servicenow

Learning Paths by Persona

Author: **Training and Certification – Curriculum Managers**

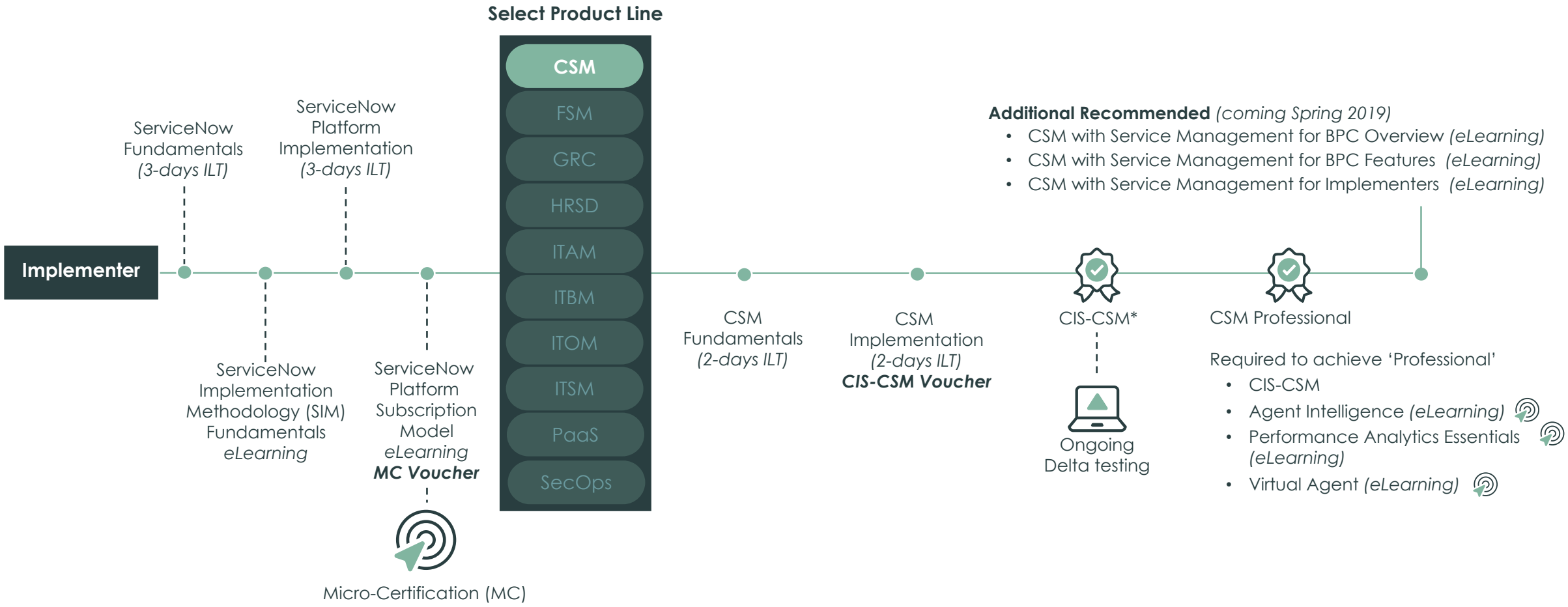
Last updated: **April 5, 2019**

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

Additional Acronyms
BPC: Business Process Consultants
CIS: Certified Implementation Specialist
ILT: Instructor Lead Training

Implementer Learning Path

Customer Service Management (CSM)



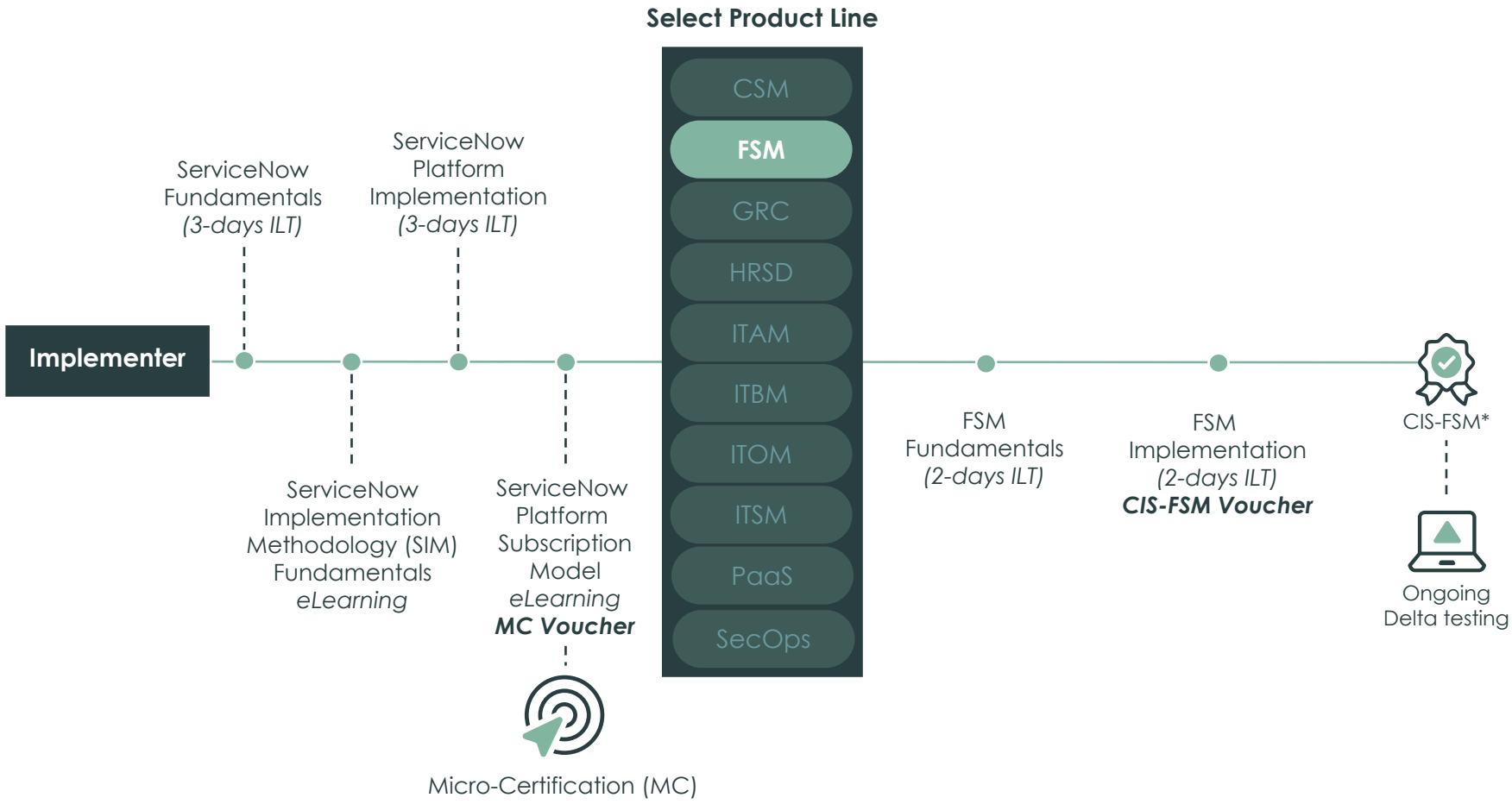
© 2019 ServiceNow, Inc. All Rights Reserved. Confidential.

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

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor Lead Training

Implementer Learning Path

Field Service Management (FSM)



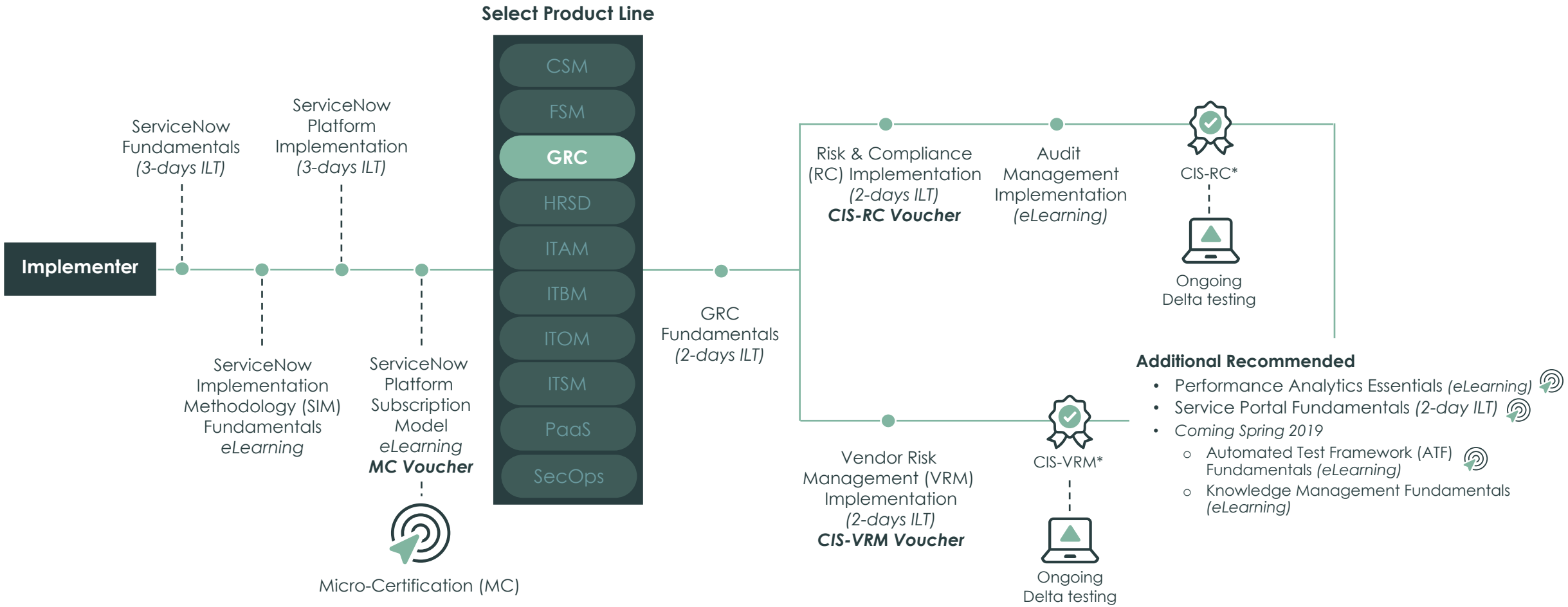
© 2019 ServiceNow, Inc. All Rights Reserved. Confidential.

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

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor Lead Training

Implementer Learning Path

Governance, Risk & Compliance (GRC)



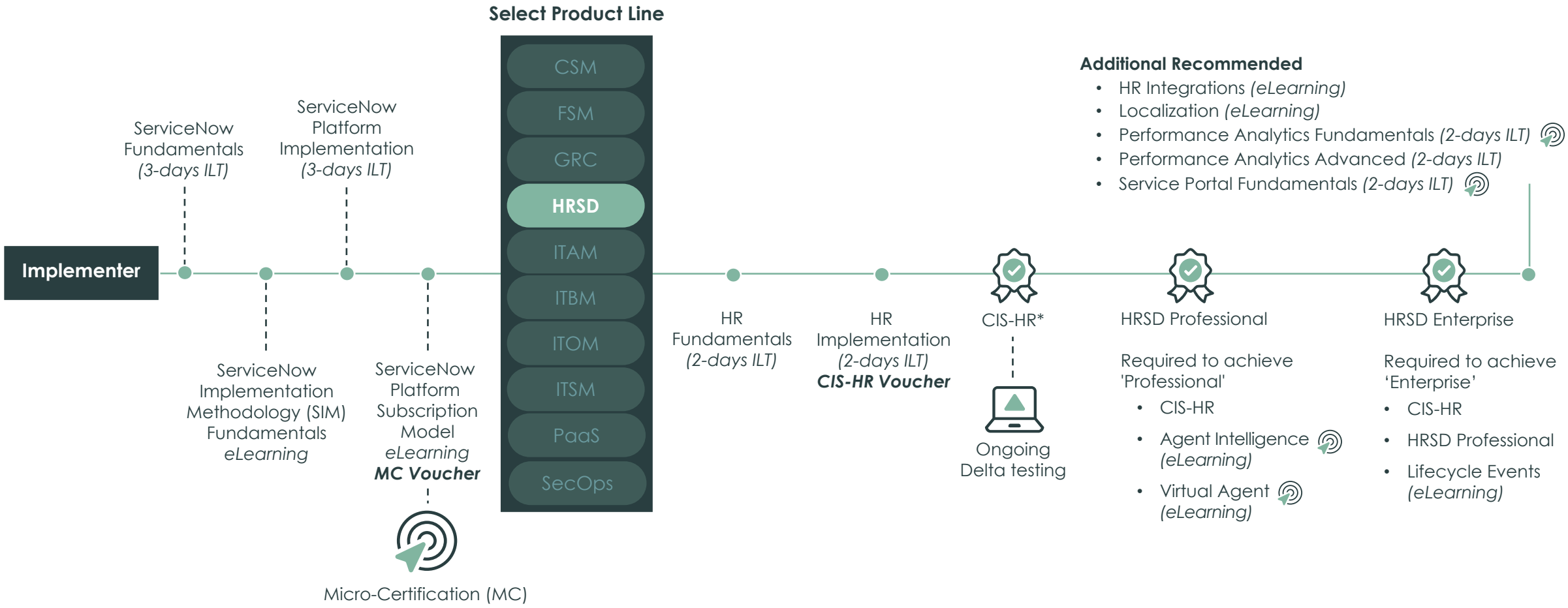
© 2019 ServiceNow, Inc. All Rights Reserved. Confidential.

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

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor Lead Training

Implementer Learning Path

Human Resources Service Delivery (HRSD)



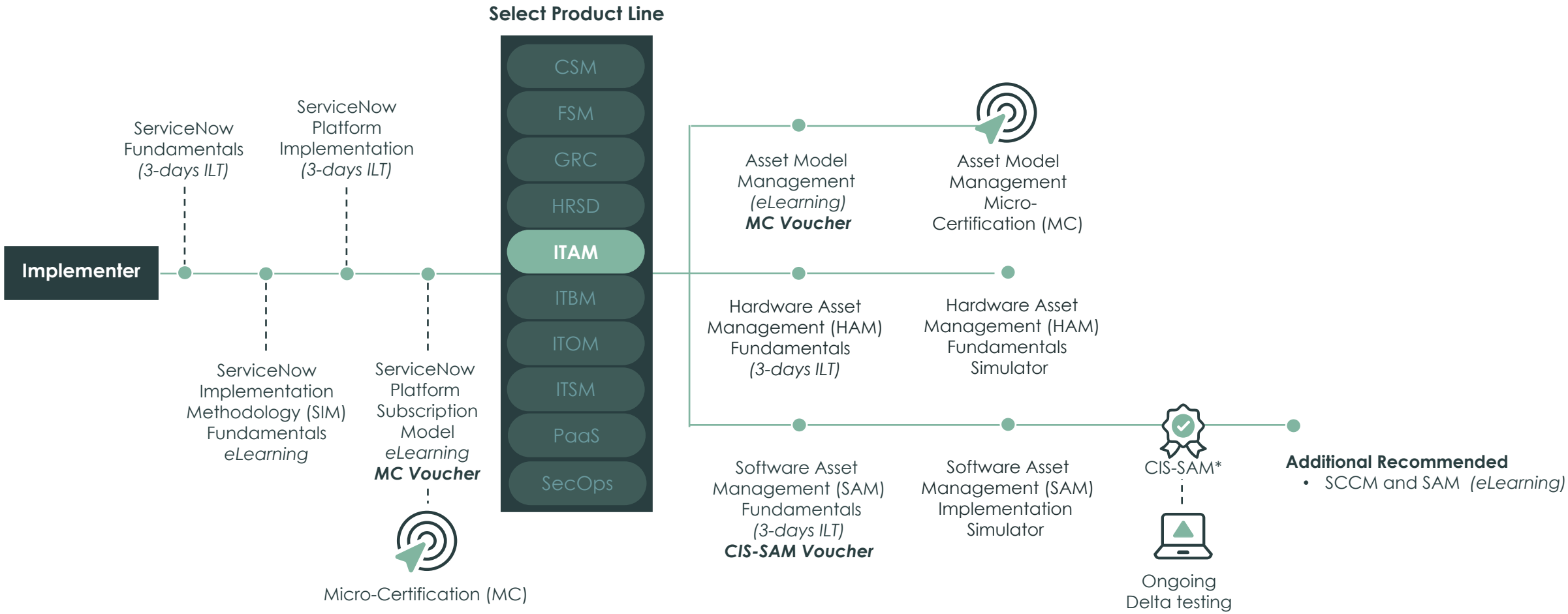
© 2019 ServiceNow, Inc. All Rights Reserved. Confidential.

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

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor Lead Training
SCCM: Microsoft System Center Configuration Manager

Implementer Learning Path

IT Asset Management (ITAM)



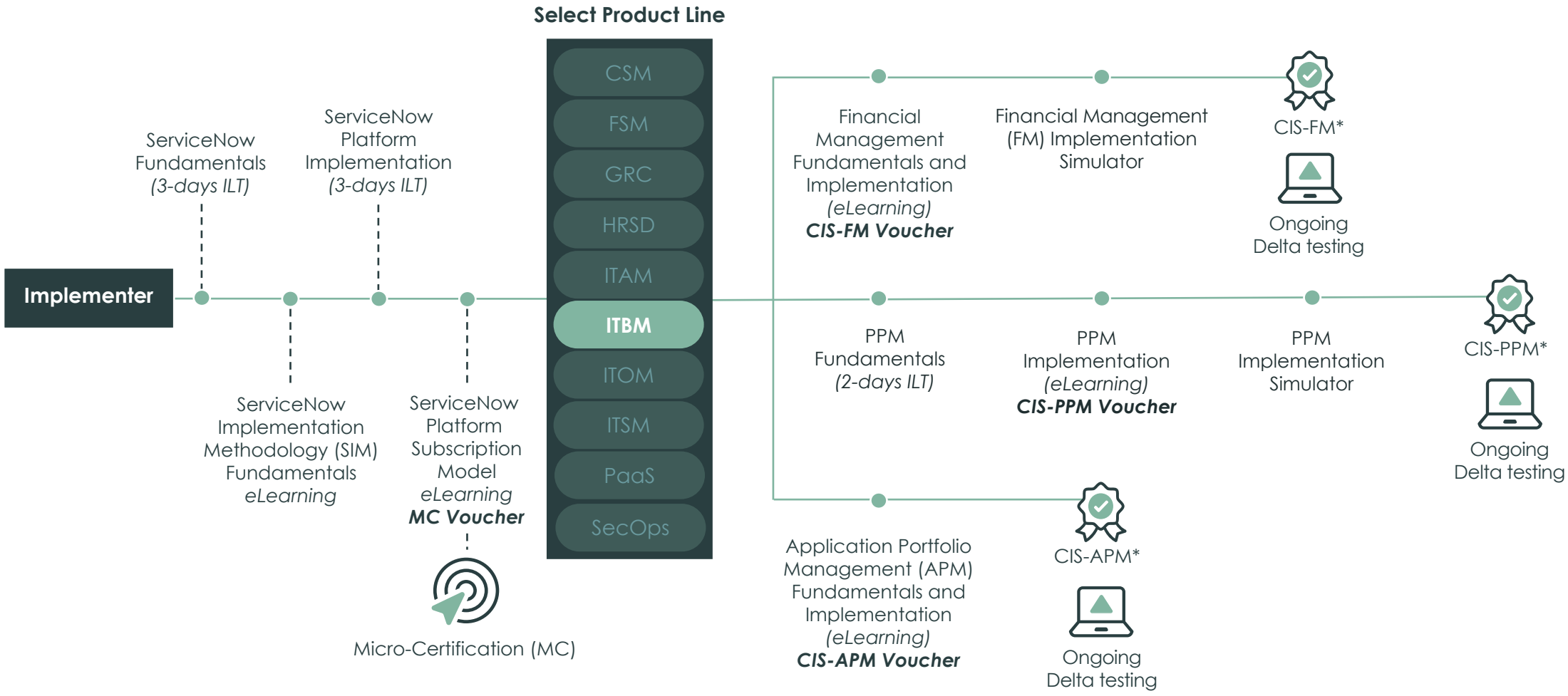
© 2019 ServiceNow, Inc. All Rights Reserved. Confidential.

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

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor Lead Training
PPM: Project Portfolio Management

Implementer Learning Path

IT Business Management (ITBM)



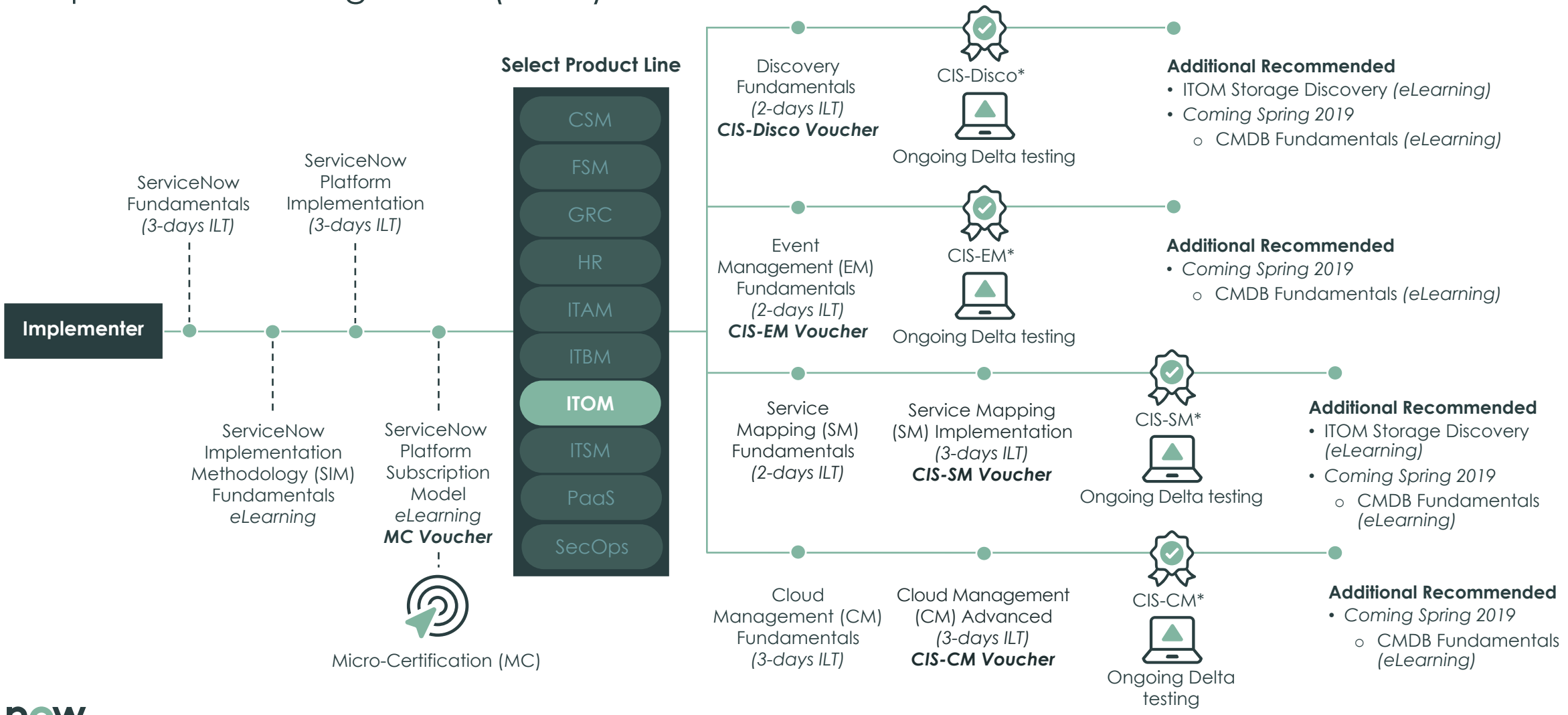
© 2019 ServiceNow, Inc. All Rights Reserved. Confidential.

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

Additional Acronyms
CIS: Certified Implementation Specialist
CMDB: Configuration Management Database
ILT: Instructor Lead Training

Implementer Learning Path

IT Operations Management (ITOM)



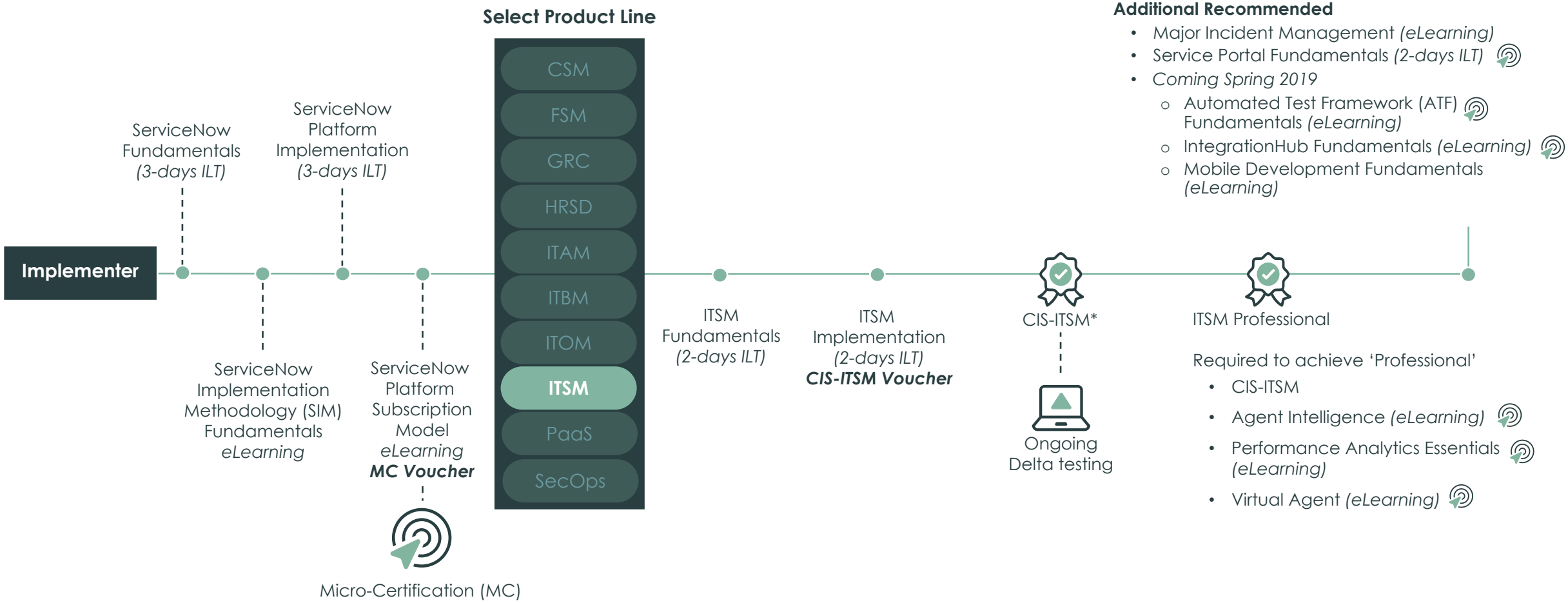
© 2019 ServiceNow, Inc. All Rights Reserved. Confidential.

Implementer Learning Path

IT Service Management (ITSM)

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

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor Lead Training



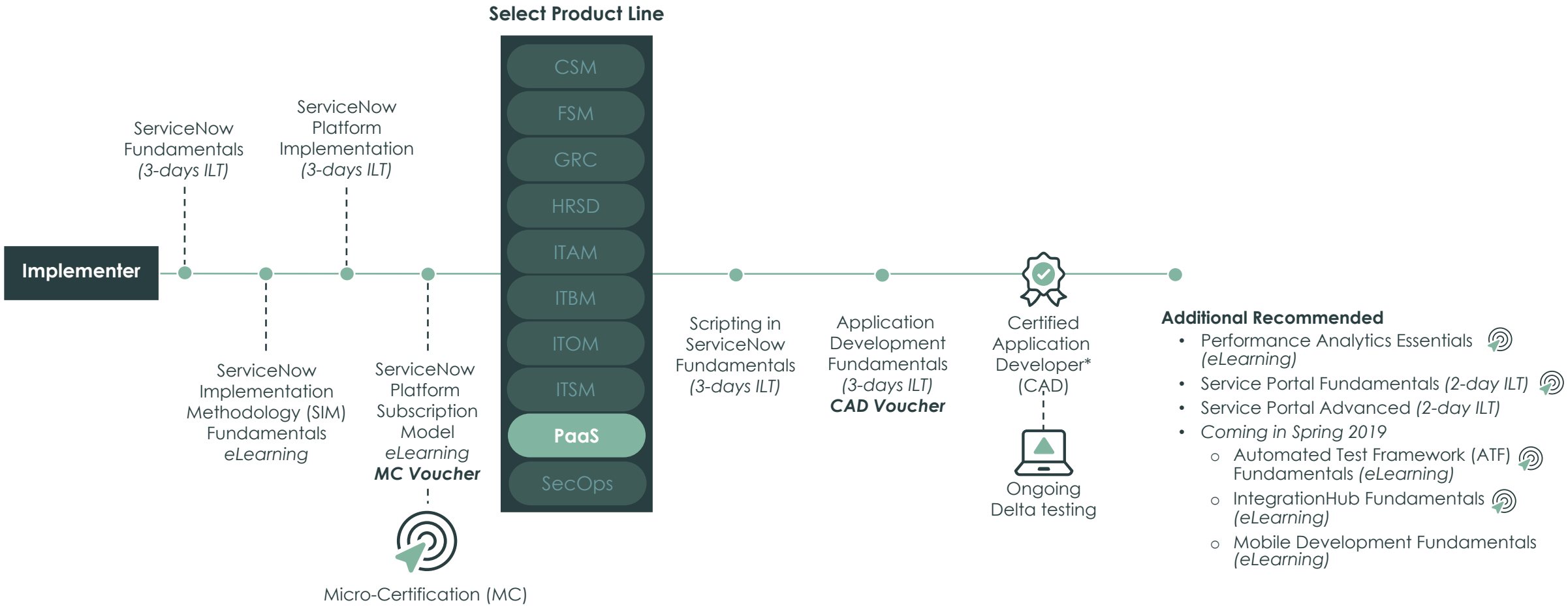
© 2019 ServiceNow, Inc. All Rights Reserved. Confidential.

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

Additional Acronyms
ILT: Instructor Lead Training

Implementer Learning Path

Platform as a Service (PaaS)



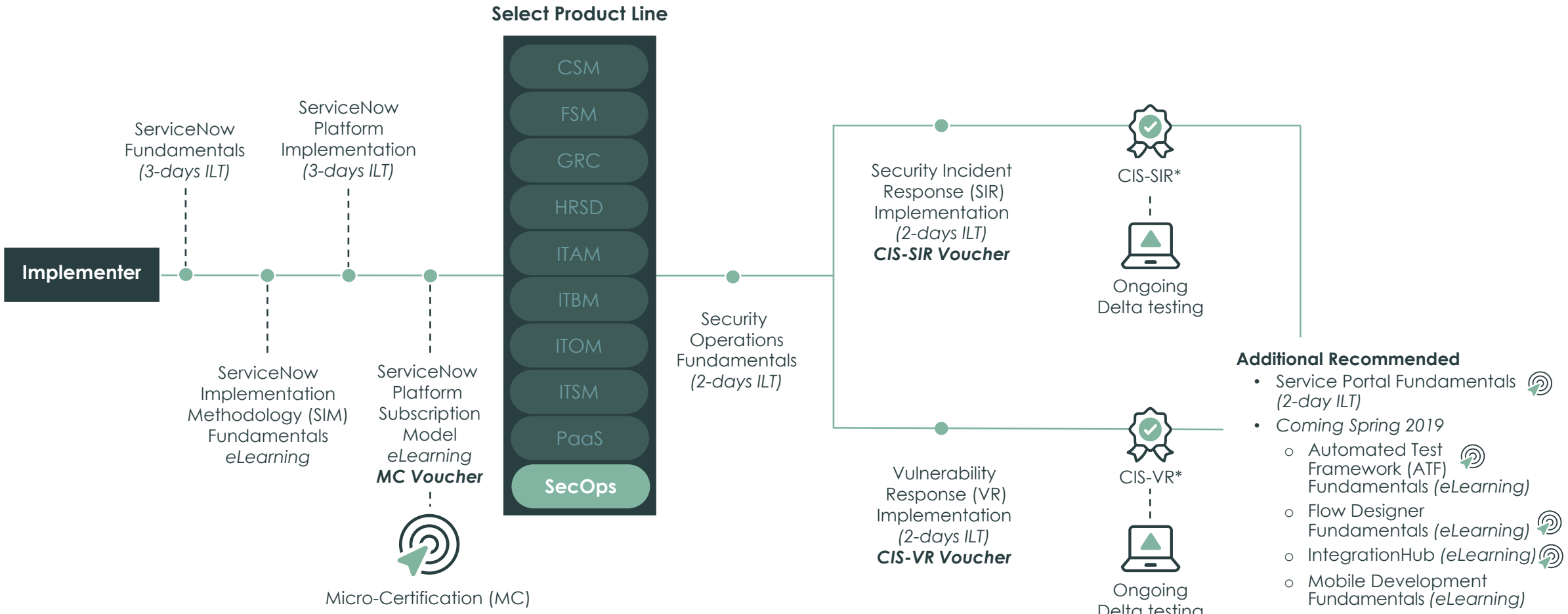
© 2019 ServiceNow, Inc. All Rights Reserved. Confidential.

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

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor Lead Training

Implementer Learning Path

Security Operations (SecOps)



© 2019 ServiceNow, Inc. All Rights Reserved. Confidential.

Additional Acronyms
ILT: Instructor Lead Training

System Administrator Learning Path

System Administrator

- ServiceNow Fundamentals *(3-days ILT)* ***CSA Voucher***
- Certified System Administrator* (CSA)
  - Ongoing Delta testing
- ServiceNow Platform Subscription Model *eLearning* ***MC Voucher***
- System Administration Advanced *(2-days ILT)*
- Upgrade Skipped Records *(eLearning)*

Additional Recommended

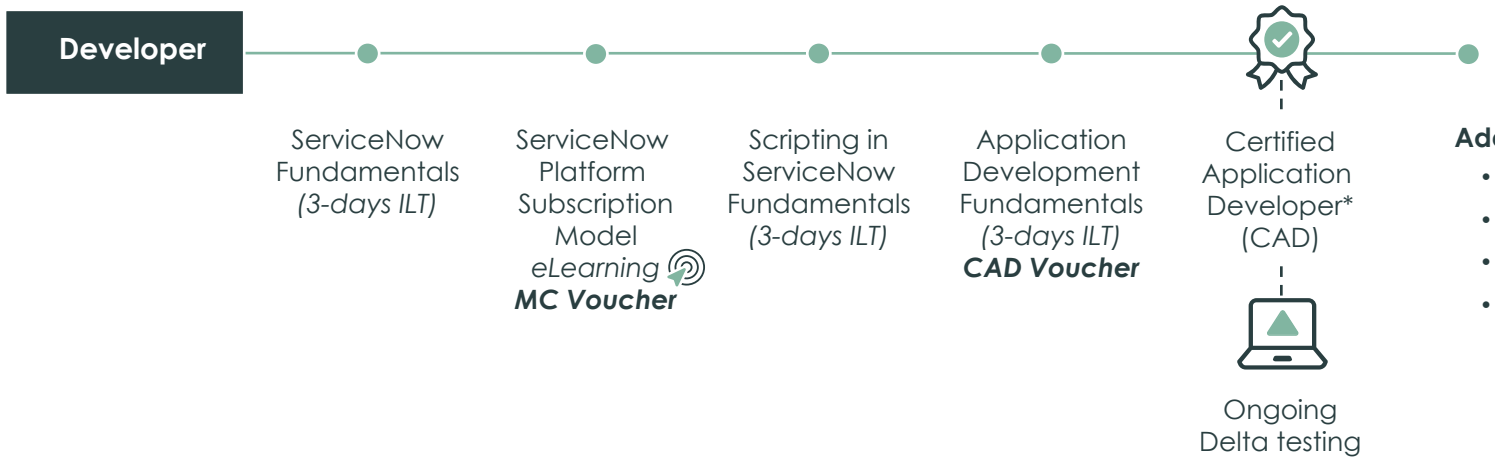
- Performance Analytics Essentials *(eLearning)*
- Scripting in ServiceNow Fundamentals *(3-day ITL)*
- Application Development Fundamentals *(3-day ITL)*
- Implementation classes as products are activated in your organization
- *Coming in Spring 2019*
  - Automated Test Framework (ATF) Fundamentals *(eLearning)*

© 2019 ServiceNow, Inc. All Rights Reserved. Confidential.

Additional Acronyms
ILT: Instructor Lead Training

Developer Learning Path

Custom applications



Additional Recommended

- Performance Analytics Essentials *(eLearning)*
- Service Portal Fundamentals *(2-day ILT)*
- Service Portal Advanced *(2-day ILT)*
- *Coming in Spring 2019*
  - Automated Test Framework (ATF) Fundamentals *(eLearning)*
  - IntegrationHub Fundamentals *(eLearning)*
  - Mobile Development Fundamentals *(eLearning)*

© 2019 ServiceNow, Inc. All Rights Reserved. Confidential.