

The journey to certification with ServiceNow



People are at the heart of customer success

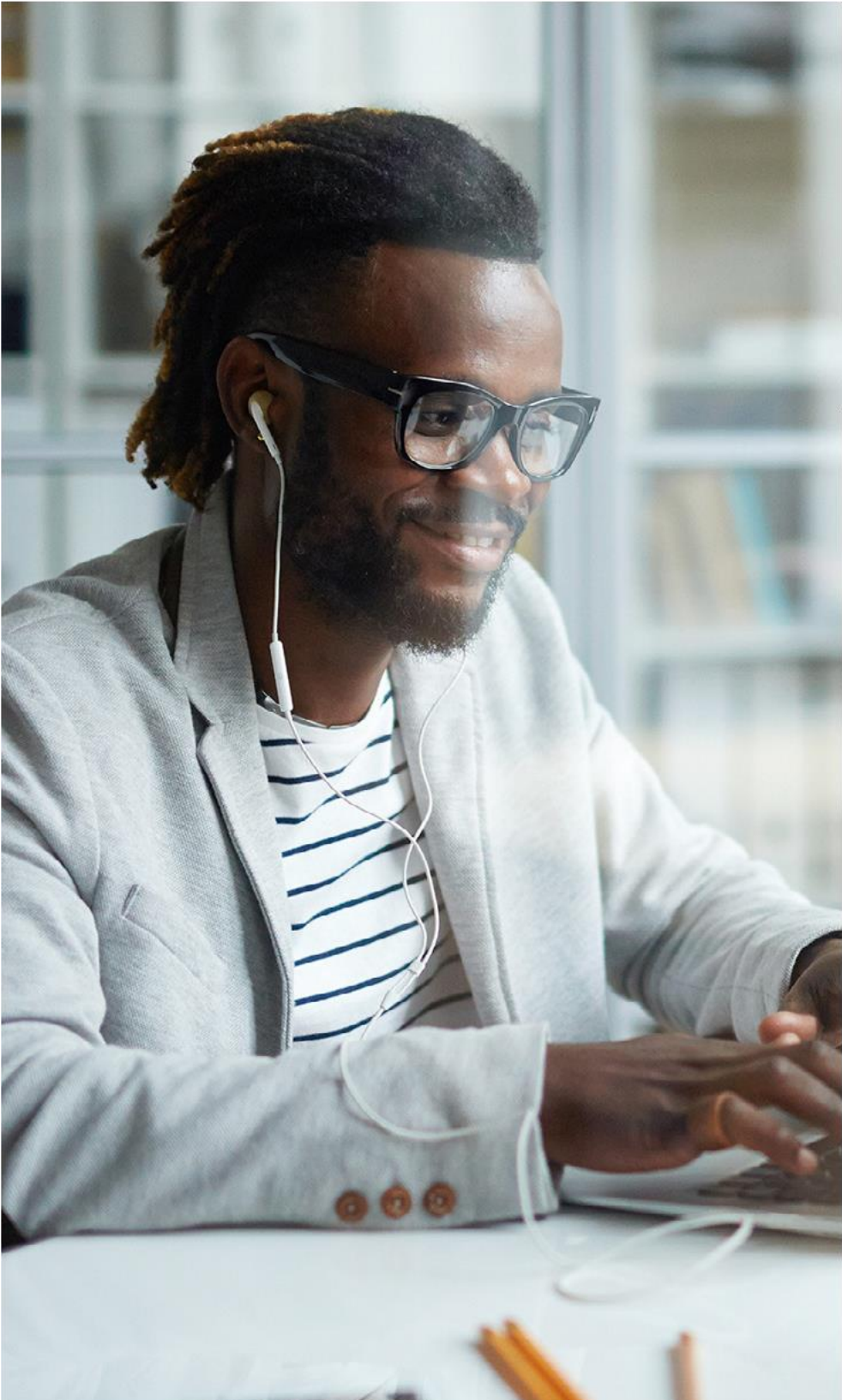
- ï With training and certification, you will learn to master ServiceNow® capabilities through hands-on, real-world instruction to help you meet your goals. Whether you take virtual or in-person courses from ServiceNow, or from one of our Certified Training Partners, you will learn to be successful with the Now Platform.
- ï Companies are looking for proven professionals—and companies that use certified professionals see smoother deployments and better use of ServiceNow. Getting certified boosts your career and sets you up to contribute even more to your organization's success.

What does it mean to get certified?

Once you are ServiceNow certified, you can gain industry recognition, competitive differentiation, greater productivity and results, increased user community satisfaction, and a tangible measure of your educational investment.

Growing and expanding

As a big part of our customer success approach, training and certification is always evolving to meet your needs now and we are here to inspire and take care of your ServiceNow future. We are exploring new online training options, ways to incorporate micro-certifications, launching a mastery-level program, and creating broader tools and templates you can use yourself.



What certification path is right for you?

Implementer path

Deploy the platform within a defined scope of work.

The ServiceNow implementer path will teach you to quickly and successfully deploy ServiceNow products into customer environments, whether you are a new consultant starting your career or a seasoned professional looking to deepen your expertise and differentiate yourself from the competition.

Developer path

Specialize in configuration, scripting, and integrations.

If you are on the path to becoming a certified application developer (CAD), you will learn how to create applications by designing application tables, creating and implementing forms, controlling access, and integrating workflows into applications. You will specialize in a product and learn to take full advantage of the Now Platform®.

Administrators

Manage and maintain the Platform.

Discover the most essential elements of managing and maintaining the Now Platform.

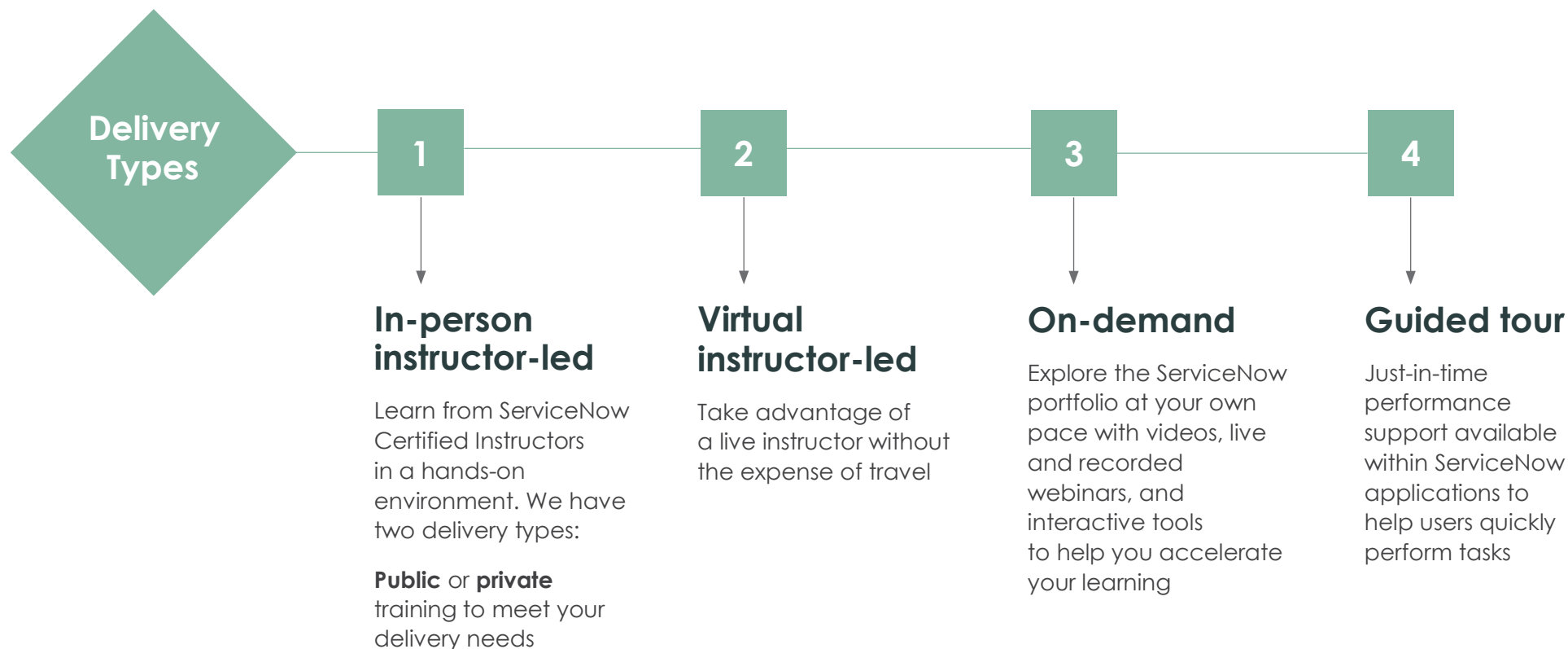


ServiceNow experts are our front line for release readiness

The ServiceNow certification maintenance program is essentially a commitment between us and our certified experts to stay up to date on the latest release.

- The maintenance program helps you ensure that your employees are using the latest and greatest and know the essentials of how to talk to customers about the latest release.
- For every release, there will be short, non-proctored delta exams that provide certified professionals the opportunity to explore the changes happening in the next release.
- Certified experts have plenty of time to get familiar with the release and complete the maintenance activity.

Delivery Types



Mainline Certification Path

as of 9/4/19, subject to change



























Certification voucher included Self-paced training available

PRODUCT LINE	ASSOCIATED TRAINING COURSES		CERTIFICATIONS
IT	ITSM Fundamentals	ITSM Implementation	CIS – IT Service Management
	Service Mapping Fundamentals	Service Mapping Implementation	CIS – Service Mapping
	Discovery Fundamentals		CIS – Discovery
	Event Management Fundamentals		CIS – Event Management
	Cloud Management Fundamentals	Cloud Management Advanced	CIS – Cloud Management
	Project Portfolio Management Fundamentals	Project Portfolio Management Implementation	CIS – Project Portfolio Management
	Application Portfolio Management Fundamentals	Application Portfolio Management Implementation	CIS – Application Portfolio Management
	Software Asset Management Fundamentals		CIS – Software Asset Management
SECURITY	Security Ops. Fundamentals	Vulnerability Response Implementation	CIS – Vulnerability Response
	Vendor Risk Management Fundamentals	Vendor Risk Management Implementation	CIS – Vendor Risk Management
	Security Ops. Fundamentals	Security Incident Response	CIS – Security Incident Response
	GRC Fundamentals	Risk and Compliance Implementation	CIS – Risk and Compliance
CS	Customer Service Management Fundamentals	Customer Service Management Implementation	CIS – Customer Service Management
	Field Service Management Fundamentals	Mobile Development Fundamentals	Field Service Management
HR	HR Fundamentals	HR Implementation	CIS – Human Resources
PLATFORM APPLICATION DEVELOPMENT	ServiceNow Fundamentals		Certified System Administrator
	Scripting Fundamentals	Automated Test Framework	Application Development Fundamentals
	ServiceNow Fundamentals	Performance Analytics Essentials	Performance Analytics Fundamentals
		Responsive Dashboards	Performance Analytics Widgets
			Performance Analytics Advanced
			CAS – Performance Analytics

Micro-Certification Path

as of 9/4/19, subject to change

 Certification voucher included  Self-paced training available

PRODUCT LINE	ASSOCIATED TRAINING COURSES	CERTIFICATIONS
IT	Asset Models Management  	MC – Asset Models Management
	Application Portfolio Management Fundamentals  	MC – Application Portfolio Management
CS	ServiceNow Fundamentals → Customer Service Management Fundamentals → CSM with Service Management for Implementers  	MC – CSM with Service Management for Implementers
HR	Lifecycle Events  	MC – Enterprise Onboarding & Transitions
	HR Integrations  	MC – HR Integrations
PLATFORM APPLICATION DEVELOPMENT	Predictive Intelligence  	MC – Predictive Intelligence
	Virtual Agent  	MC – Virtual Agent
	Performance Analytics Fundamentals 	MC – Performance Analytics
	Performance Analytics Essentials   OR	
	Service Portal Fundamentals 	MC – Service Portal
	Agile Development 2.0 and Test Management 2.0  	MC – Agile and Test Management
	ServiceNow Platform Subscription Model  	MC – ServiceNow Platform Subscription Model
	Automated Test Framework  	MC – Automated Test Framework
	Flow Designer Fundamentals  	MC – Flow Designer
	IntegrationHub Fundamentals  	MC – IntegrationHub

ServiceNow training and certification helps you quickly maximize platform capabilities to better achieve your goals.

To find out more information or to access our course calendar, **Visit** or contact us today via email at training@servicenow.com.

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