

Learning Paths by Persona

System Administrator Learning Path

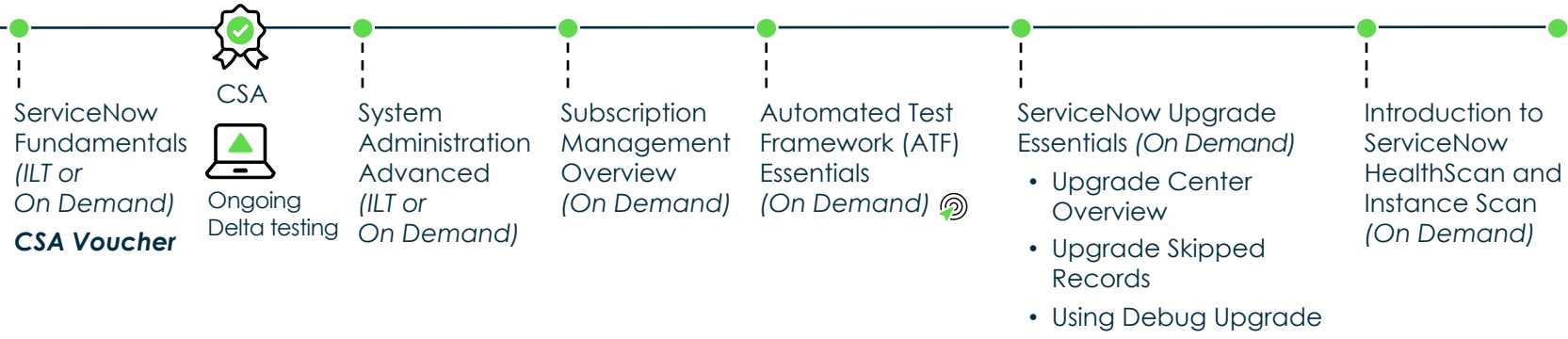
System Administrator Learning Path

Additional Acronyms

ILT: Instructor-led Training

CSA: Certified System Administrator

System Administrator



Additional Recommended

- CSA Test Prep (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT) 🌀
- Now Support Administrator
- Performance Analytics Essentials (On Demand) 🌀
- Scripting in ServiceNow Fundamentals (ILT or On Demand)
- Application Development Fundamentals (ILT or On Demand) 🏆

** Fundamentals and Implementation classes as products are activated in your instance

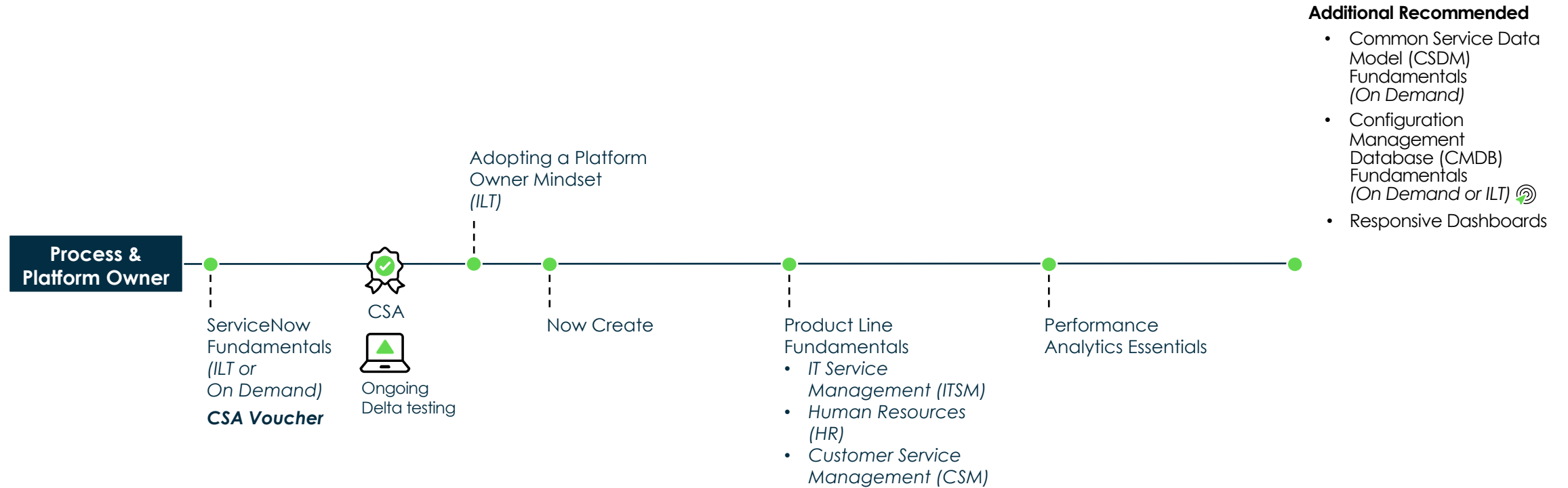
Process and Platform Owner Learning Path

Process and Platform Owner Learning Path

Additional Acronyms

ILT: Instructor-led Training

CSA: Certified System Administrator



Implementer Learning Paths

Implementer Learning Path

Now Platform

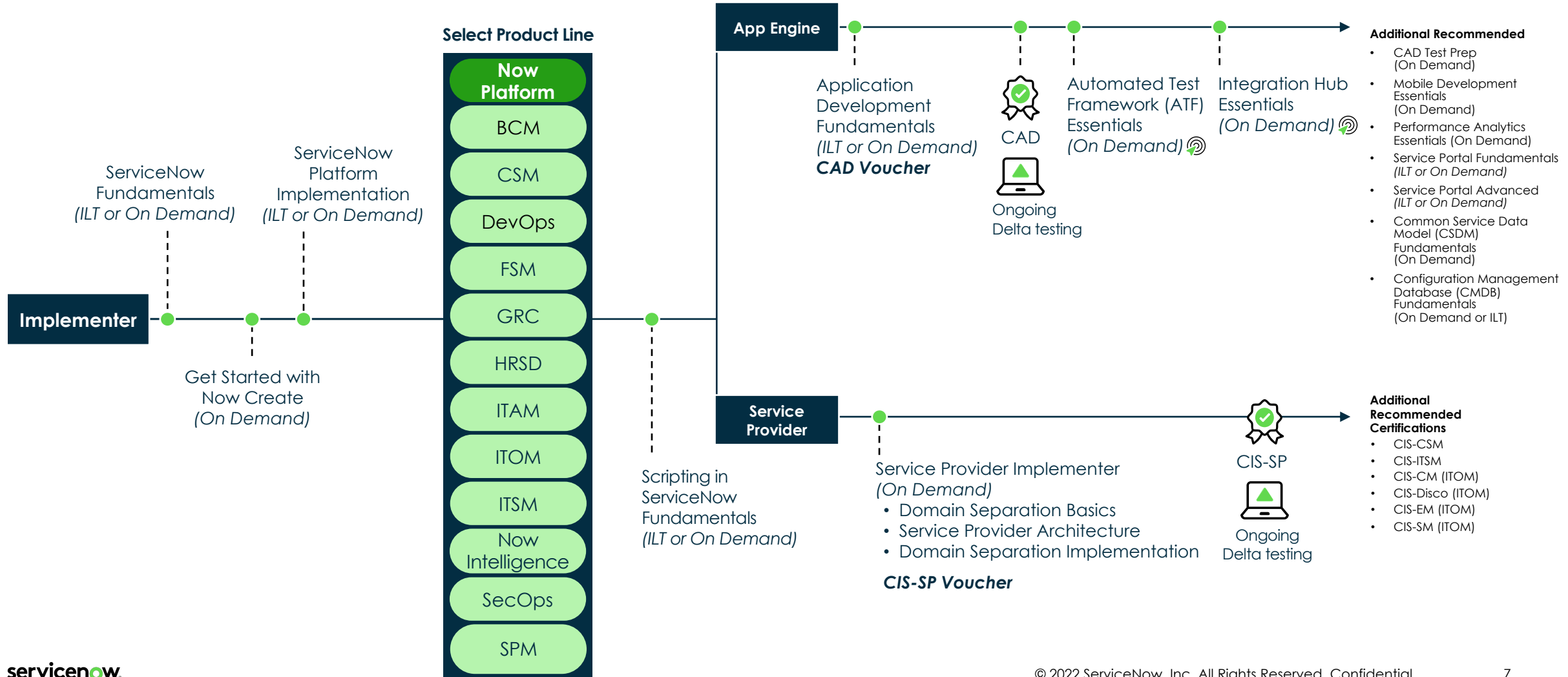
* Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms

CAD: Certified Application Developer

CIS: Certified Implementation Specialist

ILT: Instructor-led Training



Implementer Certification

Business Continuity Management (BCM)

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

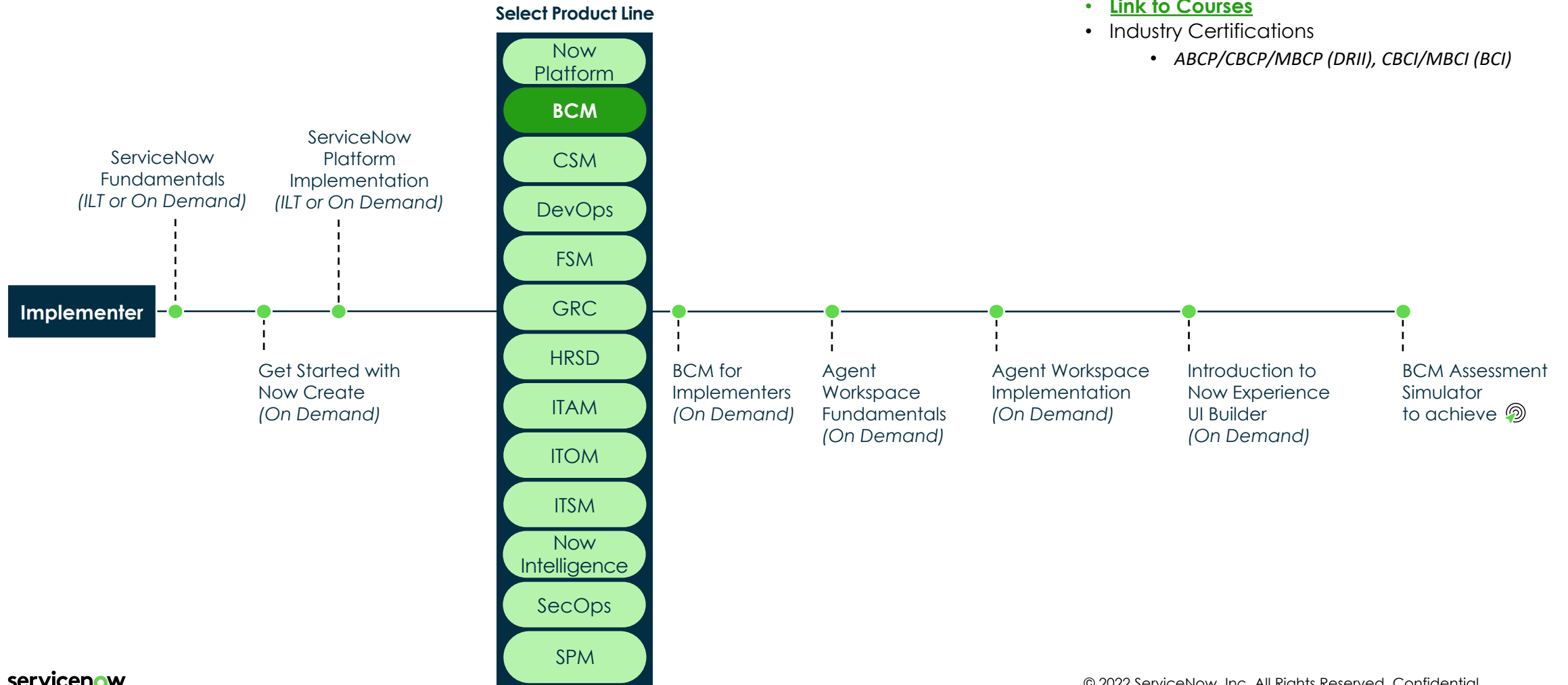
Additional Acronyms

CIS: Certified Implementation Specialist

ILT: Instructor-led Training

Additional Recommended:

- [Link to Courses](#)
- Industry Certifications
 - ABCP/CBCP/MBCP (DRII), CBCI/MBCI (BCI)

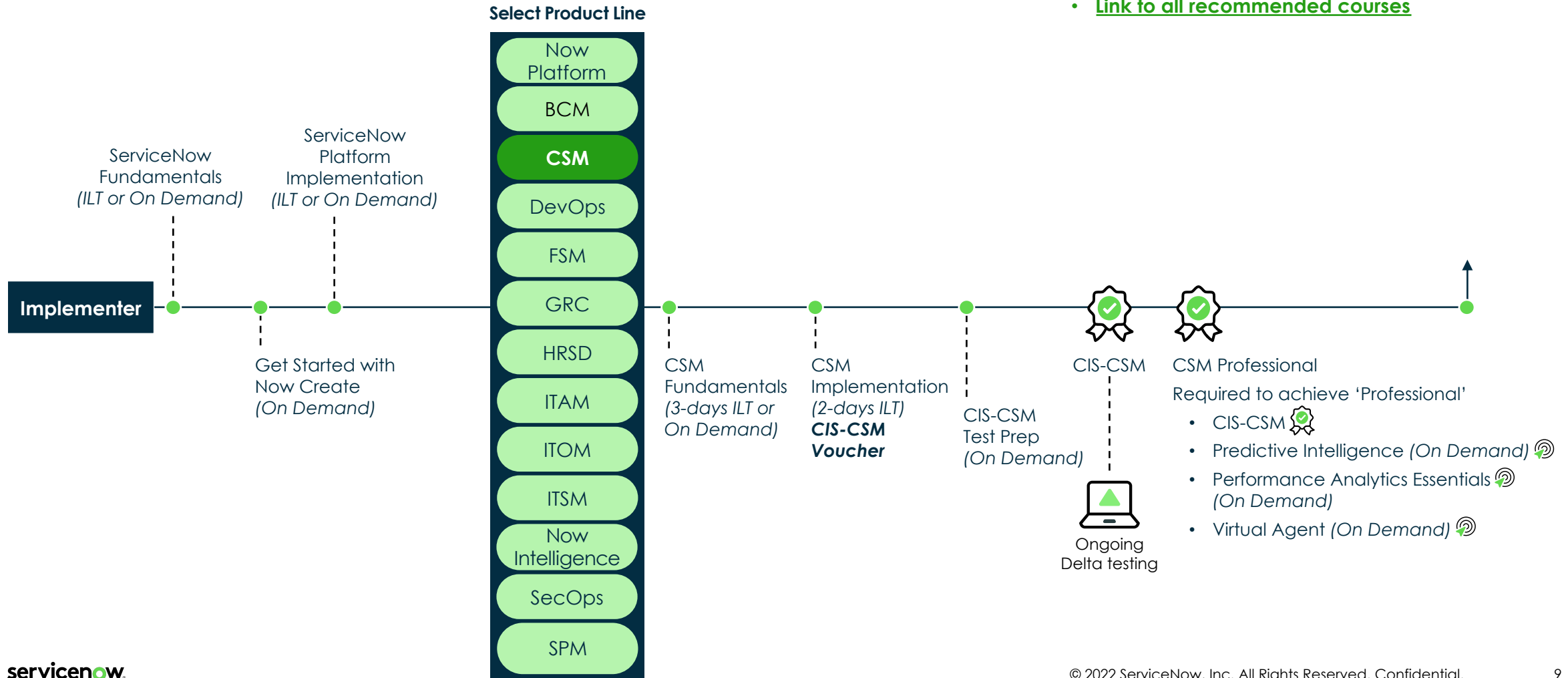


Implementer Learning Path

Customer Service Management (CSM)

* 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-led Training



Additional Recommended:

- [Link to all recommended courses](#)

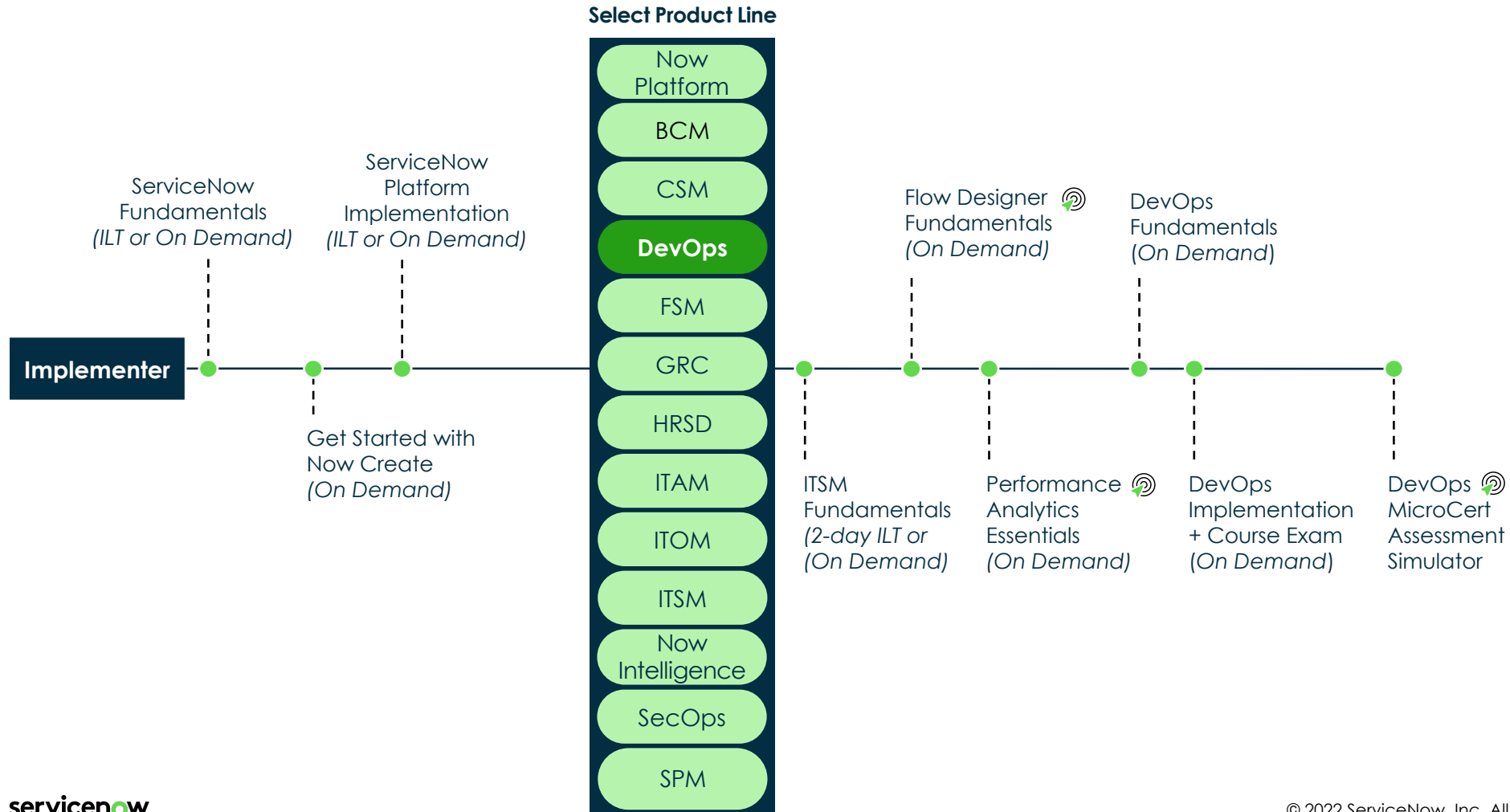
Implementer Learning Path

DevOps Change Velocity

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

Additional Acronyms

ILT: Instructor-led Training



Additional Recommended:

- Navigate DevOps Change Velocity
- Automated Test Framework (ATF) Essentials (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Cloud Provisioning and Governance Fundamentals (3 Day ILT)
- Discovery Fundamentals (3 Day ILT or On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- Integration Hub Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)
- Vendor Agnostic DevOps Tools Chain Training ie:
 - Agile 2.0 Fundamentals (On Demand)
 - Azure DevOps Tool Chain
 - Jenkins Training
 - GitHub

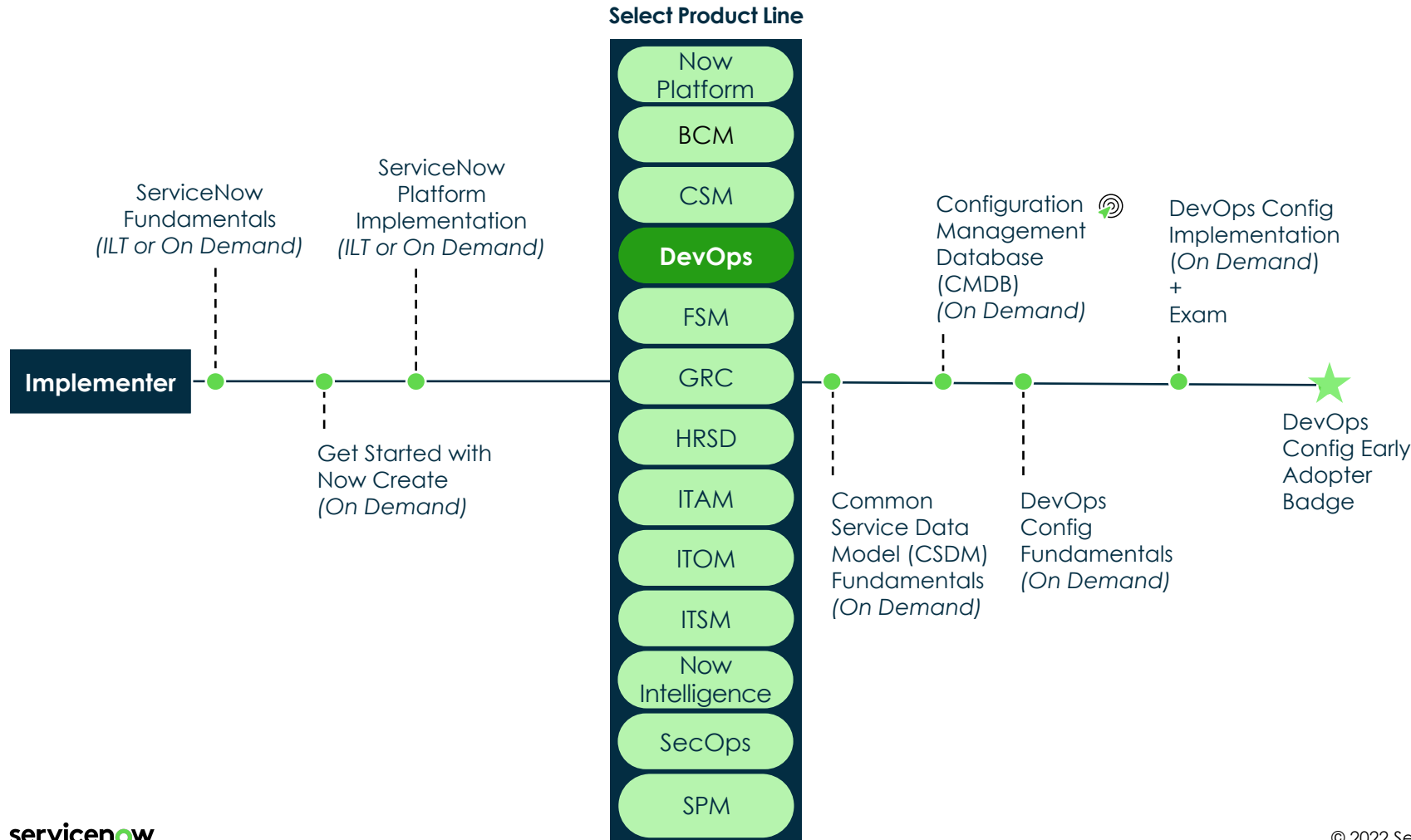
Implementer Learning Path

DevOps Config

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

Additional Acronyms

ILT: Instructor-led Training



Additional Recommended:

- DevOps Change Velocity Fundamentals (On Demand)
- Vendor Agnostic DevOps Tool Chain Training, i.e.
 - Azure DevOps Tool Chain
 - Jenkins Training
 - GitHub

Implementer Learning Path

Field Service Management (FSM)

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

Additional Acronyms

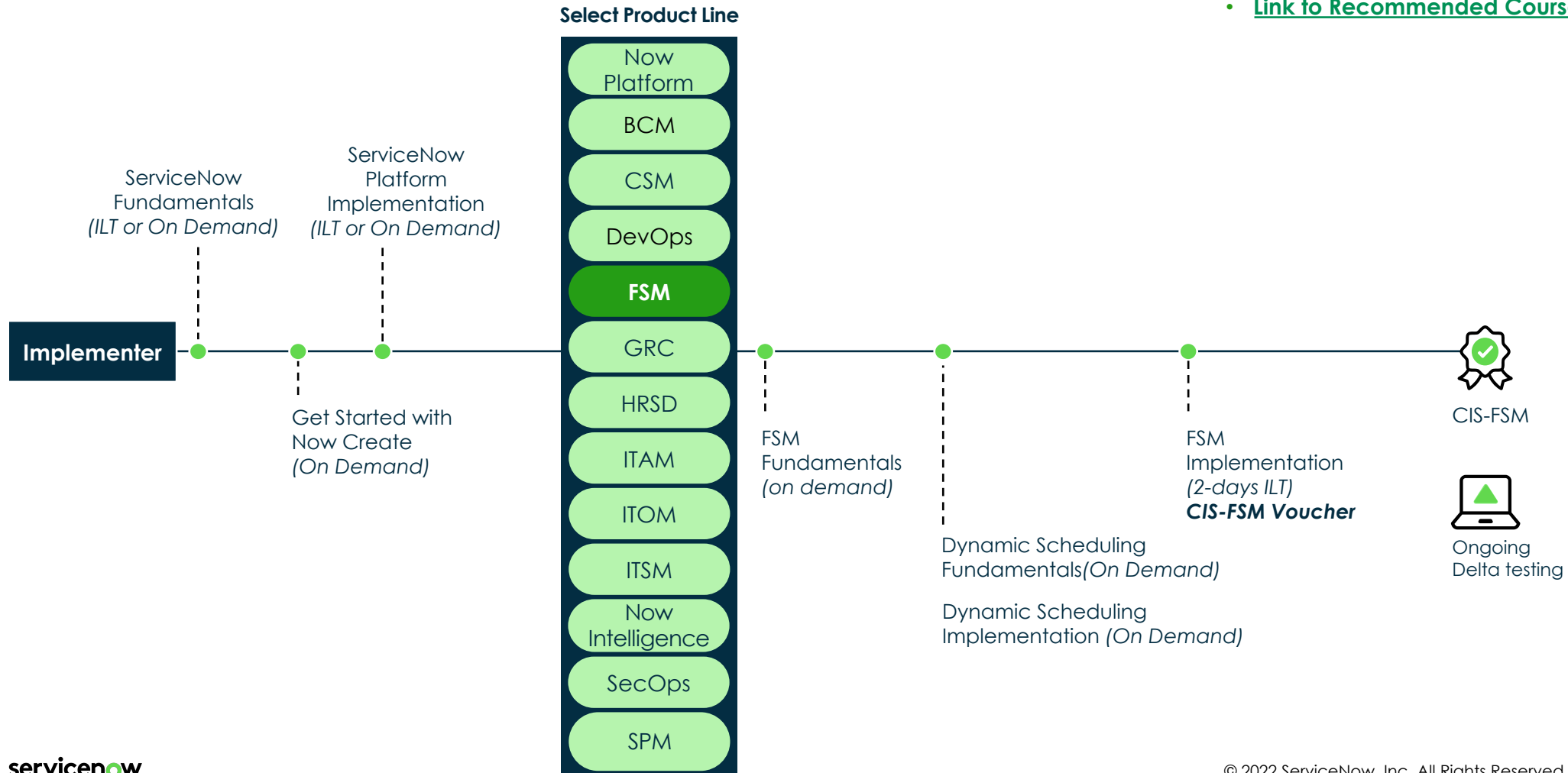
CIS: Certified Implementation Specialist

FSM: Field Service Management

ILT: Instructor-led Training

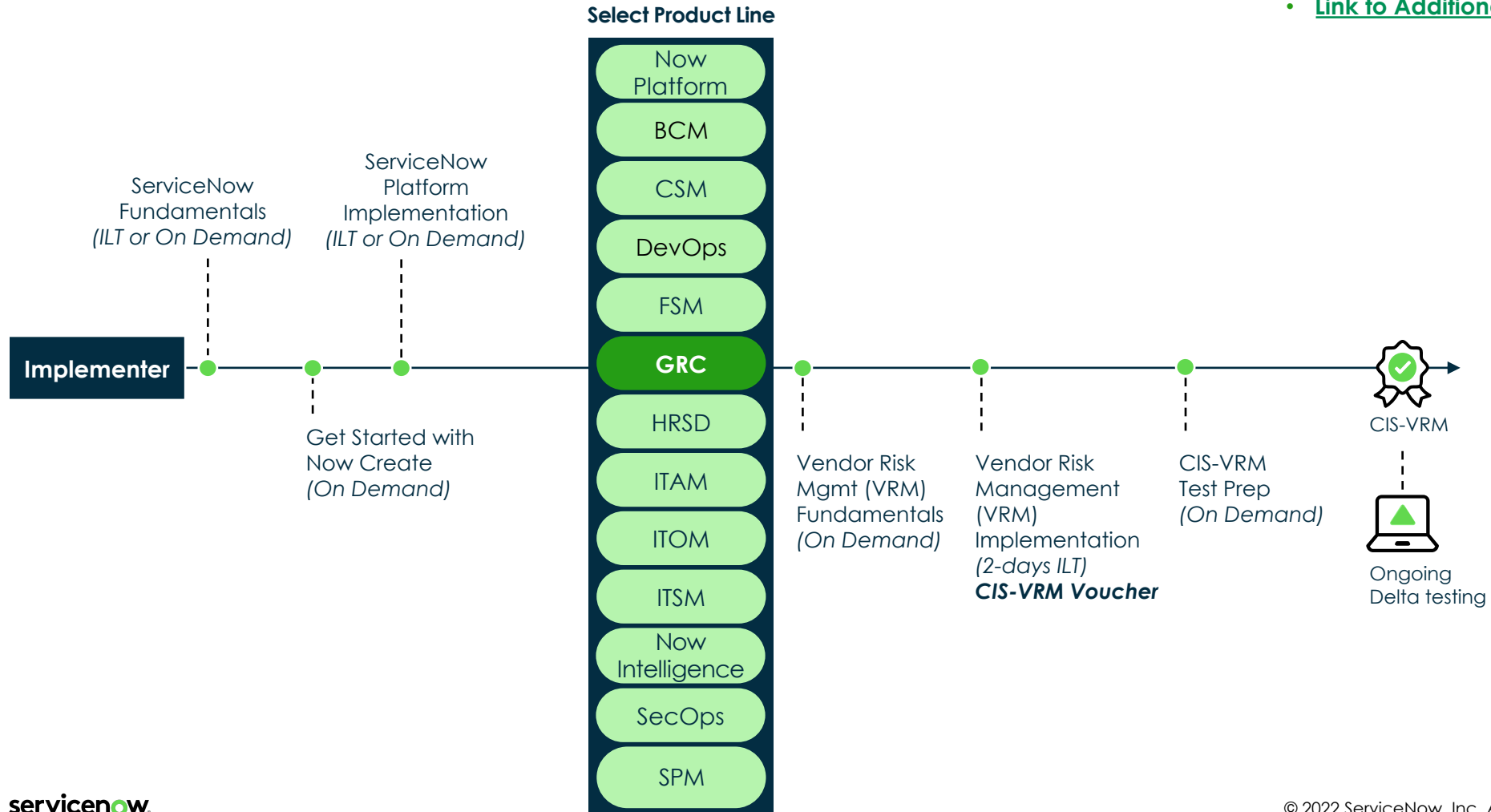
FSM Related Additional Recommended:

- [Link to Recommended Courses](#)



Implementer Learning Path

Vendor Risk Management (GRC)



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

Additional Acronyms

CIS: Certified Implementation Specialist

ILT: Instructor-led Training

Additional Recommended:

- [Link to Additional Recommended Courses](#)

Implementer Learning Path

Governance Risk and Compliance (GRC)

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

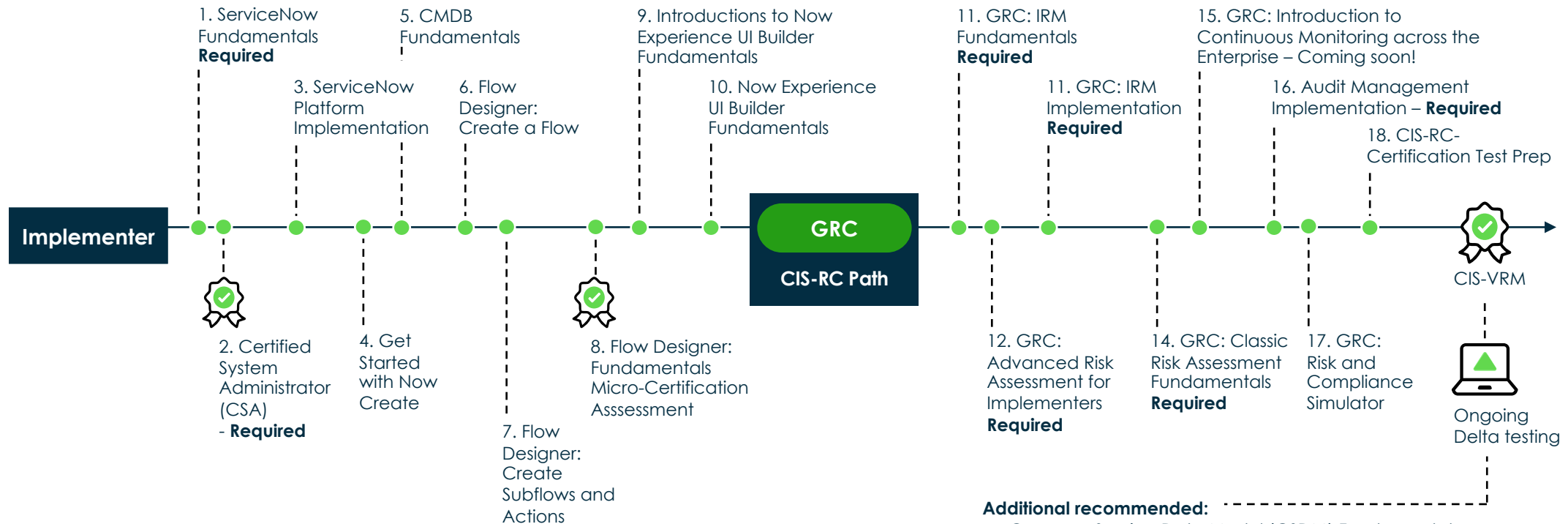
Additional Acronyms

CIS: Certified Implementation Specialist

ILT: Instructor-led Training

Now Learning Path for taking the CIS-RC exam:

- [Additional Recommended Courses](#)



Additional recommended:

- Common Service Data Model (CSDM) Fundamentals
- Automated Test Framework (ATF) Essentials
- Knowledge Management Fundamentals
- Performance Analytics (PA) Essentials

Implementer Learning Path

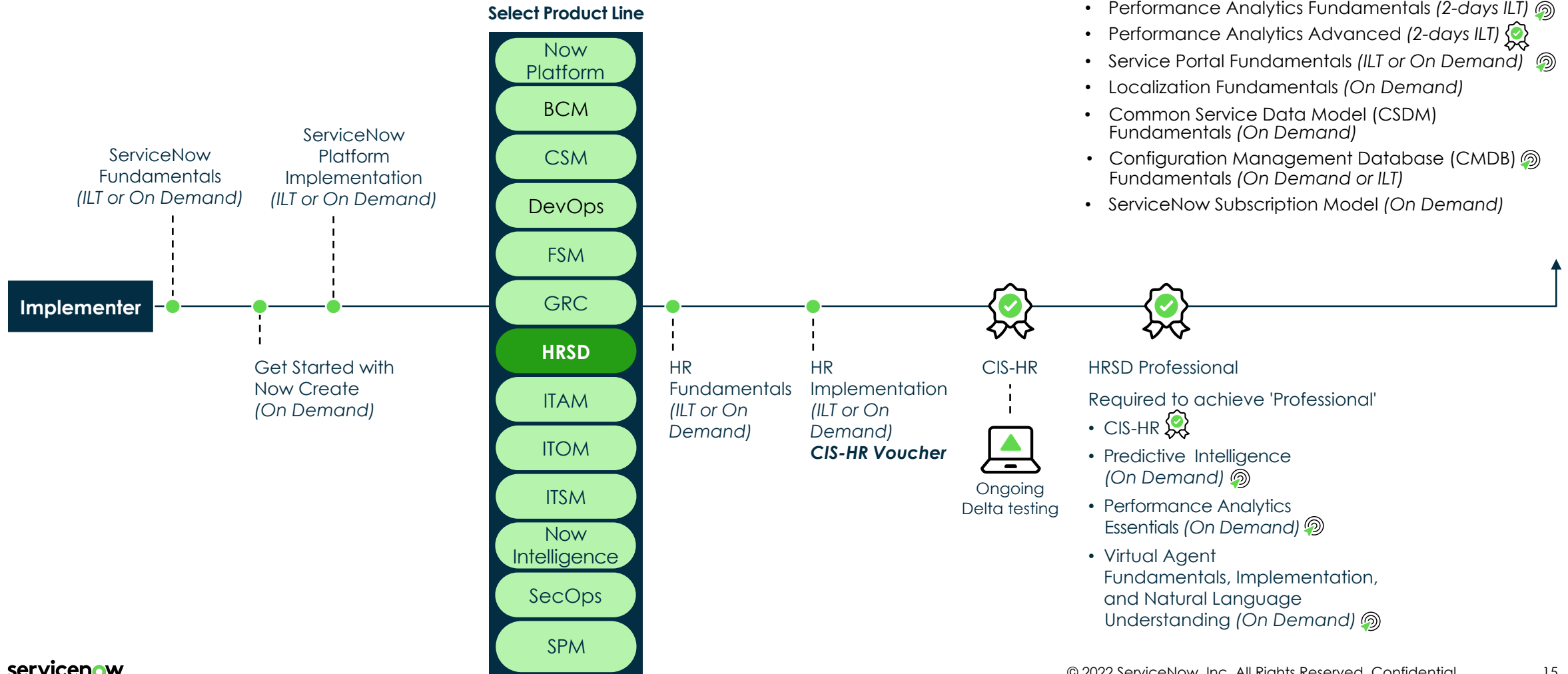
Human Resources Service Delivery (HRSD)

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

Additional Acronyms

CIS: Certified Implementation Specialist

ILT: Instructor-led Training



Additional Recommended:

- Performance Analytics Fundamentals (2-days ILT)
- Performance Analytics Advanced (2-days ILT)
- Service Portal Fundamentals (ILT or On Demand)
- Localization Fundamentals (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- ServiceNow Subscription Model (On Demand)

Implementer Learning Path

IT Asset Management (ITAM)

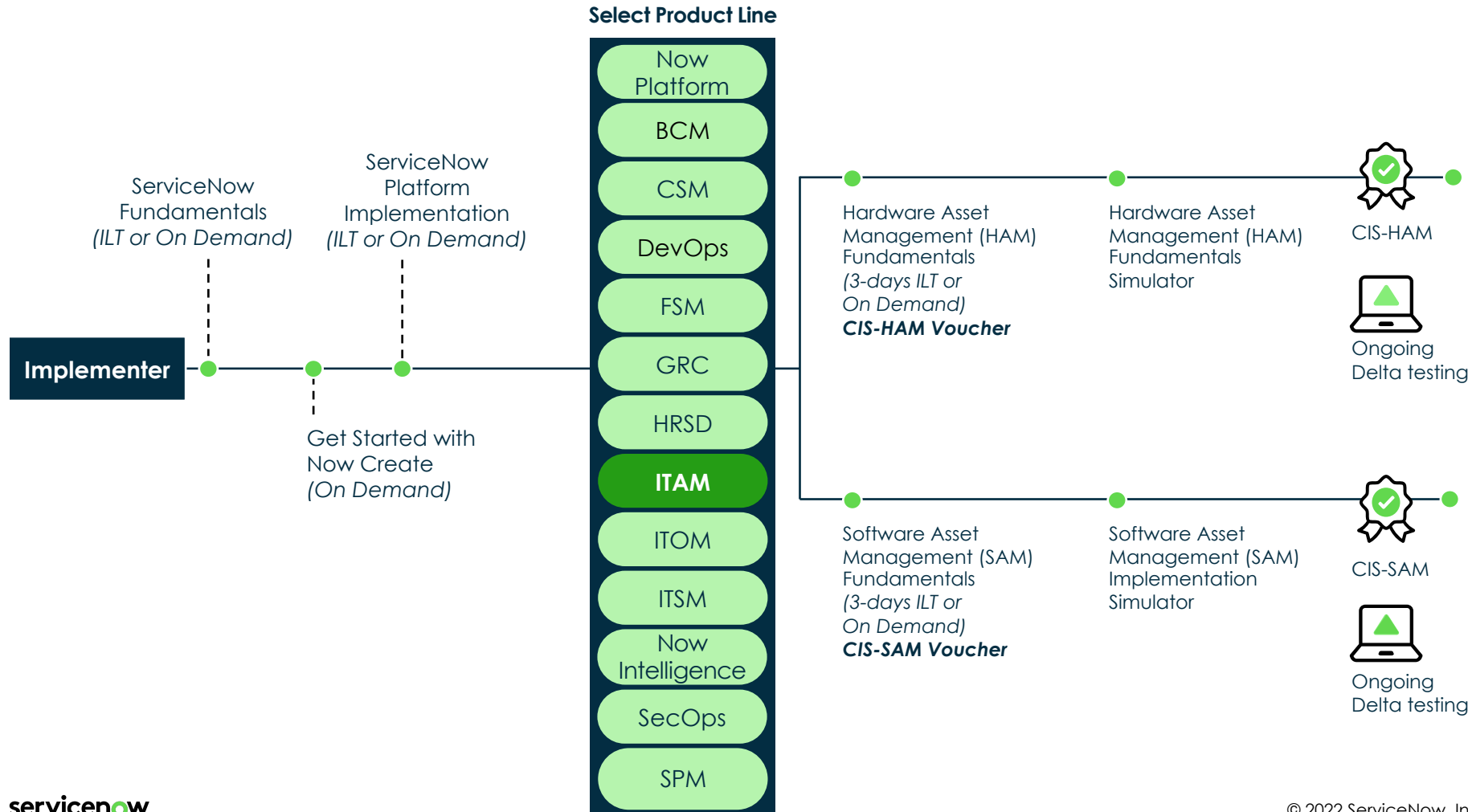
* Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms

CIS: Certified Implementation Specialist

ILT: Instructor-led Training

SCCM: Microsoft System Center Configuration Manager

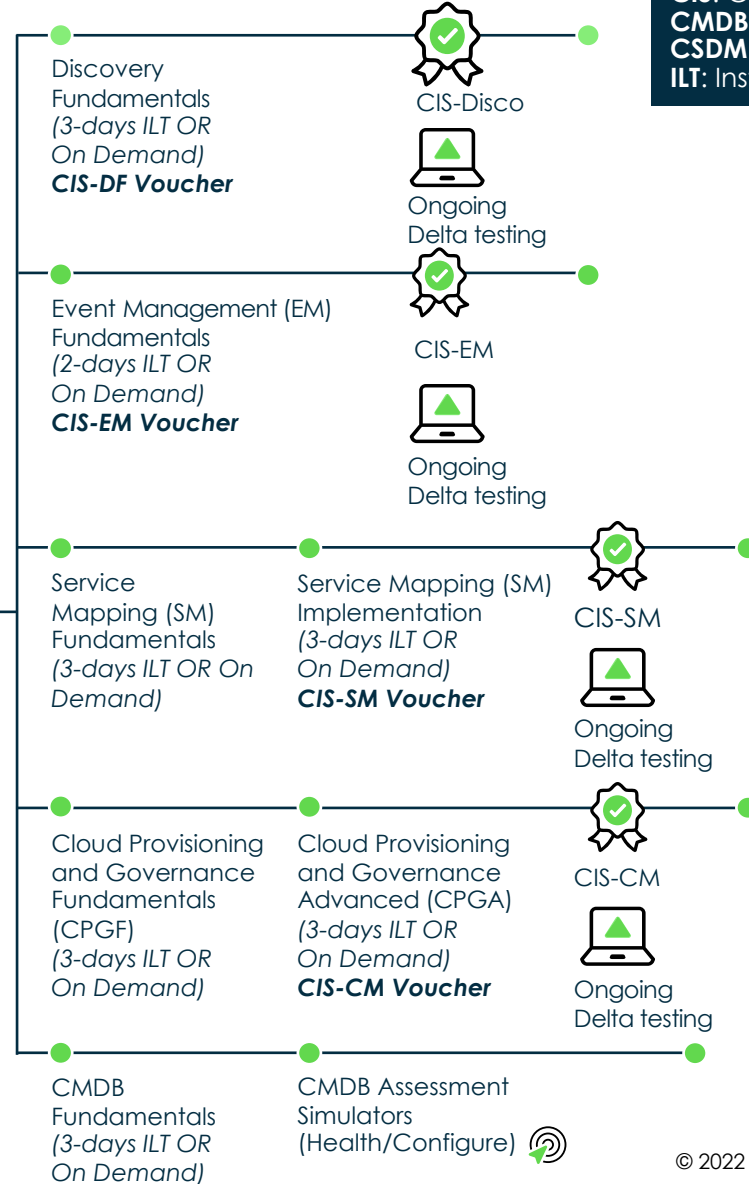
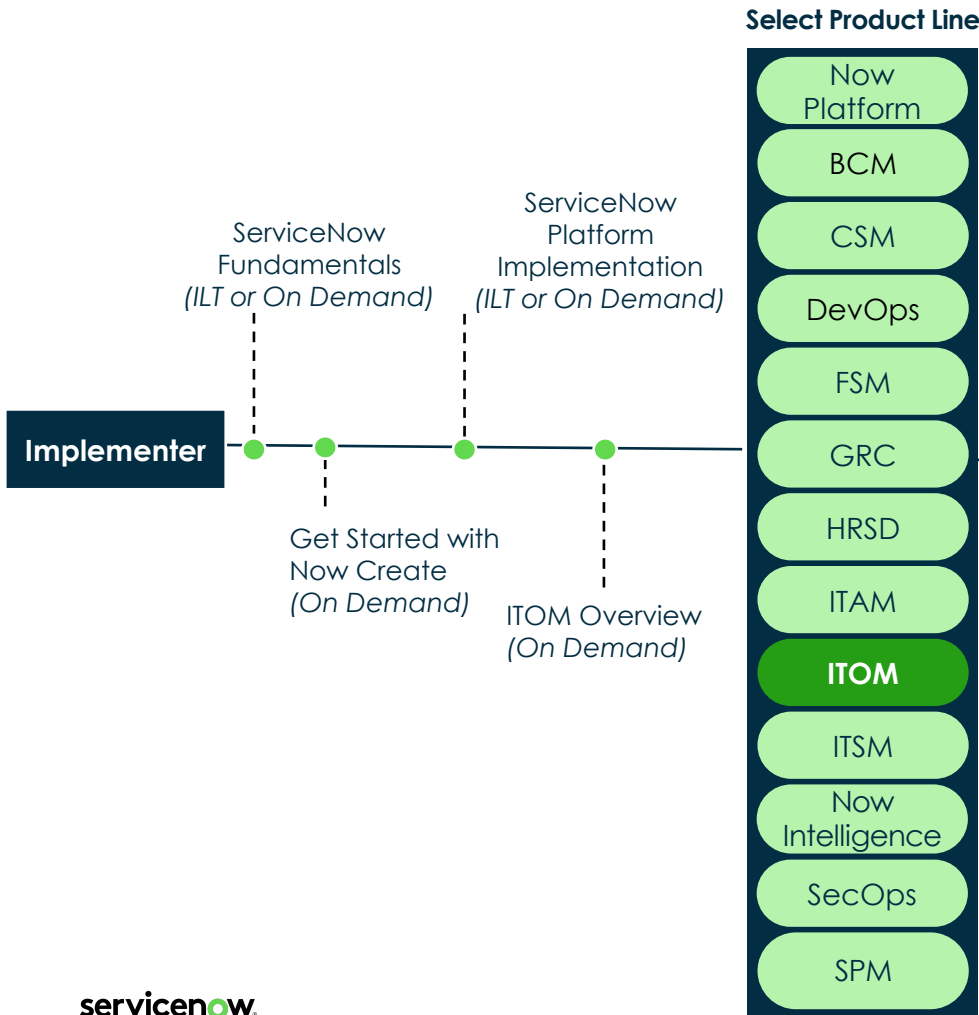


Additional Recommended:

- SAM: Integration with SCCM for Reclamation and Distribution (On Demand)
- Discovery Basics for SAM (On Demand)
- Entitlement Import Basics for SAM (On Demand)
- Software Asset Management Getting Started (On Demand)
- Software Asset Management Reconciliation Troubleshooting (On Demand)
- Software Normalization for Software Asset Management (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- ServiceNow Subscription Model (On Demand)

Implementer Learning Path

IT Operations Management (ITOM)



* 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
CSDM: Common Service Data Model
ILT: Instructor-led Training

Additional Recommended

- Discovery Fundamentals *On Demand*
- Discovery Extras *(On Demand)*
- CMDB Fundamentals *(On Demand or ILT)*
- CSDM Fundamentals *(On Demand)*
- ServiceNow Subscription Model *(On Demand)*

Additional Recommended

- Event Management Fundamentals *On Demand*
- Event and Flow in Action *(On Demand)*
- Operational Intelligence Fundamentals *(On Demand)*
- CMDB Fundamentals *(On Demand or ILT)*
- CSDM Fundamentals *(On Demand)*
- ServiceNow Subscription Model *(On Demand)*

Additional Recommended

- Service Mapping Fundamentals *(On Demand)*
- CMDB Fundamentals *(On Demand or ILT)*
- CSDM Fundamentals *(On Demand)*
- ServiceNow Subscription Model *(On Demand)*

Additional Recommended

- Cloud Insights *(On Demand)*
- Configuring Cloud Management for IP Address Mgmt
- CMDB Fundamentals *(On Demand or ILT)*
- CSDM Fundamentals *(On Demand)*
- Service Data Model (CSDM) Fundamentals
- ServiceNow Subscription Model *(On Demand)*

Additional Recommended

- CSDM Fundamentals *(On Demand)*
- ServiceNow Subscription Model *(On Demand)*

Implementer Learning Path

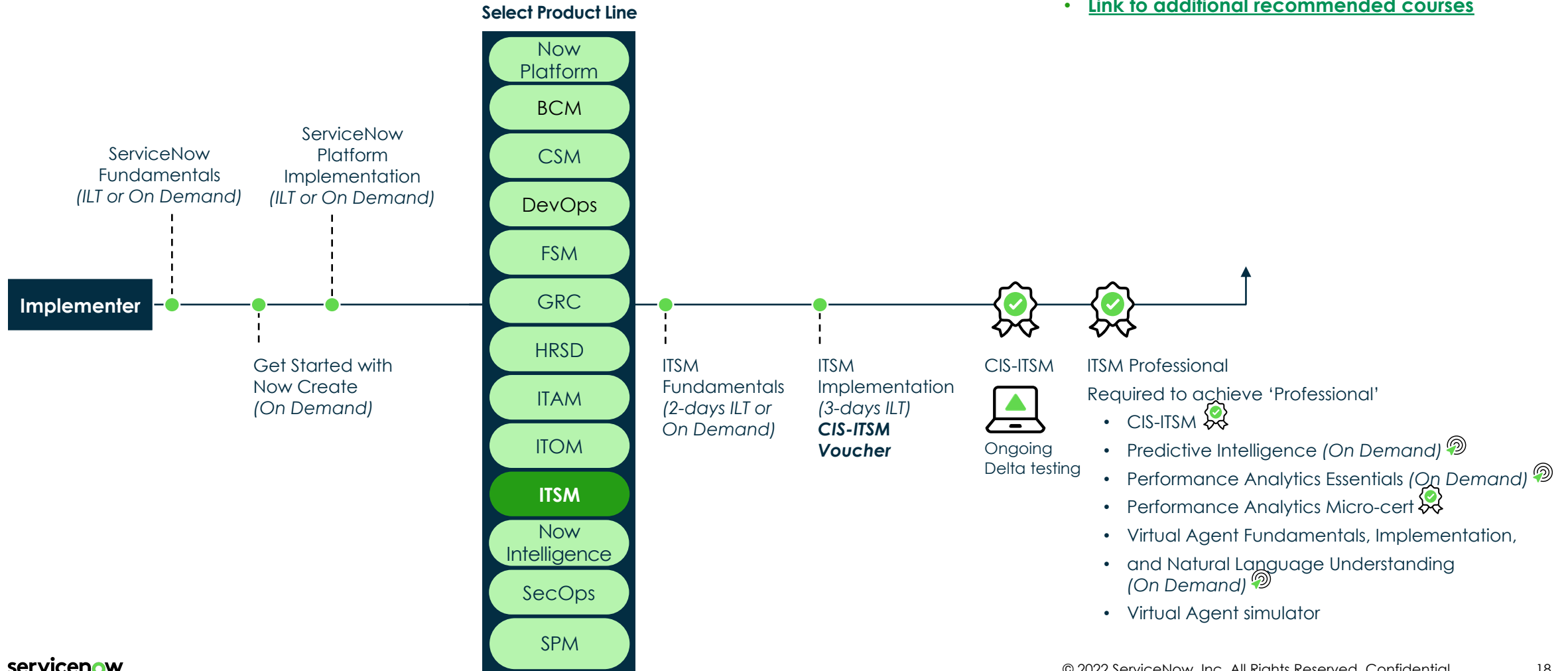
IT Service Management (ITSM)

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

Additional Acronyms

CIS: Certified Implementation Specialist

ILT: Instructor-led Training



Additional Recommended:

- [Link to additional recommended courses](#)

Implementer Learning Path

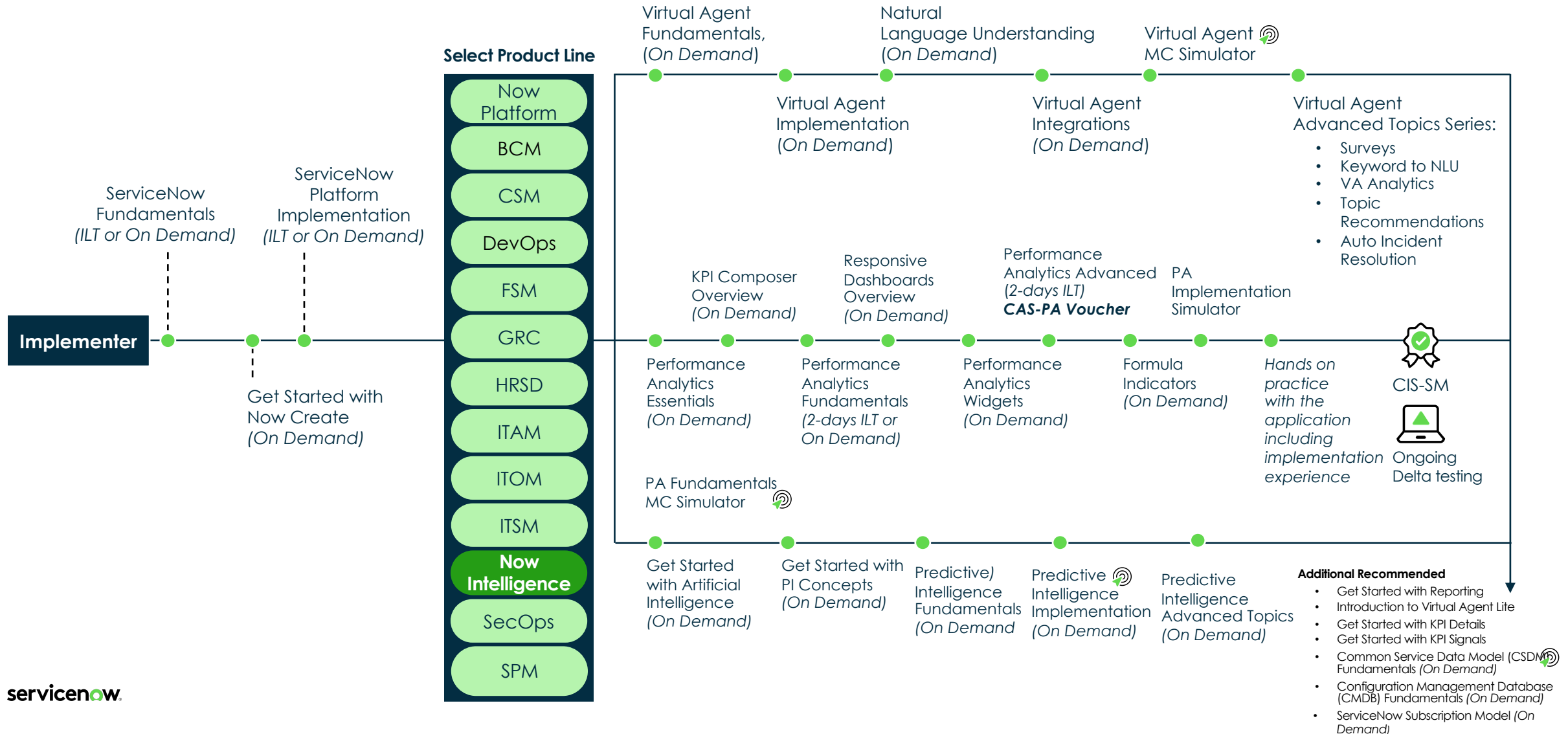
Now Intelligence

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Additional Acronyms

CIS: Certified Implementation Specialist

ILT: Instructor-led Training



Implementer Learning Path

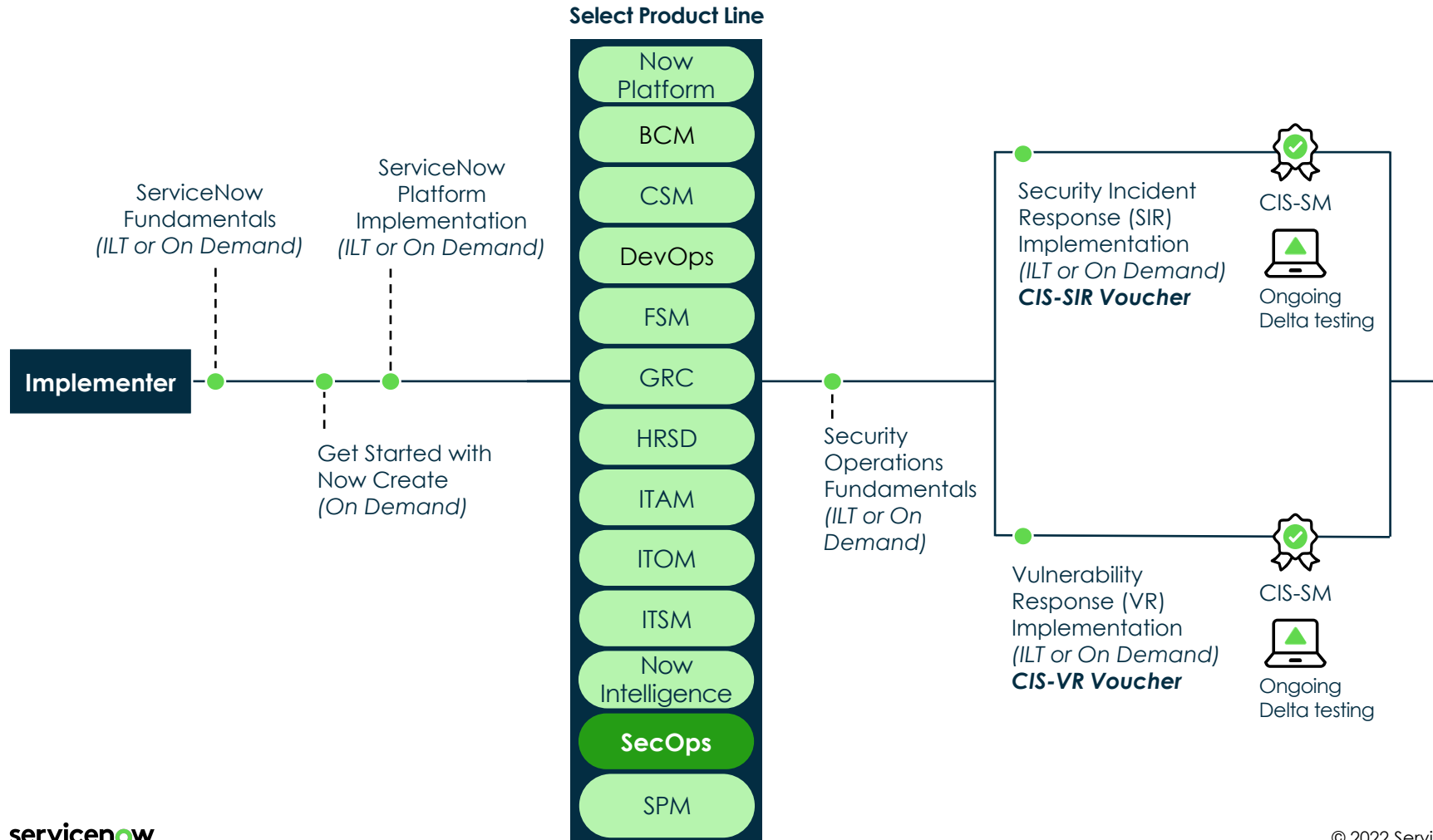
Security Operations (SecOps)

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

Additional Acronyms

CIS: Certified Implementation Specialist

ILT: Instructor-led Training



Additional Recommended

- Automated Test Framework (ATF) Essentials (On Demand) 🔄
- Flow Designer Fundamentals (On Demand) 🔄
- Integration Hub Essentials (On Demand) 🔄
- Mobile Development Essentials (On Demand)
- Service Portal Fundamentals (ILT or On Demand) 🔄
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT) 🔄
- ServiceNow Subscription Model (On Demand)
- Now Experience UI Builder Fundamentals (On Demand)
- Configuration Compliance Essentials (On Demand)
- What's New in the Store for Security Operations (On Demand)

Implementer Learning Path

Strategic Portfolio Management (SPM)

Agile Development 2.0 and Test Mgmt 2.0 Implementation (On Demand)

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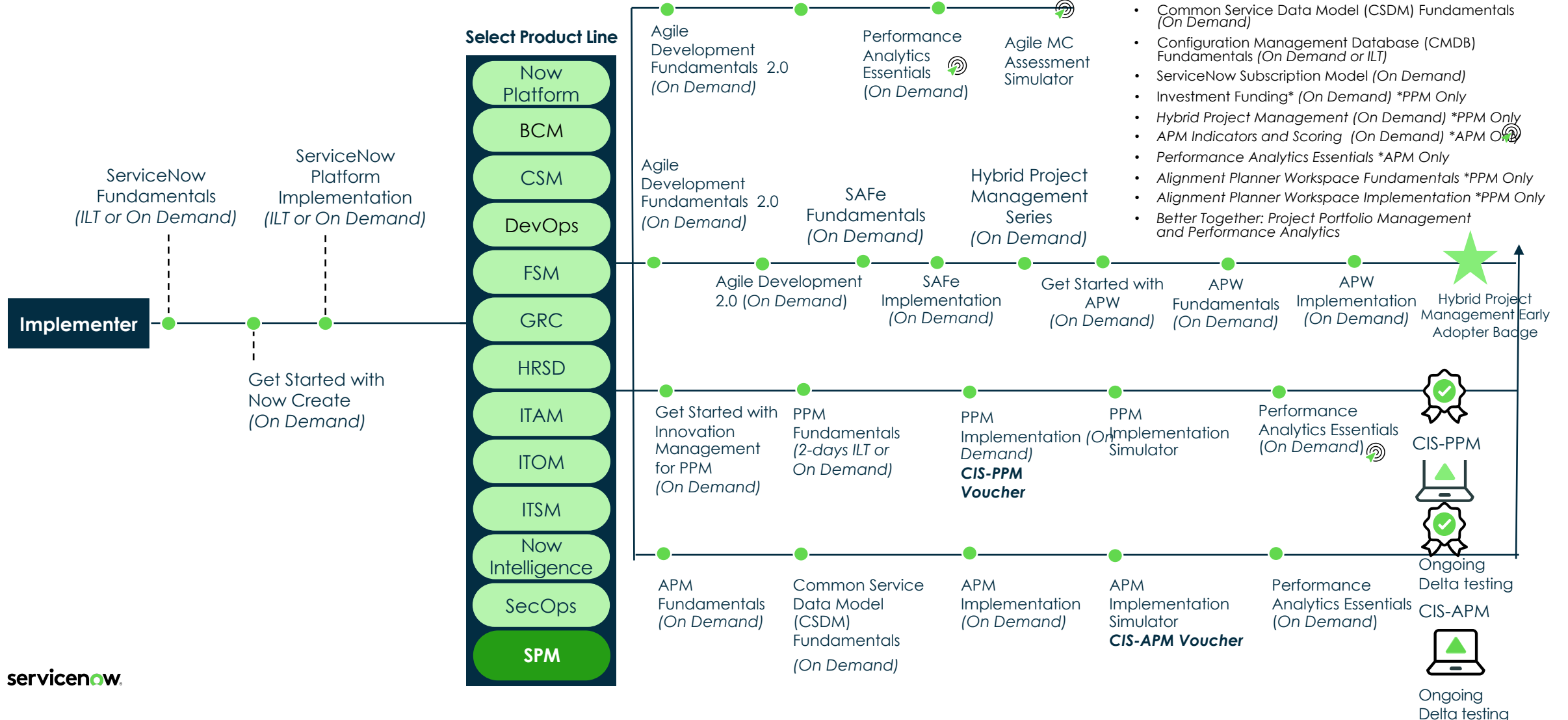
Additional Acronyms

APM: Application Portfolio Management

CIS: Certified Implementation Specialist

ILT: Instructor-led Training

PPM: Project Portfolio Management



Developer Learning Paths

Developer Learning Path

Citizen Developer

Additional Acronyms

ILT: Instructor-led Training



Additional Recommended

- Flow Designer: Create a Flow
- Introduction to Playbooks & Process Automation Designer (PAD) (On Demand)

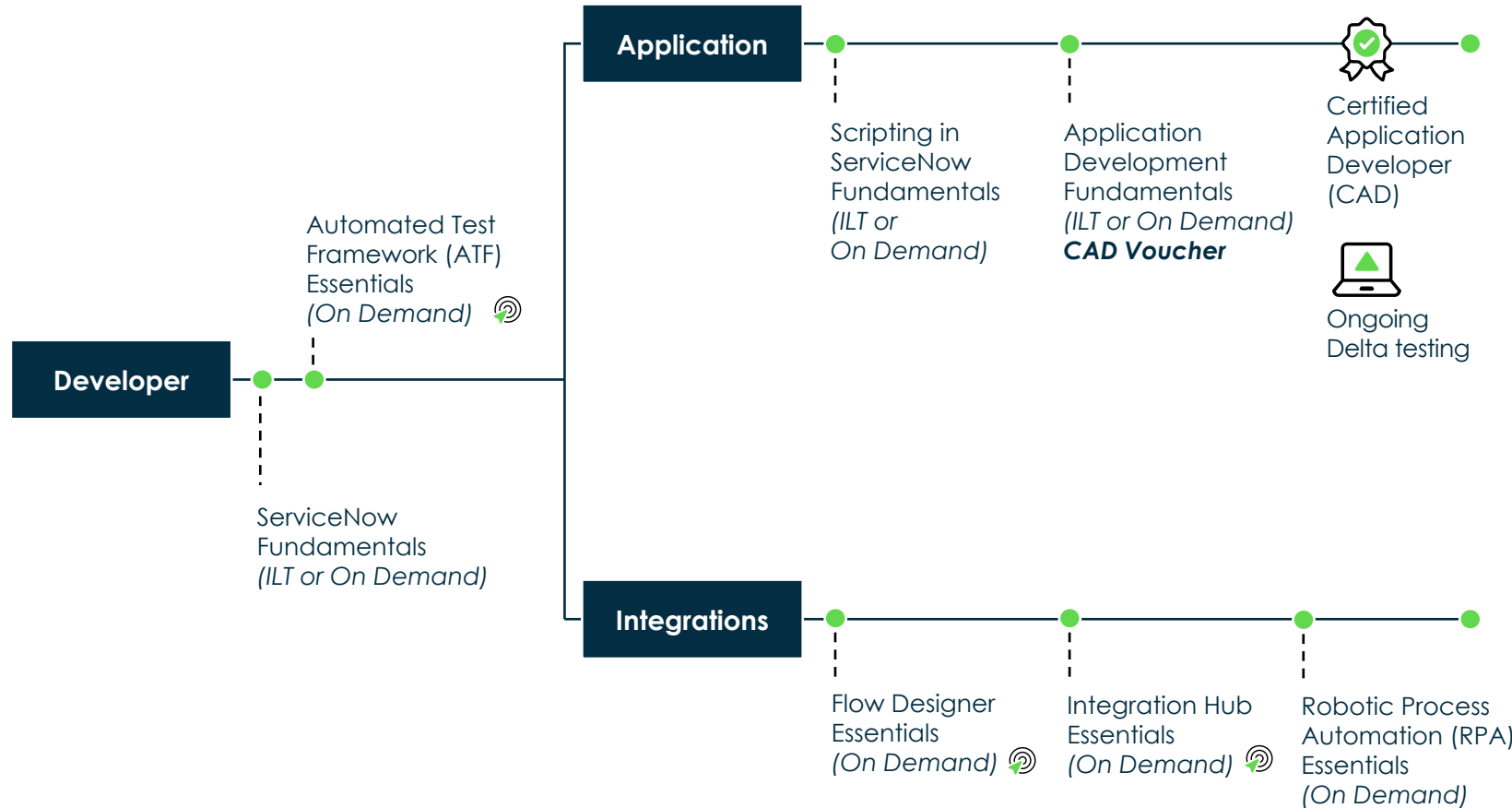
Developer Learning Path

Application Developer (Low/Pro-Code)

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

Additional Acronyms

ILT: Instructor-led Training



Additional Recommended

- CAD Test Prep (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- Integration Hub Essentials (On Demand)
- Mobile Development Essentials (On Demand)
- Performance Analytics Essentials (On Demand)
- Service Portal Fundamentals (ILT or On Demand)
- Service Portal Advanced (ILT or On Demand)

Additional Recommended

- Scripting in ServiceNow Fundamentals (ILT or On Demand)
- Application Development Fundamentals (ILT or On Demand)

Application Specialist Learning Paths

Application Specialist Learning Path

Performance Analytics (PA)

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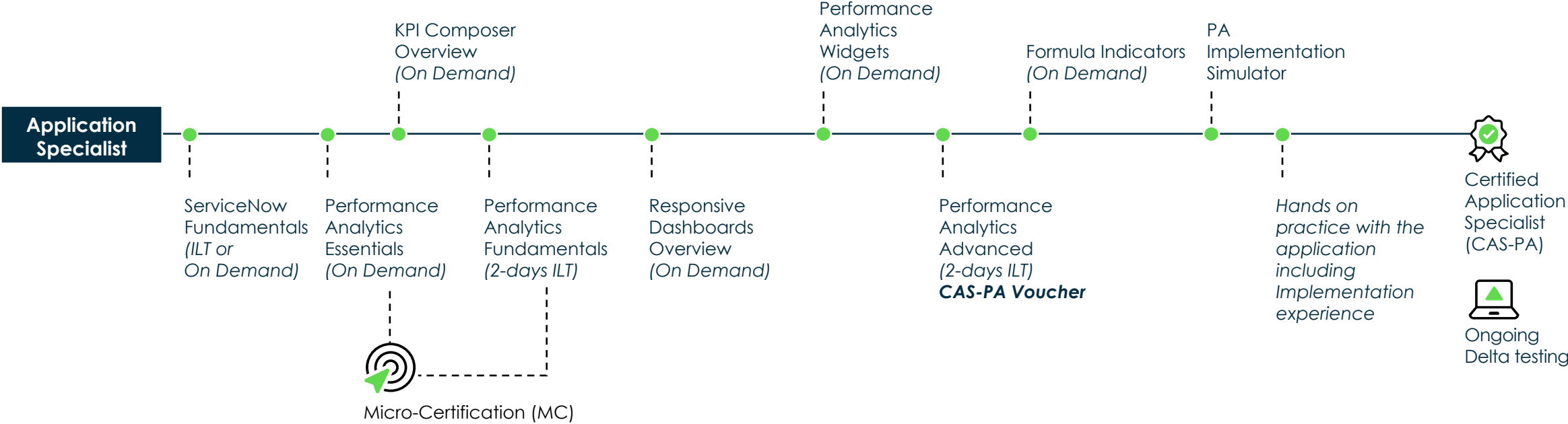
Additional Acronyms

CAS: Certified Application Specialist

ILT: Instructor-led Training

Additional Recommended:

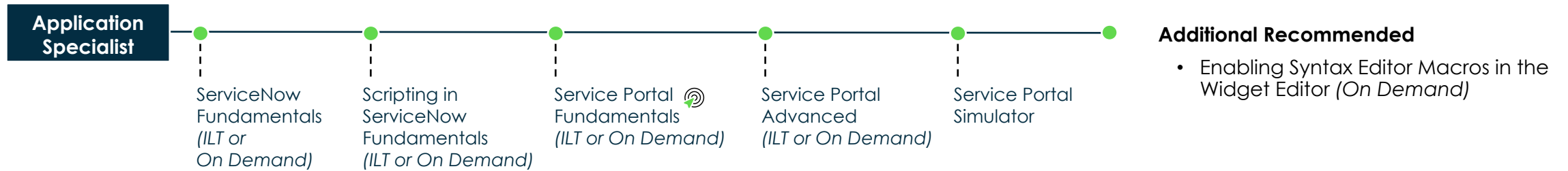
- Get Started with Reporting
- KPI Details Fundamentals
- KPI Signals Fundamentals
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)



Application Specialist Learning Path

Service Portal

Additional Acronyms
ILT: Instructor-led Training



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