Learning Paths by Persona
Implementer Learning Paths
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)

Select Product Line

- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

Implementer

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Platform Implementation (3-days ILT)

Get Started with Now Create (On Demand)

BCM for Implementers (On Demand)
Agent Workspace Fundamentals (On Demand)
Agent Workspace Implementation (On Demand)
Introduction to Now Experience UI Builder (On Demand)
BCM Assessment Simulator to achieve Early Adopter Recognition

© 2021 ServiceNow, Inc. All Rights Reserved. Confidential.
Implementer Learning Path
Customer Service Management (CSM)

Select Product Line

- **CSM**
  - CSM Fundamentals (3-days ILT)
  - OR -
  - ServiceNow Platform Implementation (3-days ILT)

- **DevOps**
- **FSM**
- **GRC**
- **HRSD**
- **ITAM**
- **ITBM**
- **ITOM**
- **ITSM**
- **Now Intelligence**
- **Now Platform**
- **SecOps**

Implementer

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Fundamentals (On Demand)

Get Started with Now Create (On Demand)

**Select Product Line**

- **BCM**
- **CSM**
- **DevOps**
- **FSM**
- **GRC**
- **HRSD**
- **ITAM**
- **ITBM**
- **ITOM**
- **ITSM**
- **Now Intelligence**
- **Now Platform**
- **SecOps**

**CSM Professional**
Required to achieve “Professional”
- **CIS-CSM**
- Predictive Intelligence (On Demand)
- Performance Analytics Essentials (On Demand)
- Virtual Agent (On Demand)

**CIS-CSM Voucher**

- **CSM Fundamentals (3-days ILT)**
- **CSM Implementation (2-days ILT)**

- **CIS-CSM Test Prep (On Demand)**

Ongoing Delta testing

* 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

Select Product Line

- BCM
- CSM
- **DevOps**
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Fundamentals (On Demand)
ServiceNow Platform Implementation (3-days ILT)

Get Started with Now Create (On Demand)

Flow Designer Fundamentals (On Demand)
DevOps Fundamentals (On Demand)

ITSM Fundamentals (2-day ILT)
- OR -
ITSM Fundamentals (On Demand)
Performance Analytics Essentials (On Demand)

DevOps Implementation + Course Exam (On Demand)
DevOps MicroCert Assessment Simulator

Additional Recommended
- Automated Test Framework (ATF) Fundamentals (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Cloud Provisioning and Governance Fundamentals (3 Day ILT)
- Discovery Fundamentals (3 Day ILT or Self Paced)
- 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

Additional Acronyms
ILT: Instructor-led Training

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

© 2021 ServiceNow, Inc. All Rights Reserved. Confidential.
Implementer Learning Path
Field Service Management (FSM)

Select Product Line
- BCM
- CSM
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

ServiceNow Fundamentals (3-days ILT)
- OR - ServiceNow Platform Implementation (3-days ILT)

Get Started with Now Create (On Demand)

FSM Fundamentals (on demand)

Dynamic Scheduling Fundamentals (On Demand)
Dynamic Scheduling Implementation (On Demand)

FSM Related Additional Recommended:
- Link to Recommended Courses

FSM Related Additional Recommended:
- Link to Recommended Courses

Ongoing Delta testing

CIS-FSM Voucher

© 2021 ServiceNow, Inc. All Rights Reserved. Confidential.
Implementer Learning Path

Vendor Risk Management (GRC)

Select Product Line

- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

- ServiceNow Fundamentals (3-days ILT)
- ServiceNow Platform Implementation (3-days ILT)

Additional Recommended
- Link to Additional Recommended Courses

Vendor Risk Management (VRM) Implementation (2-days ILT)
- CIS-VRM Test Prep (On Demand)
- CIS-VRM Voucher

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Ongoing Delta testing

* Mainline certification questions are sourced from all courses between the product line selection and the exam.
Implementer Learning Path
Governance Risk and Compliance (GRC)

Now Learning Path for taking the CIS-RC exam

Additional Recommended Courses

1. ServiceNow Fundamentals Required
2. Certified System Administrator (CSA) - Required
3. ServiceNow Platform Implementation
4. Get Started with Now Create
5. CMDB Fundamentals
6. Flow Designer: Create a Flow
7. Flow Designer Fundamentals: Micro-Certification Assessment
8. Flow Designer: Create Subflows and Actions
9. Introduction to Now Experience UI Builder Fundamentals
10. Now Experience UI Builder Fundamentals
11. GRC: IRM Fundamentals Required
12. GRC: Advanced Risk Assessment for Implementers Required
13. GRC: IRM Implementation Required
14. GRC: Classic Risk Assessment Fundamentals Required
15. GRC: Introduction to Continuous Monitoring across the Enterprise – Coming soon!
16. Audit Management Implementation - Required
17. GRC: Risk & Compliance Simulator
18. CIS-RC Certification Test Prep

* 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
Implementer Learning Path

Human Resources Service Delivery (HRSD)

Select Product Line

- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

Implementer

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Platform Implementation (3-days ILT)

Get Started with Now Create (On Demand)

Ongoing Delta testing

HRSD Professional
Required to achieve ‘Professional’
- CIS-HR
- Predictive Intelligence (On Demand)
- Performance Analytics Essentials (On Demand)
- Virtual Agent Fundamentals, Implementation, and Natural Language Understanding (On Demand)

* 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 (2-days ILT)
- 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)

Select Product Line

- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

ServiceNow Fundamentals (3-days ILT)
- OR - ServiceNow Platform Implementation (3-days ILT)

Get Started with Now Create (On Demand)

Hardware Asset Management (HAM) Fundamentals (3-days ILT)
- CIS-HAM Voucher
- OR - Hardware Asset Management (HAM) Fundamentals (On Demand)
  - CIS-HAM Voucher

Software Asset Management (SAM) Fundamentals (3-days ILT)
- CIS-SAM Voucher
- OR - Software Asset Management (SAM) Fundamentals (On Demand)
  - CIS-SAM Voucher

Hardware Asset Management (HAM) Fundamentals Simulator

Software Asset Management (SAM) Implementation Simulator

CIS-HAM

Ongoing Delta Testing

CIS-SAM

Ongoing Delta Testing

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)

© 2021 ServiceNow, Inc. All Rights Reserved. Confidential.
Implementer Learning Path

IT Service Management (ITSM)

Select Product Line

- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

Select Product Line

- ServiceNow Fundamentals (3-days ILT)
- OR - ServiceNow Platform Implementation (3-days ILT)

Implementer

ServiceNow Fundamentals (On Demand)

Get Started with Now Create (On Demand)

ITSM Fundamentals (2-days ILT) - OR - ITSM Fundamentals (On Demand)

ITSM Implementation (3-days ILT)

CIS-ITSM Voucher

CIS-ITSM

ITSM Professional

Required to achieve ‘Professional’

• CIS-ITSM
• Predictive Intelligence (On Demand)
• Performance Analytics Essentials (On Demand)
• Performance Analytics Micro-cert
• Virtual Agent Fundamentals, Implementation, and Natural Language Understanding (On Demand)
• Virtual Agent simulator

Additional Acronyms

CIS: Certified Implementation Specialist
ILT: Instructor-led Training

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

Additional Recommended

• Link to additional recommended courses
Implementer Learning Path

Select Product Line
- ServiceNow Fundamentals (On Demand)
  - OR -
  - ServiceNow Platform Implementation (3-days ILT)

ServiceNow Fundamentals (3-days ILT)

Implementer

Get Started with Now Create (On Demand)

CAS-PA Voucher

Formula Indicators (On Demand)

Hands on practice with the application including implementation experience

CAS-PA

Ongoing Delta testing

Virtual Agent Fundamentals, (On Demand)

Natural Language Understanding (On Demand)

Performance Analytics Fundamentals (On Demand)

Virtual Agent Implementation (On Demand)

Virtual Agent Integrations (On Demand)

Performance Analytics Advanced (2-days ILT)

CAS-PA Implementation Simulator

Select Product Line
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

Get Started with Artificial Intelligence (On Demand)

Get Started with PI Concepts (On Demand)

Predictive Intelligence Fundamentals (On Demand)

Predictive Intelligence Implementation (On Demand)

Virtual Agent MC Simulator

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)

Additional Recommended

CAS-PA Implementation Simulator

Hands on practice with the application including implementation experience

CAS-PA

Ongoing Delta testing

Additional Acronyms
- CIS: Certified Implementation Specialist
- ILT: Instructor-led Training

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

Now Platform

Select Product Line

- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

App Engine

- Application Development Fundamentals (3-days ILT)
- CAD Voucher

Service Provider Implementer (On Demand)
- Domain Separation Basics
- Domain Separation Configuration
- Service Provider Architecture
- Domain Separation Implementation
- Domain Separation Troubleshooting

CIS-SP Voucher

Additional Recommended
- CAD Test Prep (On Demand)
- Mobile Development Fundamentals (On Demand)
- Performance Analytics Essentials (On Demand)
- Service Portal Fundamentals (2-day ILT)
- Service Portal Advanced (2-day ILT)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)

Additional Acronyms

CAD: Certified Application Developer
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

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

Security Operations (SecOps)

Select Product Line

- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform

Implementer

ServiceNow Fundamentals (3-days ILT)
- OR - ServiceNow Platform Implementation (3-days ILT)

Get Started with Now Create (On Demand)

- Security Operations Fundamentals (2-days ILT)
- Security Incident Response (SIR) Implementation (2-days ILT) CIS-SIR Voucher
- Ongoing Delta testing

- Vulnerability Response (VR) Implementation (2-days ILT) CIS-VR Voucher
- Ongoing Delta testing

Additional Recommended
- Automated Test Framework (ATF) Fundamentals (On Demand)
- Flow Designer Fundamentals (On Demand)
- IntegrationHub Essentials (On Demand)
- Mobile Development Fundamentals (On Demand)
- Service Portal Fundamentals (2-day ILT)
- 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)

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

* Mainline certification questions are sourced from all courses between the product line selection and the exam.
System Administrator Learning Path
System Administrator Learning Path

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Fundamentals (On Demand)

Certified System Administrator (CSA)

System Administration Advanced (2-days ILT)

Subscription Management Overview (On Demand)

Automated Test Framework (ATF) Fundamentals (On Demand)

ServiceNow Upgrade Essentials (On Demand)
- Upgrade Center Overview
- Upgrade Skipped Records
- Using Debug Upgrade

Introduction to ServiceNow HealthScan and Instance Scan (On Demand)

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 (3-day ITL)
- Application Development Fundamentals (3-day ITL)
- Fundamentals and Implementation classes as products are activated in your instance
Developer Learning Paths
Developer Learning Path
Citizen Developer

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Fundamentals (On Demand)

Introduction to App Engine Studio (On Demand)
Introduction to Playbooks & Process Automation Designer (PAD) (On Demand)
Introduction to Now Experience UI Builder (On Demand)

Additional Recommended
- Flow Designer: Create a Flow
- Virtual Agent Fundamentals

Pass both courses and micro-certifications and receive the Citizen Developer Core Skills Micro-Certification Suite
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

CAD: Certified Application Developer

ServiceNow Fundamentals (3-days ILT)

Micro-Certification

Automated Test Framework (ATF) Fundamentals (On Demand)

ServiceNow Fundamentals (3-days ILT)

– OR –

ServiceNow Fundamentals (On Demand)

Application

Scripting in ServiceNow Fundamentals (3-days ILT)

Application Development Fundamentals (3-days ILT)

Certified Application Developer (CAD)

Ongoing Delta testing

Integrations

Flow Designer Essentials (On Demand)

IntegrationHub Essentials (On Demand)

Additional Recommended

• Scripting in ServiceNow Fundamentals (3-days ILT)
• Application Development Fundamentals (3-days ILT)

Additional Recommended

• CAD Test Prep (On Demand)
• Common Service Data Model (CSDM) Fundamentals (On Demand)
• Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
• IntegrationHub Essentials (On Demand)
• Mobile Development Fundamentals (On Demand)
• Performance Analytics Essentials (On Demand)
• Service Portal Fundamentals (2-days ILT)
• Service Portal Advanced (2-days ILT)
Application Specialist Learning Paths
**Application Specialist Learning Path**

**Performance Analytics (PA)**

- **KPI Composer Overview (On Demand)**
- **Performance Analytics Essentials (On Demand)**
- **Performance Analytics Fundamentals (2-days ILT)**
- **Responsive Dashboards Overview (On Demand)**
- **Performance Analytics Widgets (On Demand)**
- **Formula Indicators (On Demand)**
- **CAS-PA Voucher**
- **PA Implementation Simulator**

**Certified Application Specialist (CAS-PA)**

- Hands on practice with the application including implementation experience
- Ongoing Delta testing

**Additional Acronyms**

CAS: Certified Application Specialist
ILT: Instructor-led Training

*Mainline certification questions are sourced from all courses between the product line selection and the exam.*
Application Specialist Learning Path

Service Portal

ServiceNow Fundamentals (3-days ILT)

- OR -

ServiceNow Fundamentals (On Demand)

Scripting in ServiceNow Fundamentals (3-days ILT)

Service Portal Fundamentals (2-days ILT)

Service Portal Advanced (2-days ILT)

Service Portal Simulator

Micro-Certification (MC)

Additional Recommended

- Enabling Syntax Editor Macros in the Widget Editor (On Demand)
- Creating Simple Search Facets in a Service Portal (On Demand)
- Creating Simple Search Sources in a Service Portal (On Demand)