


Learning Paths

Author: Global Learning and Development

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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*
2D	1,900 LC, 2-day ILT Course
3D	2,700, 3-day ILT Course
	Mainline Certification
	Micro Certification
	Accreditation
	Delta Exams
ILT	Instructor-led Training
CIS	Certified Implementation Specialist
CSA	Certified System Administrator
CAD	Certified Application Developer
CAS	Certified Application Specialist
LC	Learning Credit

*Pricing effective February 4, 2025

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System Administrator

Learning Path

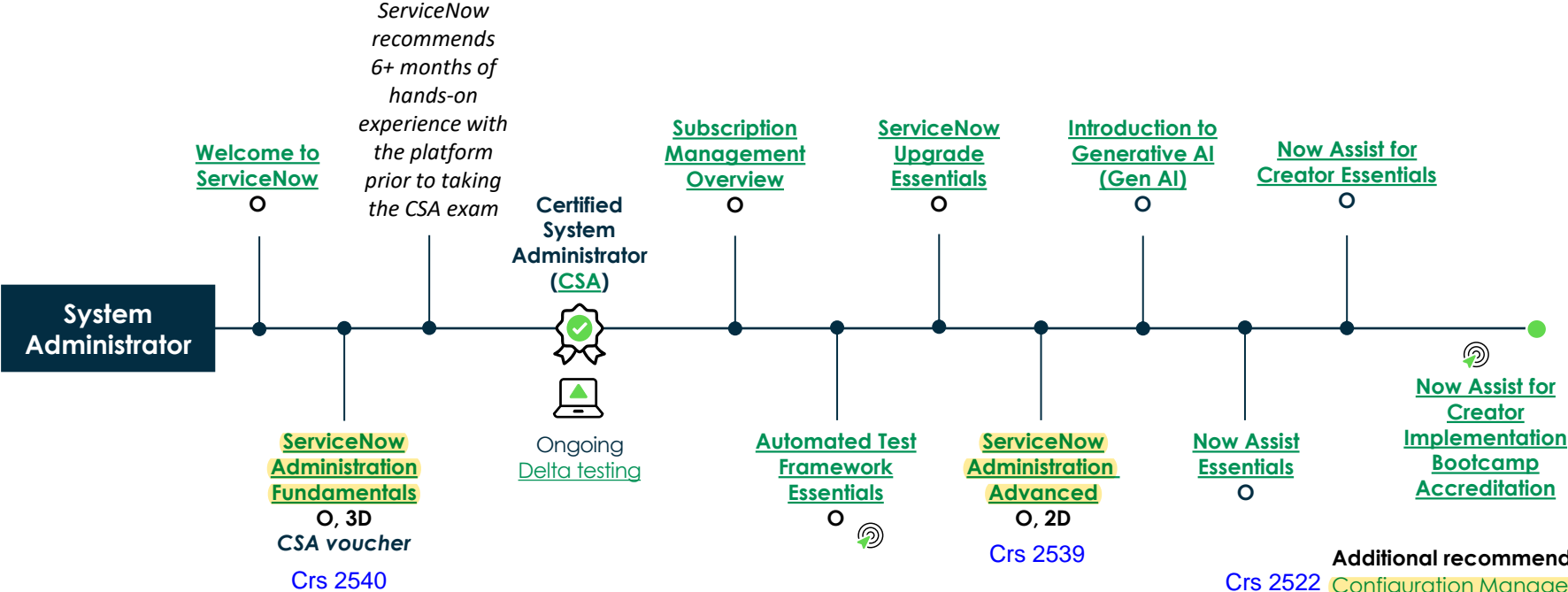




System Administrator

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](#).



- Additional recommendations**
- Crs 2522 [Configuration Management Database \(CMDB\) Fundamentals](#) ○, 3D
 - [Common Service Data Model \(CSDM\) Fundamentals](#) ○
 - [Introduction to ServiceNow HealthScan and Instance Scan](#) ○
 - [Now Support Administrator](#) ○
 - [Performance Analytics Essentials](#) ○
 - Crs 2535 [Scripting in ServiceNow Fundamentals](#) ○, 3D
 - Crs 2521 [Application Development Fundamentals](#) ○, 3D
- Fundamentals, Implementation, and Now Assist courses as products are activated in your organization's instance stack ○, ○, 2D, 3D

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Developer

Learning Paths

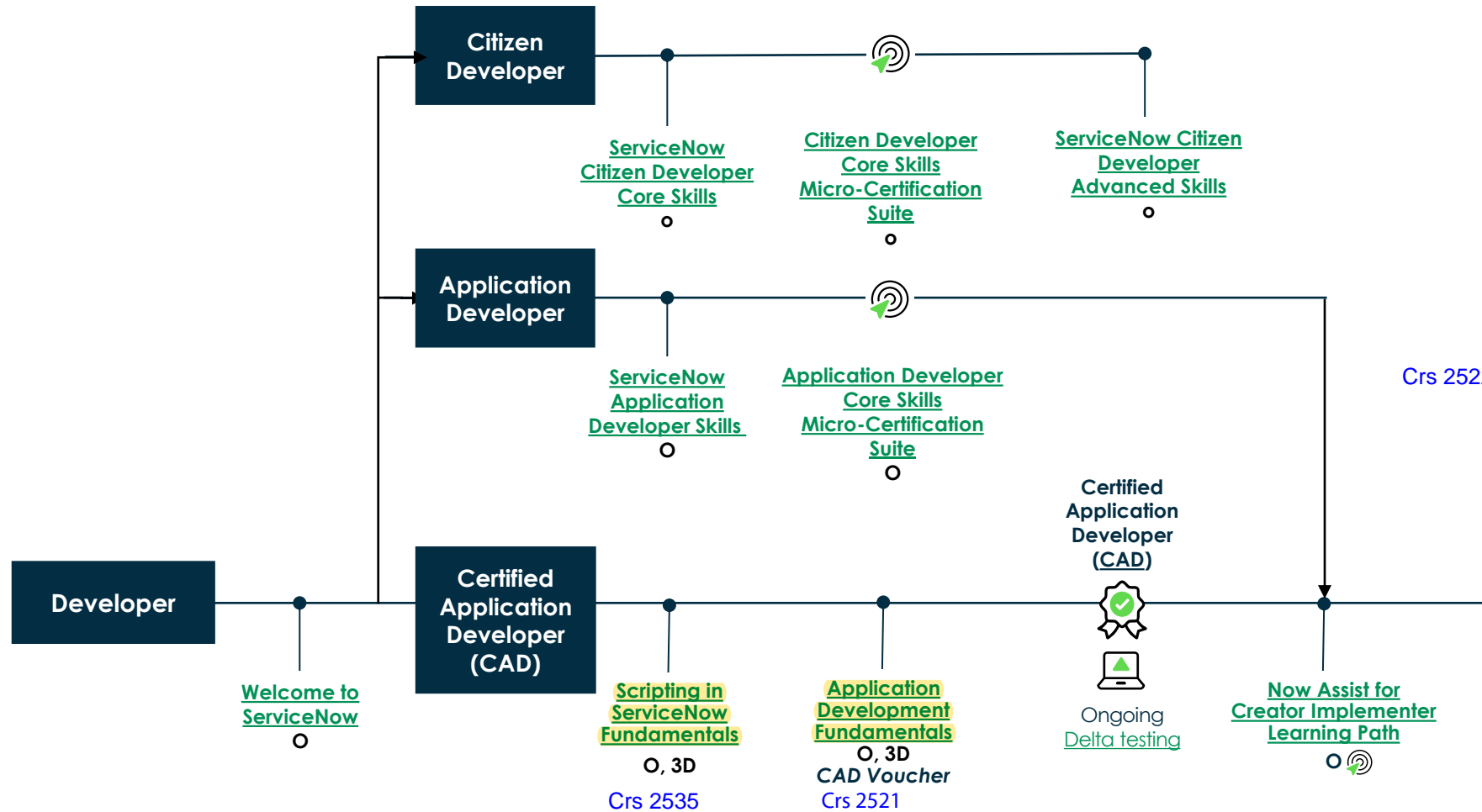




Developer

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](#).



- Additional recommendations for Application Developer paths**
- Automated Test Framework (ATF) Essentials ○
 - Flow Designer Fundamentals ○
 - Integration Hub Fundamentals ○
 - Configuration Management Database (CMDB) Fundamentals ○, 3D
 - Common Service Data Model (CSDM) Fundamentals ○
 - Mobile Development Essentials ○
 - Platform Analytics Overview ○
 - Robotic Process Automation (RPA) Essentials ○
 - Service Portal Fundamentals ○, 2D Crs 2538
 - Service Portal Advanced ○
 - Source Control Fundamentals ○
 - UI Builder Fundamentals ○

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Process and Platform Owner

Learning Paths

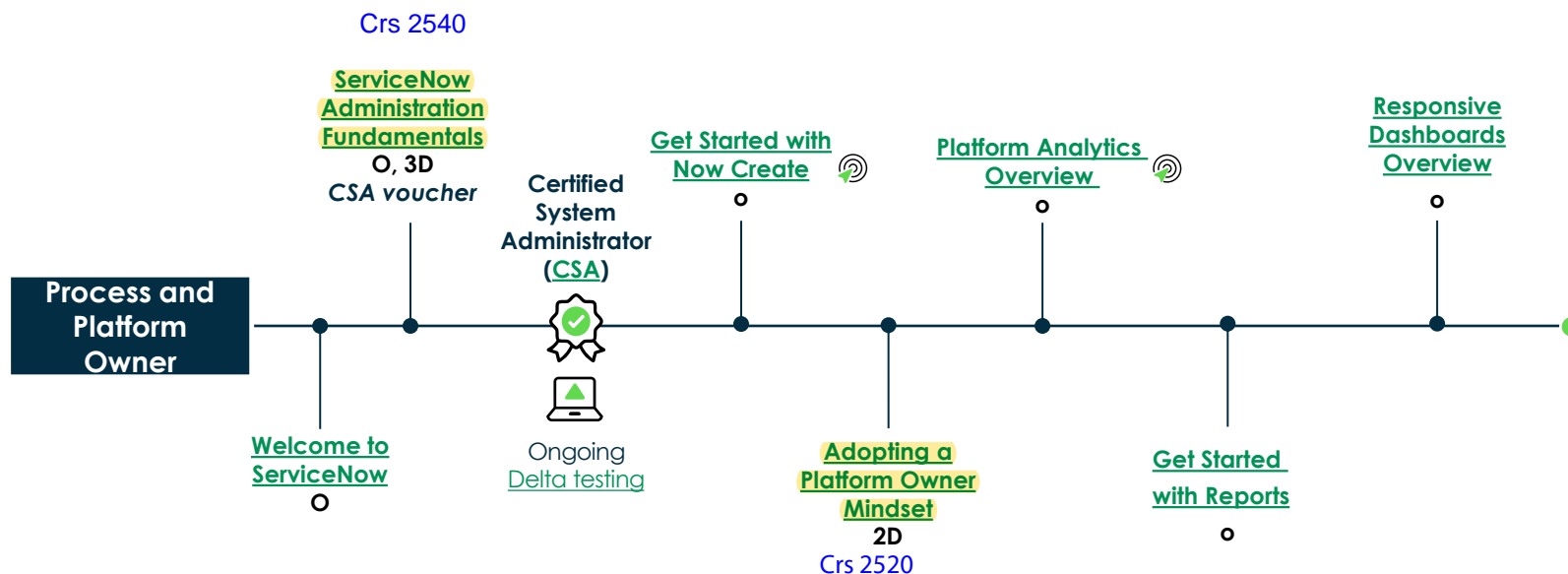




Process and Platform Owner

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\(s\)](#)

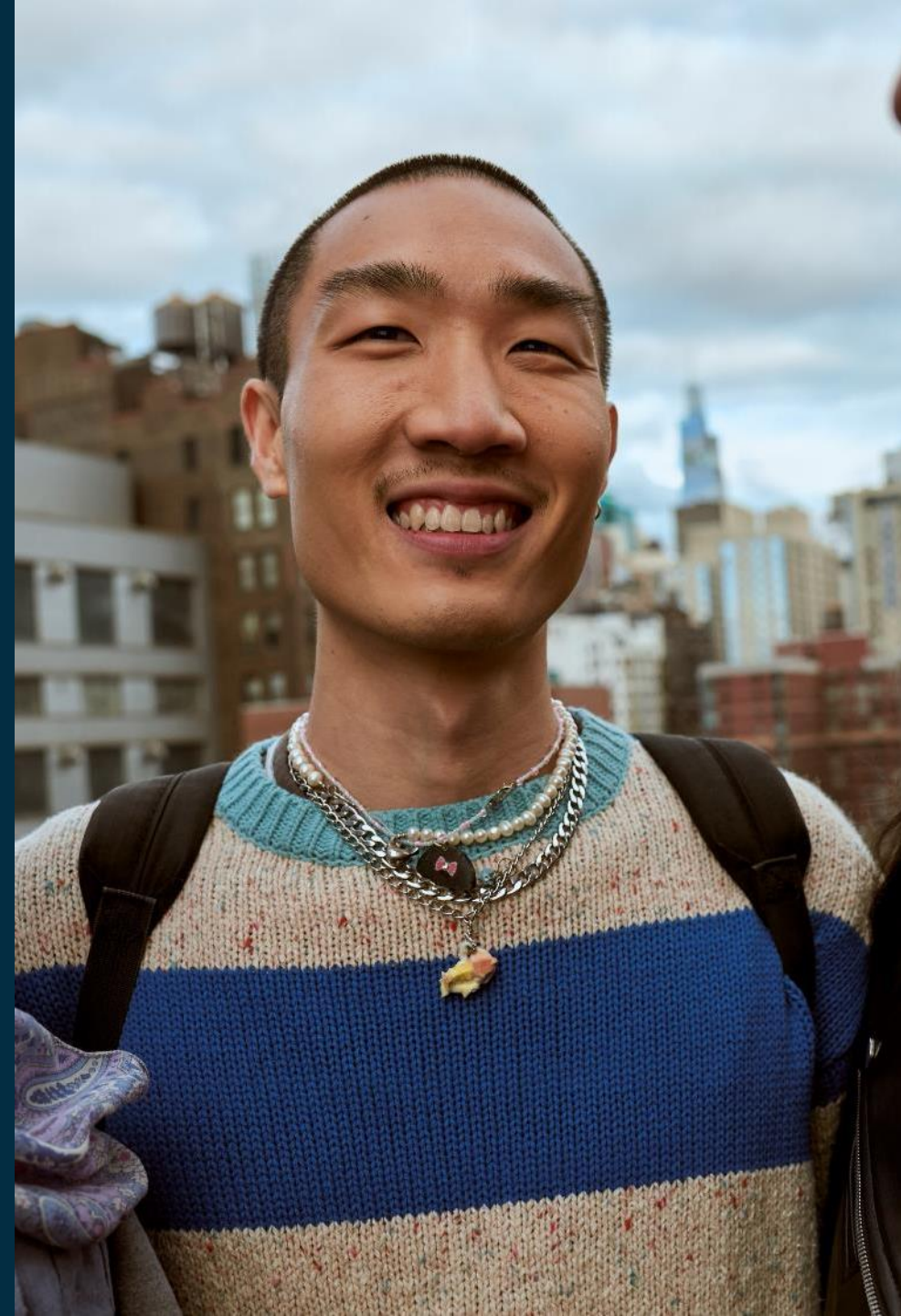
o, O, 2D, 3D

- IT Service Management (ITSM)
- Customer Service Management (CSM)
- Etc.

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Implementer

Learning Paths

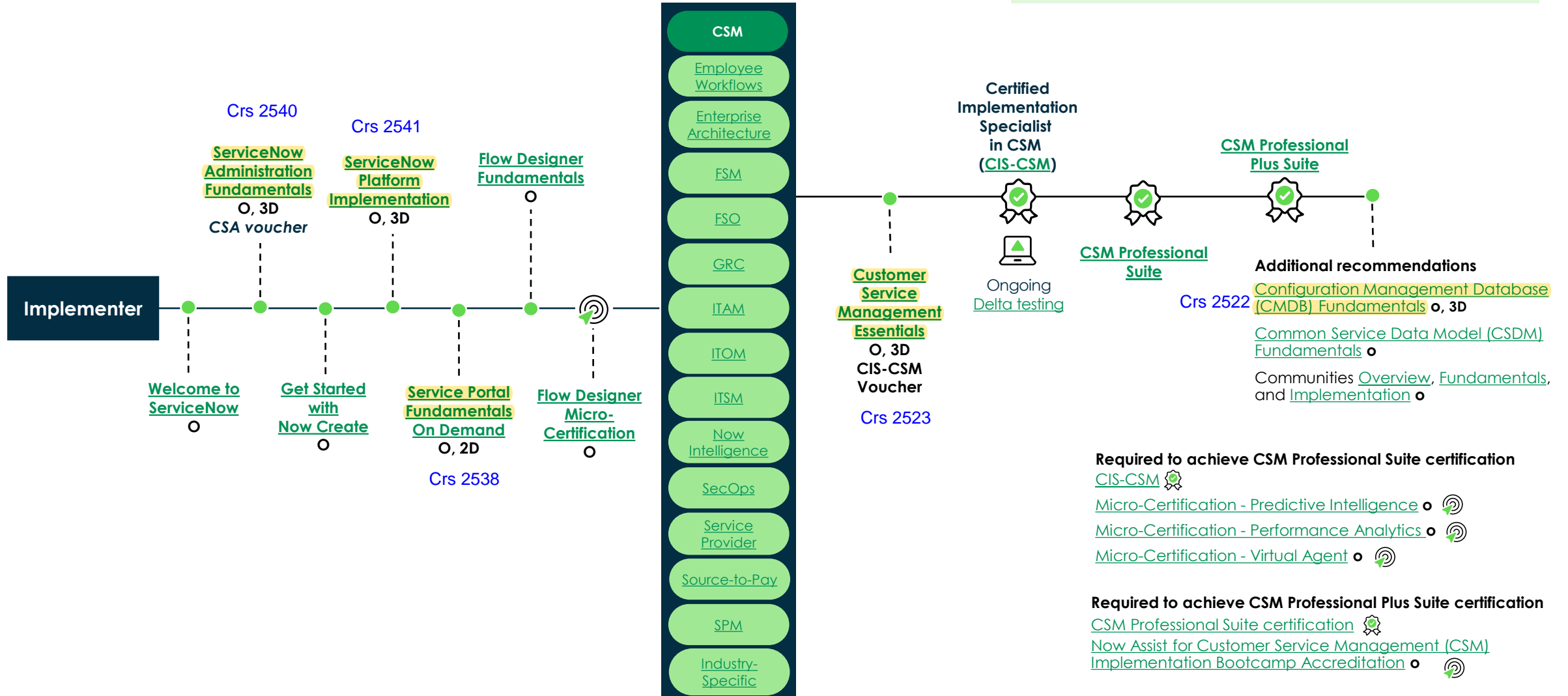




Customer Service Management

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

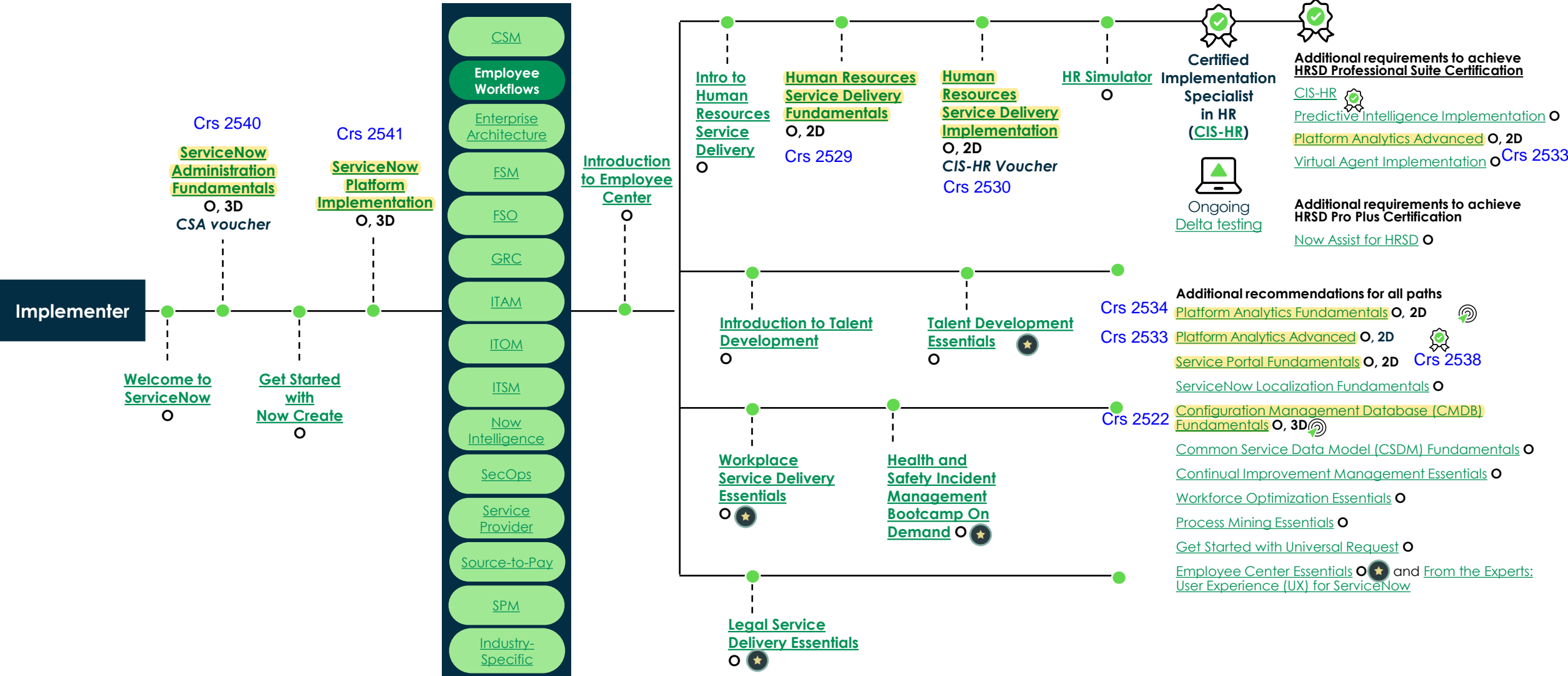


Legend: ○ No charge On Demand; 2D 1,900 LC 2-day ILT; 3D 2,700 LC 3-day ILT



Employee Workflows

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.

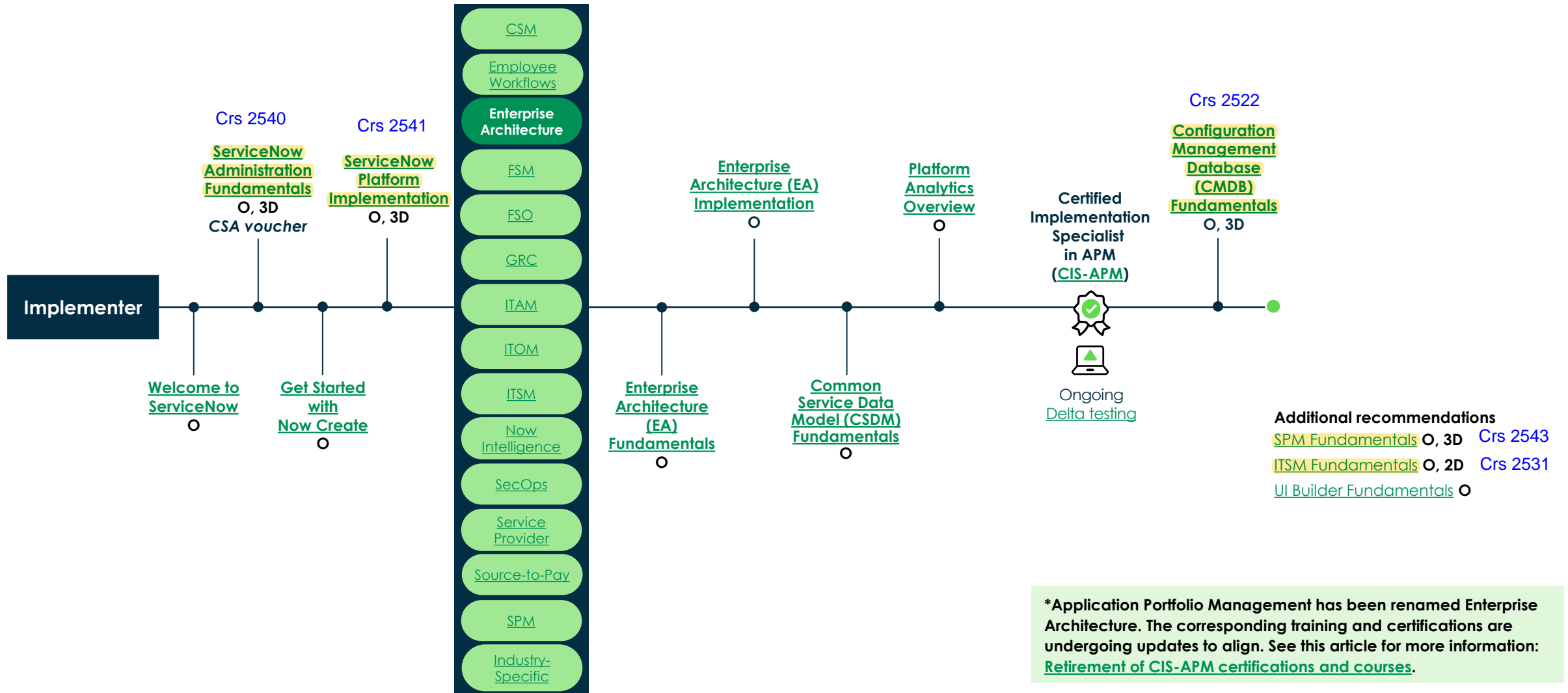




Enterprise Architecture (Formerly APM)*

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 Enterprise Architecture path in Now Learning [here](#).



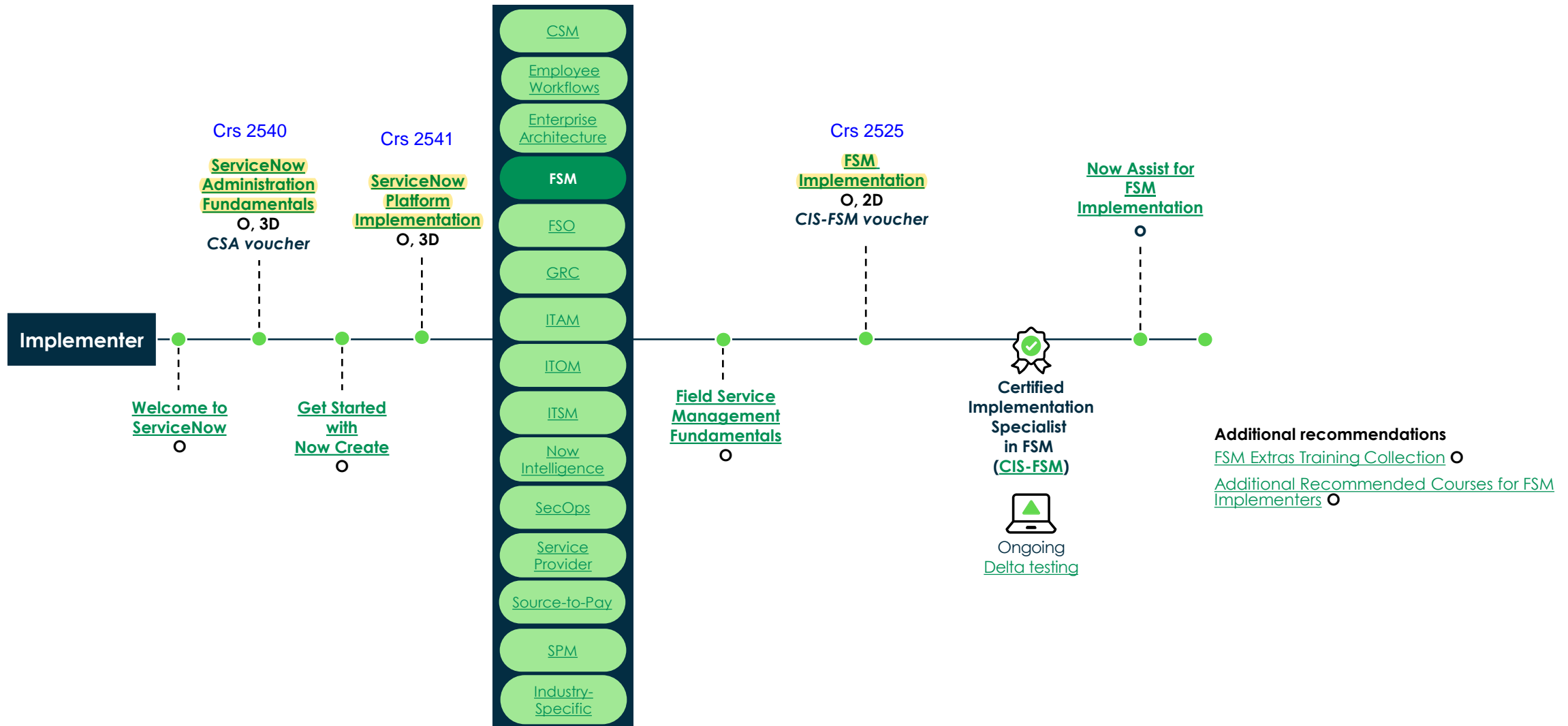
*Application Portfolio Management has been renamed Enterprise Architecture. The corresponding training and certifications are undergoing updates to align. See this article for more information: [Retirement of CIS-APM certifications and courses](#).



Field Service Management

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](#).





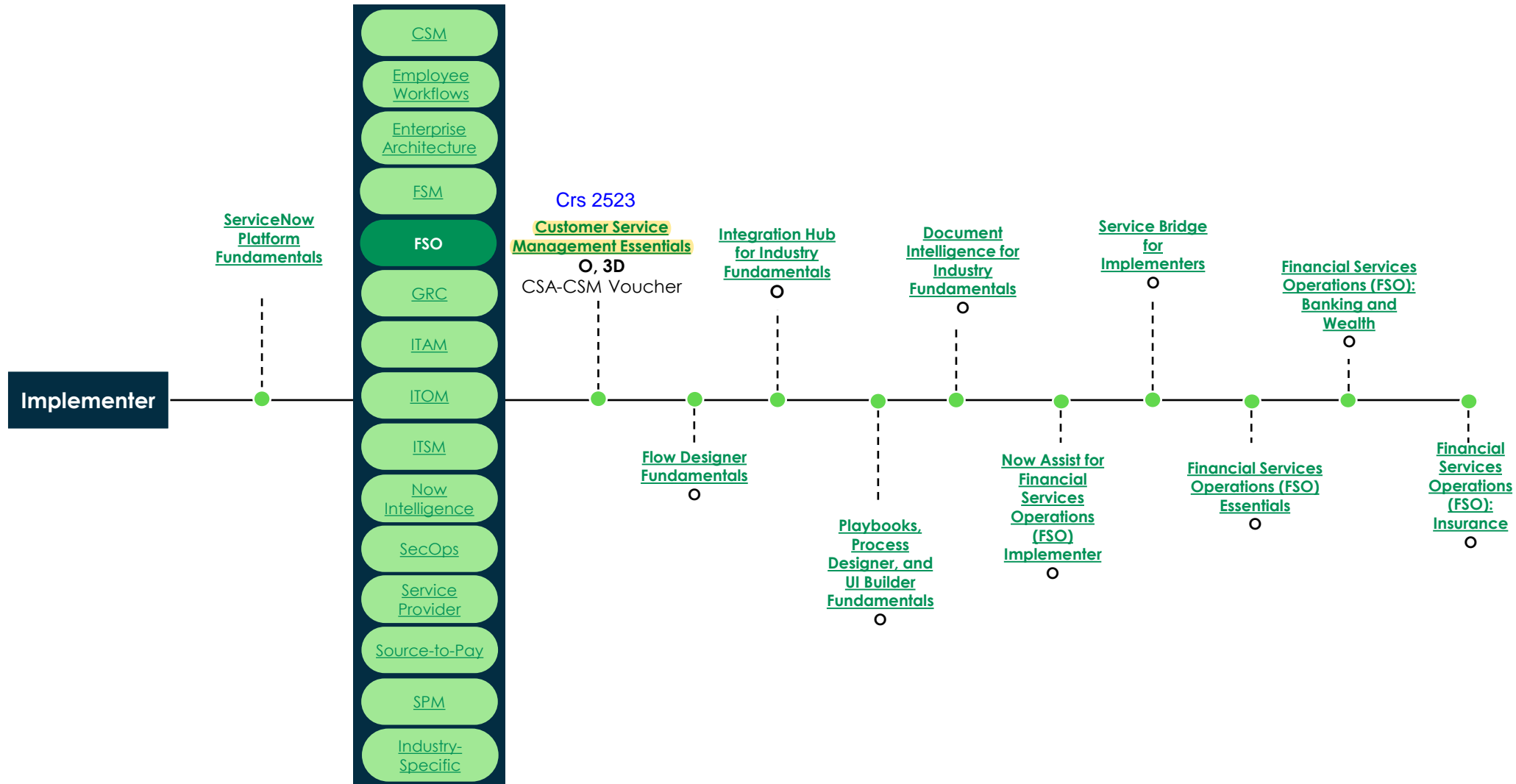
Financial Services Operations

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](#).

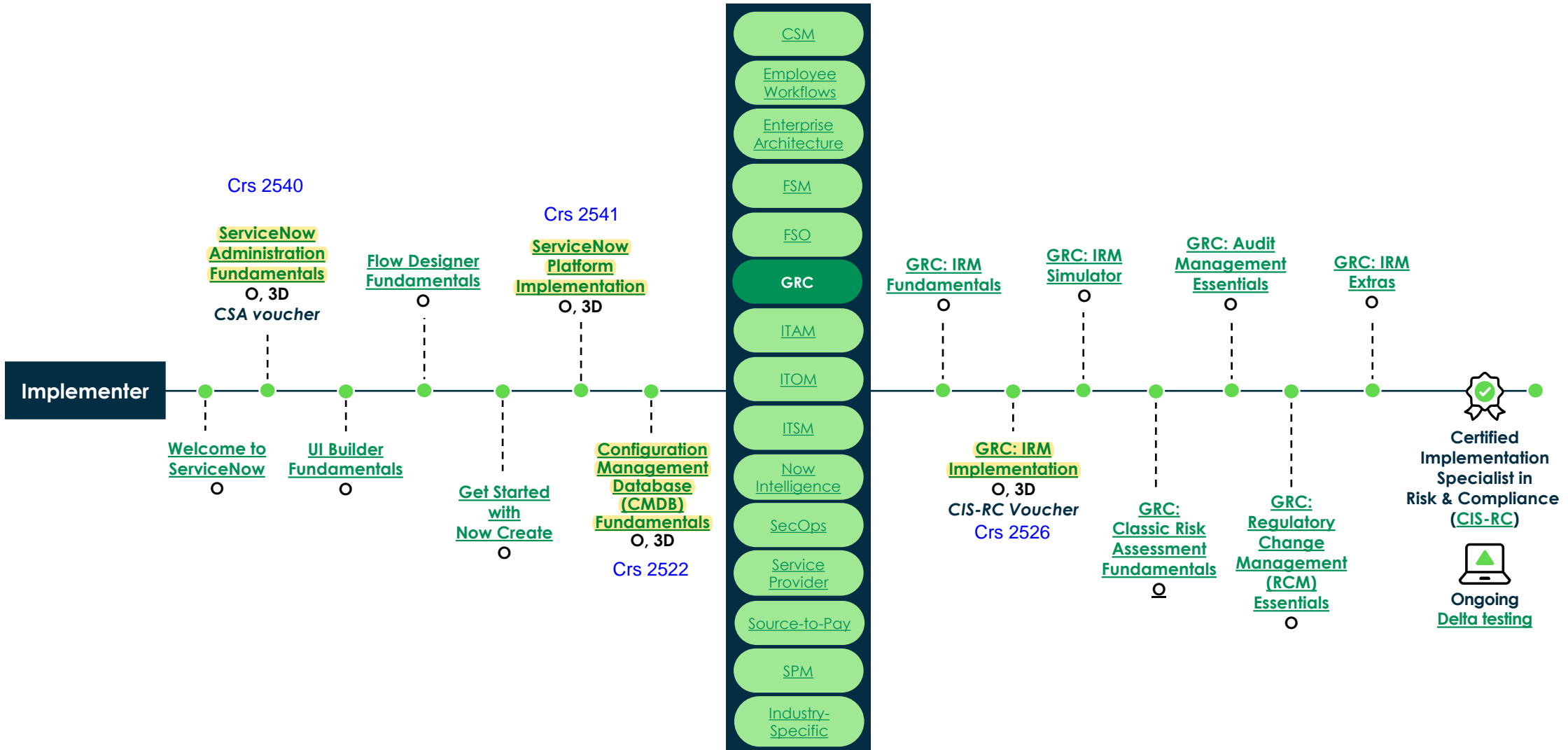




Risk and Compliance

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](#).

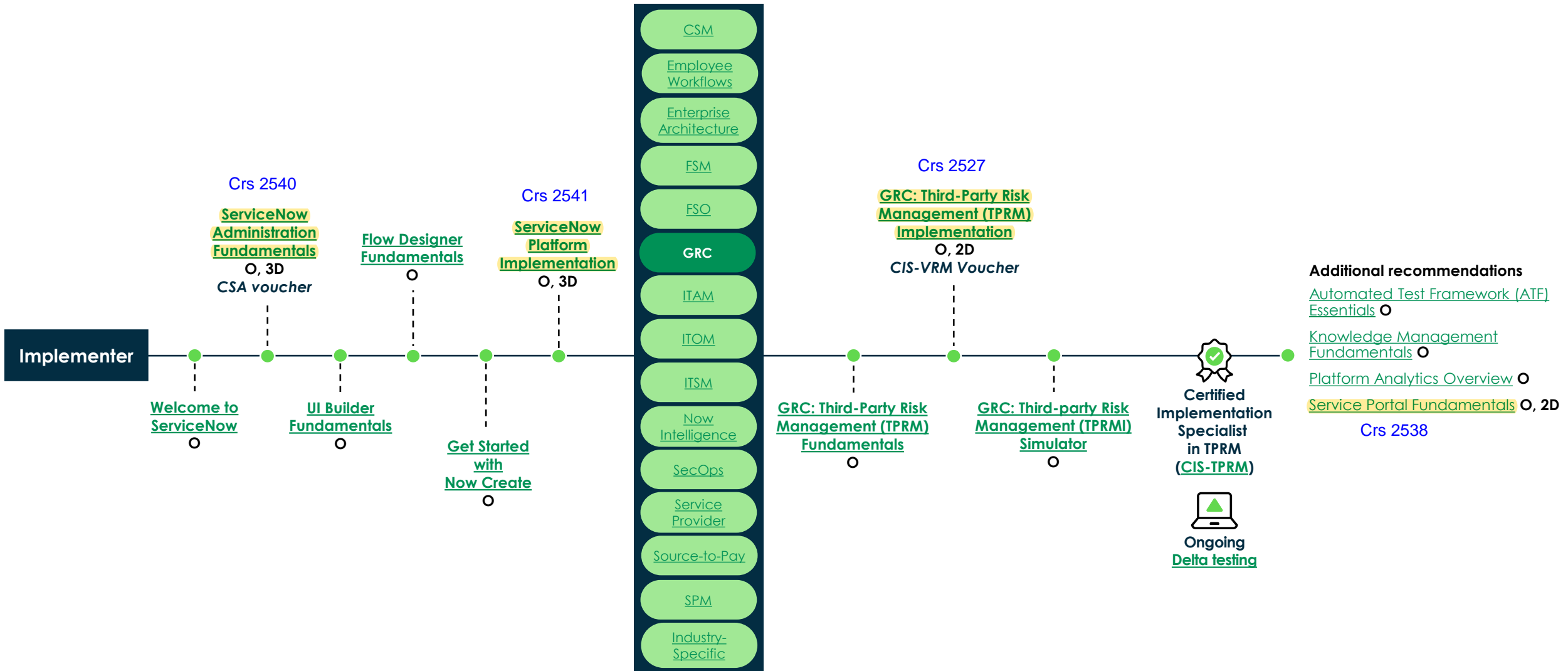




Third-Party Risk Management

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](#).

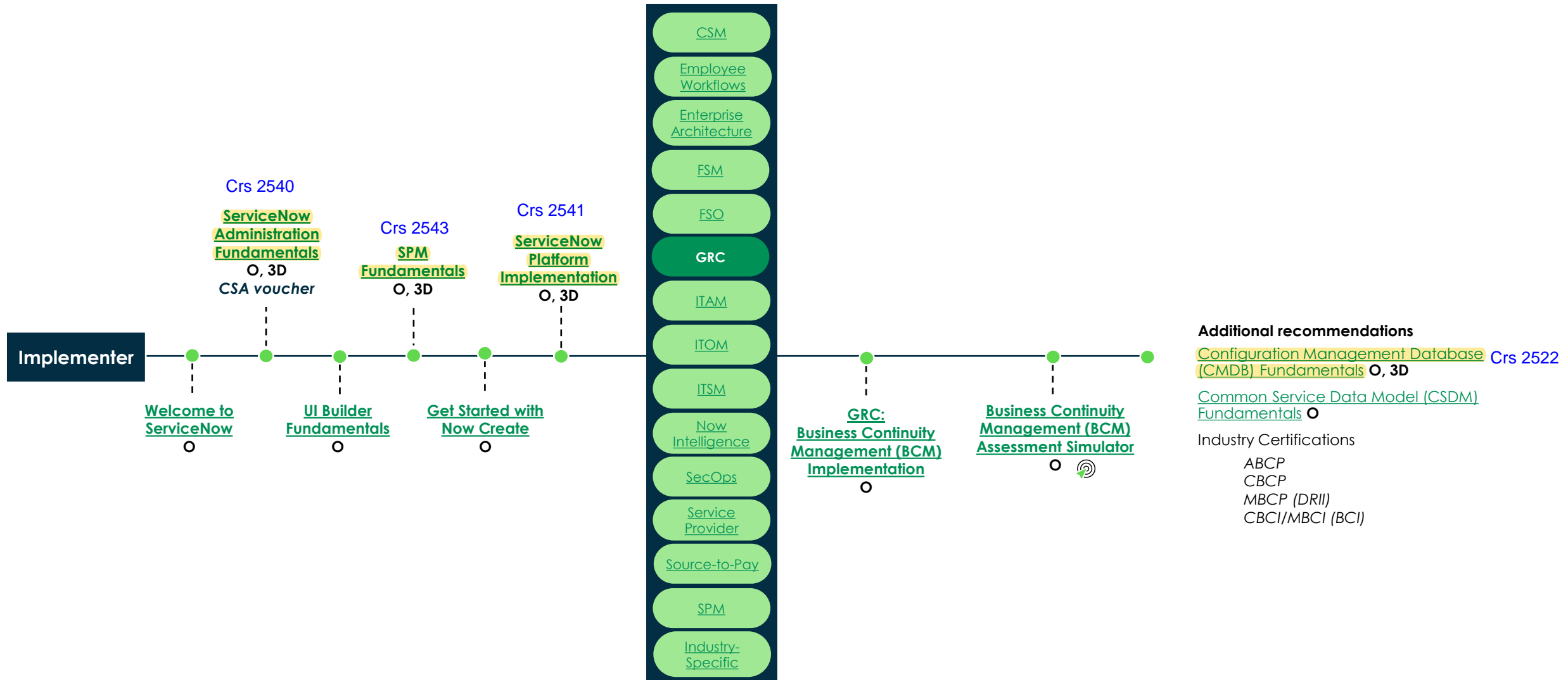




Business Continuity Management

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.

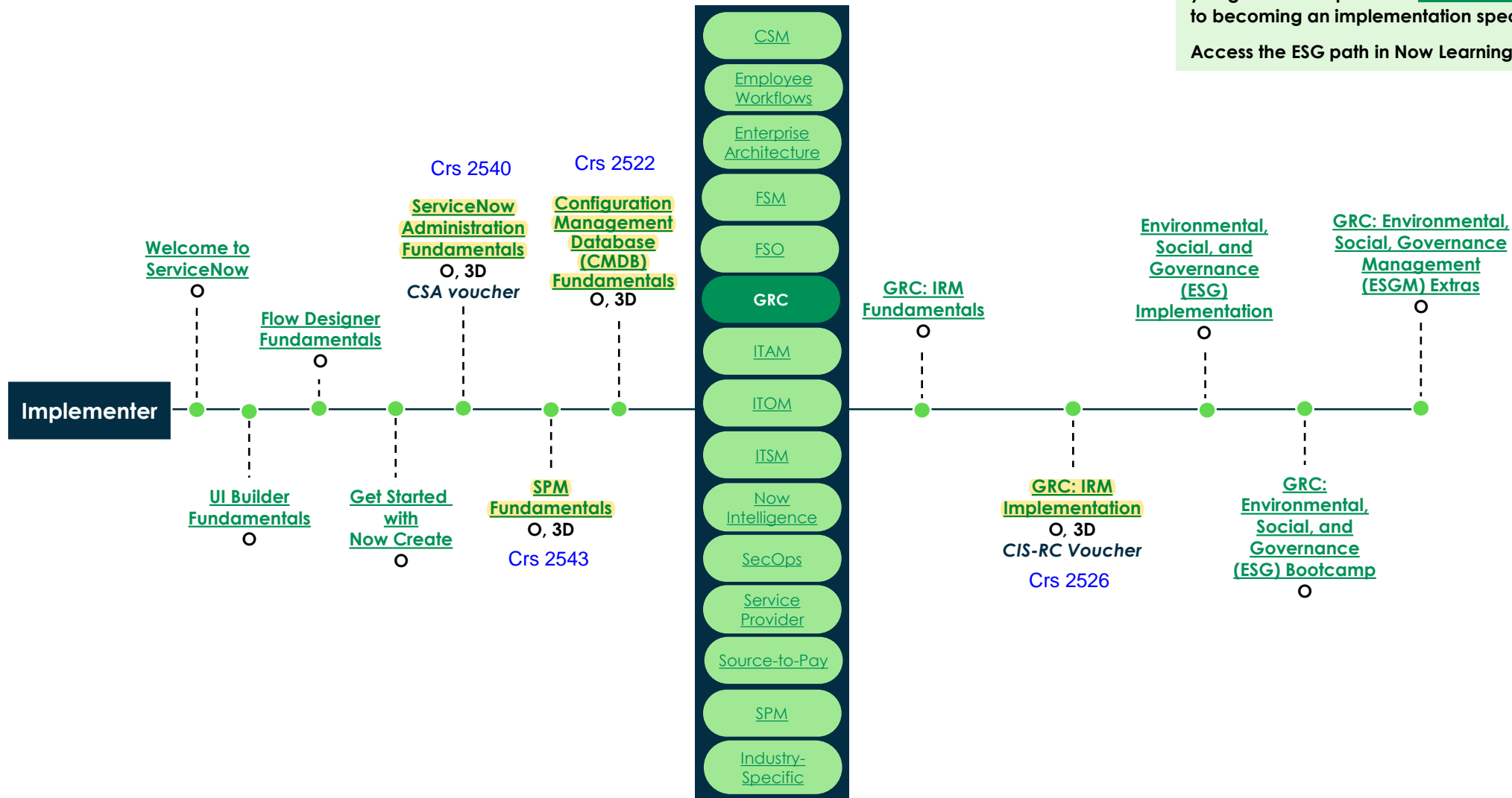
Access the BCM path in Now Learning [here](#).





Environmental, Social, and Governance Management

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](#).



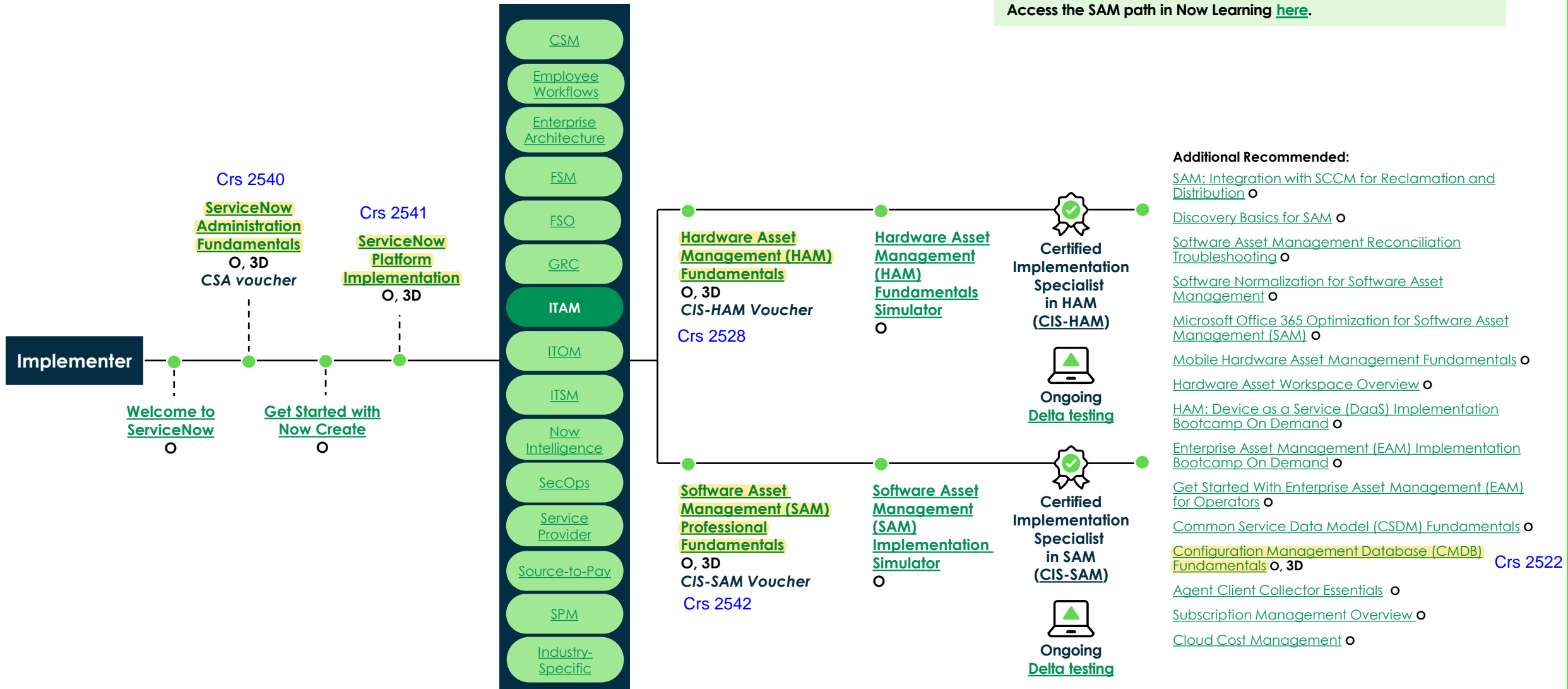


IT Asset Management

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](#).



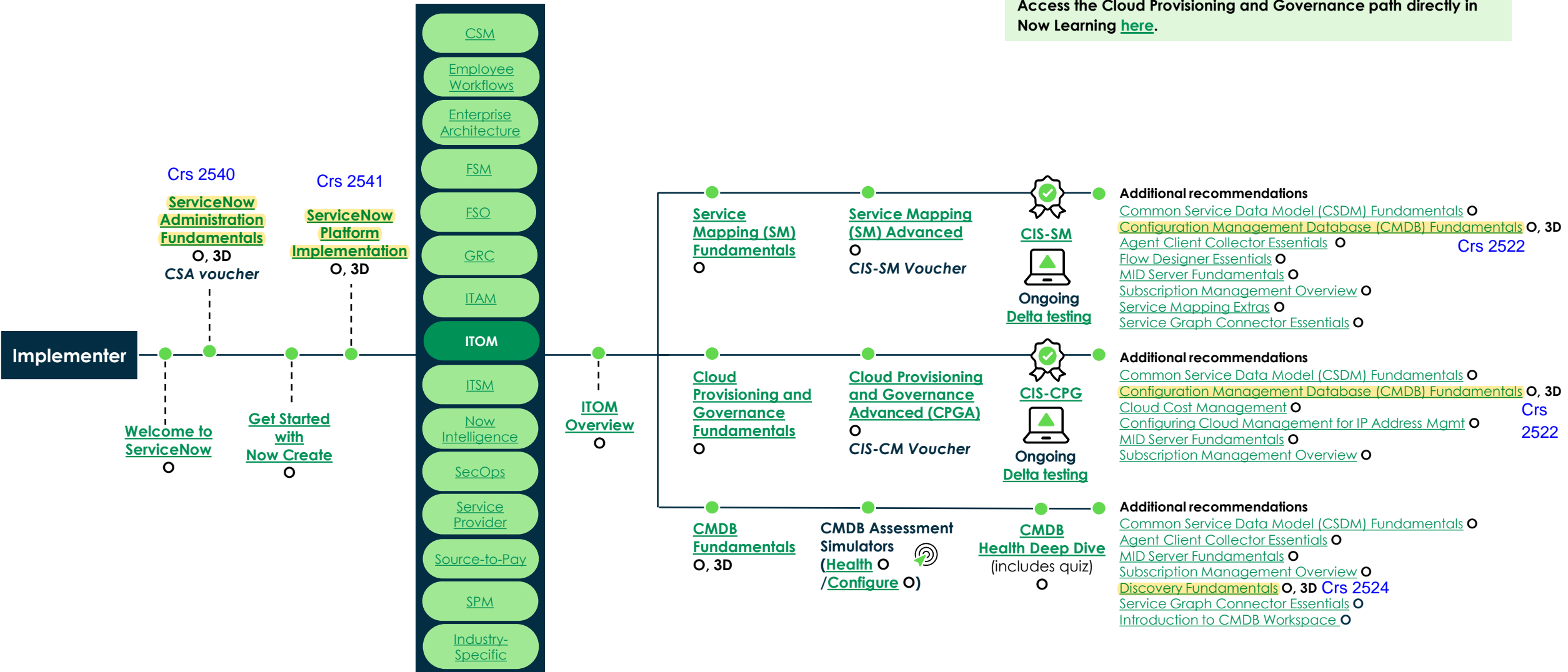


IT Operations Management (1 of 2)

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](#).



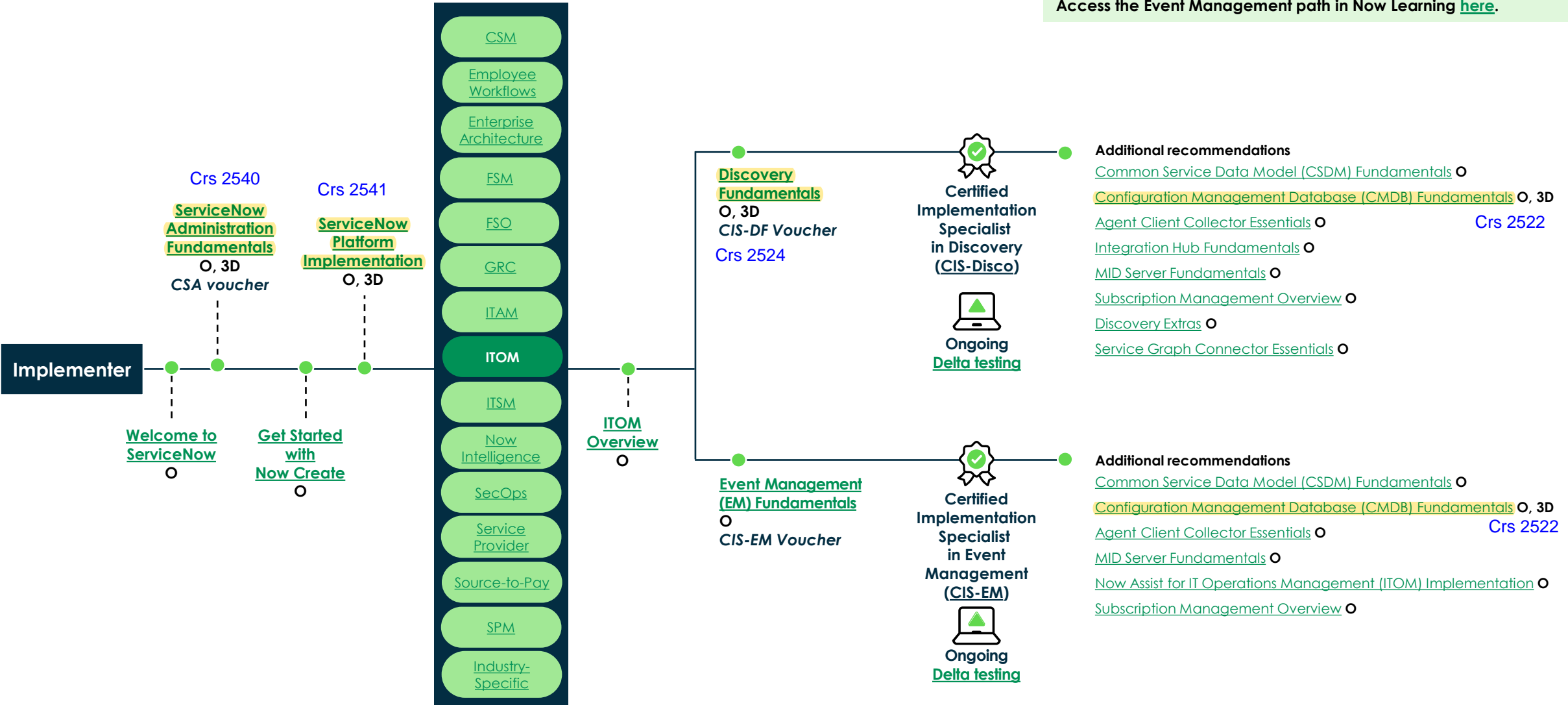


IT Operations Management

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.

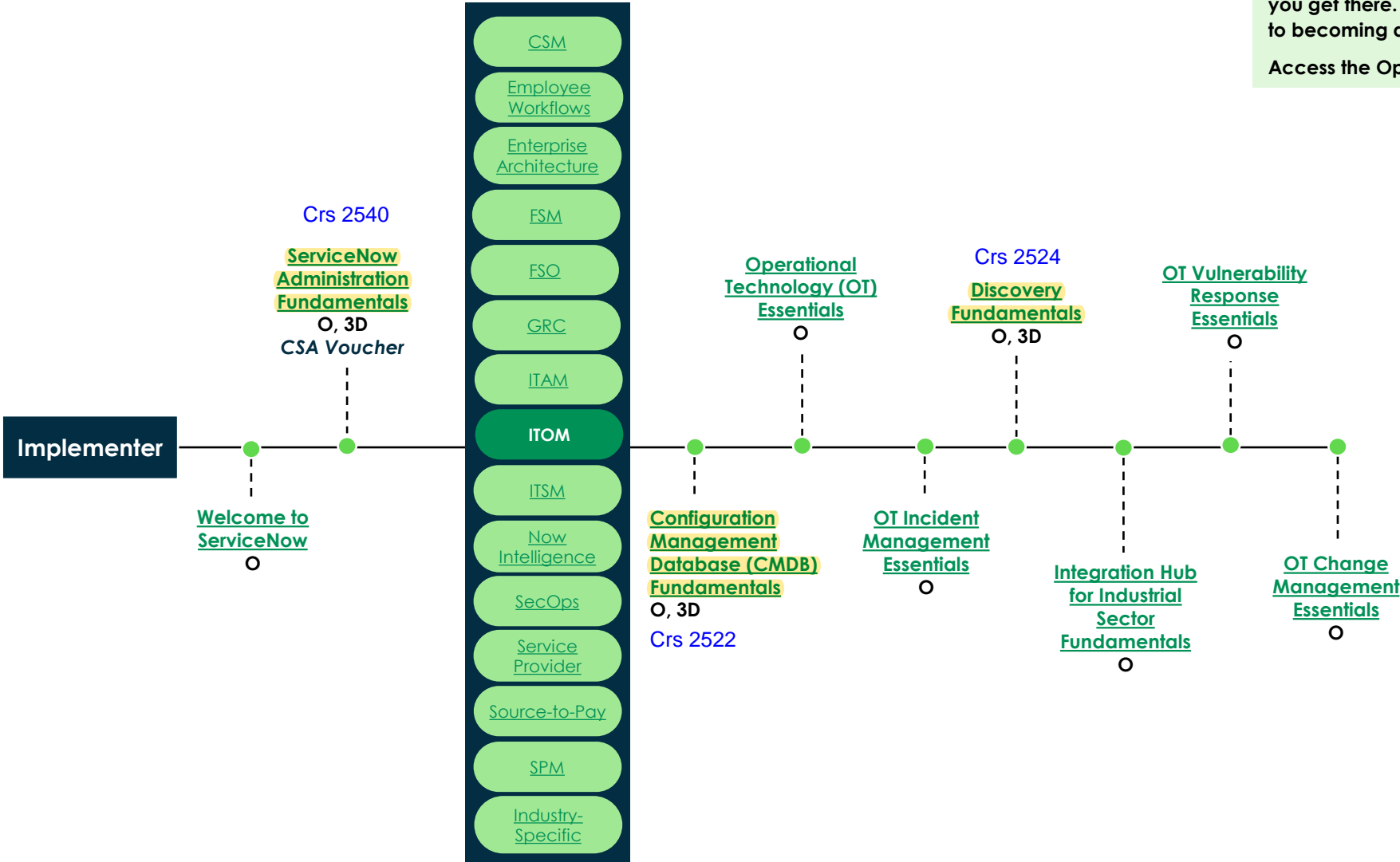
Access the Discovery path in Now Learning [here](#).

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





Operational Technology (Industrial Sector)



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.

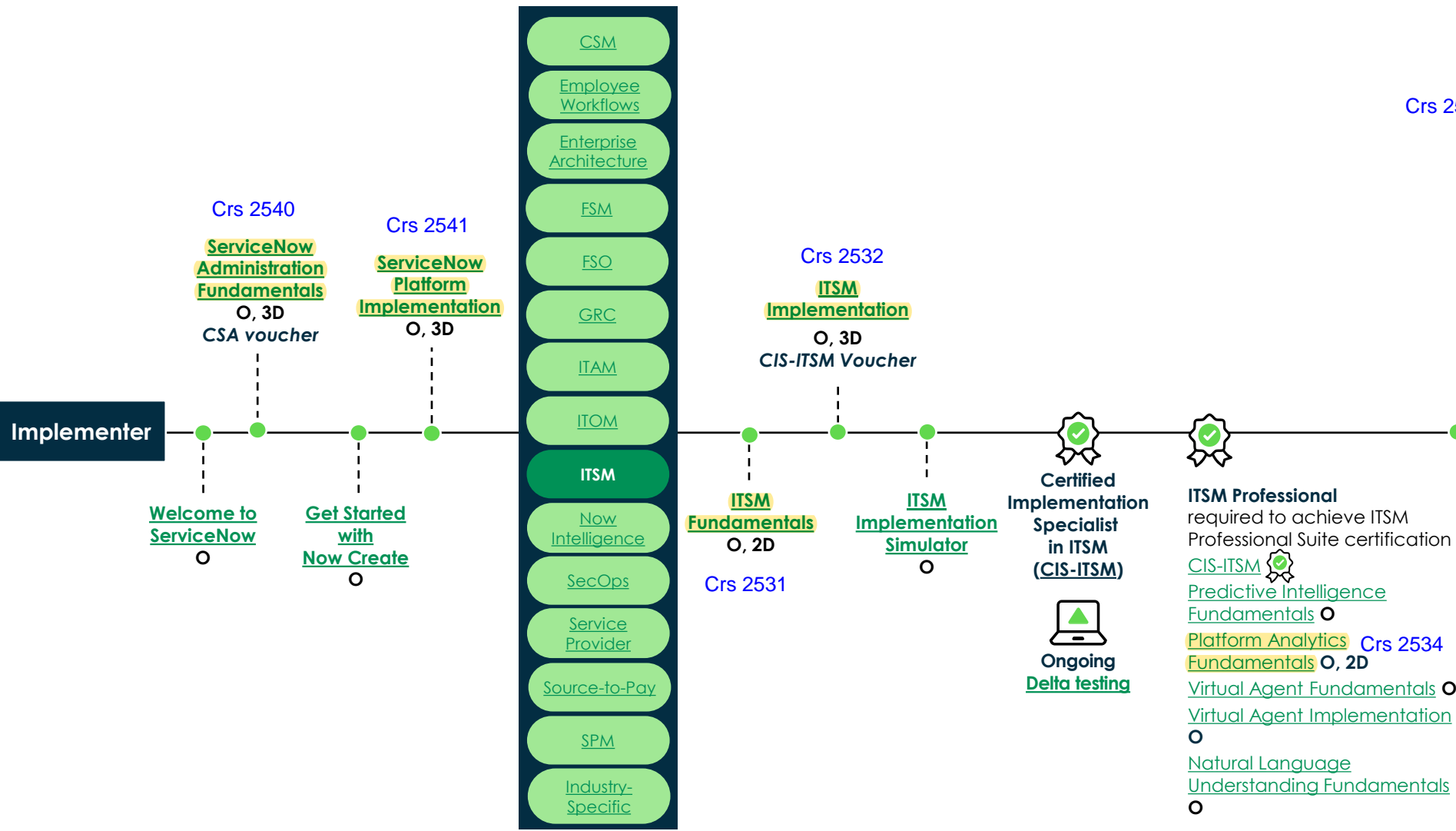
Access the Operational Technology path in Now Learning [here](#).



IT Service Management

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](#).



Additional recommendation for ITSM Standard

[Common Service Data Model \(CSDM\) Fundamentals](#) ○

Crs 2522 [Configuration Management Database \(CMDB\) Fundamentals](#) ○, 3D

[Major Incident Management Fundamentals](#) ○
[Major Incident Management Implementation](#) ○

[Service Operations Workspace Bootcamp On Demand](#) ○

[Digital End-User Experience \(DEX\) Bootcamp On Demand](#) ○ ★

[Employee Center Essentials](#) ○ ★

[Knowledge Management Fundamentals](#) ○

[Knowledge Management Implementation](#) ○

[UI Builder Fundamentals](#) ○

Additional recommendation for ITSM Professional

[Continual Improvement Management Essentials](#) ○

[DevOps Change Velocity Implementer Path](#) ○

[Digital Product Release Management Bootcamp On Demand](#) ○ ★

Additional recommendation for ITSM Professional Plus

[Now Assist for IT Service Management \(ITSM\) Implementer](#) ○

Additional recommendation for ITSM Enterprise

All additional recommendations for ITSM Pro above

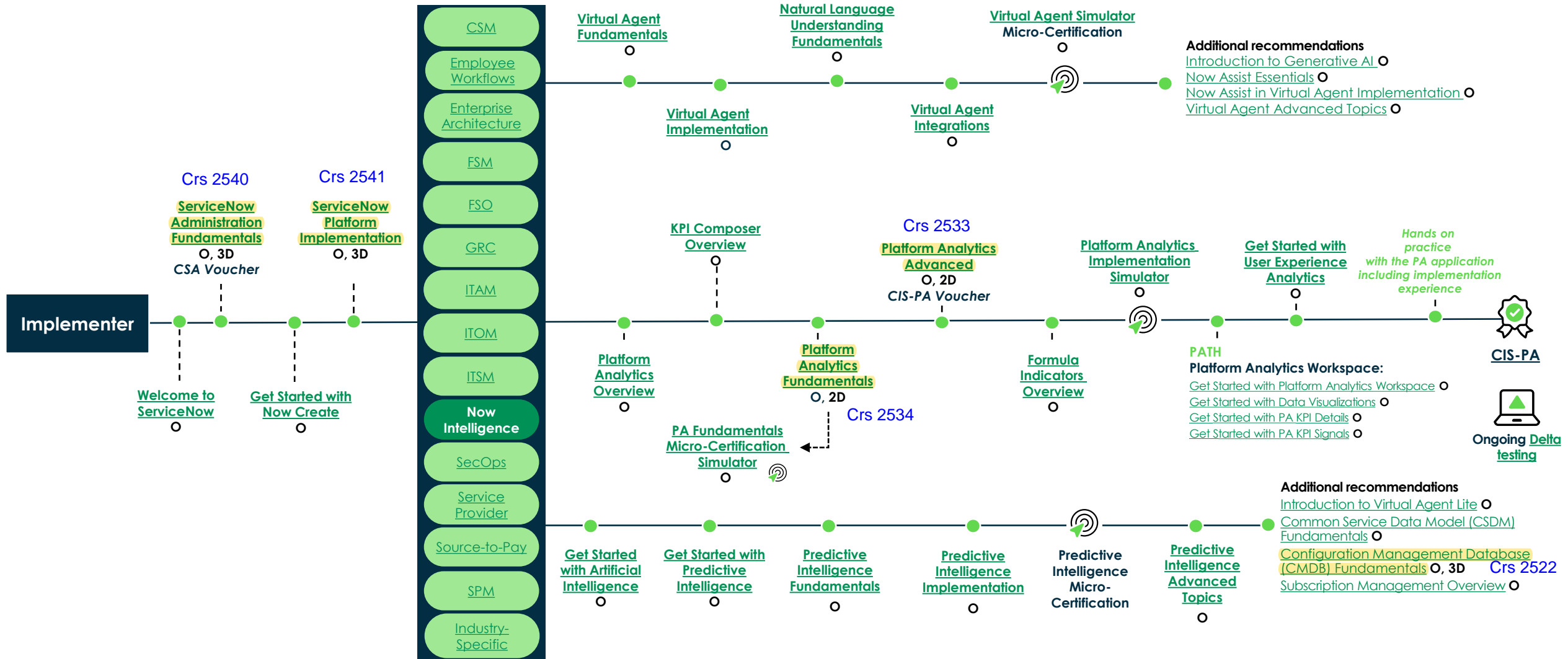
[Process Mining Essentials](#) ○

[Workforce Optimization Essentials](#) ○



Now Intelligence

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.



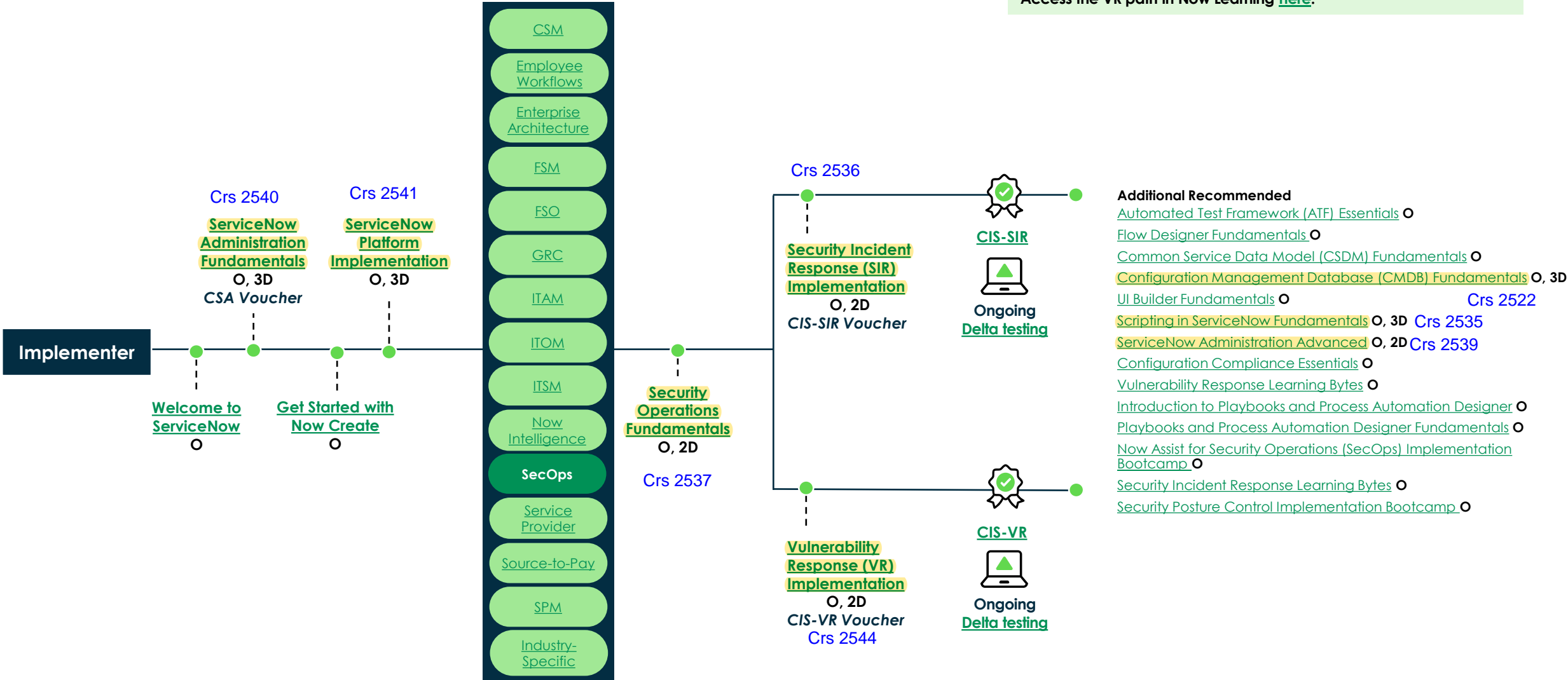


Security Operations

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](#).

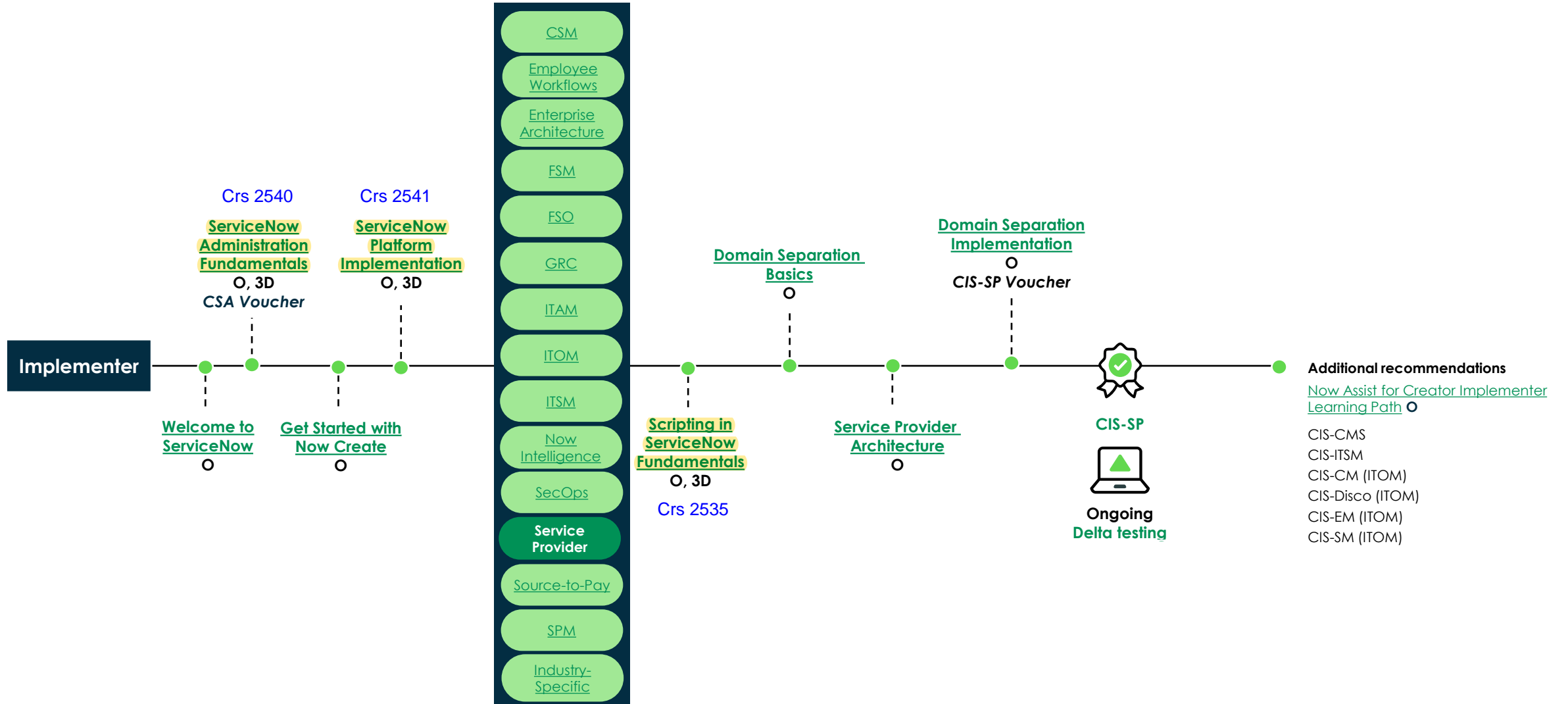




Service Provider

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](#).

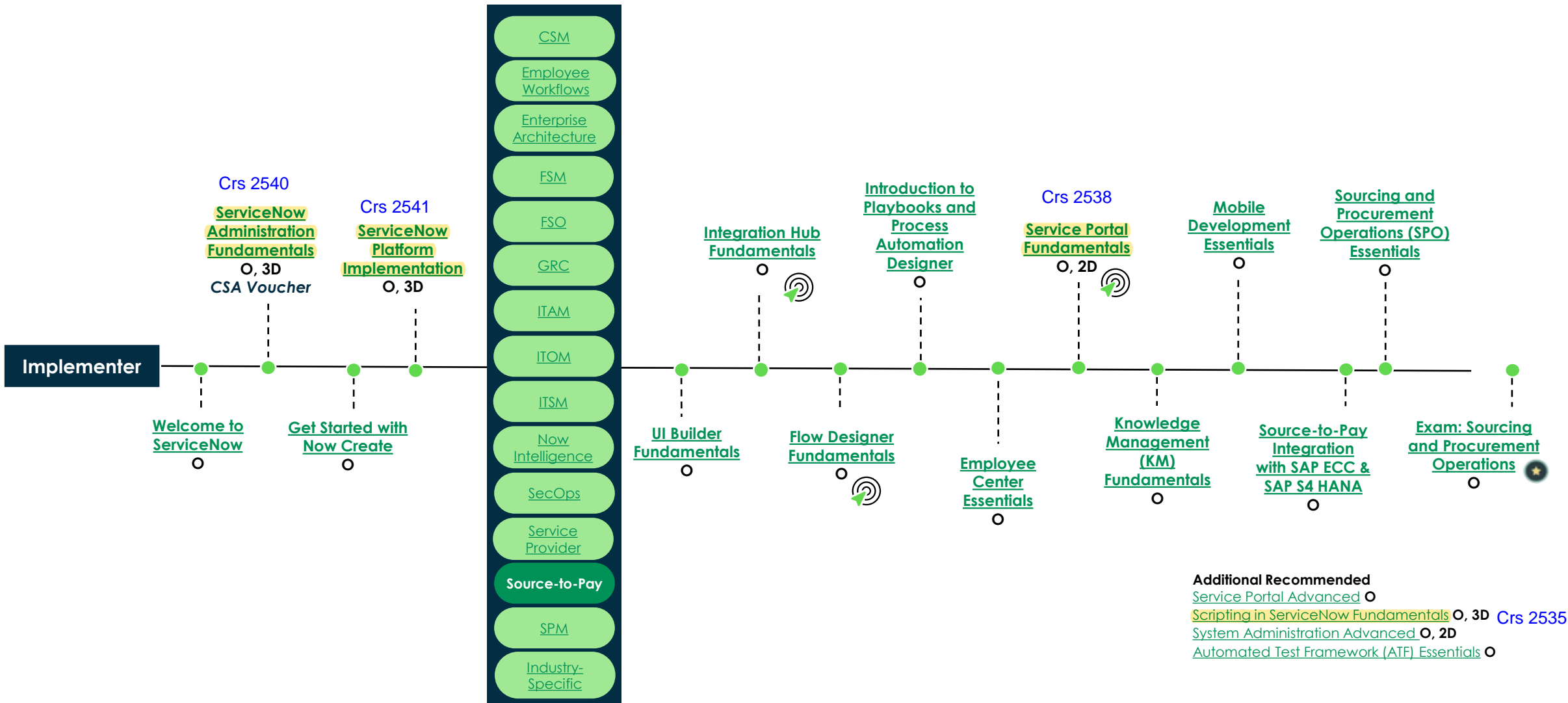




Sourcing and Procurement Operations

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.

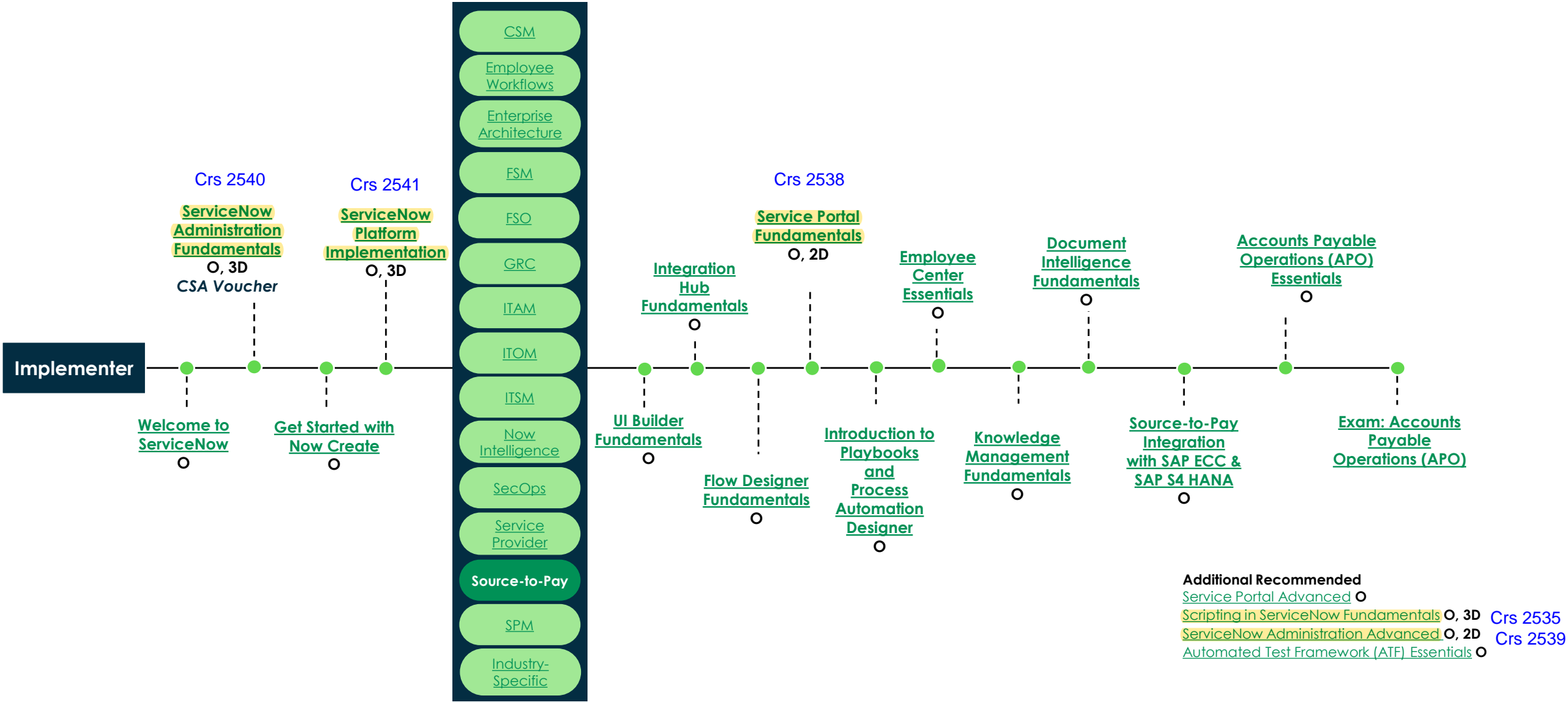
Access the [SPO](#) path in Now Learning here.





Accounts Payable Operations

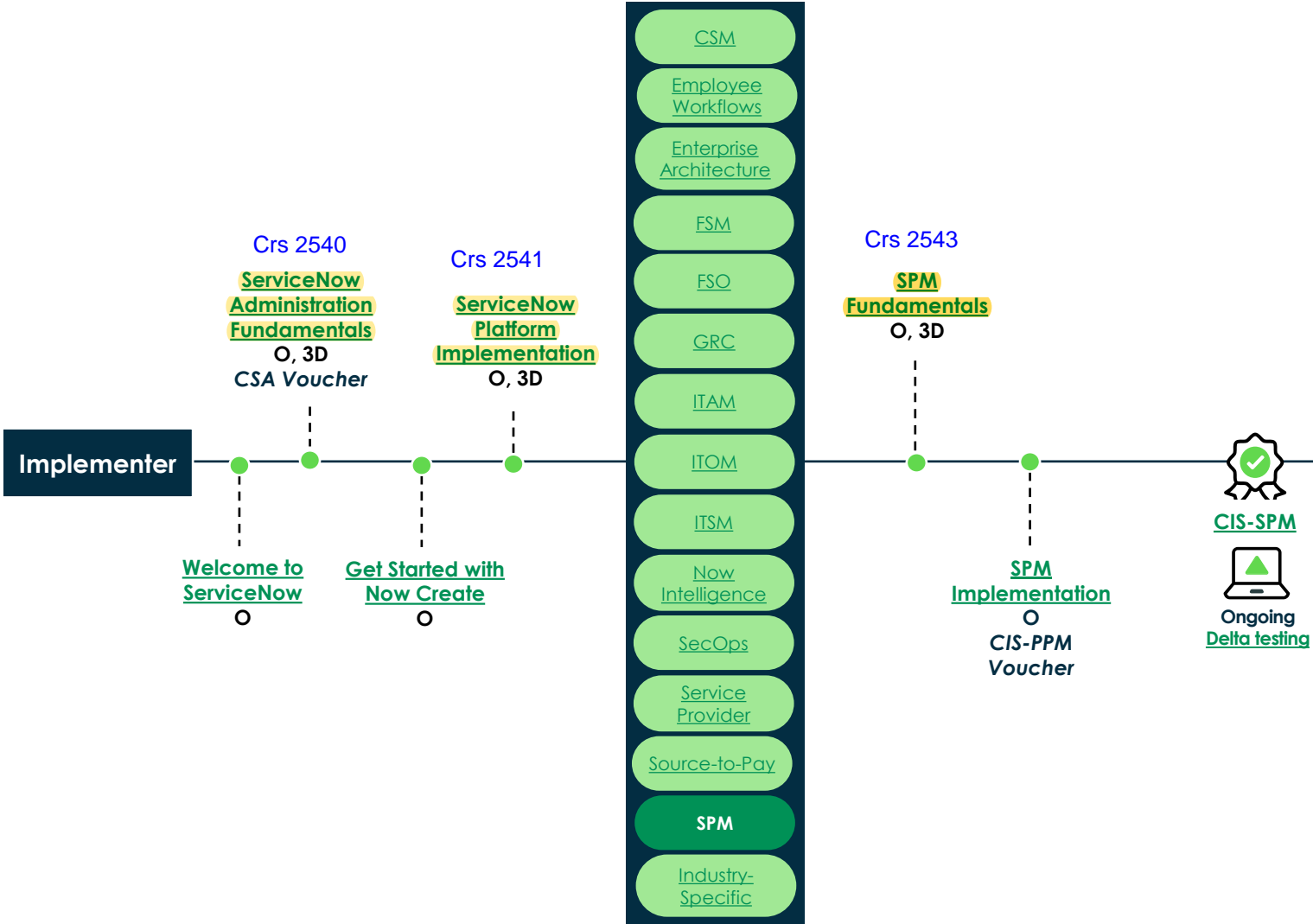
It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.
Access the APO path in Now Learning [here](#).





Strategic Portfolio Management

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](#).

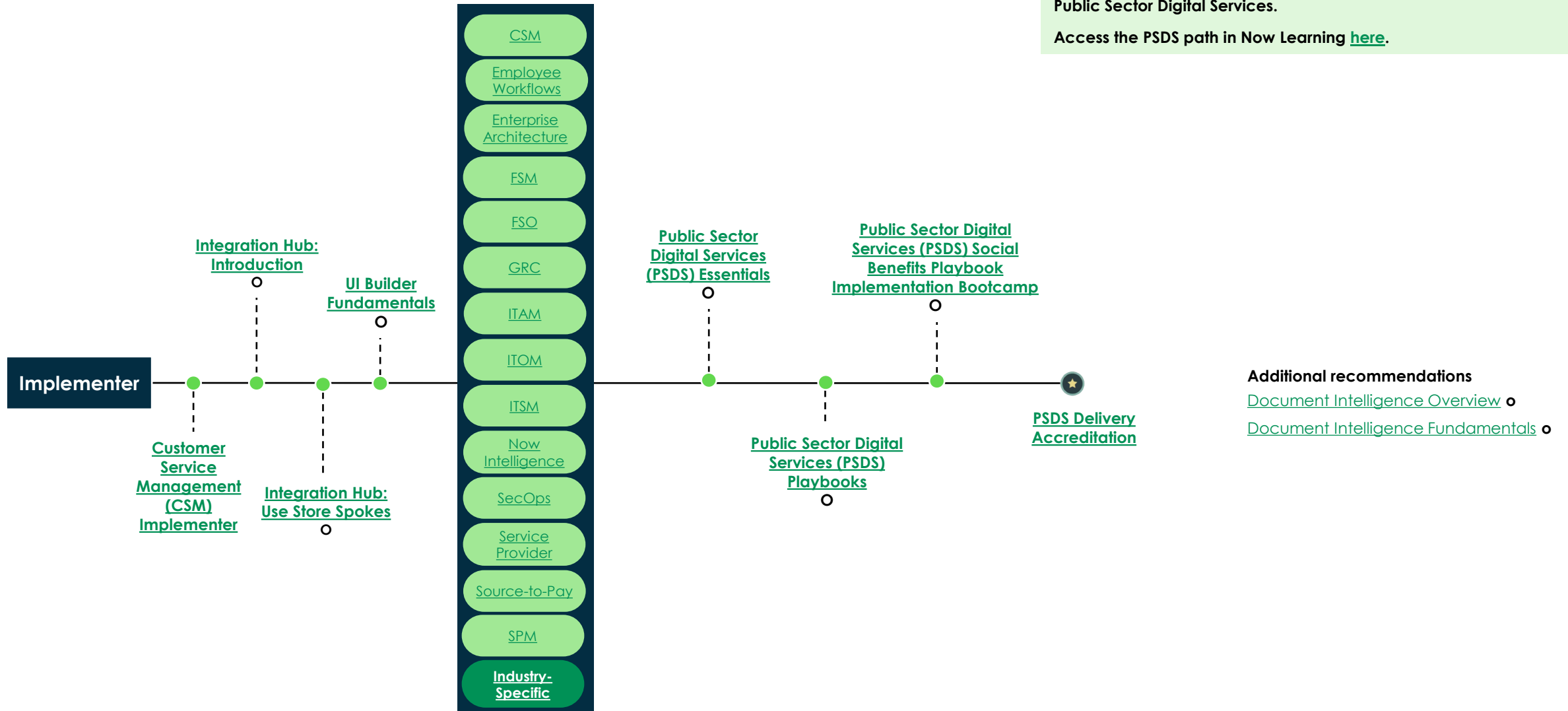


- Additional recommendations for SPM Standard**
- SPM Financial Planning: Baseline Migration to Next Experience ○
 - Common Service Data Model (CSDM) Fundamentals ○
 - Crs 2522 Configuration Management Database (CMDB) Fundamentals ○, 3D
 - UI Builder Fundamentals ○
 - Flow Designer: Introduction ○
 - DevOps Change Velocity Implementer Path ○
 - Collaborative Work Management Implementation Bootcamp On Demand ○ ★
 - Resource Management Migration to the Next Experience ○

- 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 ○



Public Sector Digital Services



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.

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

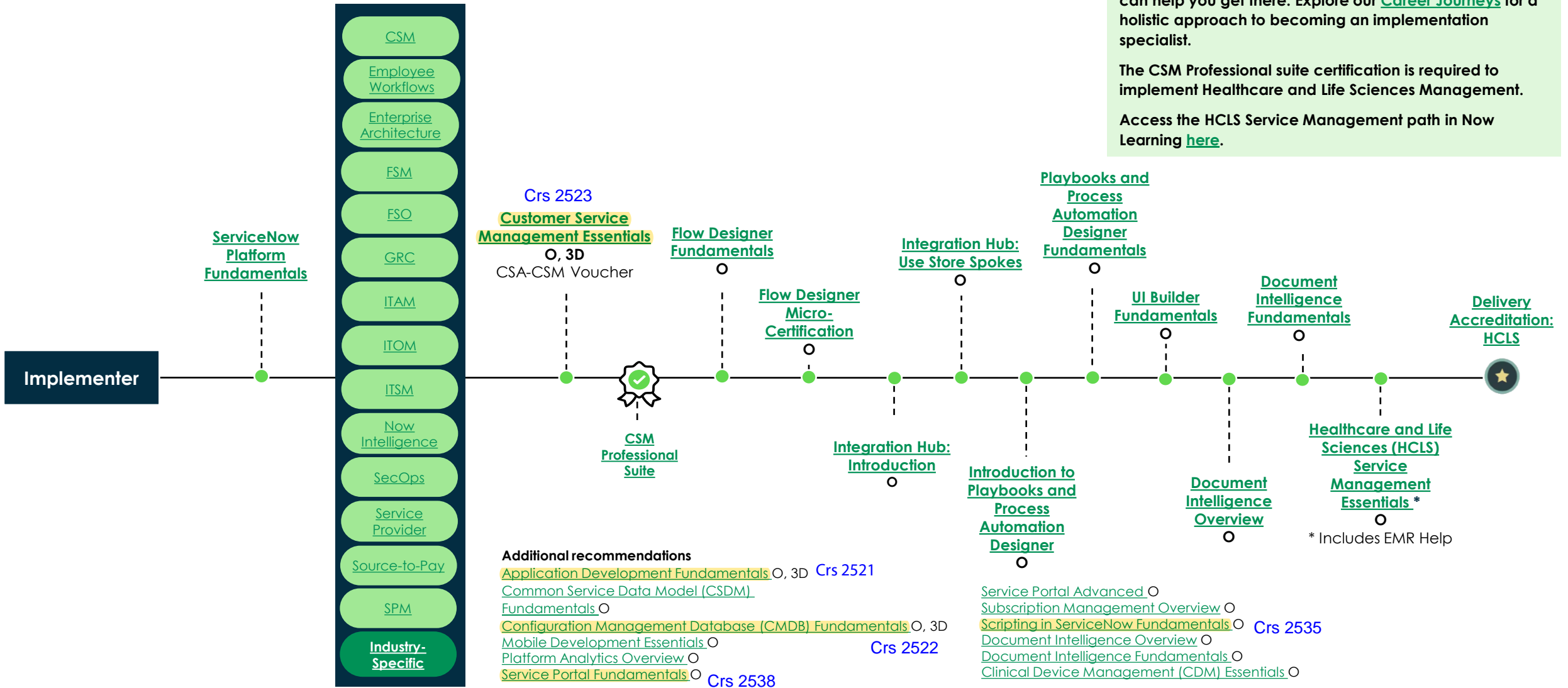


Healthcare and Life Sciences Service Management

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 Healthcare and Life Sciences Management.

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



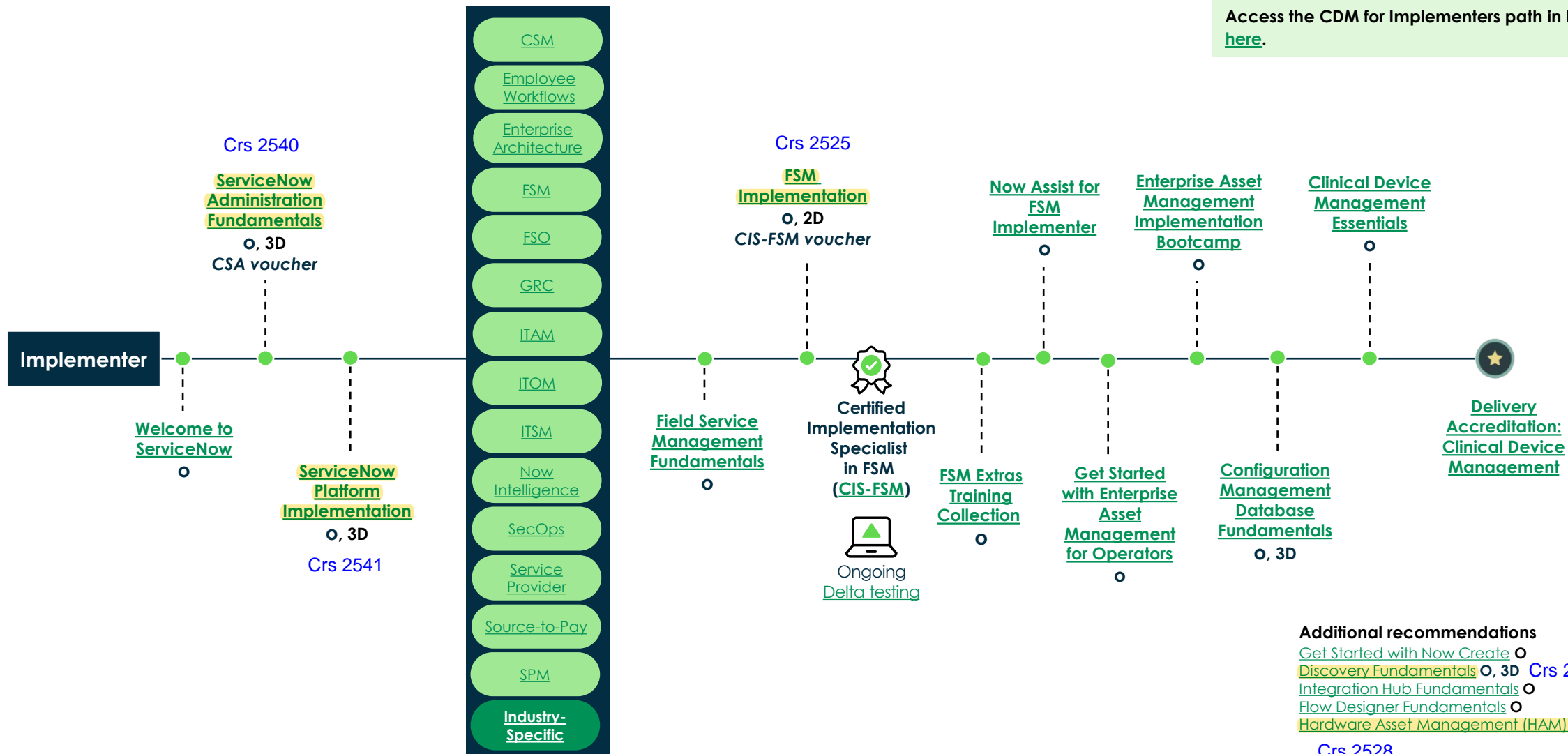


Clinical Device Management

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 FSM Professional suite certification is required to implement Clinical Device Management.

Access the CDM for Implementers path in Now Learning [here](#).



Additional recommendations

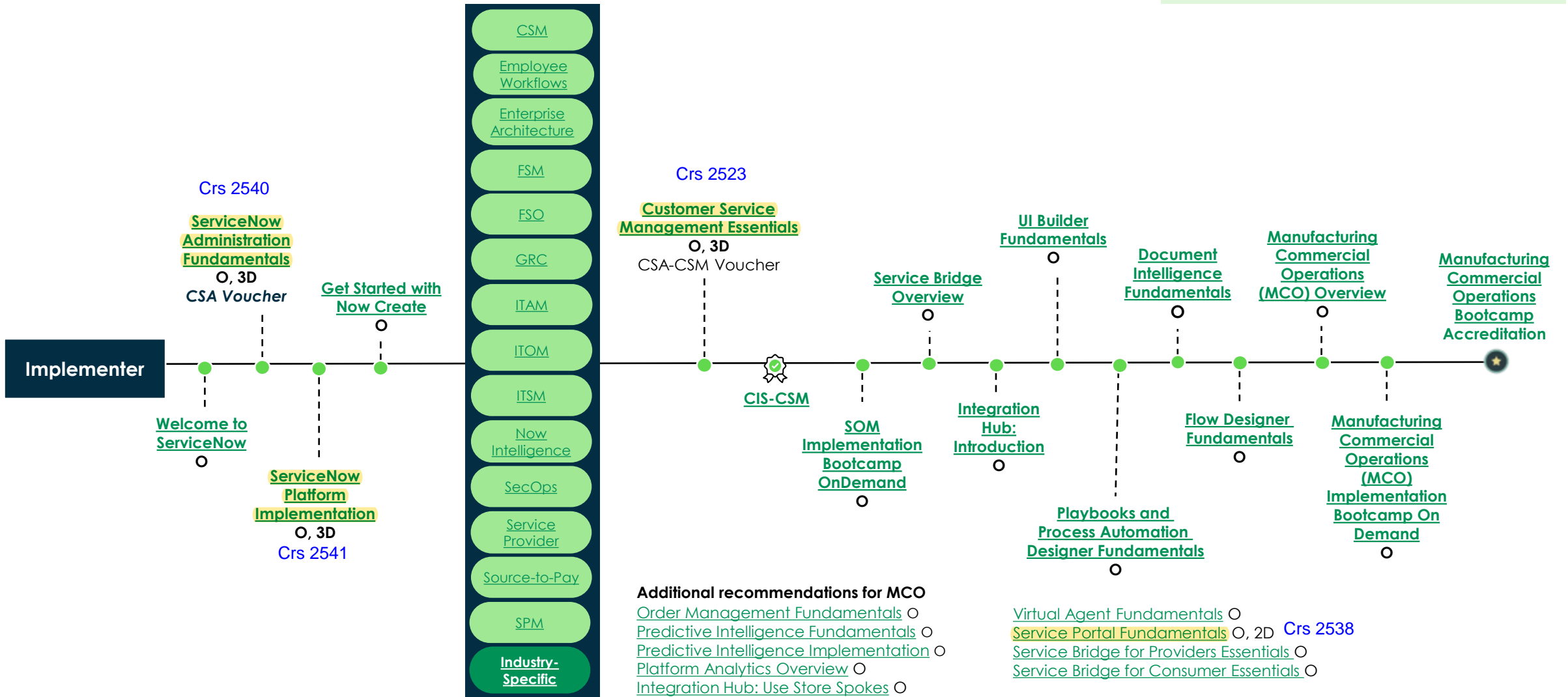
- [Get Started with Now Create](#) o
- [Discovery Fundamentals](#) o, 3D **Cr 2524**
- [Integration Hub Fundamentals](#) o
- [Flow Designer Fundamentals](#) o
- [Hardware Asset Management \(HAM\) Fundamentals](#) o, 3D **Cr 2528**



Manufacturing Commercial Operations

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 MCO for Implementers path in Now Learning [here](#).

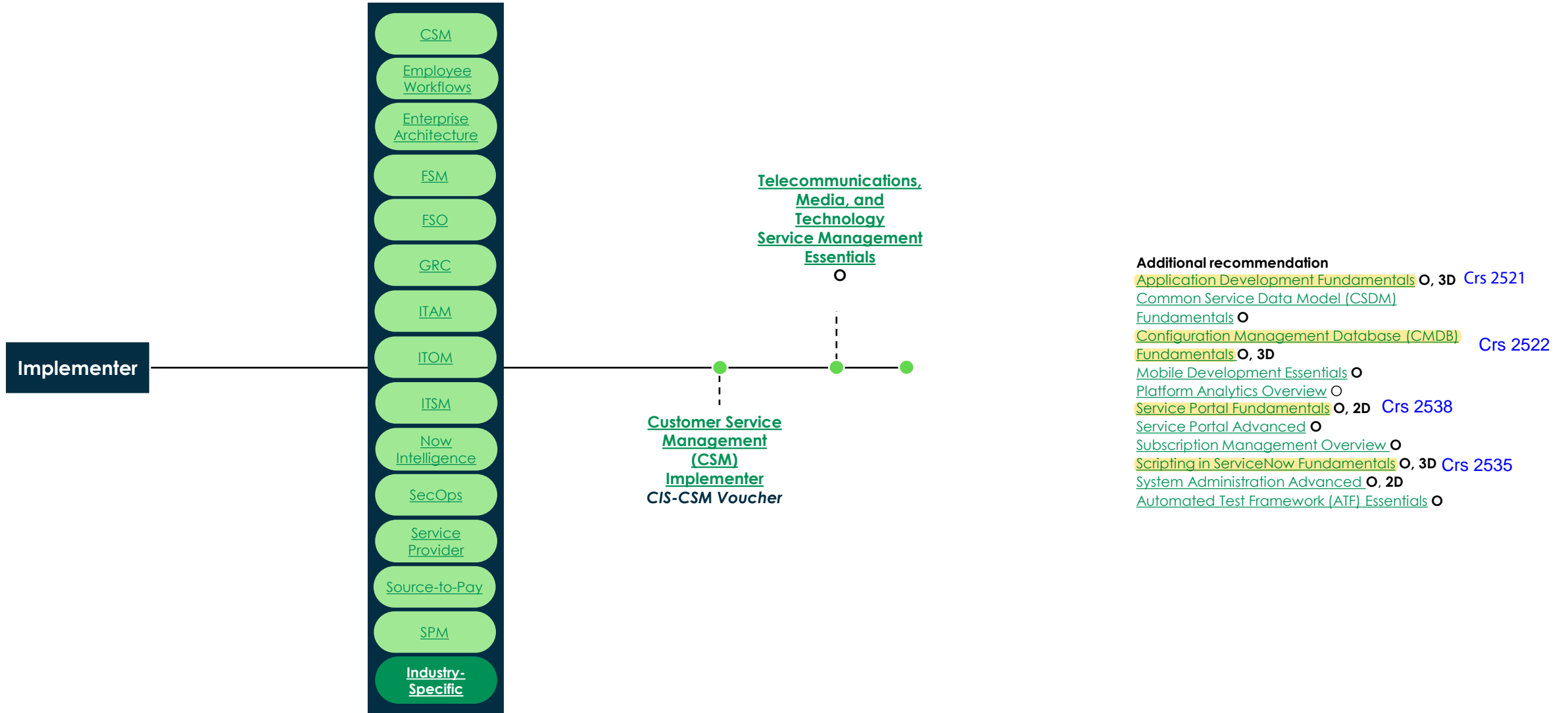




TMT Service Management (TSM/TPSM/MESM)

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](#).



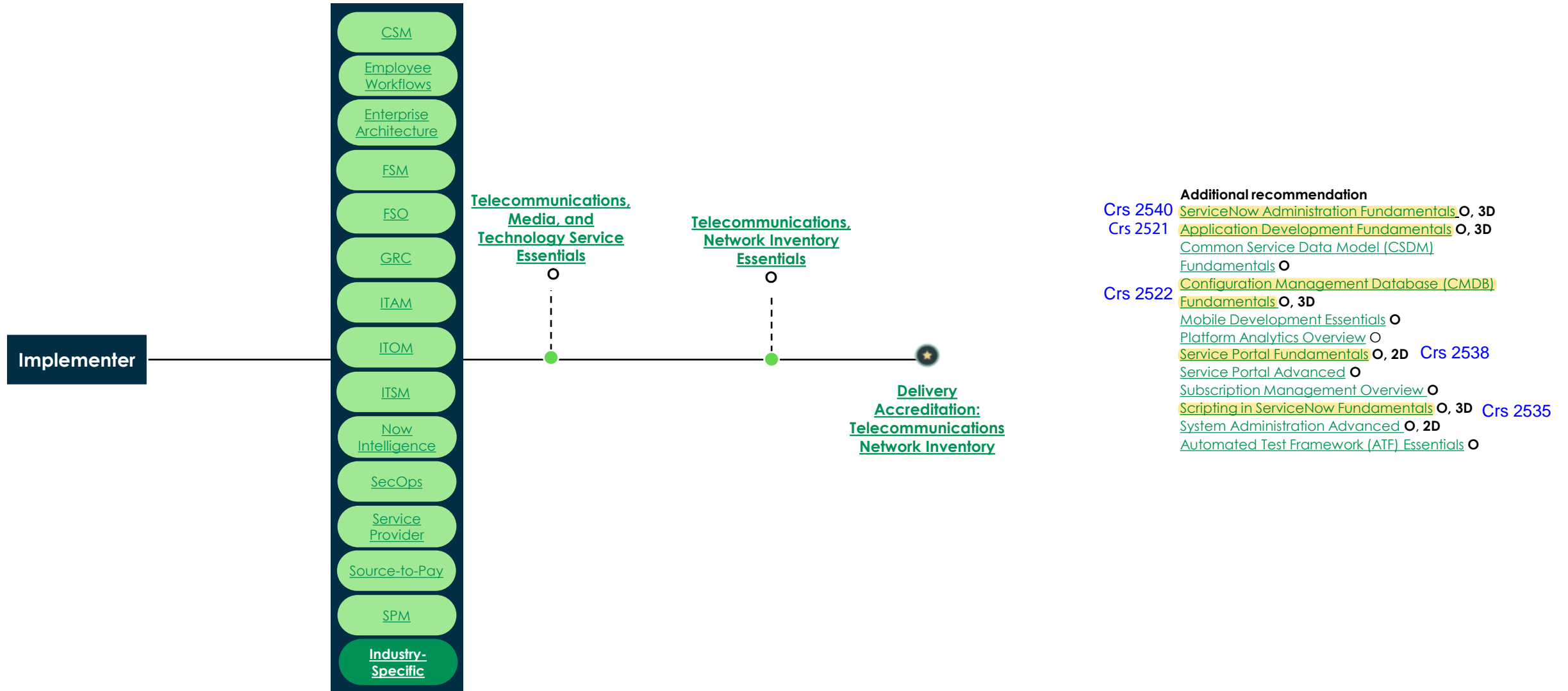
Legend: O No charge On Demand; 2D 1,900 LC 2-day ILT; 3D 2,700 LC 3-day ILT



Telecommunications Network Inventory

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.

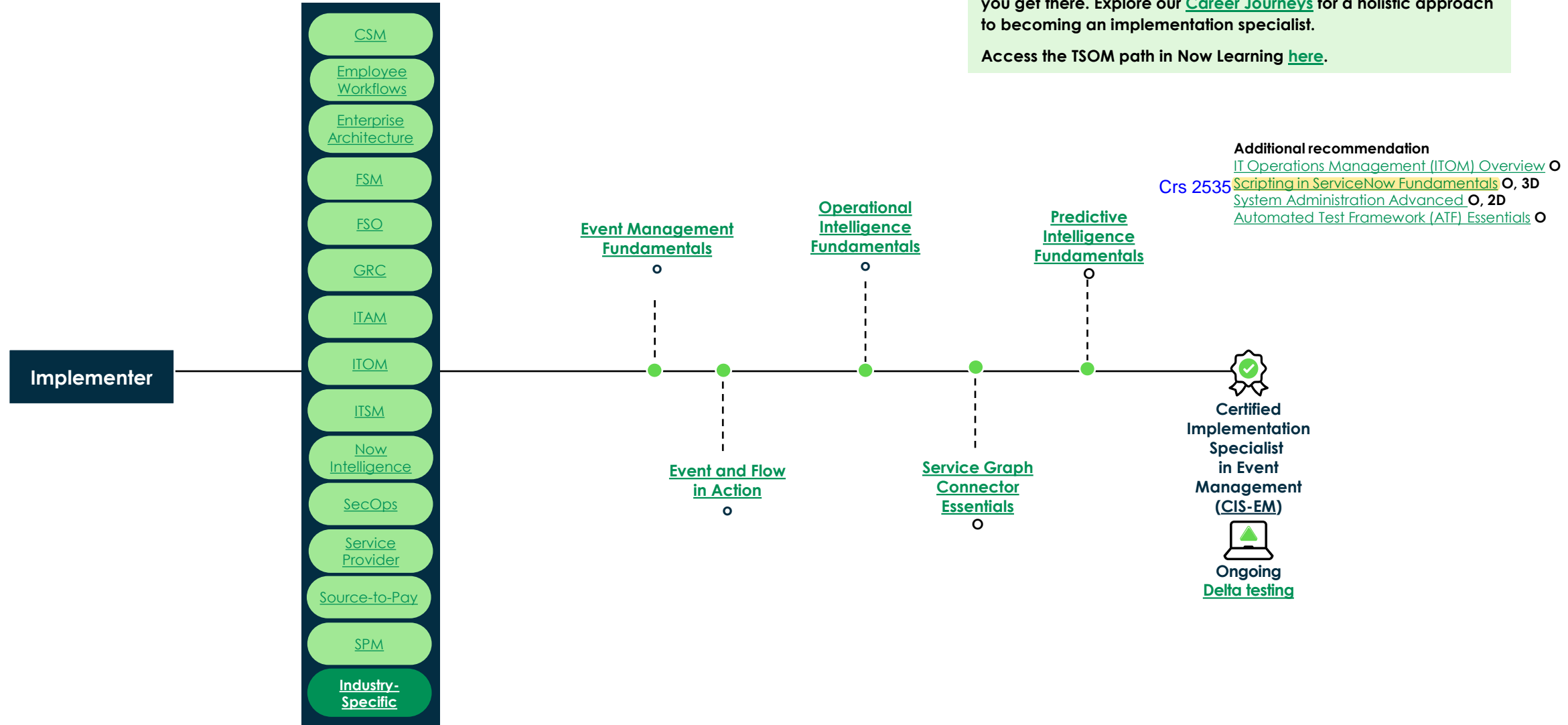
Access the TNI path in Now Learning [here](#).





Telecommunications Service Operations Management

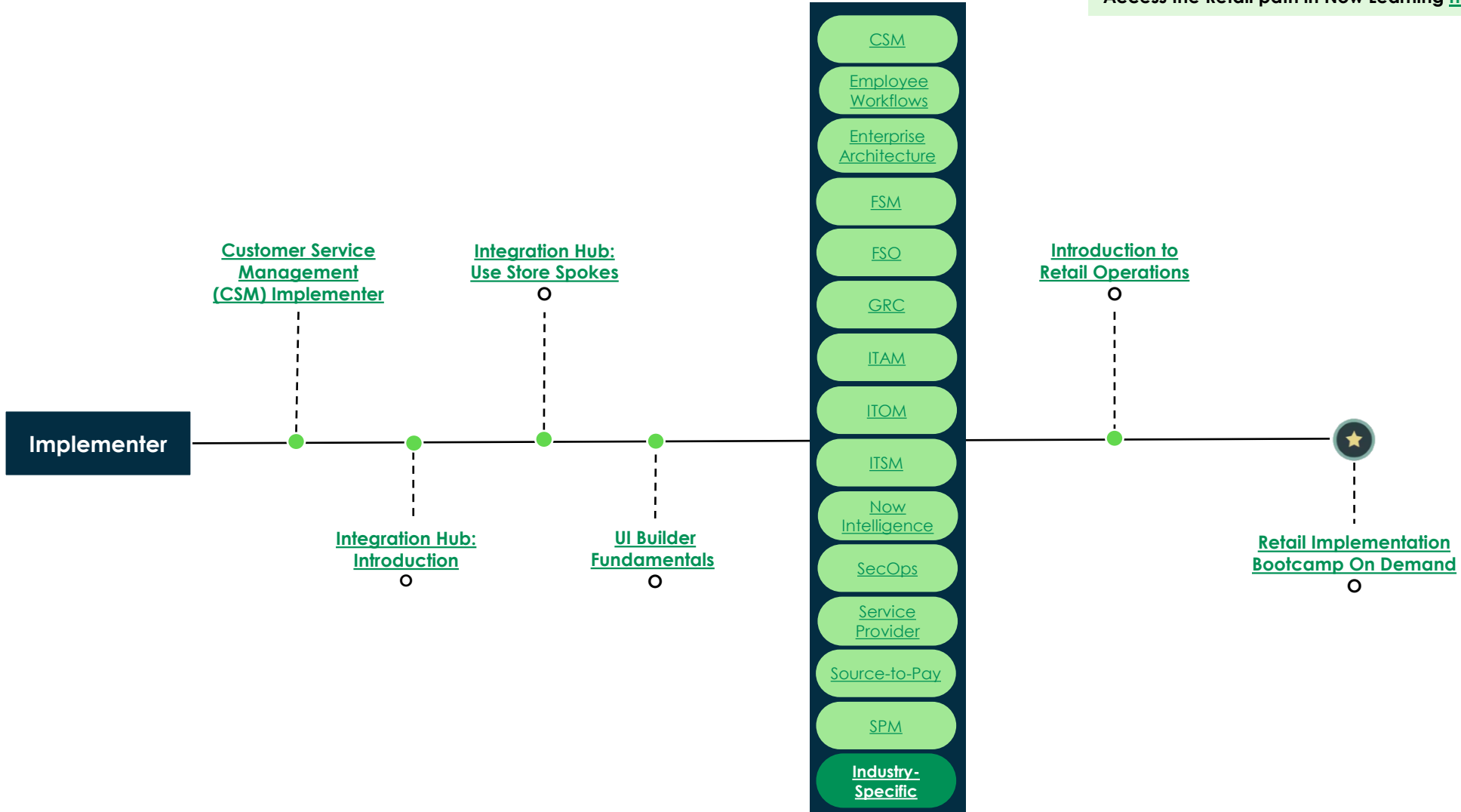
It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.
Access the TSOM path in Now Learning [here](#).





Retail

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 Implementer path is required to implement Retail.

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



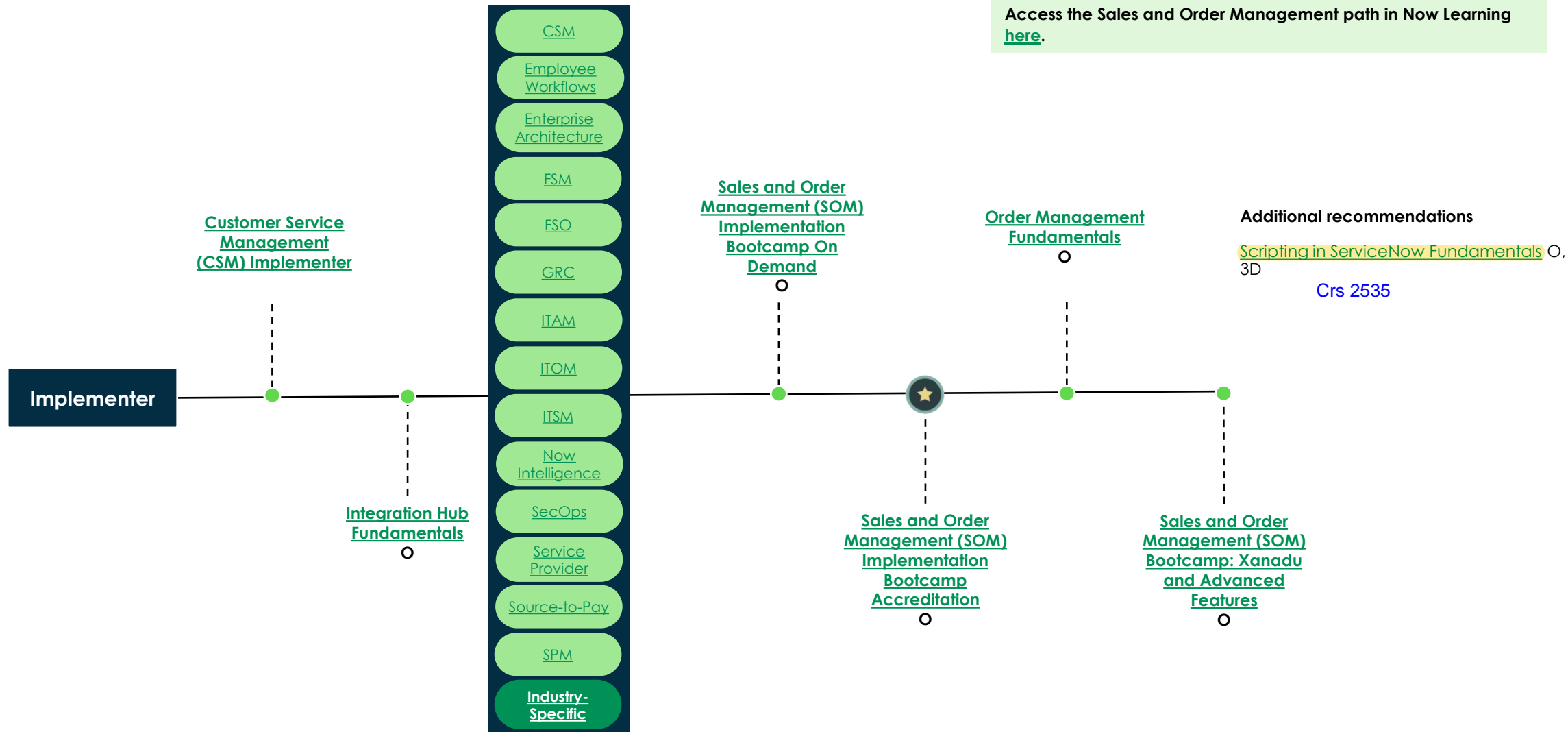
Sales and Order Management

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.

The CSM Implementer path is required to implement Sales and Order Management.

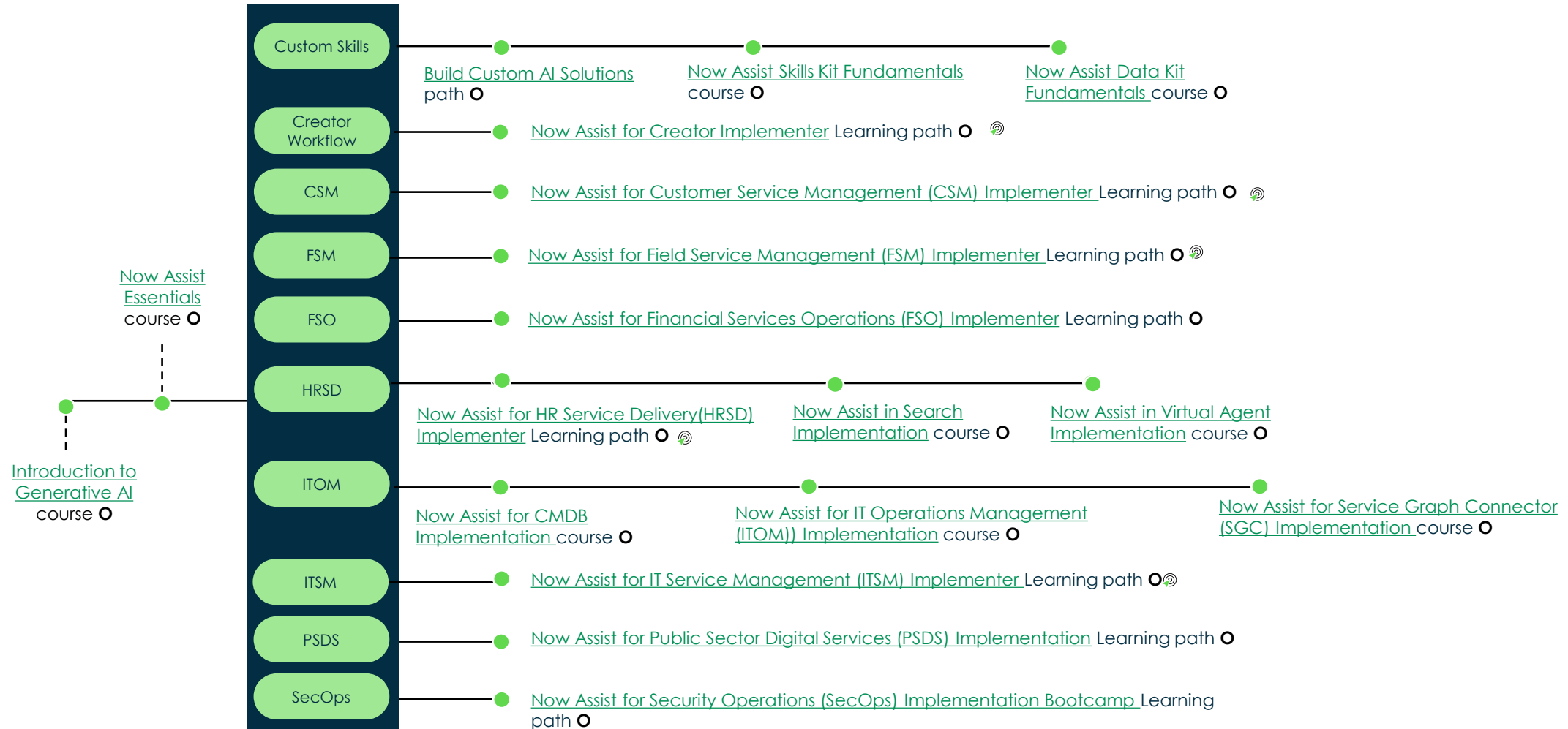
Access the Sales and Order Management path in Now Learning [here](#).





Now Assist Training

Learn how to implement, configure, and use ServiceNow's exciting new Generative AI products



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)

Digital 1	6 people trained	
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
Total	6	0
Learning Credits required	10,300	

Core Bundle—Blended Recommended mix

Blended 1	6 people trained	
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
Total	3	3
Learning Credits required	24,700	

Core Bundle—In person (Sample use of LCs)

Classroom 1	6 people trained	
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
Total	0	6
Learning Credits required	32,200	

Digital 2

15 people trained

Blended 2

9 people trained

Classroom 2

9 people trained



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