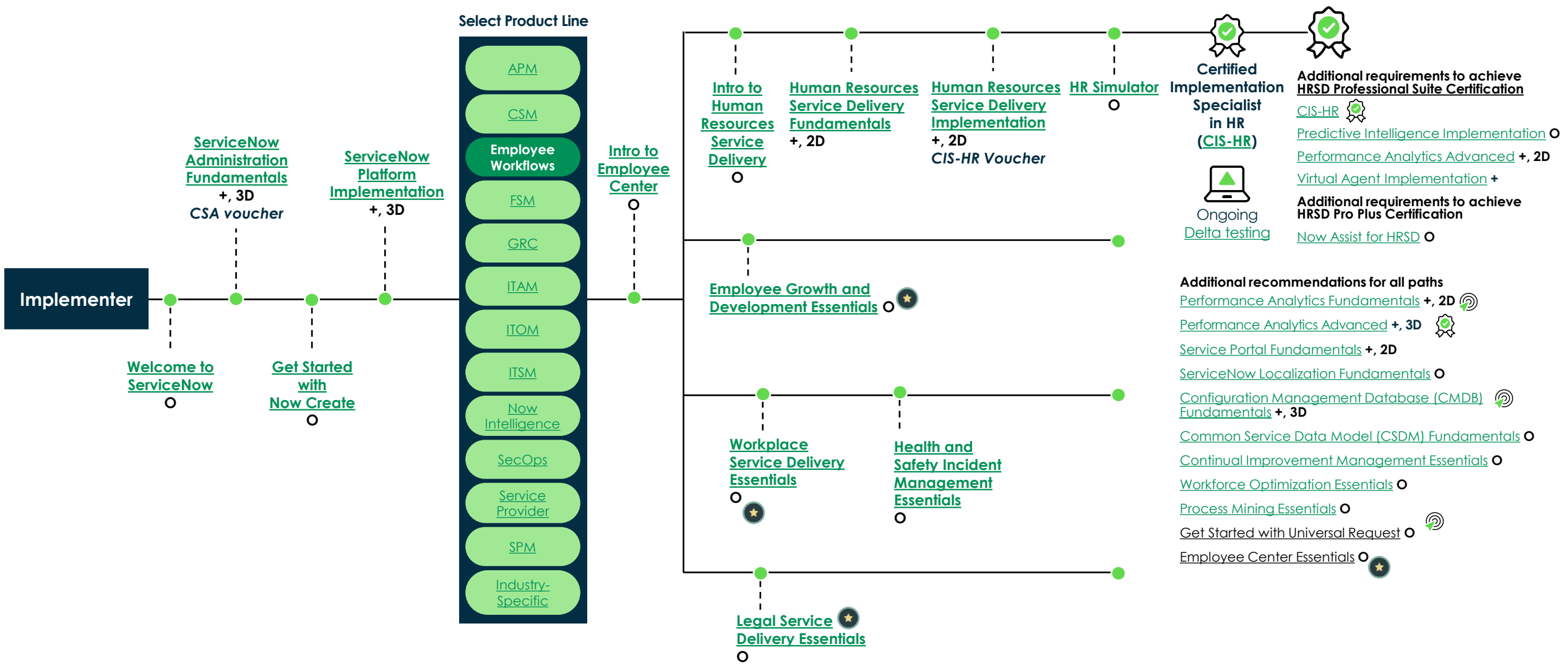




# Employee Workflows

## 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.





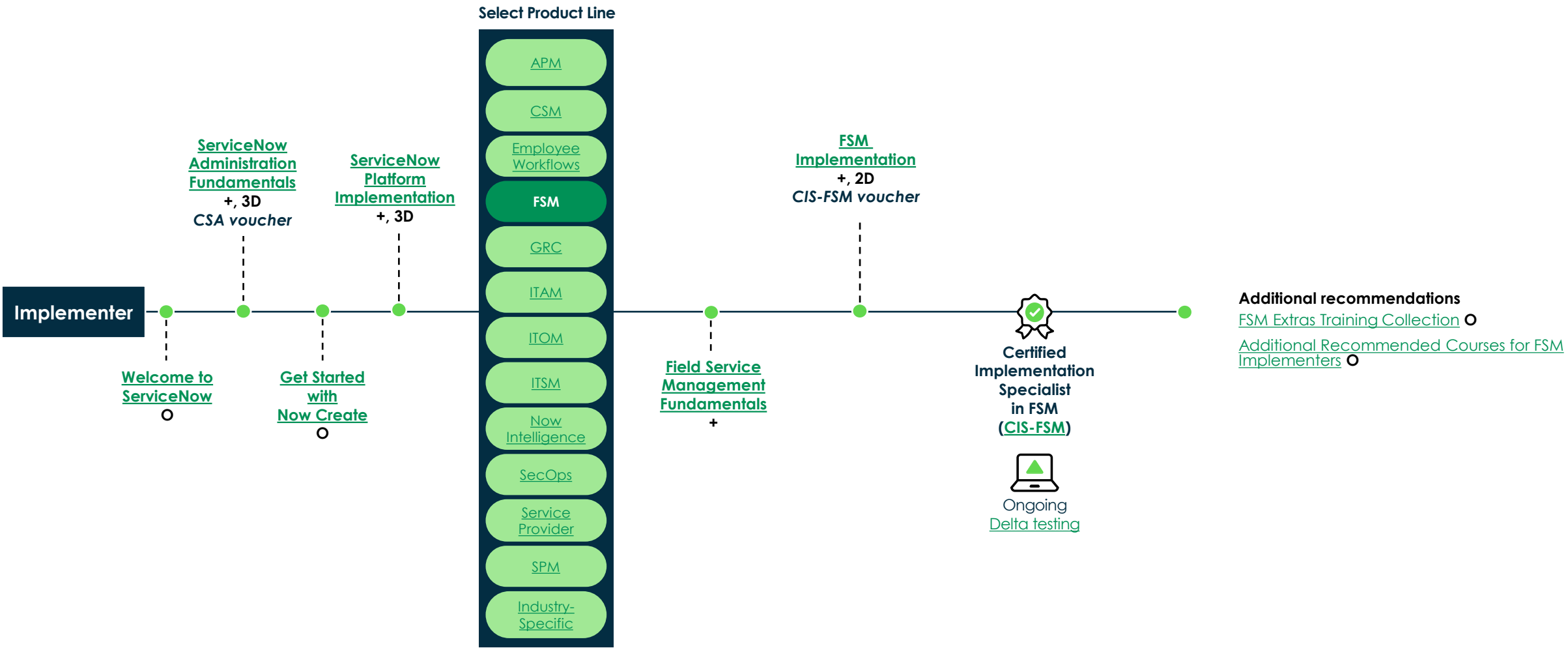


# Field Service Management

## 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 in Now Learning [here](#).



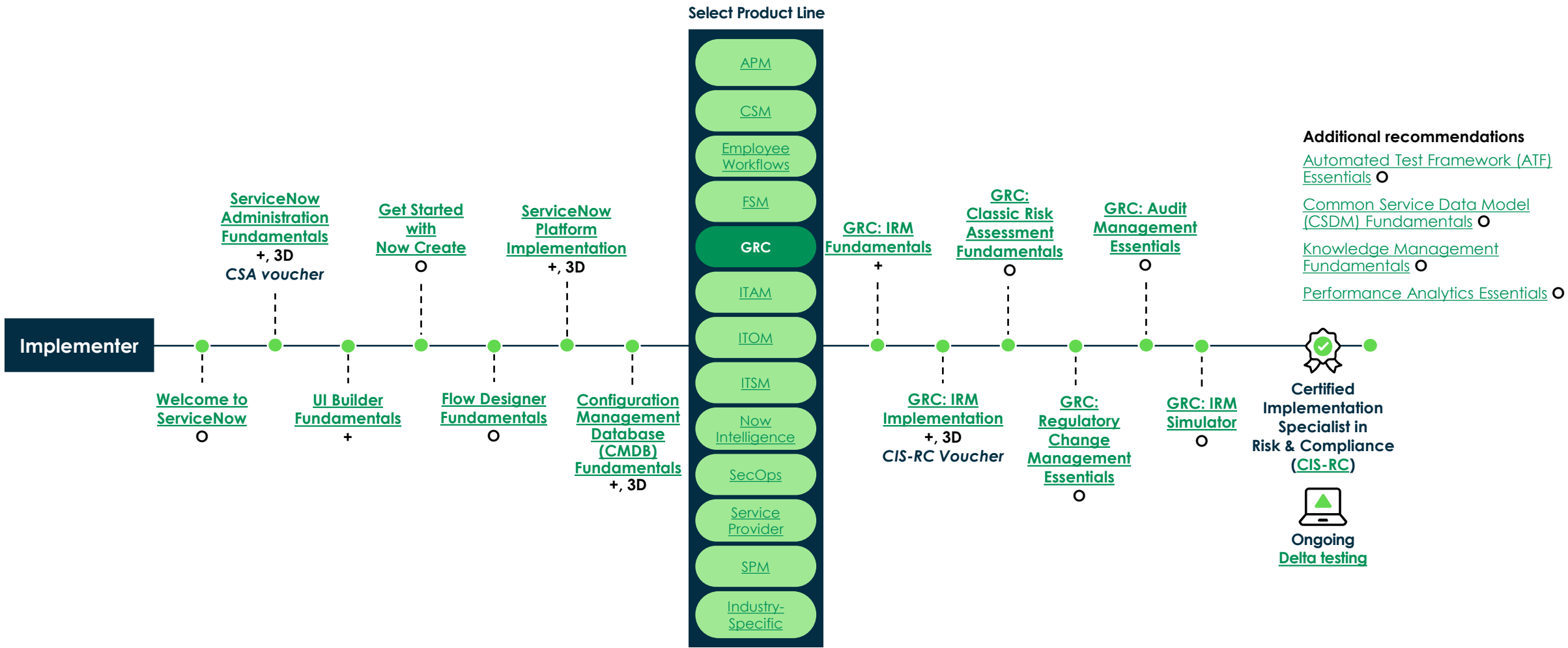


# Risk and Compliance

## 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 Risk and Compliance path in Now Learning [here](#).



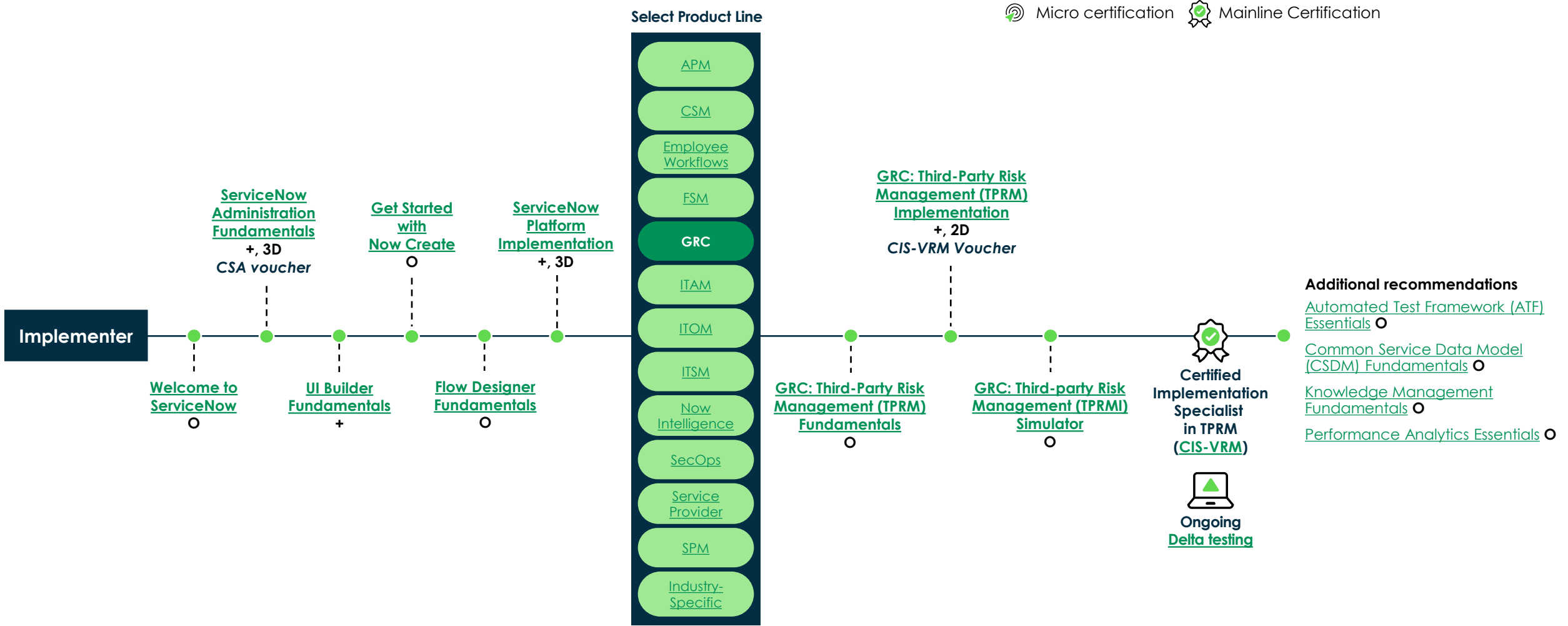


# Third-Party Risk Management

## 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 in Now Learning [here](#).



Micro certification Mainline Certification

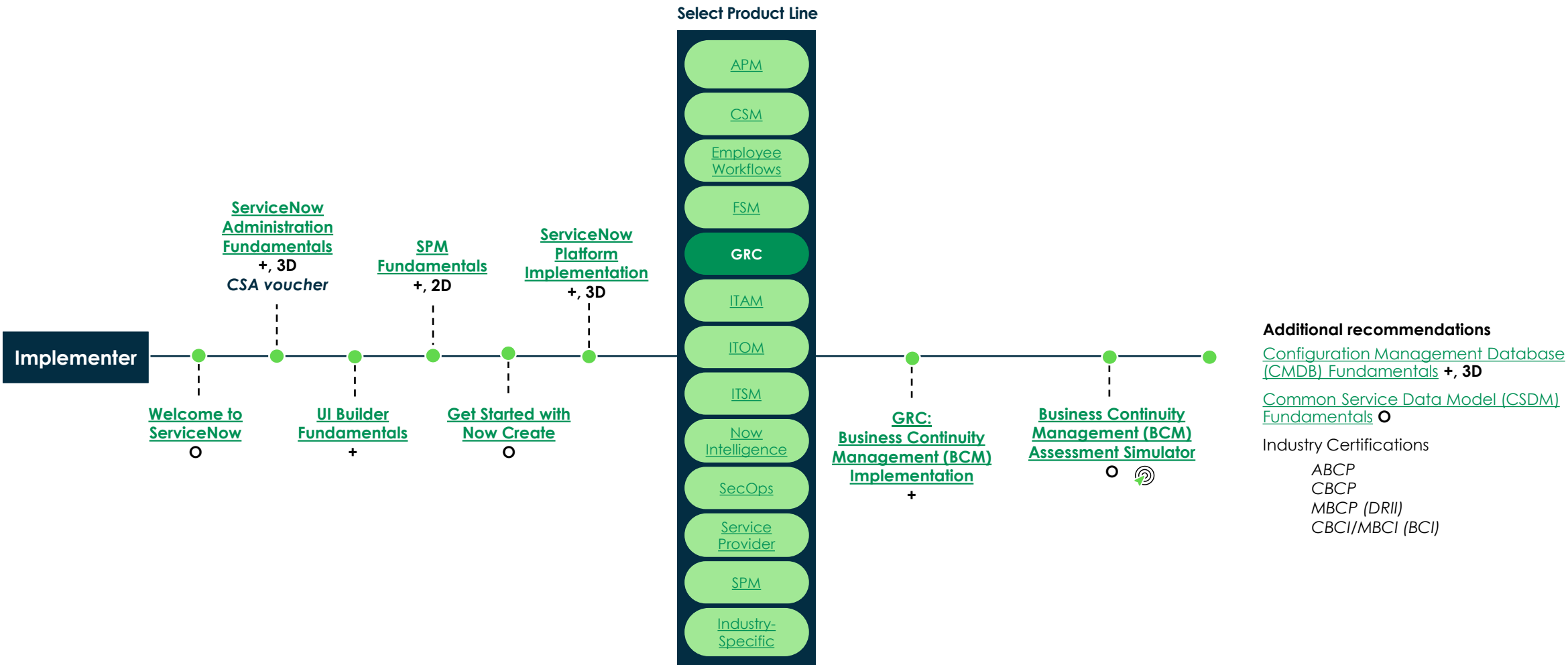


# Business Continuity Management

## 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 in Now Learning [here](#).



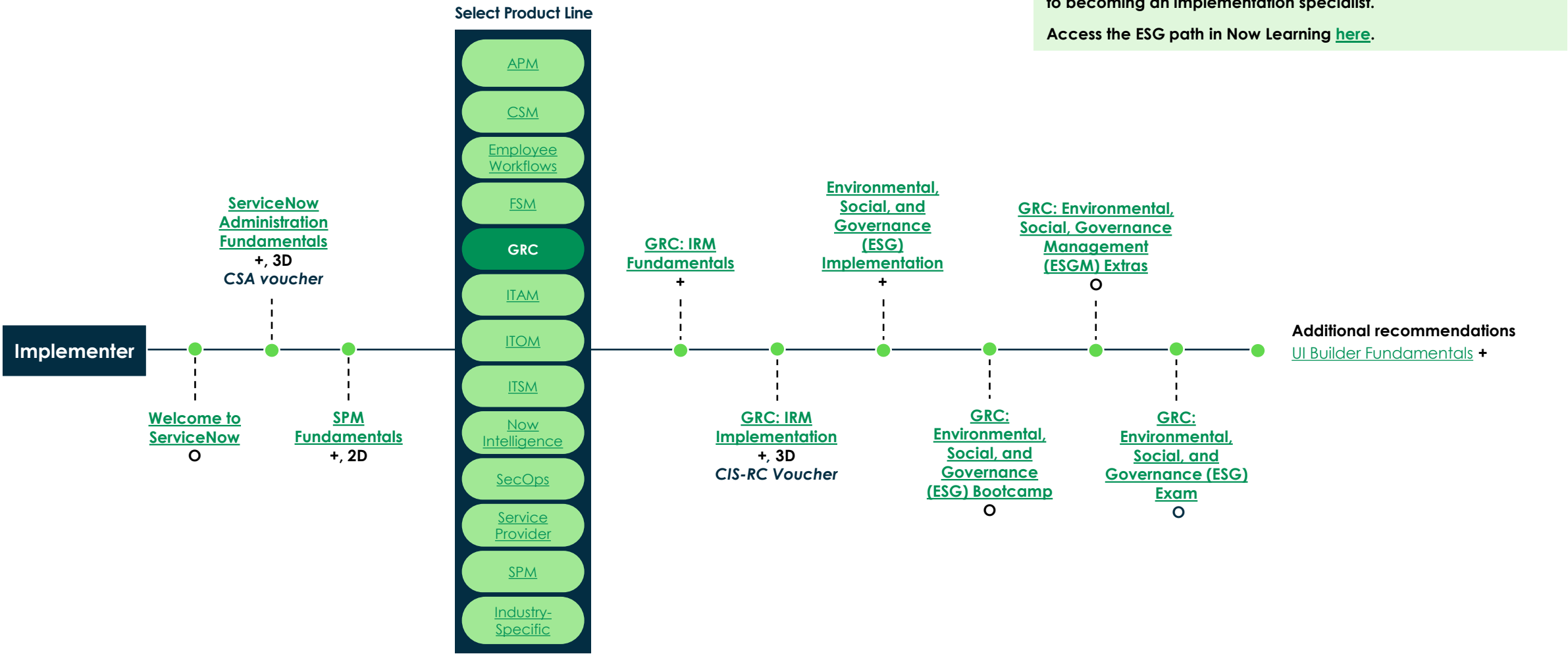


# Environmental, Social, and Governance Management

## 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 in Now Learning [here](#).

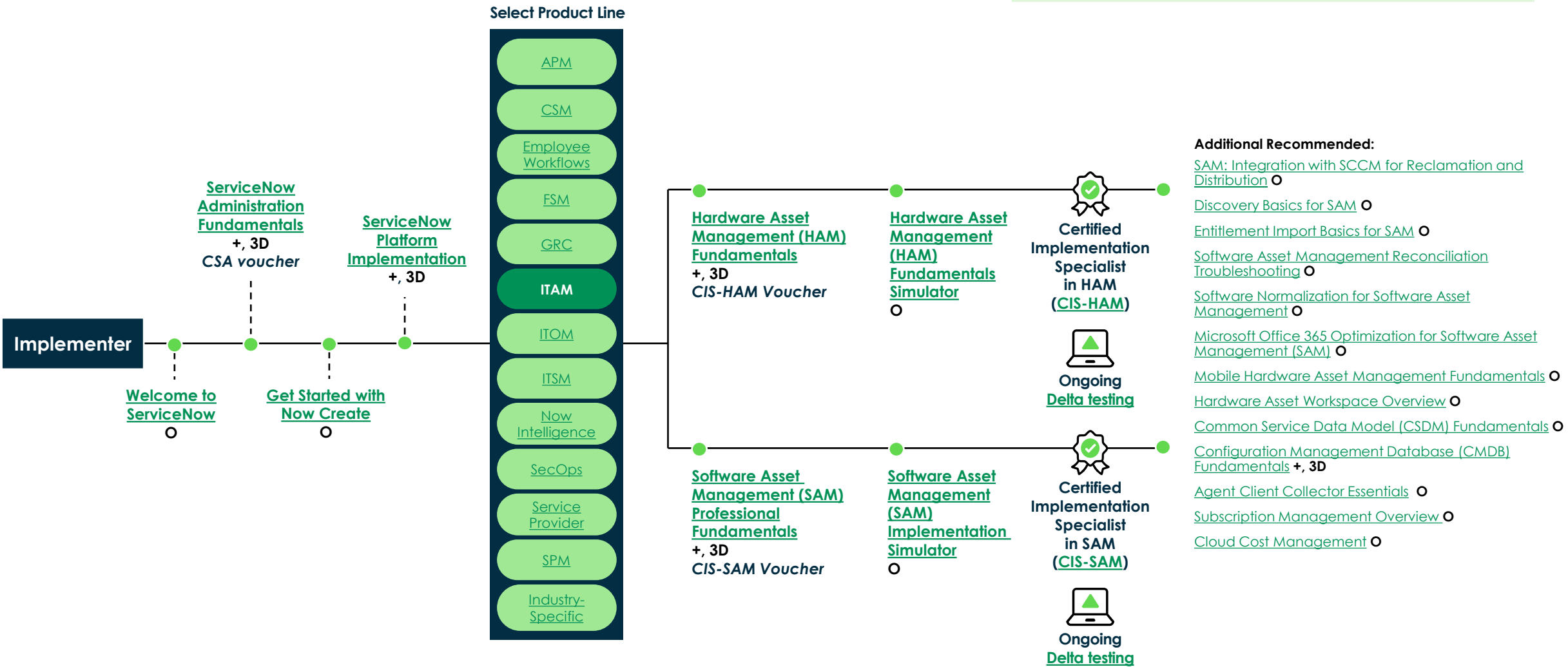






# IT Asset Management

## 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.

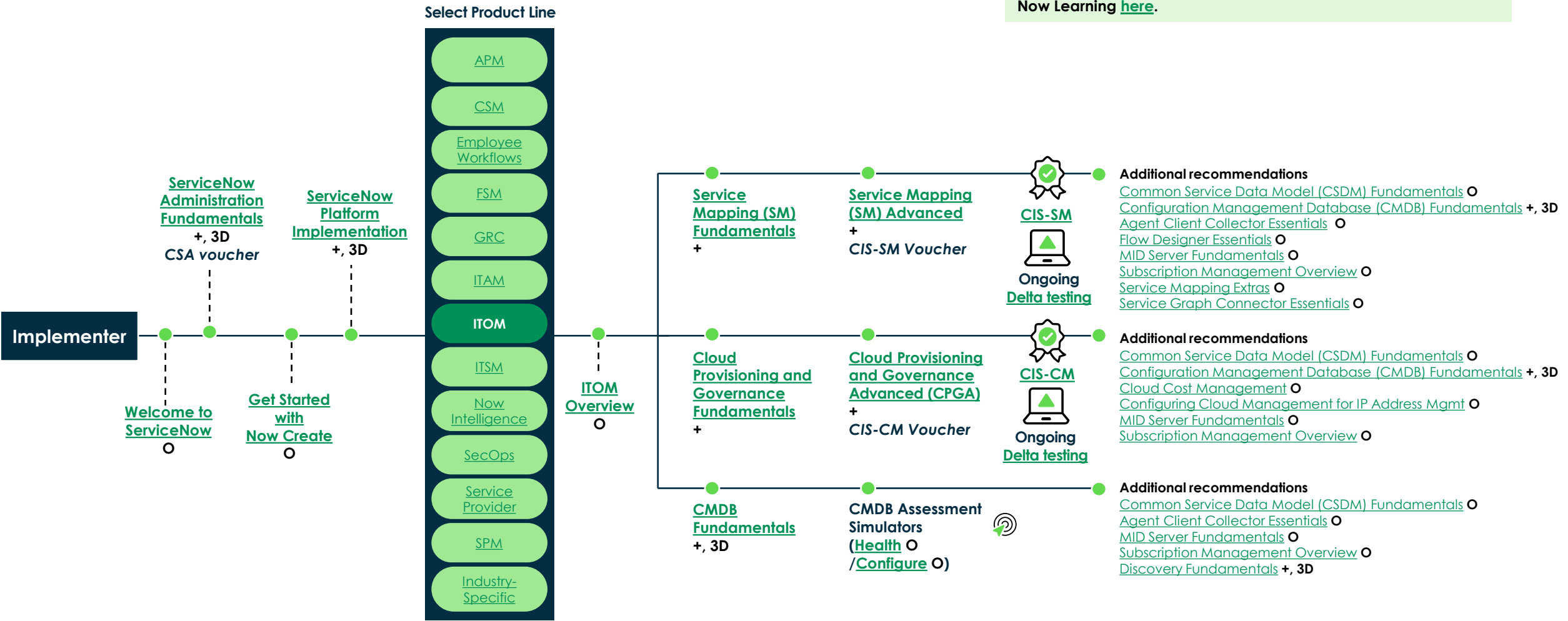
Access the HAM path in Now Learning [here](#).

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



# 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.

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

Access the Cloud Provisioning and Governance path directly in Now Learning [here](#).



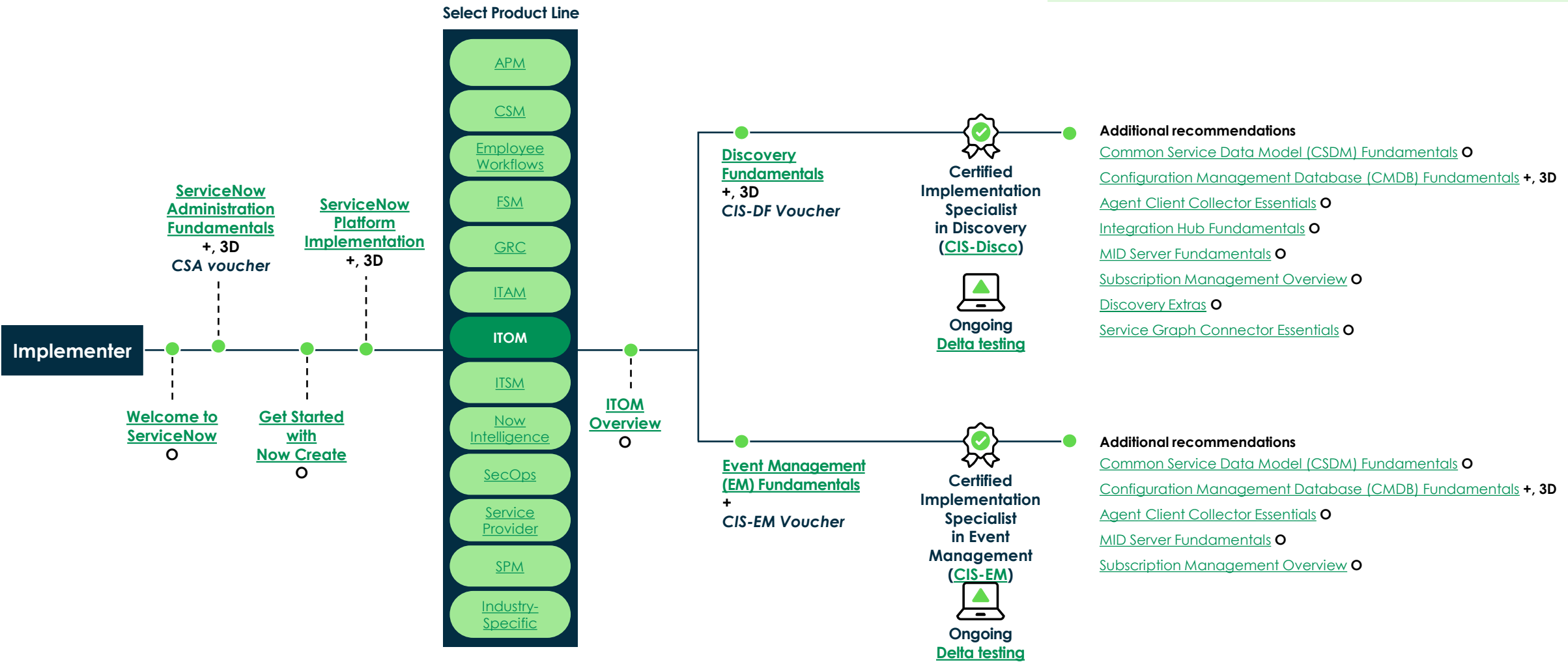
# IT Operations Management

## Implementer Learning Paths (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 Now Learning [here](#).

Access the Event Management path in Now Learning [here](#).



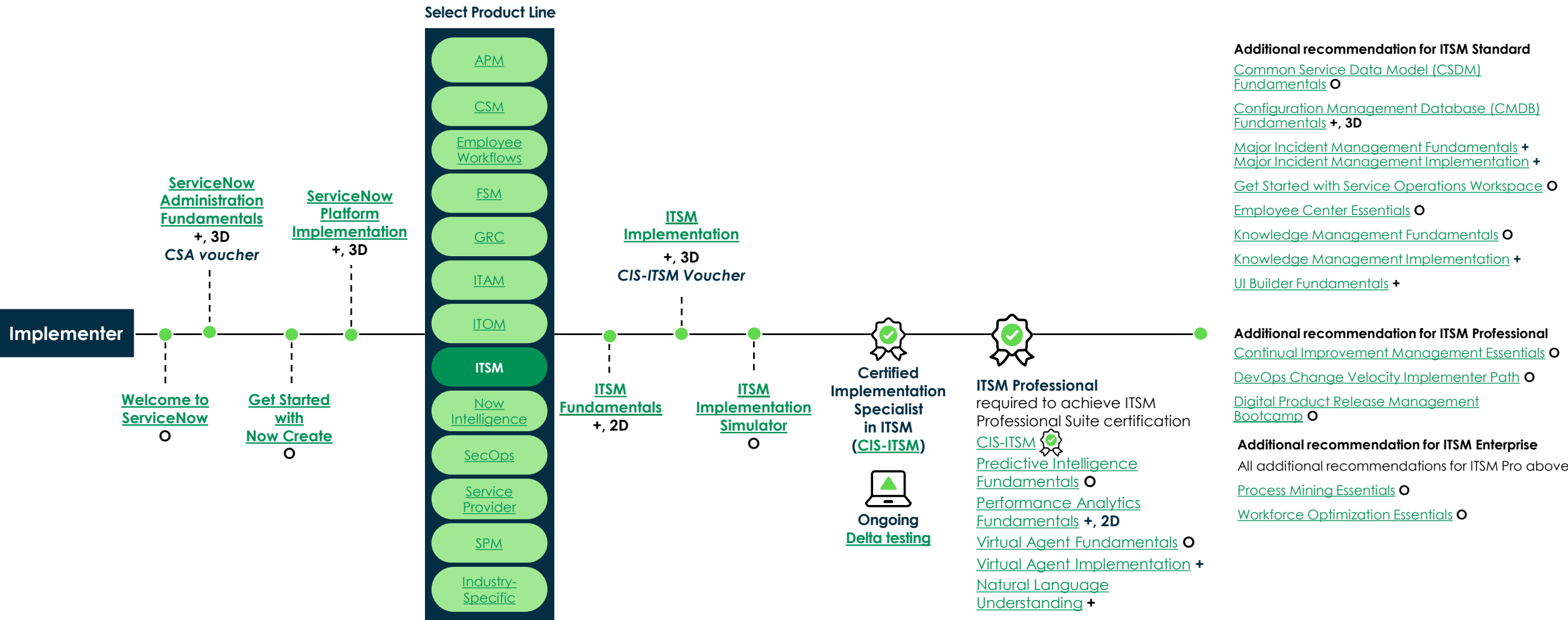


# IT Service Management

## 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 in Now Learning [here](#).

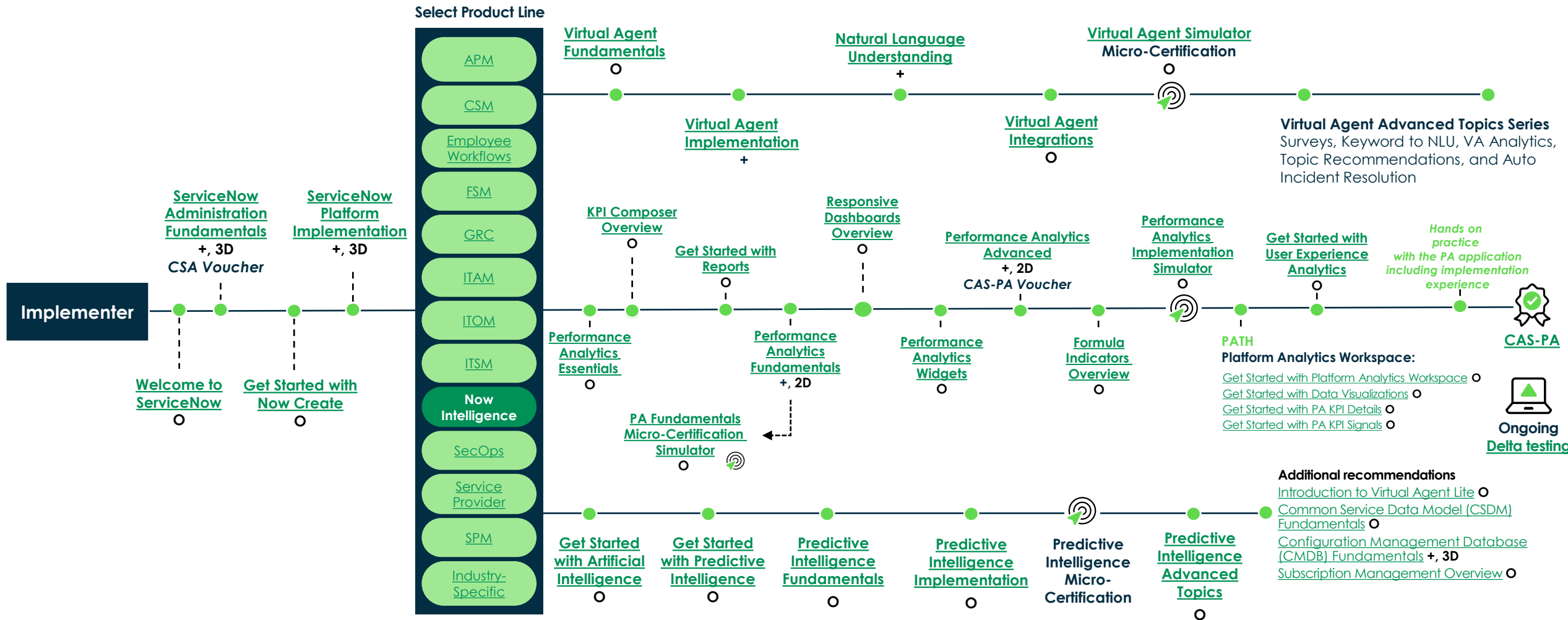




# Now Intelligence

## 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.







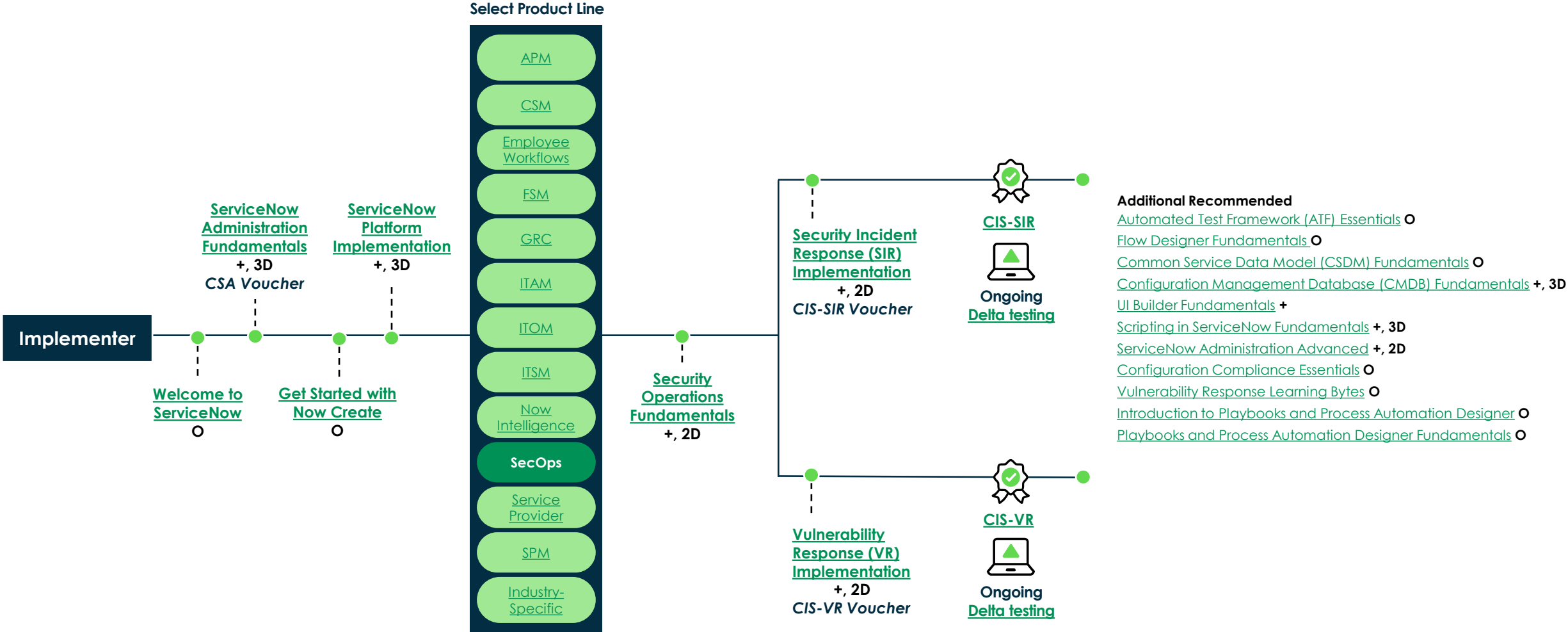
# Security Operations

## 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.

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

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



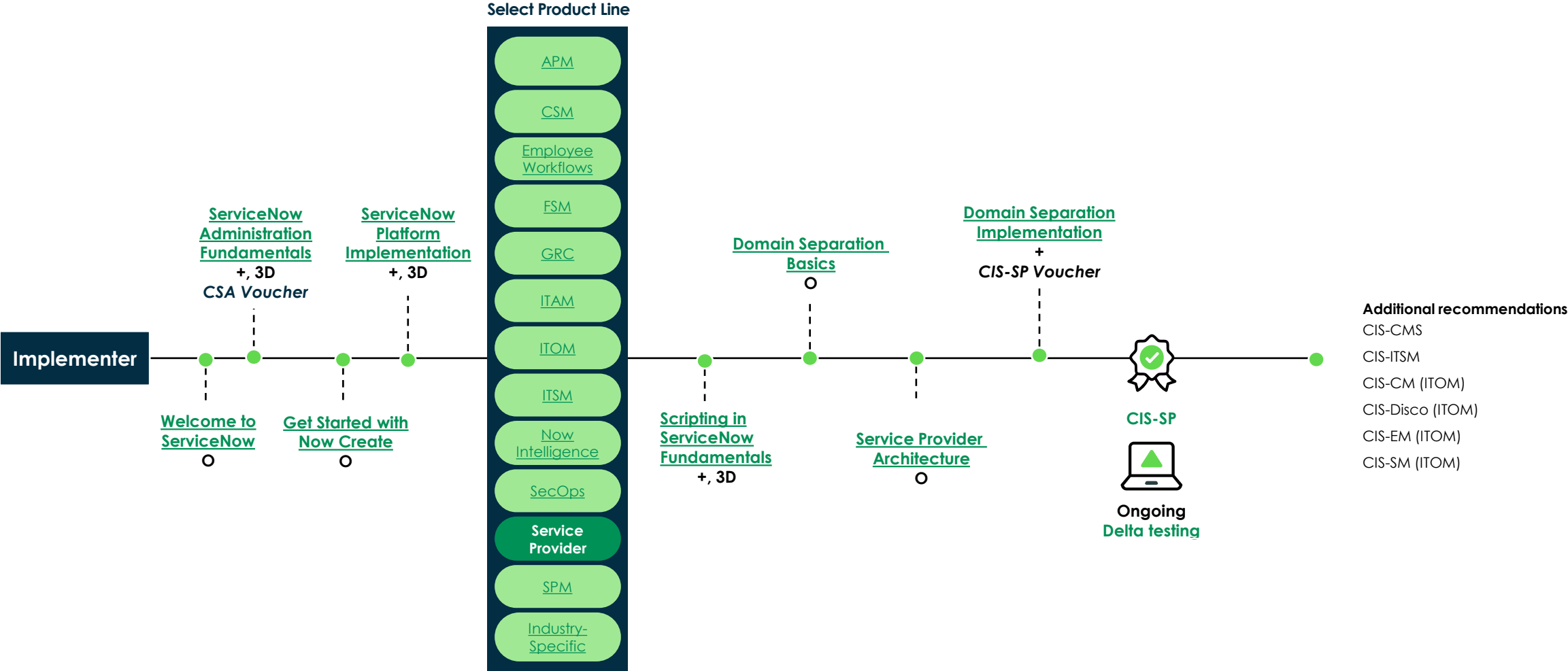


# Service Provider

## 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 in Now Learning [here](#).



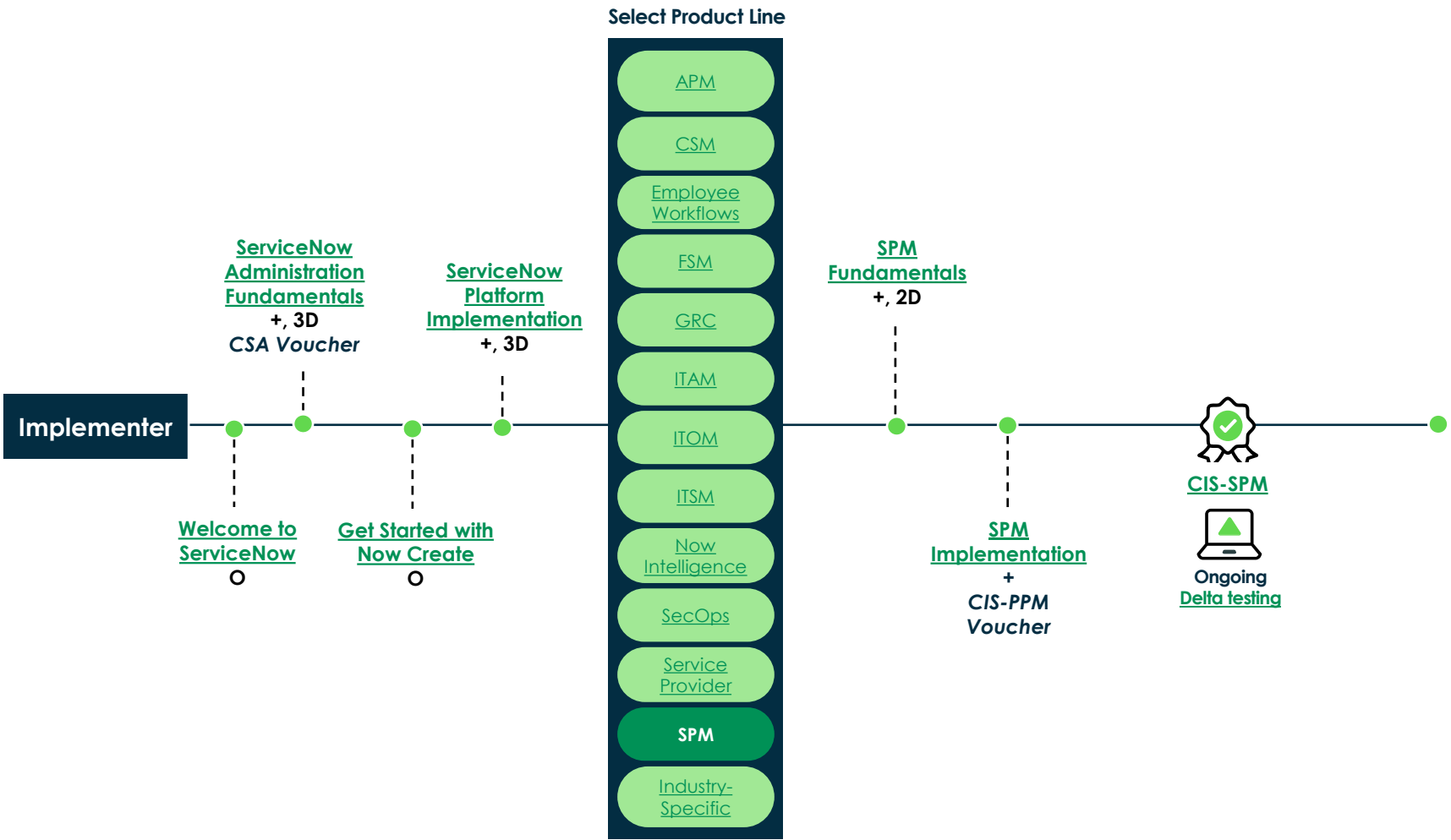


# Strategic Portfolio Management

## 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 in Now Learning [here](#).



- Additional recommendations for SPM Standard**
- SPM Financial Planning: Baseline Migration to Next Exp ○
  - SPM Implementation Simulator ○
  - Common Service Data Model (CSDM) Fundamentals ○
  - Configuration Management Database (CMDB) Fundamentals +, 3D
  - UI Builder Fundamentals +
  - Flow Designer: Introduction ○
  - DevOps Change Velocity Implementer Path ○
- Additional recommendations for SPM Professional**
- CIS-SPM ○
  - Strategic Planning Essentials ○
  - Agile Development Implementer Path ○
  - SAFe Fundamentals ○ & SAFe Implementation ○
  - Get Started with Hybrid Project Management ○
  - Investment Funding Fundamentals ○
  - Predictive Intelligence Fundamentals ○
  - Virtual Agent Implementer Path ○
  - Process Mining Essentials ○
  - Performance Analytics Application Specialist Path ○

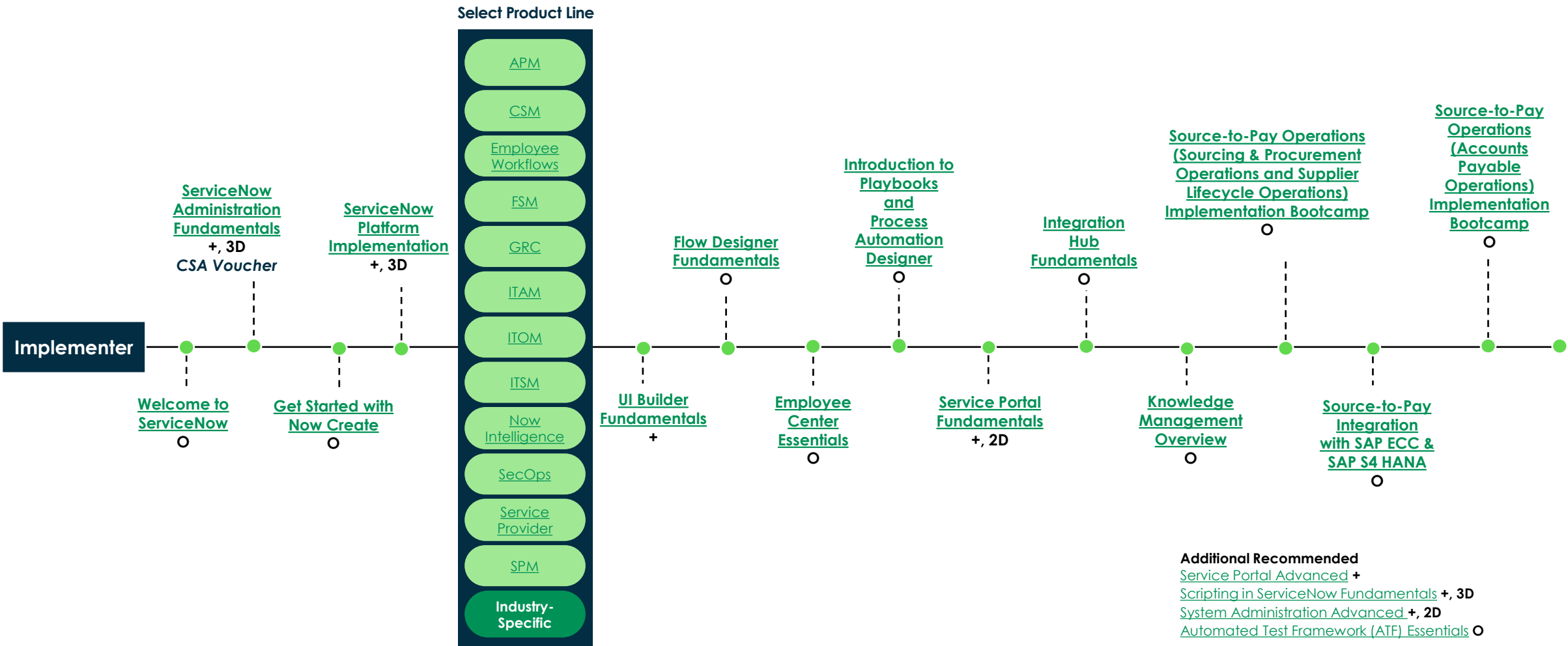


# Accounts Payable Operations

## 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.

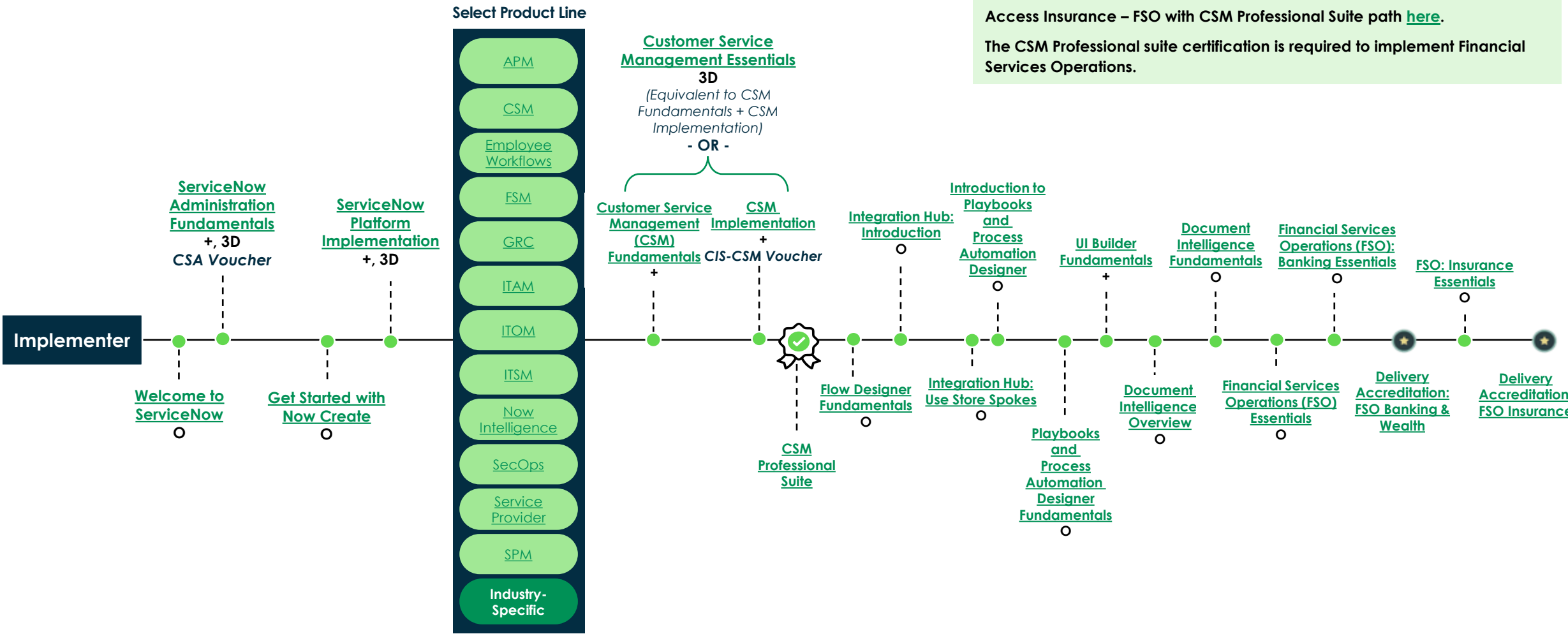
Access the APO path in Now Learning [here](#).





# 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](#).

Access Banking & Wealth Mgmt - FSO with CSM Professional Suite path [here](#).

Access Insurance – FSO with CSM Professional Suite path [here](#).

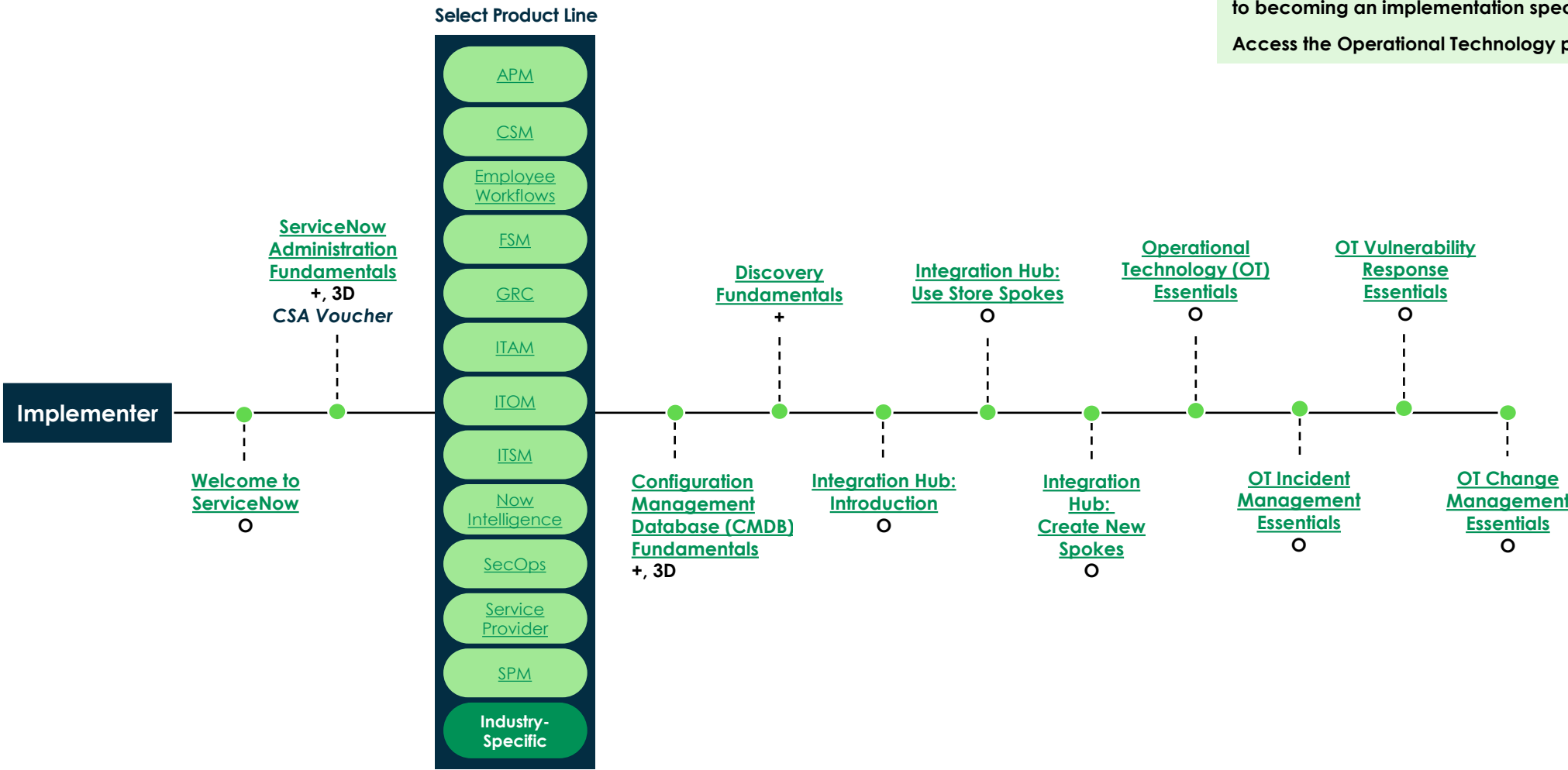
The CSM Professional suite certification is required to implement Financial Services Operations.





# Operational Technology (Industrial Sector)

## 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 Operational Technology path in Now Learning [here](#).

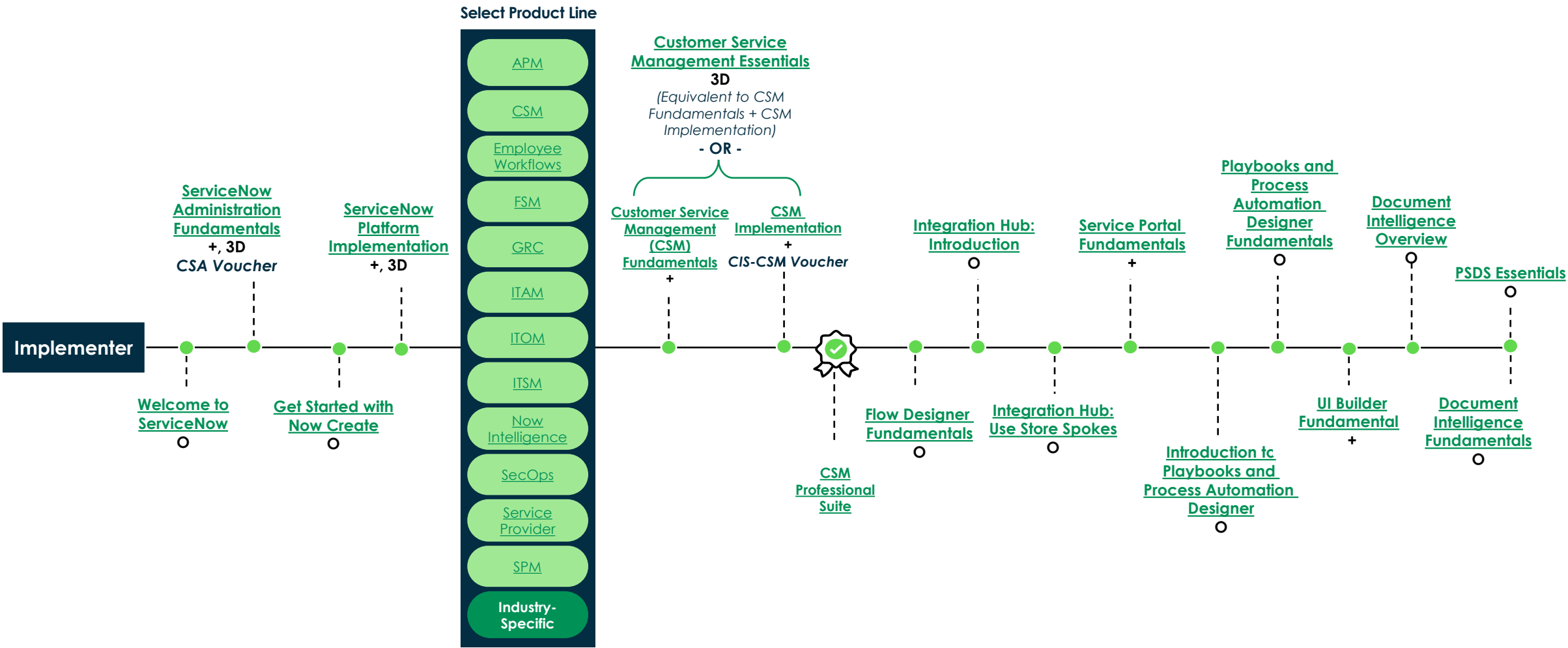


# Public Sector Digital Services

## 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.

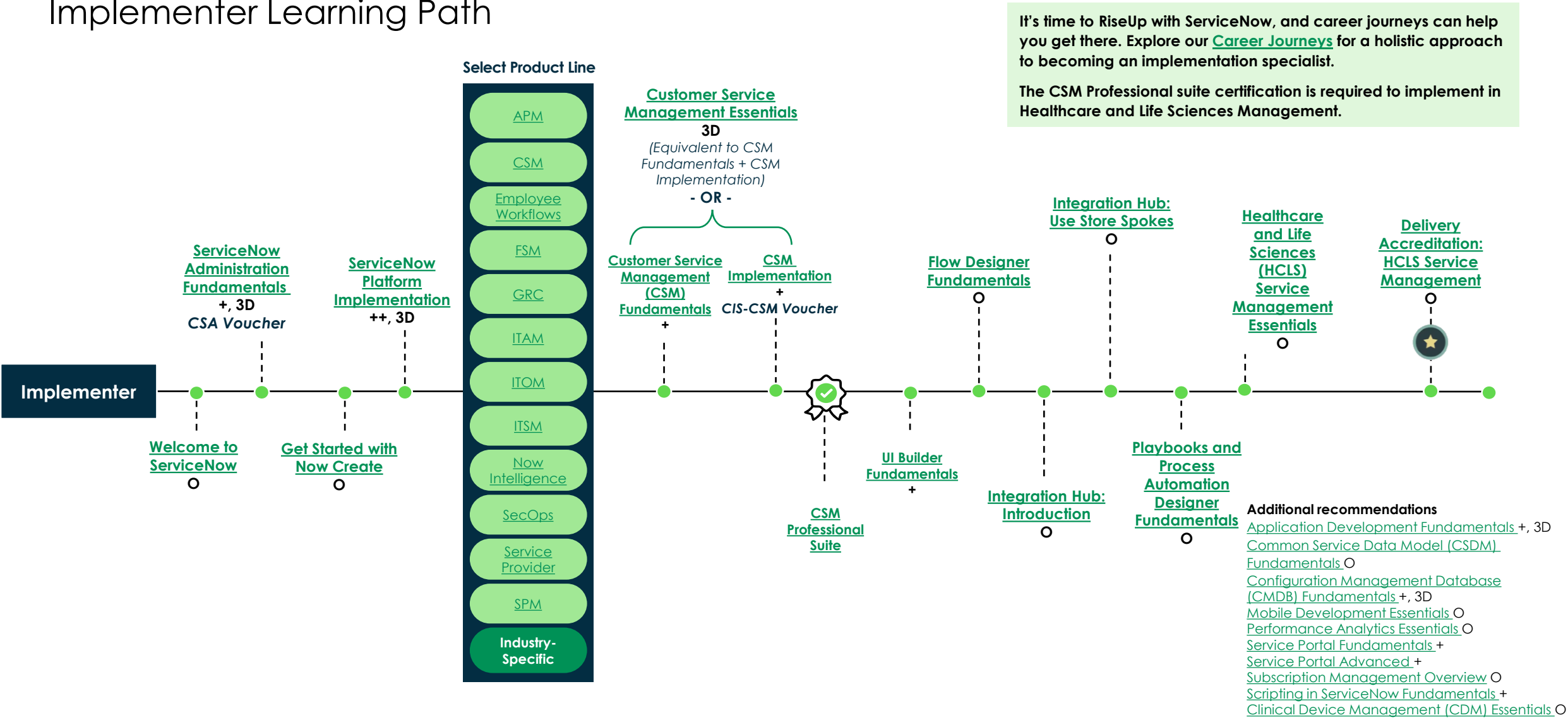
The CSM Professional suite certification is required to implement in Public Sector Digital Services.





# Healthcare and Life Sciences Service Management

## Implementer Learning Path



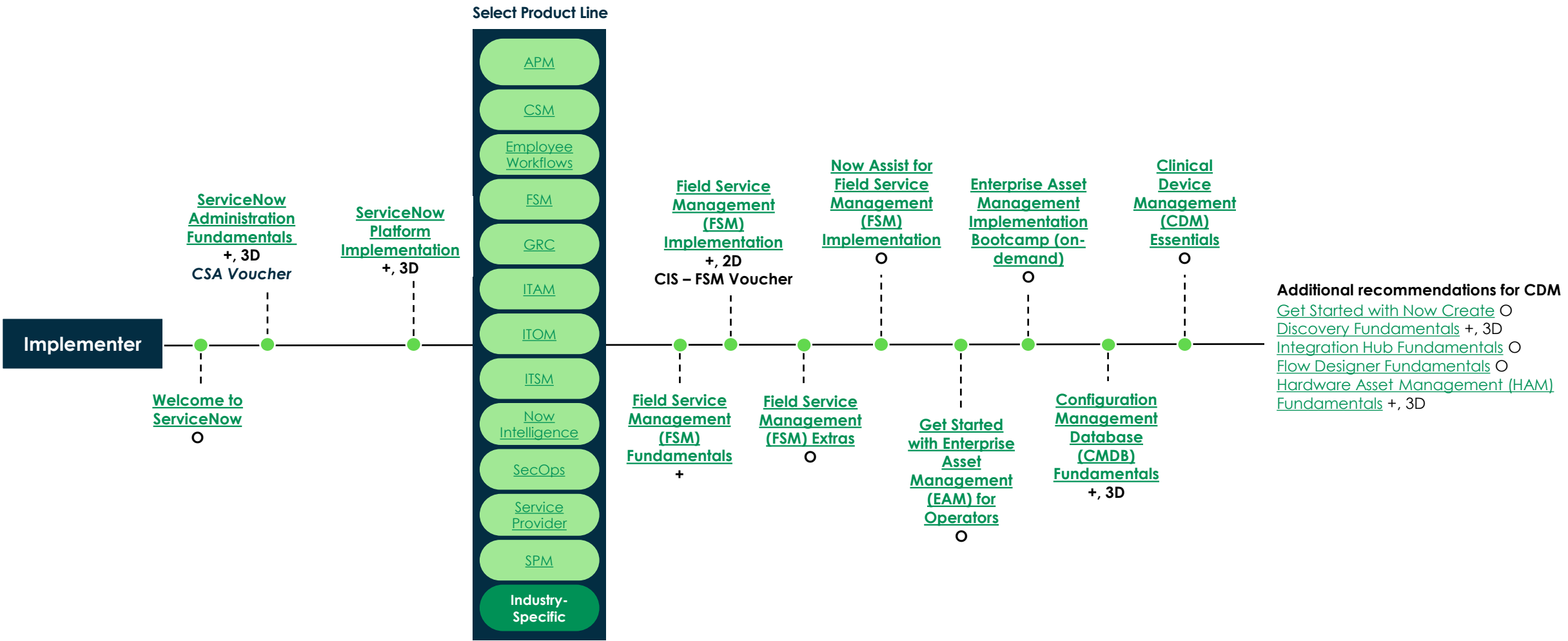


# Clinical Device Management

## 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 CDM path in Now Learning [here](#).

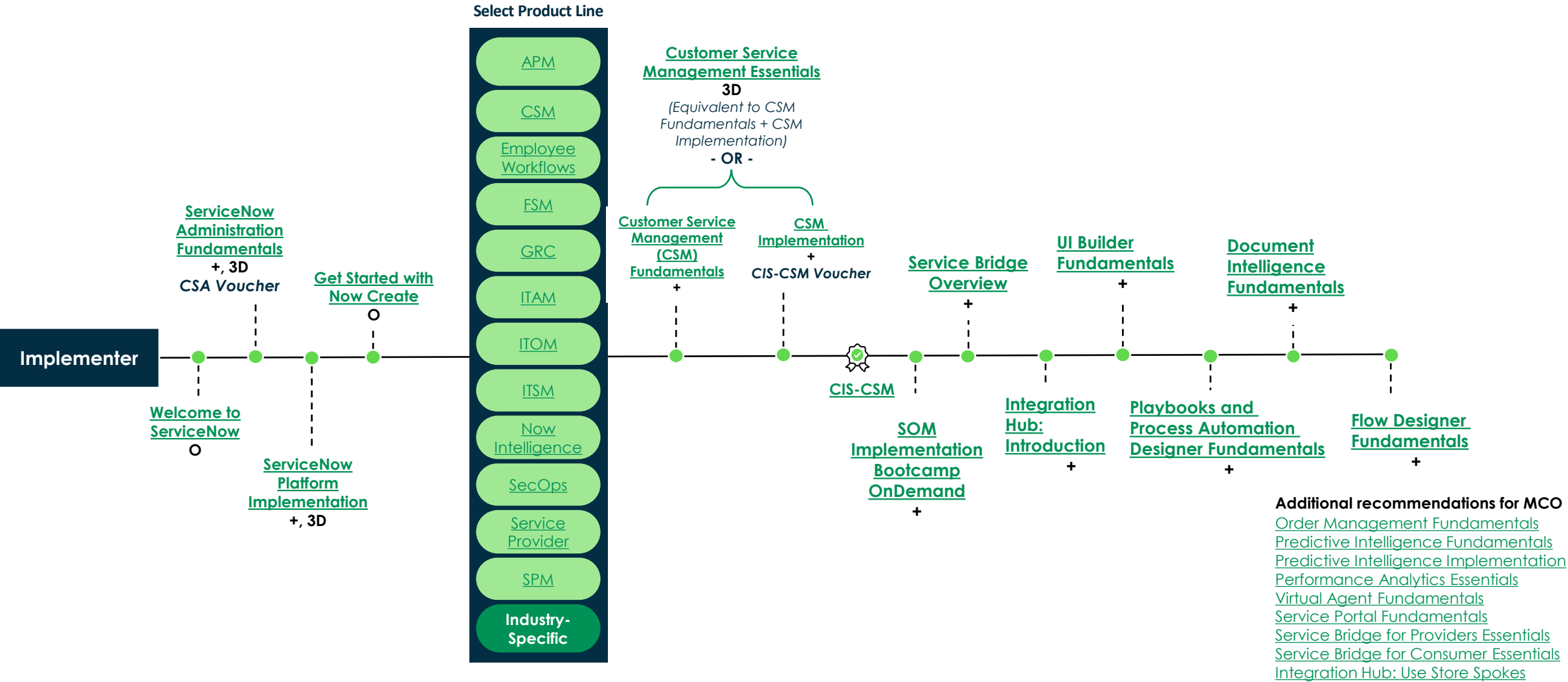




# Manufacturing Commercial Operations

## 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.



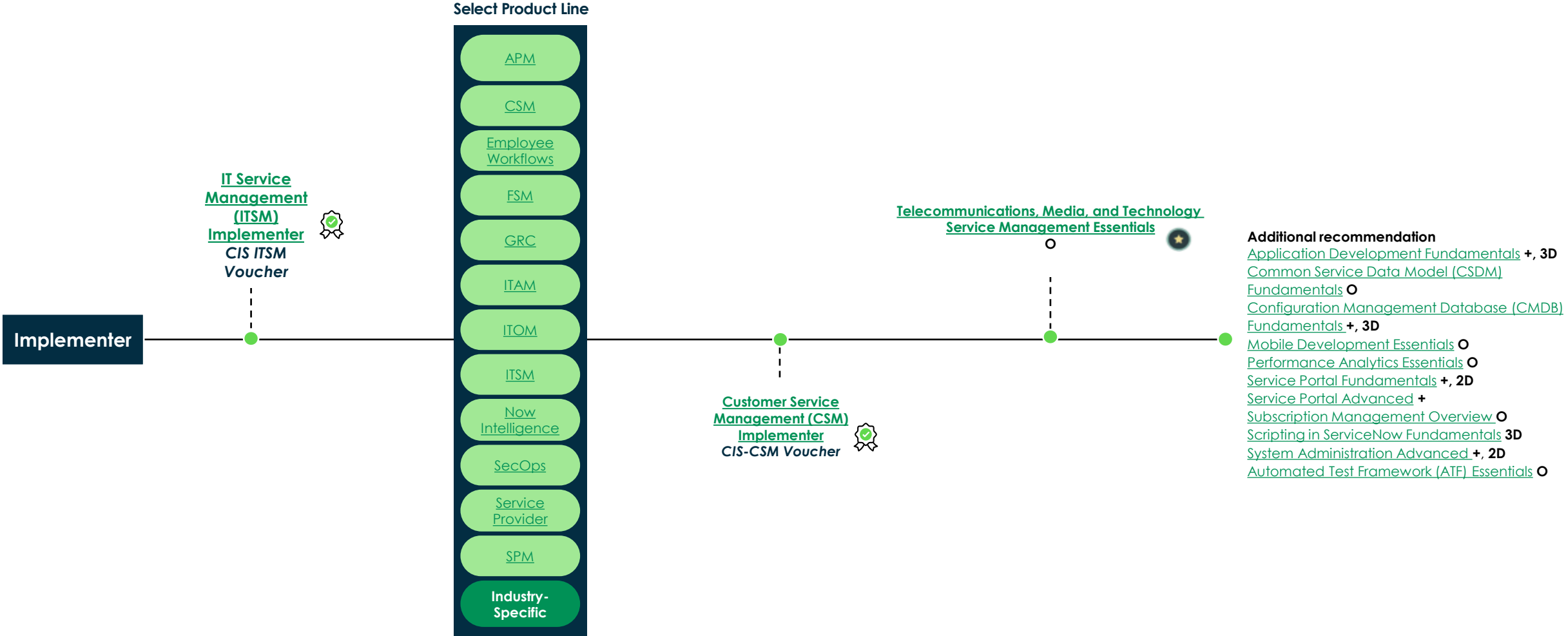


# TMT Service Management (TSM/TPSM/MESM)

## 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 TMT Service Management path in Now Learning [here](#).



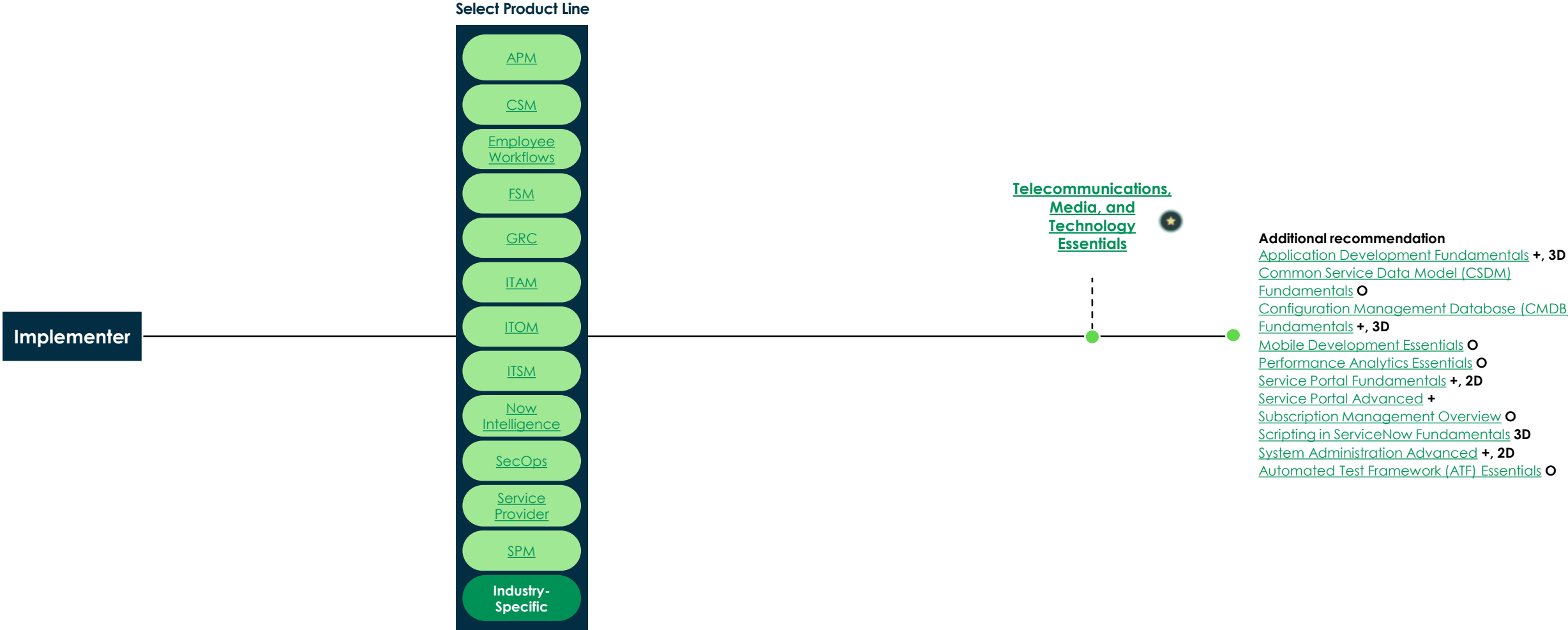


# Telecommunications Network Inventory

## 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 TNI path in Now Learning [here](#).





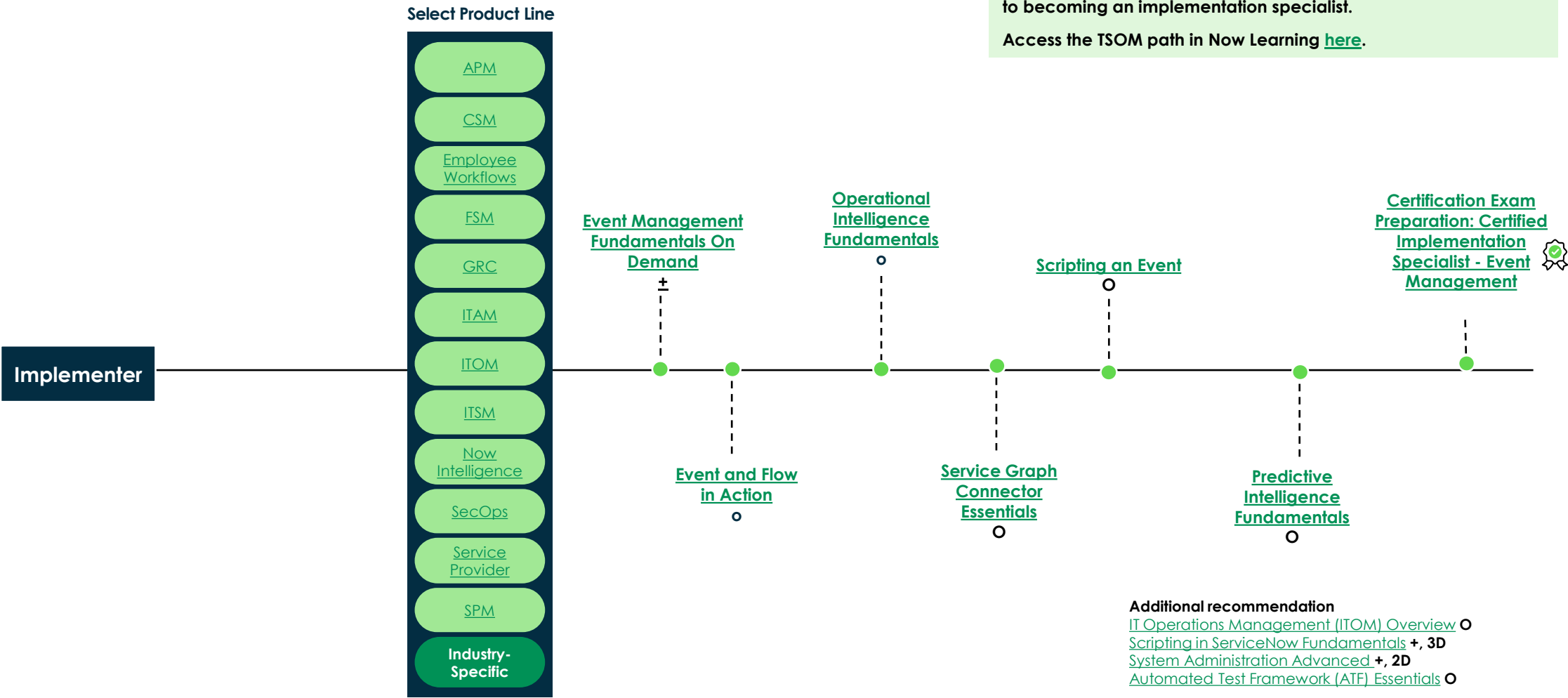


# Telecommunications Service Operations Management

## 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 TSOM path in Now Learning [here](#).



# 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              |
| <b>Total</b>              | <b>6</b>     | <b>0</b>       |
| 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              |
| <b>Total</b>              | <b>3</b>     | <b>3</b>       |
| 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              |
| <b>Total</b>              | <b>0</b>     | <b>6</b>       |
| Learning Credits required | 32,200       |                |

**Classroom 2** 9 people trained

The diagram illustrates the RiseUp Career Journeys for ServiceNow, 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 gear.
- Change Adoption Specialist:** Represented by a hexagon with a ServiceNow logo and an icon of a gear with a dashed arrow pointing to it.
- Support Specialist:** Represented by a hexagon with a ServiceNow logo and an icon of a head with a lightning bolt inside.

servicenow

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37

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