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Learning Paths

Author: Global Learning and Development

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Document Guide

The following icons and abbreviations indicate key details about each course.

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Icon Legend

-  No charge, On-Demand Course*
-  1,900 LC, 2-day ILT Course
-  2,700, 3-day ILT Course
-  Mainline Certification
-  Micro Certification
-  Accreditation
-  Delta Exams

Abbreviations

-  Instructor-led Training
-  Certified Implementation Specialist
-  Certified System Administrator
-  Certified Application Developer
-  Learning Credit

LEARNING PATHS

System Administrator



System Administrator

Grow your expertise with ServiceNow University. [Career Journeys](#) deliver a holistic learning experience designed to help you develop in-demand skills and achieve your professional goals.

Access the System Administrator path in University [here](#).



Additional recommendations

[Configuration Management Database \(CMDB\) Fundamentals](#) **O, 3D**

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

[Introduction to ServiceNow HealthScan and Instance Scan](#) **O**

[Now Support Administration Overview](#) **O**

[Platform Analytics Overview](#) **O**

[Scripting in ServiceNow Fundamentals](#) **O, 3D**

[Application Development Fundamentals](#) **O, 3D**

Respective product-based training should be taken when products are activated on an instance.

LEARNING PATHS

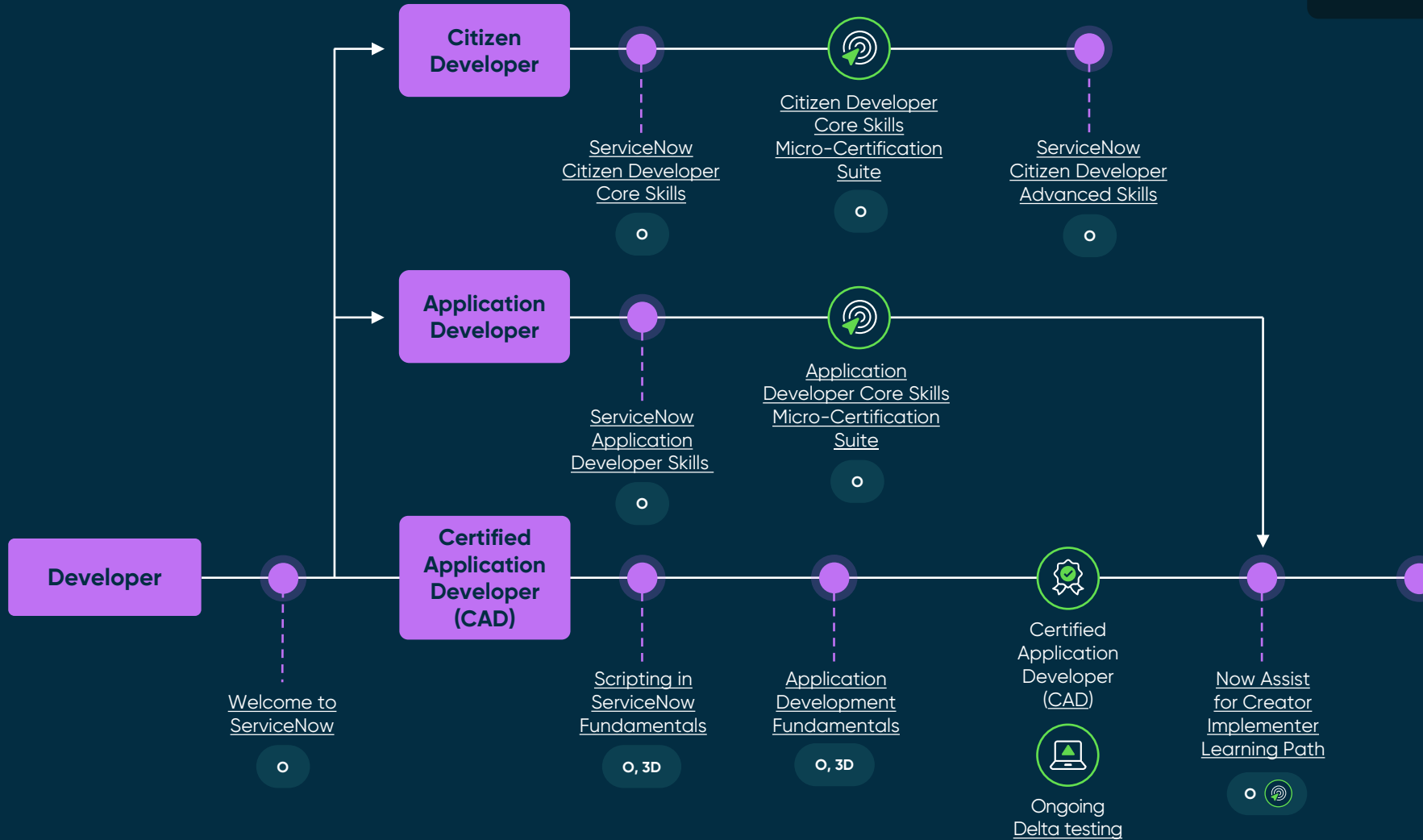
Developer



Developer

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Access the Certified Application Developer path in University [here](#).

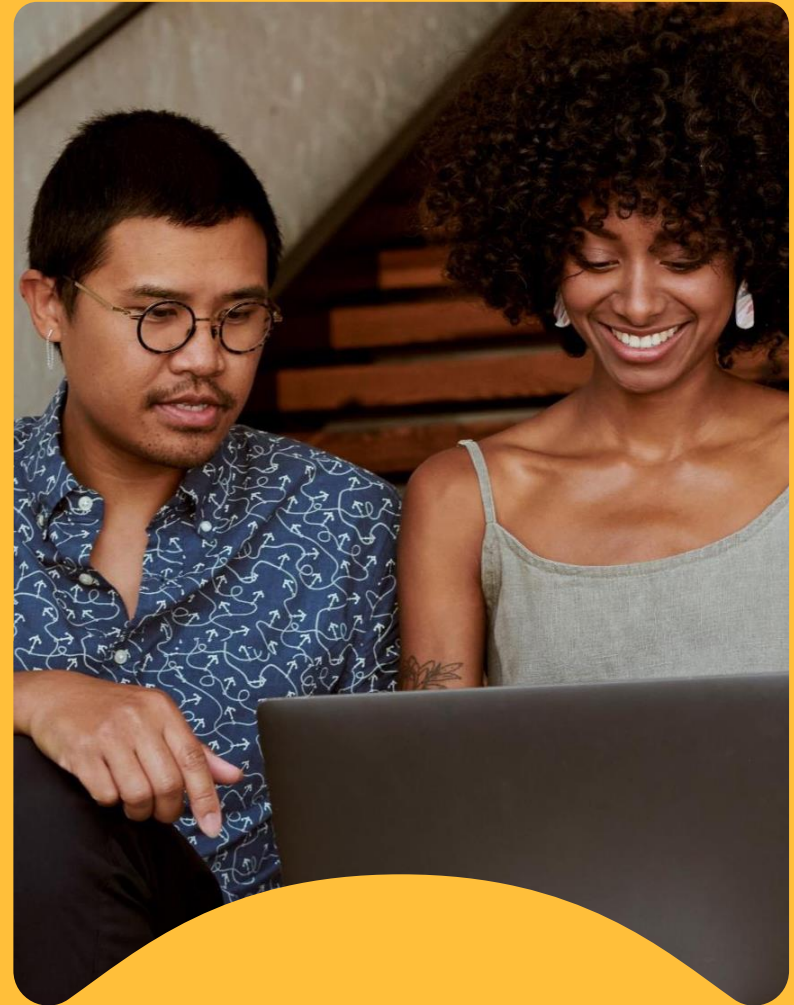


Additional recommendations for Application Developer paths

- [Automated Test Framework \(ATF\) Essentials](#) ○
- [Flow Designer Fundamentals](#) ○
- [Integration Hub Fundamentals](#) ○
- [Configuration Management Database \(CMDB\) Fundamentals](#) ○, 3D
- [Common Service Data Model \(CSDM\) Fundamentals](#) ○
- [Platform Analytics Overview](#) ○
- [Robotic Process Automation \(RPA\) Essentials](#) ○
- [Service Portal Fundamentals](#) ○, 2D
- [Service Portal Advanced](#) ○
- [Source Control Fundamentals](#) ○
- [UI Builder Fundamentals](#) ○

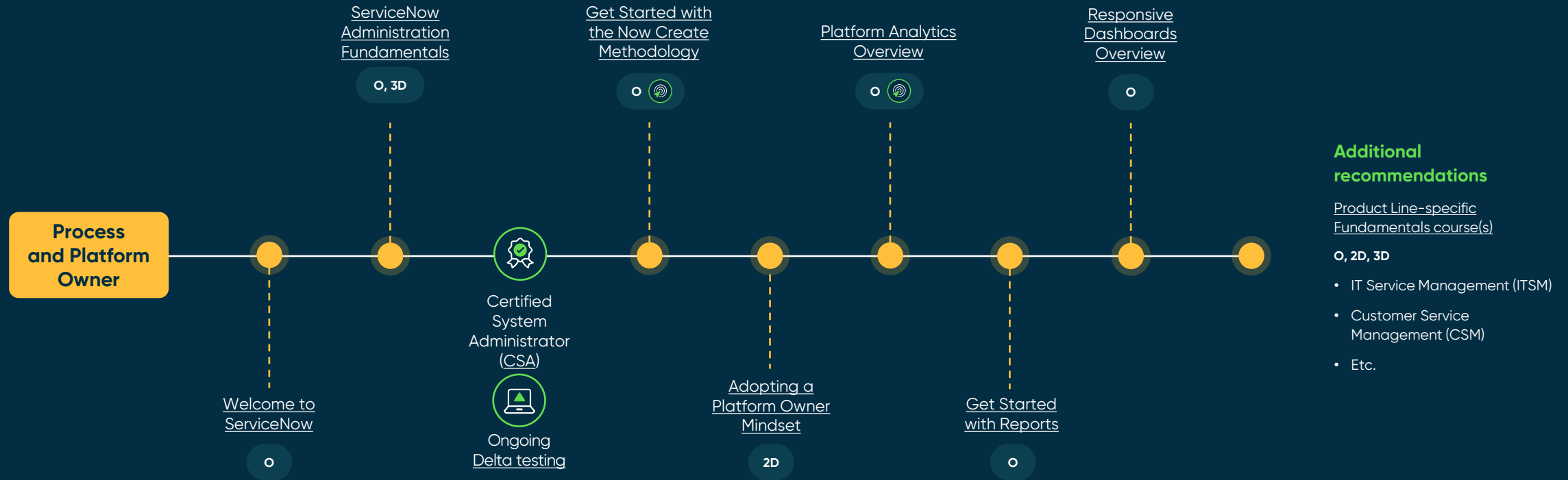
LEARNING PATHS

Process and Platform Owner



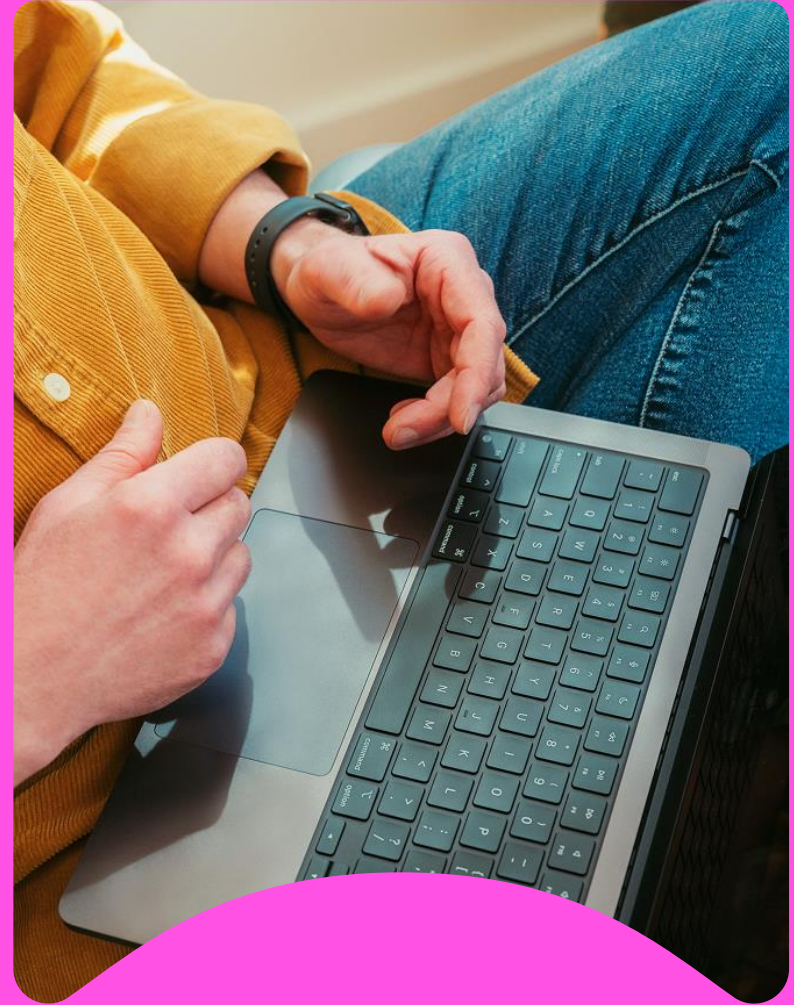
Process and Platform Owner

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LEARNING PATHS

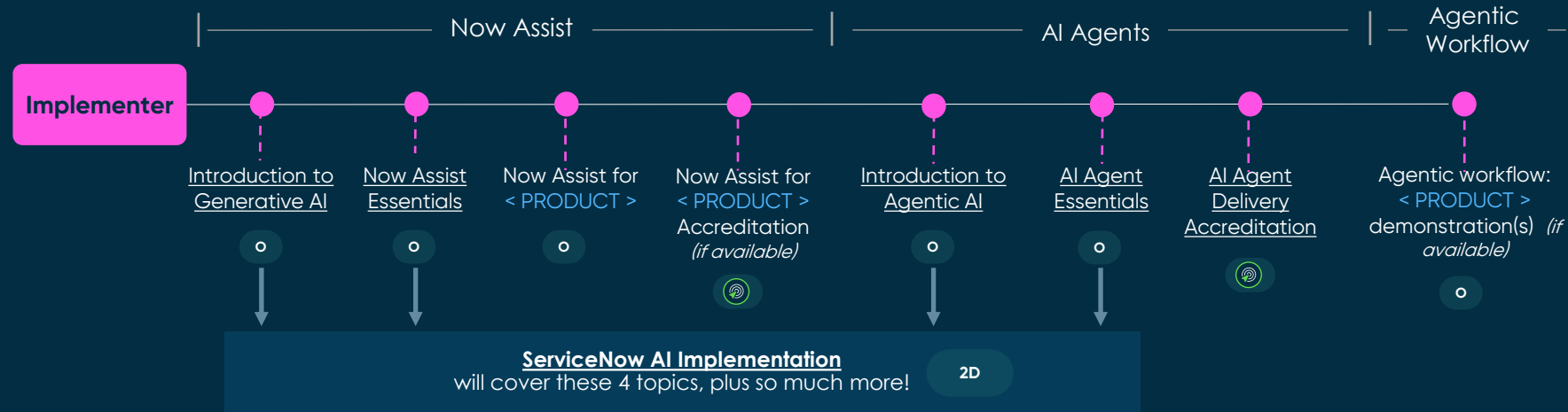
AI



Now Assist, AI Agent & Agentic Workflow

Learn to implement, configure, and customize ServiceNow's AI products

Our AI technical learning paths below ALL follow this common sequence



PLEASE NOTE:

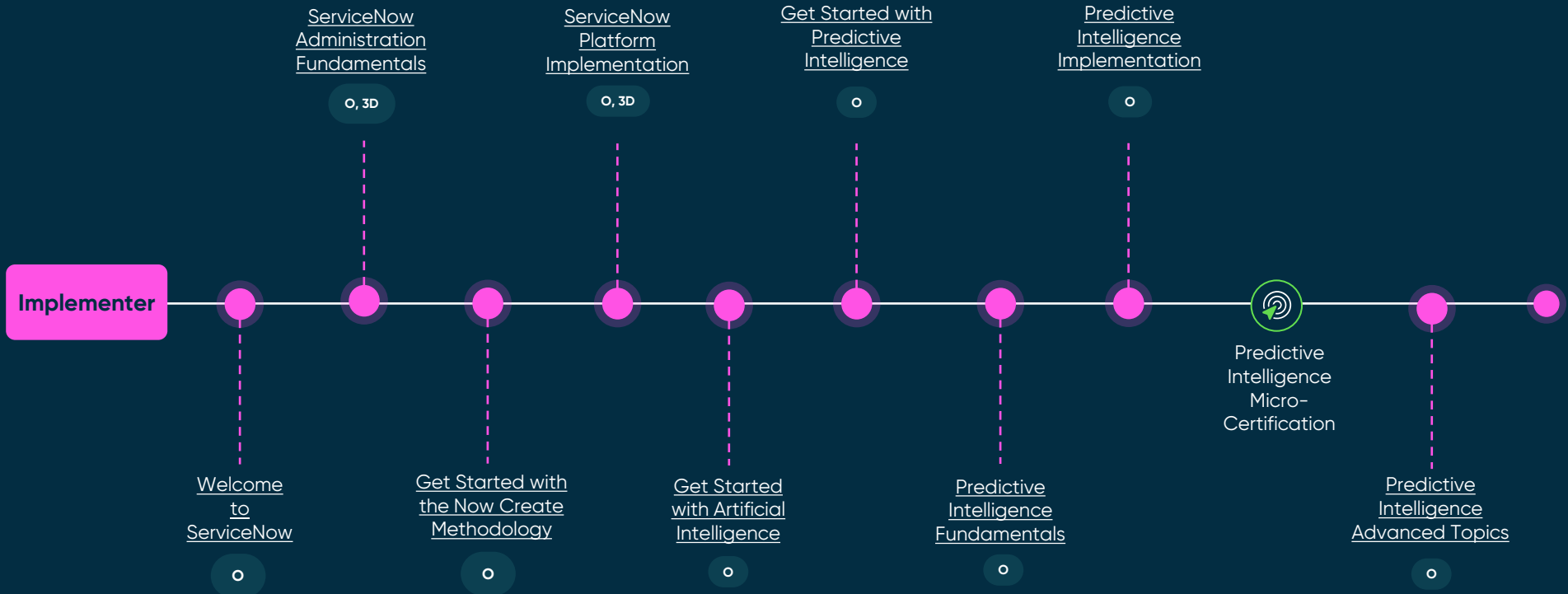
- Core Platform foundation-level courses are included in every learning path.
- Product-specific courses are identified in blue and are tailored to each learning path.
- Progress is synchronized – complete any course or accreditation, and your progress carries over to all learning paths.

Solution	Product	AI Technical Learning Paths
Technology	ITSM	Now Assist for IT Service Management (ITSM) Implementer
	ITAM	Now Assist for Hardware Asset Management (HAM) Implementer
		Now Assist for Software Asset Management (SAM) Implementer
	ITOM	Now Assist for IT Operations Management (ITOM) Implementer
Now Assist for Configuration Mgmt Database (CMDB) Implementer		
CRM & Industry	CSM	Now Assist for Customer Service Management (CSM) Implementer
	FSM	Now Assist for Field Service Management (FSM) Implementer
	FSO	Now Assist for Financial Services Operations (FSO) Implementer
	PSDS	Now Assist for Public Sector Digital Services (PSDS) Implementer

Solution	Product	AI Technical Learning Paths
Risk & Security	GRC	Now Assist for Integrated Risk Management (IRM) Implementer
	SecOps	Now Assist for Security Incident Response (SIR) Implementer
Core Business	HRSD	Now Assist for HR Service Delivery (HRSD) Implementer
Finance & Supply Chain	S2P	Now Assist for Accounts Payable Operations (APO) Implementer
		Now Assist for Sourcing & Procurement Operations (SPO) Implementer
		Now Assist for Supplier Lifecycle Operations (SLO) Implementer
Custom App Development		Build Custom AI Solutions
		Now Assist for Creator Implementer

Predictive Intelligence

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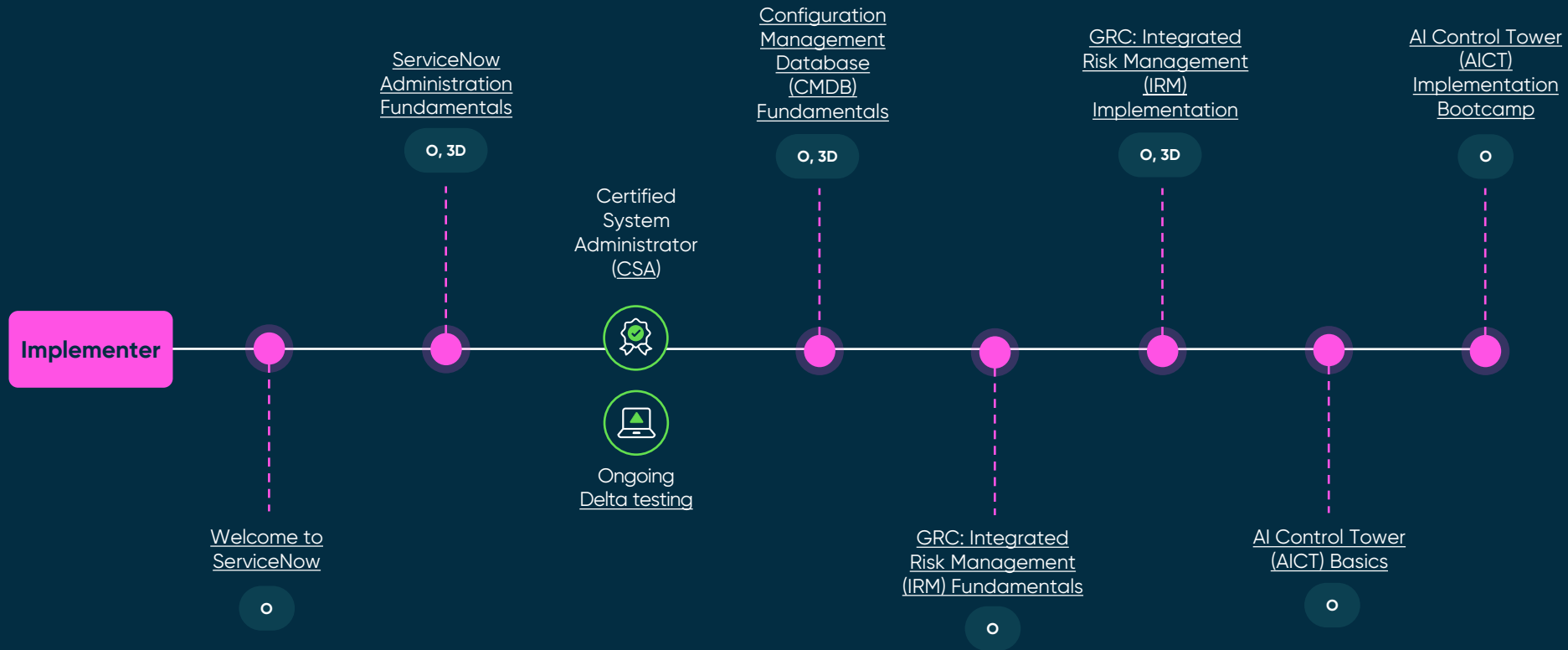
Additional recommendations

- [Common Service Data Model \(CSDM\) Fundamentals](#) **O**
- [Configuration Management Database \(CMDB\) Fundamentals](#) **O, 3D**
- [Subscription Management Overview](#) **O**

AI Control Tower (AICT)

Connect your AI strategy, governance, and management across the enterprise with AI Control Tower.

Access the AI Control Tower path in University [here](#).



LEARNING PATHS

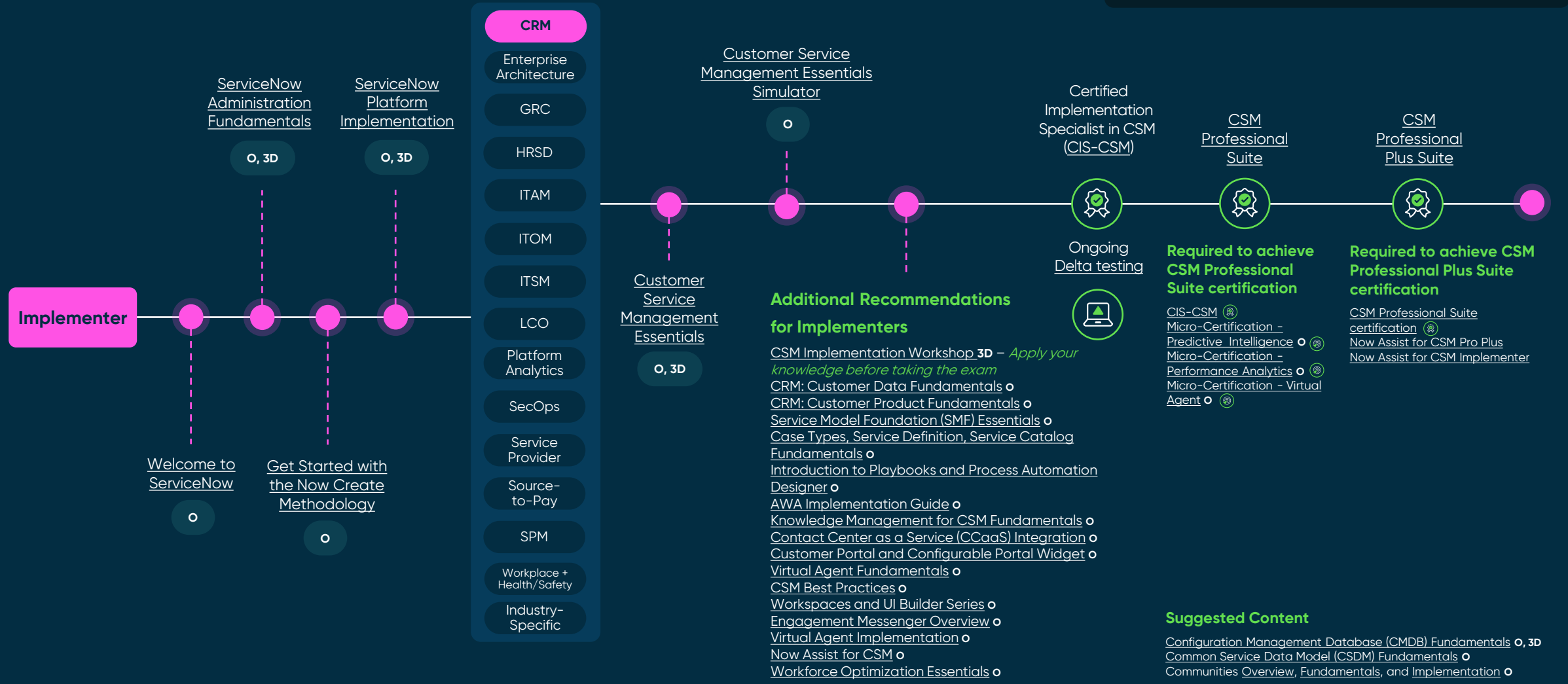
Implementer



Customer Service Management

Grow your expertise with ServiceNow University. [Career Journeys](#) deliver a holistic learning experience designed to help you develop in-demand skills and achieve your professional goals.

Access the Customer Service Management path in University [here](#).



Implementer

Welcome to ServiceNow

Get Started with the Now Create Methodology

ServiceNow Administration Fundamentals

ServiceNow Platform Implementation

CRM

Enterprise Architecture

GRC

HRSD

ITAM

ITOM

ITSM

LCO

Platform Analytics

SecOps

Service Provider

Source-to-Pay

SPM

Workplace + Health/Safety

Industry-Specific

Customer Service Management Essentials Simulator

Customer Service Management Essentials

3D

Additional Recommendations for Implementers

- CSM Implementation Workshop 3D – Apply your knowledge before taking the exam
- CRM: Customer Data Fundamentals
- CRM: Customer Product Fundamentals
- Service Model Foundation (SMF) Essentials
- Case Types, Service Definition, Service Catalog Fundamentals
- Introduction to Playbooks and Process Automation Designer
- AWA Implementation Guide
- Knowledge Management for CSM Fundamentals
- Contact Center as a Service (CCaaS) Integration
- Customer Portal and Configurable Portal Widget
- Virtual Agent Fundamentals
- CSM Best Practices
- Workspaces and UI Builder Series
- Engagement Messenger Overview
- Virtual Agent Implementation
- Now Assist for CSM
- Workforce Optimization Essentials

Certified Implementation Specialist in CSM (CIS-CSM)

Ongoing Delta testing

CSM Professional Suite

Required to achieve CSM Professional Suite certification

- CIS-CSM Micro-Certification - Predictive Intelligence
- Micro-Certification - Performance Analytics
- Micro-Certification - Virtual Agent

CSM Professional Plus Suite

Required to achieve CSM Professional Plus Suite certification

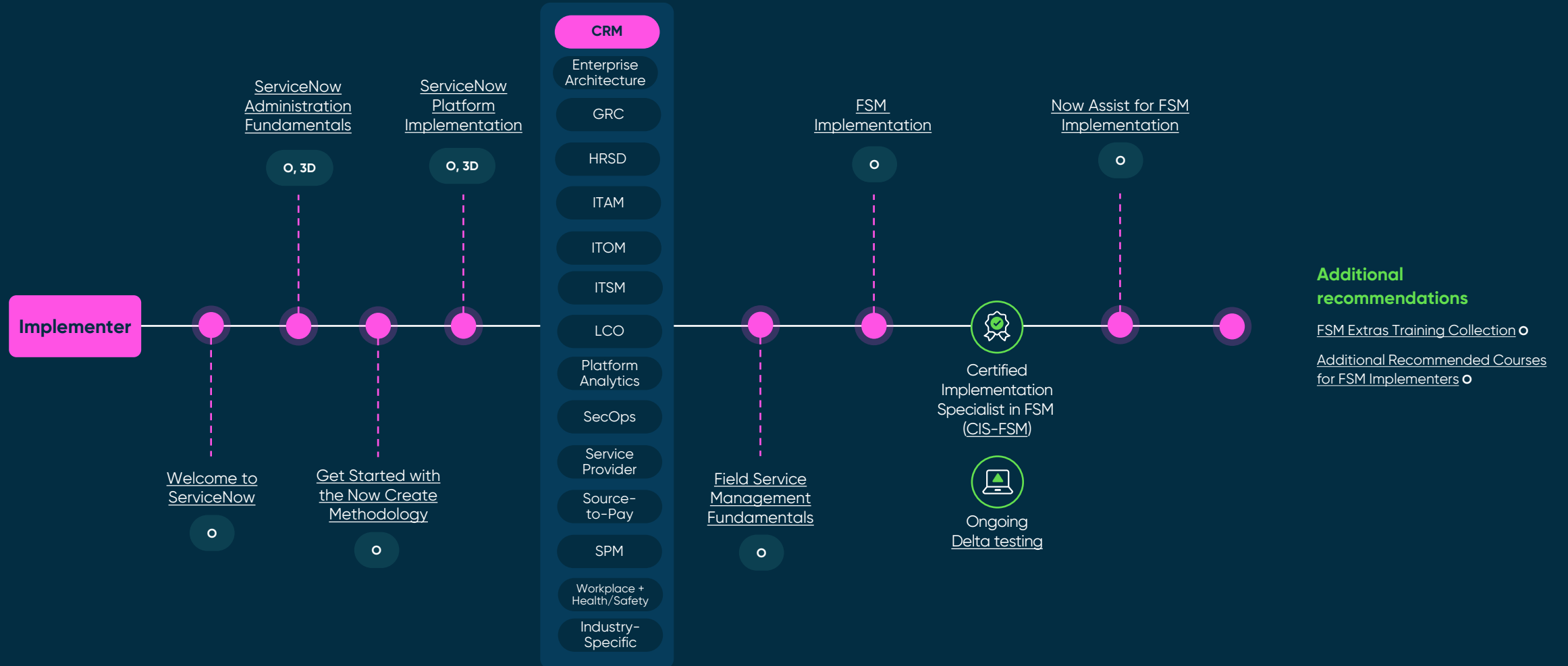
- CSM Professional Suite certification
- Now Assist for CSM Pro Plus
- Now Assist for CSM Implementer

Suggested Content

- Configuration Management Database (CMDB) Fundamentals
- Common Service Data Model (CSDM) Fundamentals
- Communities Overview, Fundamentals, and Implementation

Field Service Management

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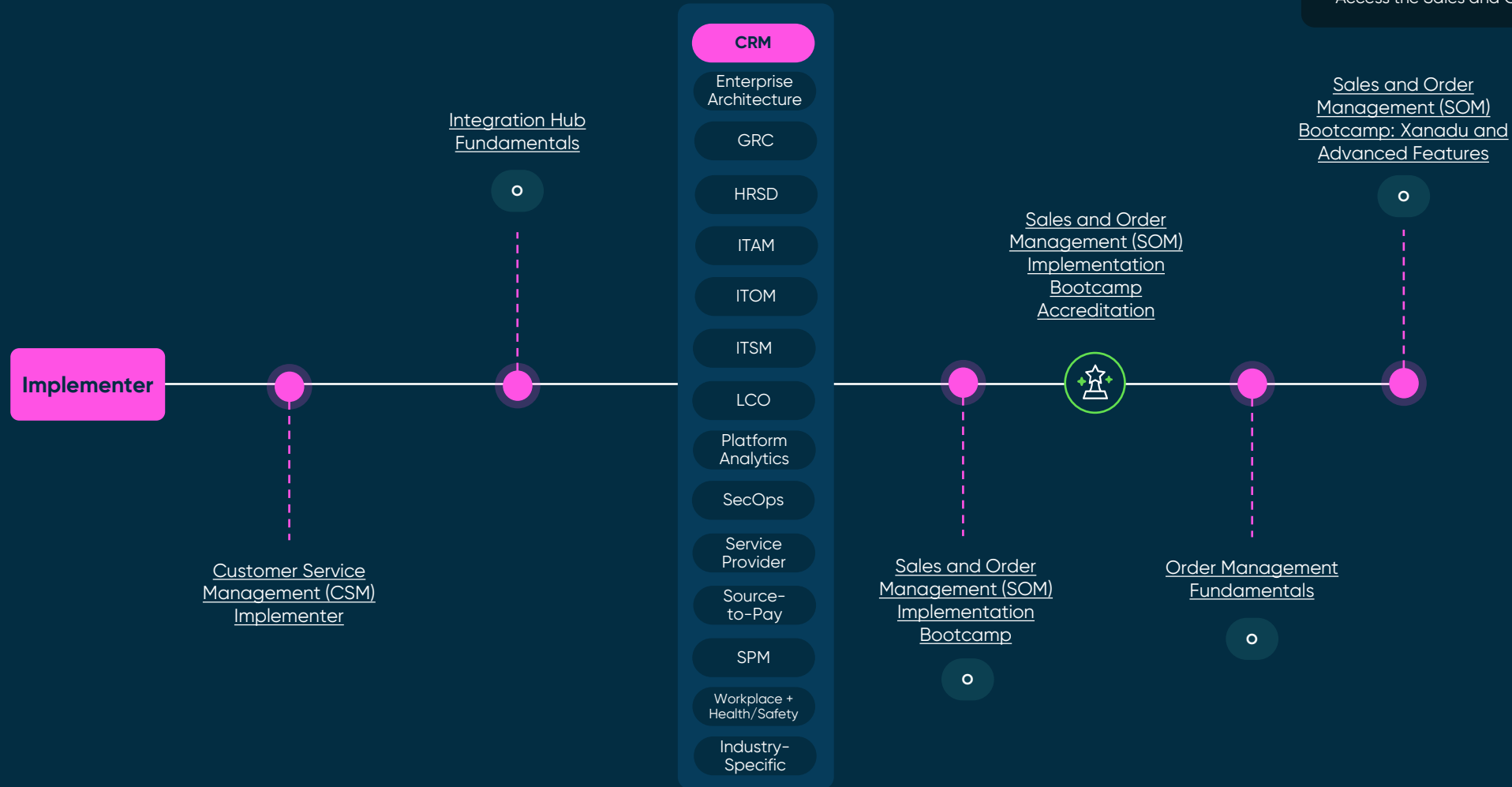


Sales and Order Management

Grow your expertise with ServiceNow University. [Career Journeys](#) deliver a holistic learning experience designed to help you develop in-demand skills and achieve your professional goals.

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

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

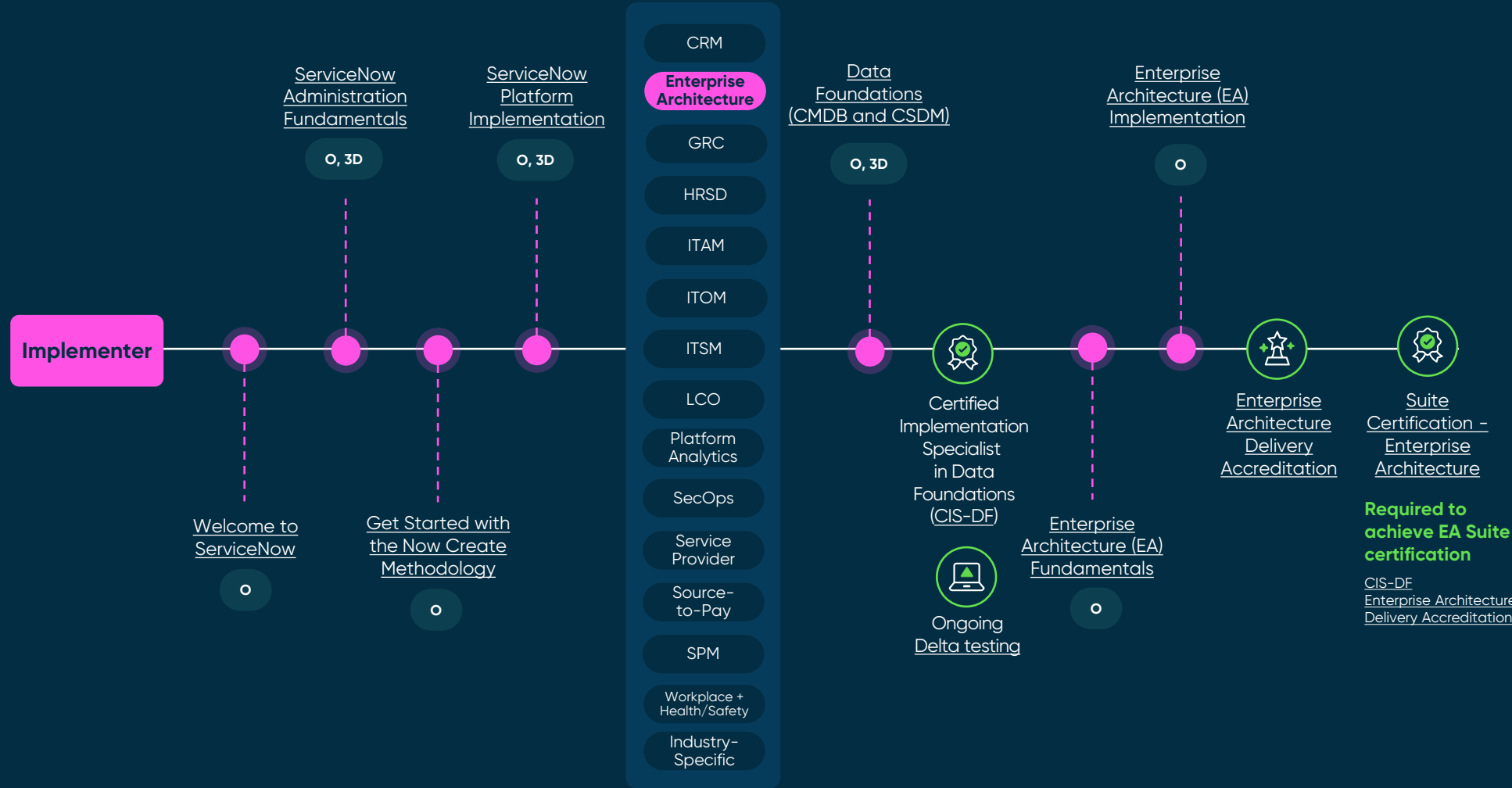


Additional recommendations

[Scripting in ServiceNow Fundamentals](#) **O**, **3D**

Enterprise Architecture (Formerly APM)*

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Additional recommendations

- Get Started with Platform Analytics Dashboards **O**
- Configuration Management Database (CMDB) Fundamentals **O, 3D**
- Strategic Portfolio Management (SPM) Fundamentals **O, 3D**
- IT Service Management (ITSM) Fundamentals **O, 2D**
- UI Builder Fundamentals **O**
- IT Operations Management Overview **O**
- Service Mapping Fundamentals **O**
- IT Asset Management (ITAM):
 - Software Asset Management (SAM) Professional Fundamentals **O, 3D**
 - Hardware Asset Management (HAM) Fundamentals **O, 3D**
- Governance, Risk, & Compliance (GRC): Integrated Risk Management (IRM) Fundamentals **O**

Required to achieve EA Suite certification

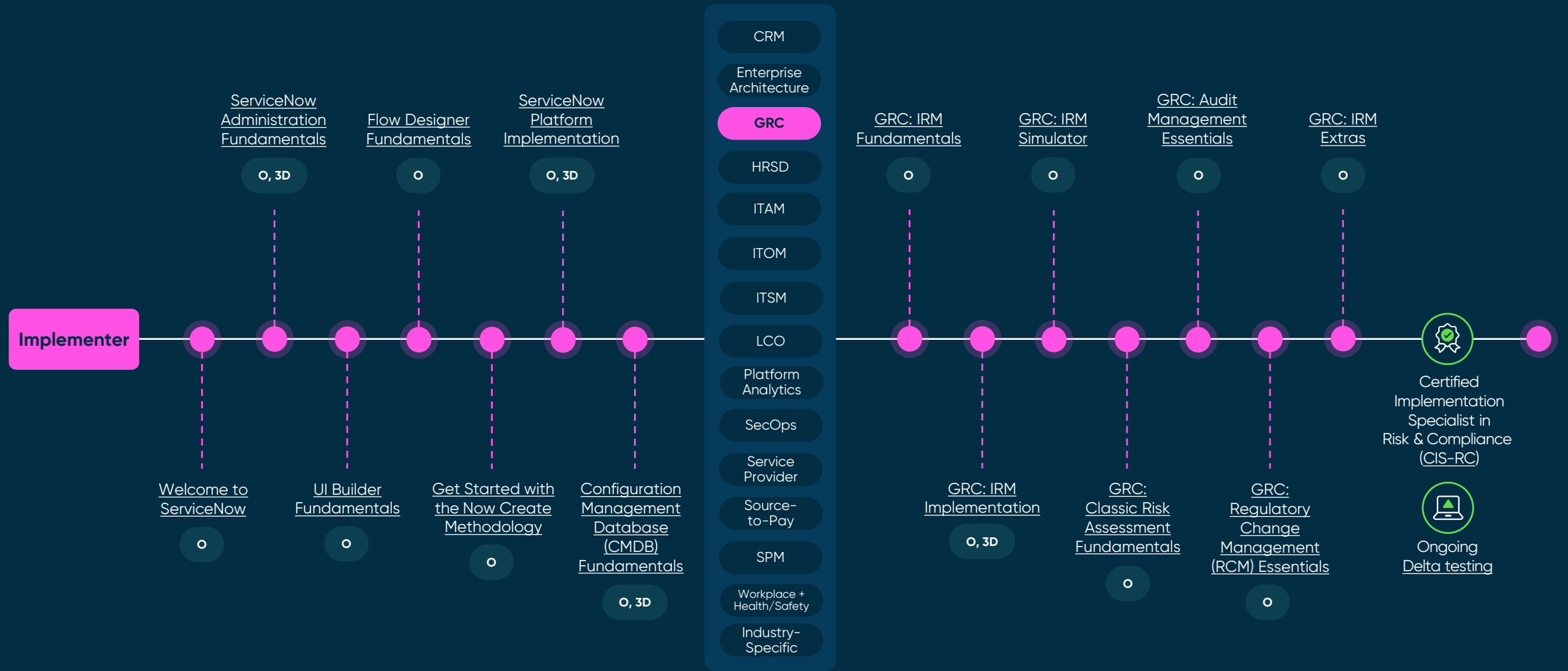
- CIS-DF
- Enterprise Architecture Delivery Accreditation

*Application Portfolio Management has been renamed Enterprise Architecture. See this article for more information: [Retirement of CIS-APM certifications and courses](#).

Risk and Compliance

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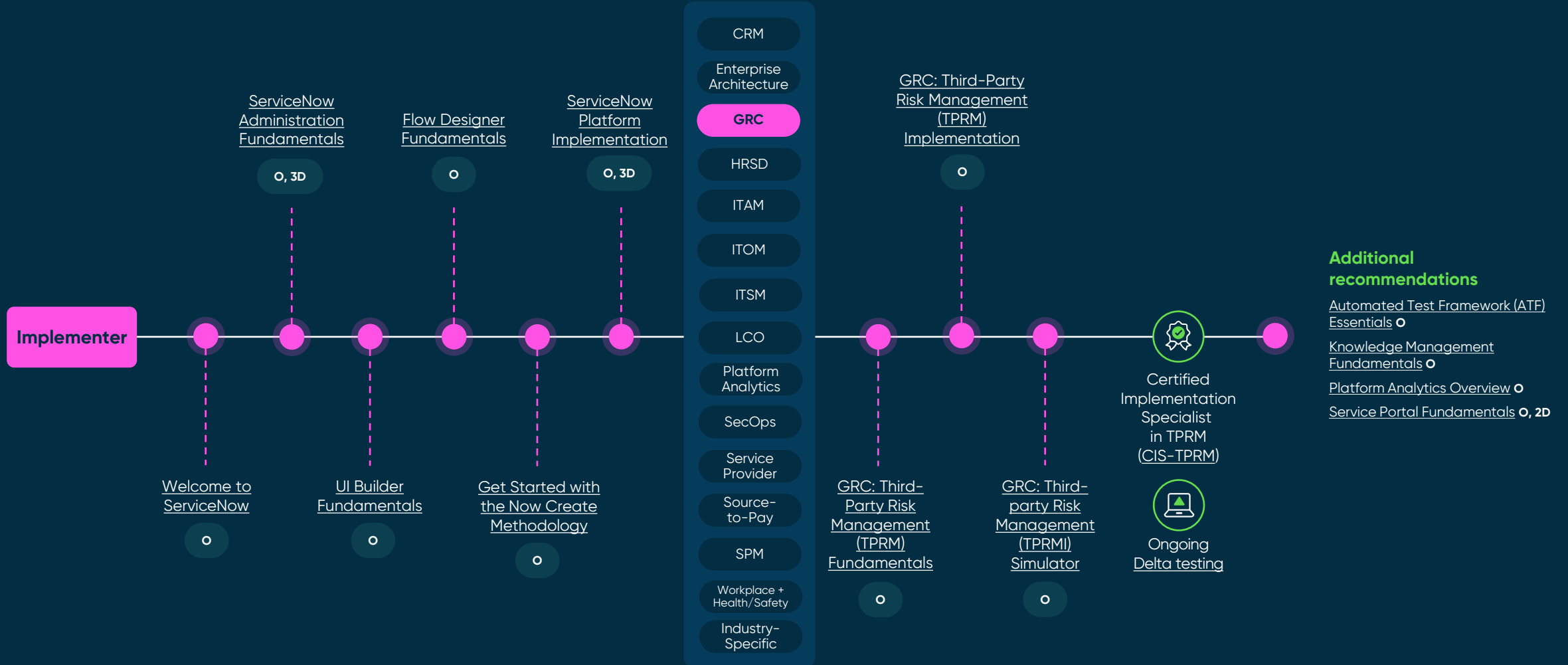
Access the Risk and Compliance path in University [here](#).



Third-Party Risk Management

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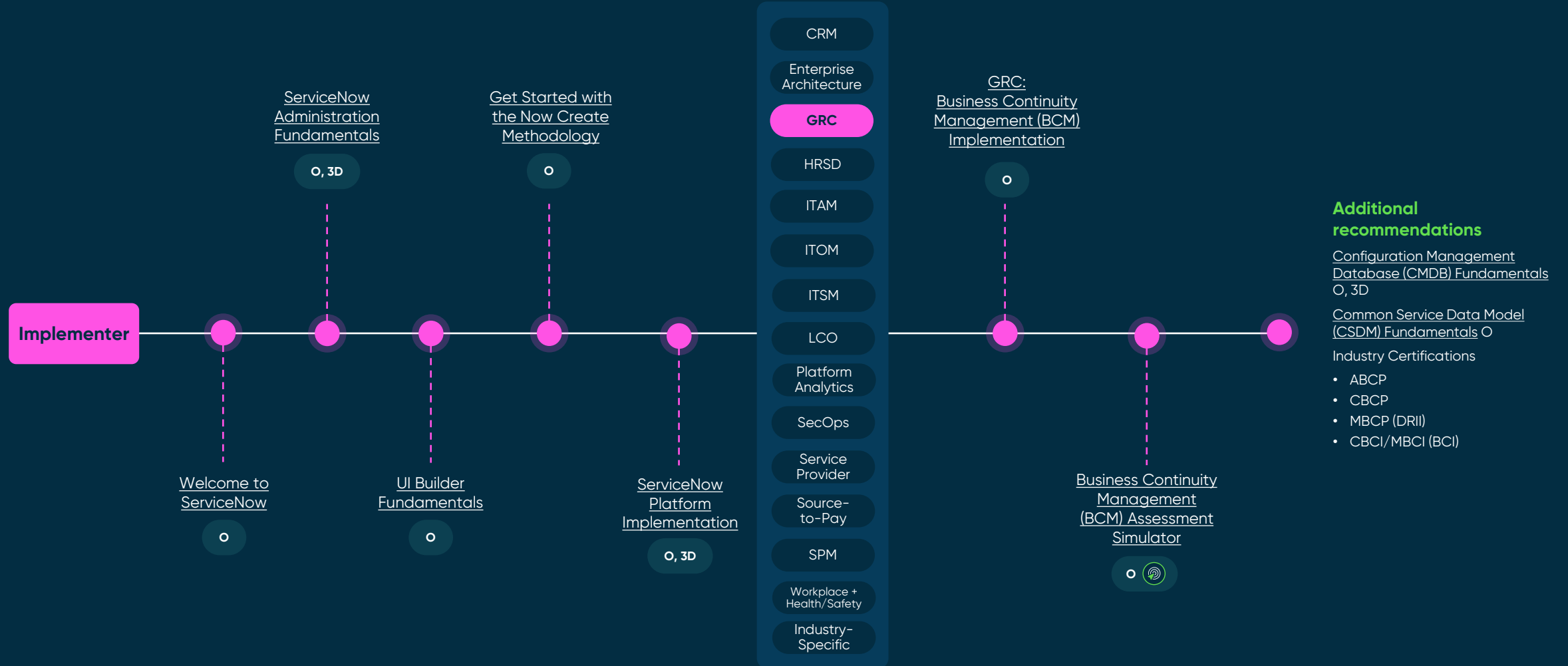
Access the TPRM path in University [here](#).



Business Continuity Management

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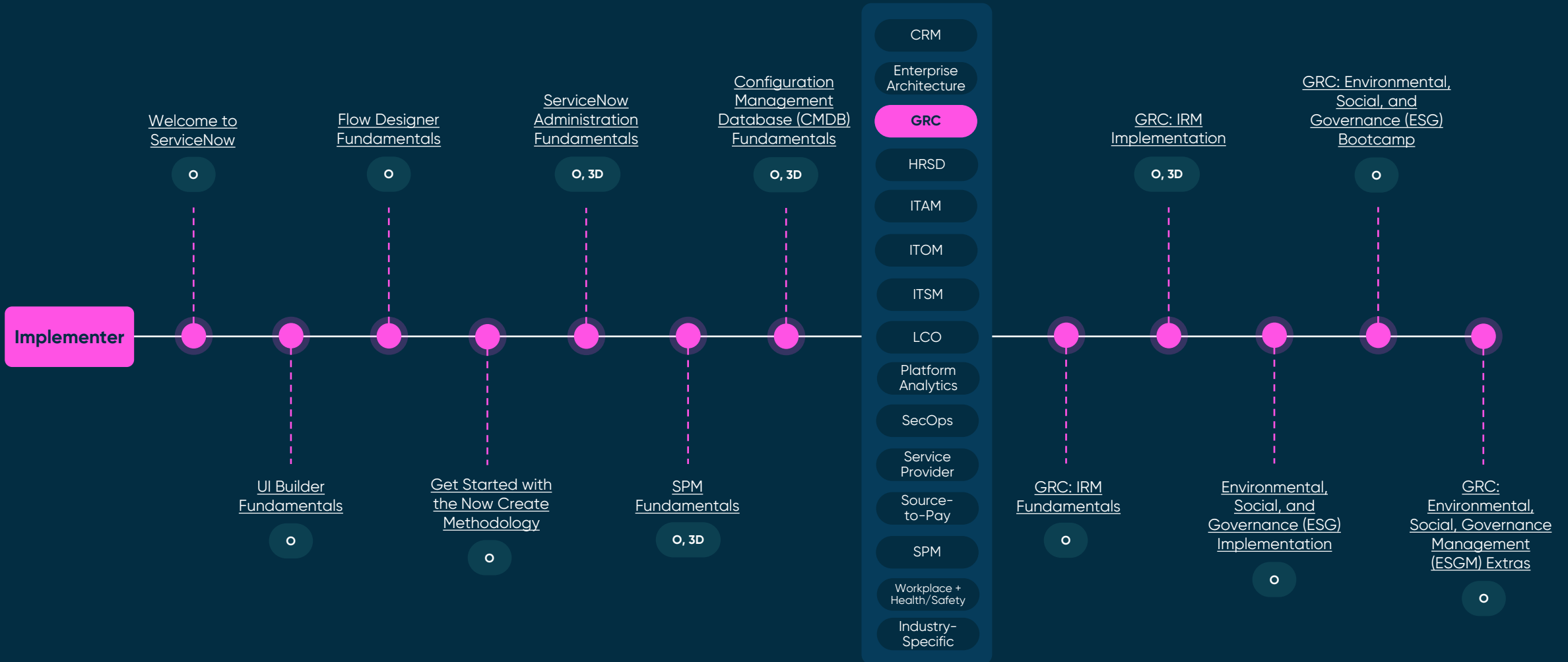
Access the BCM path in University [here](#).



Environmental, Social, and Governance Management

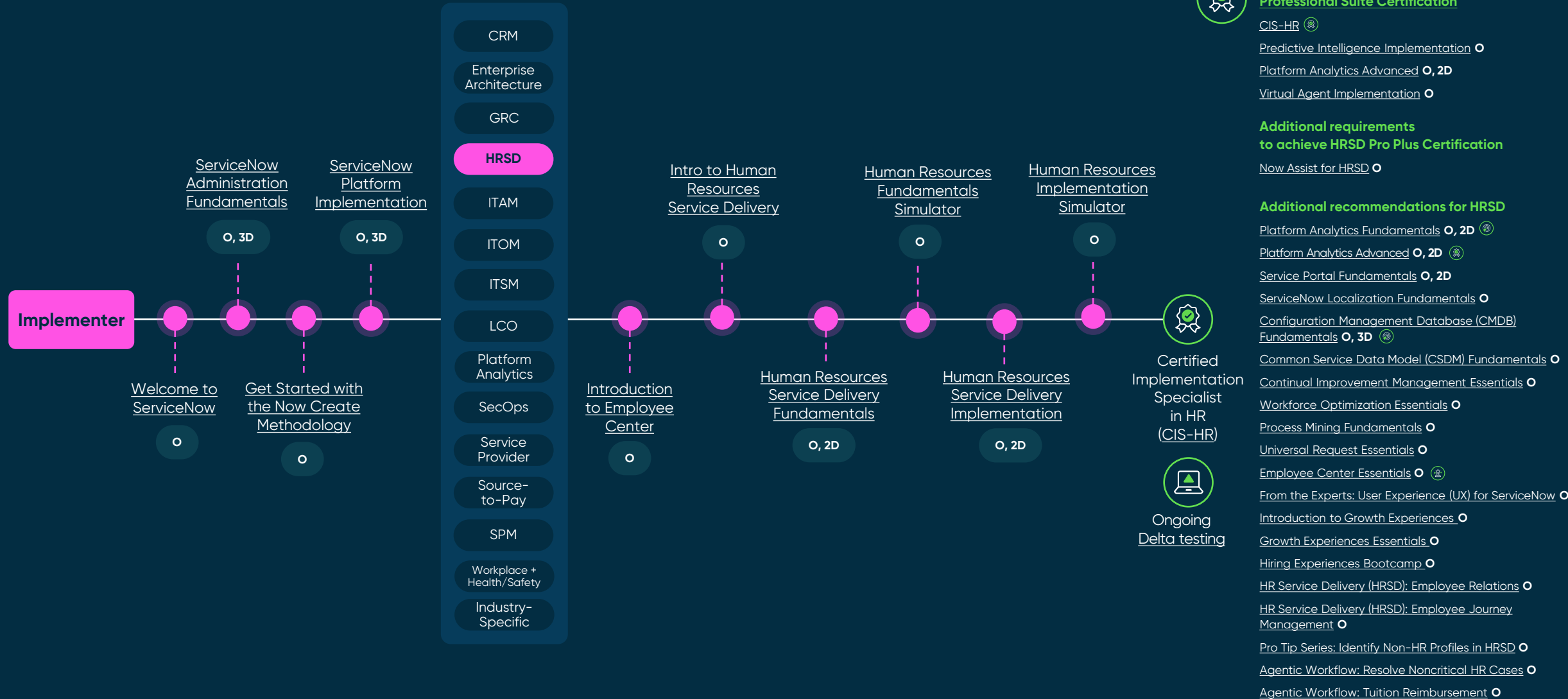
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Access the ESG path in University [here](#).



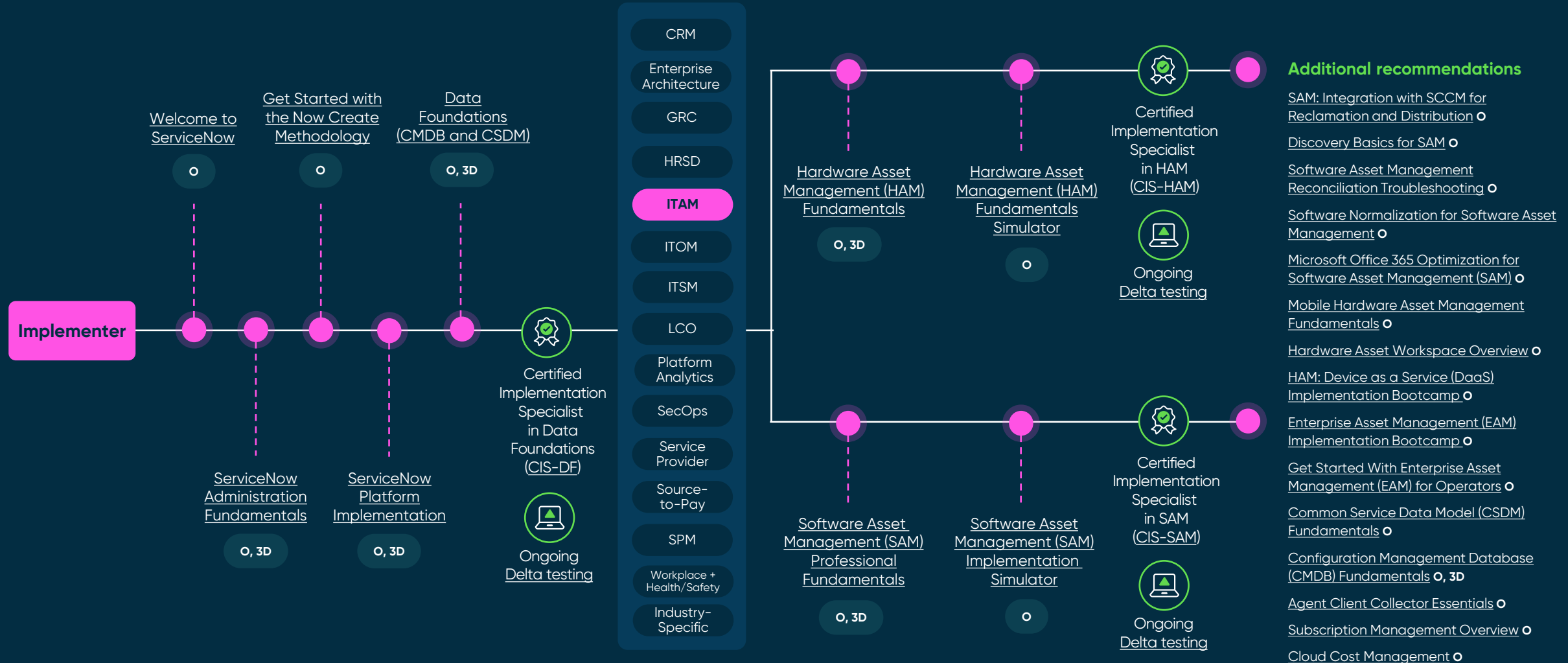
HR Service Delivery

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IT Asset Management

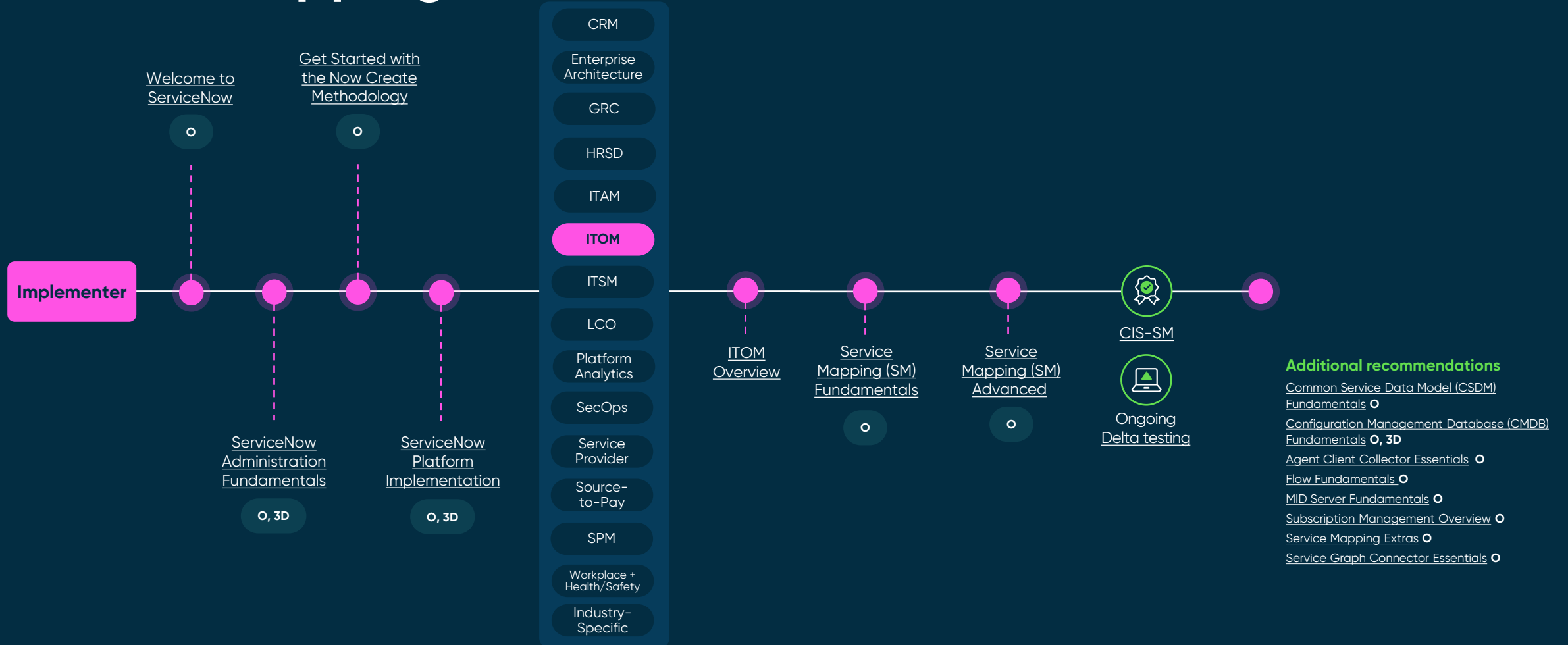
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IT Operations Management (1 of 3)

Service Mapping

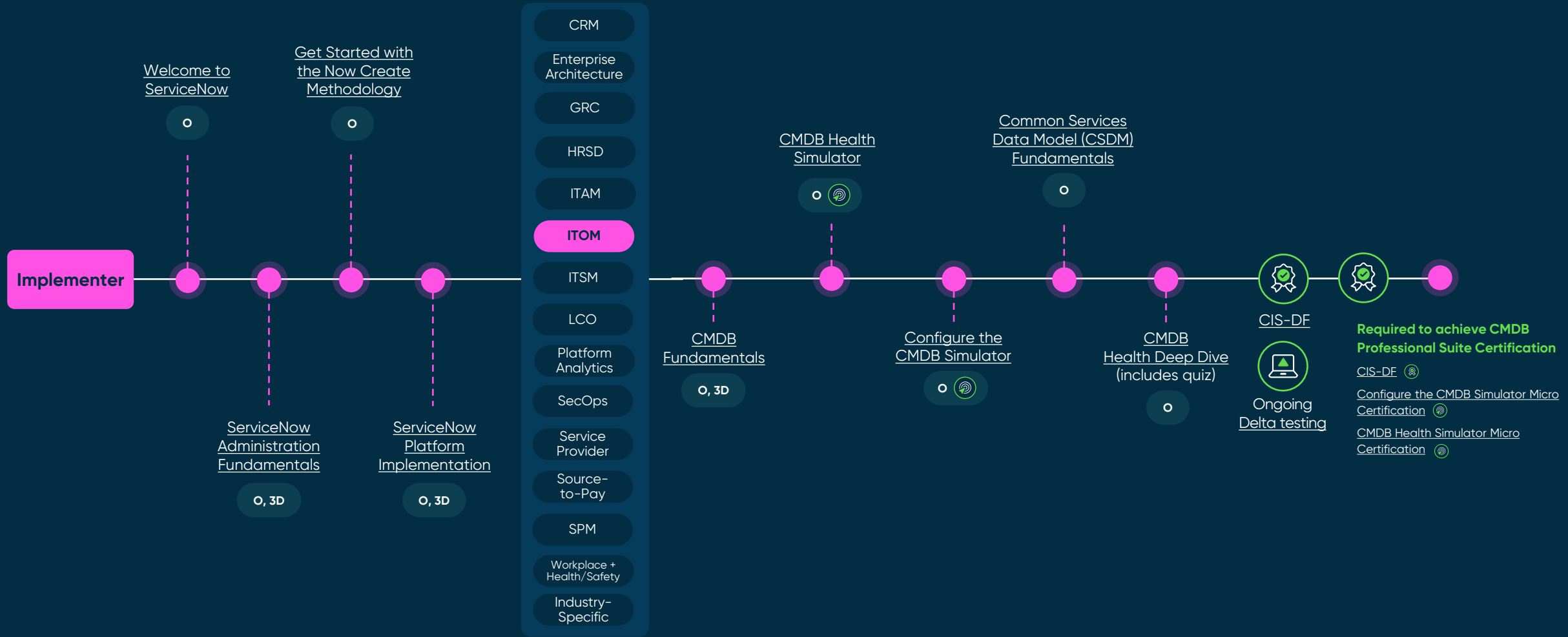
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IT Operations Management (2 of 3)

Data Foundations

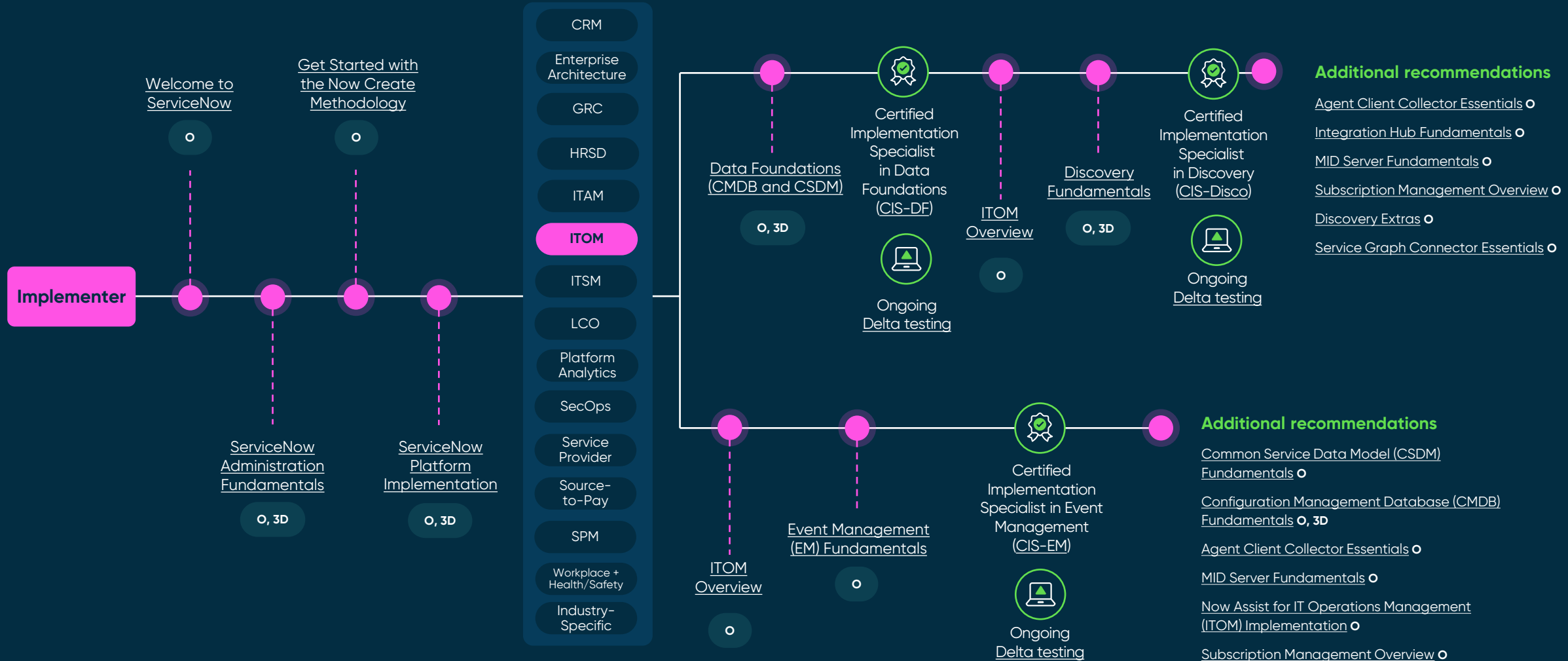
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IT Operations Management (3 of 3)

Discovery/Event Mgmt.

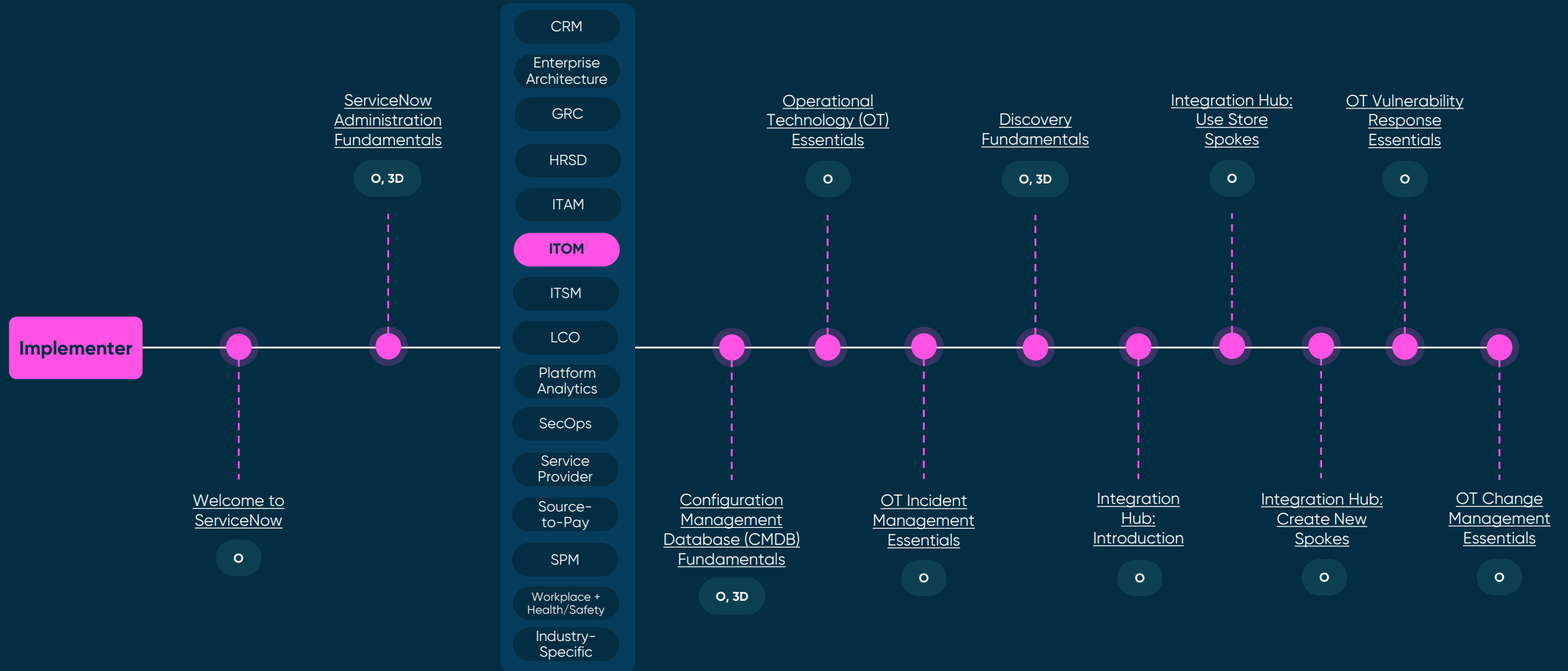
Grow your expertise with ServiceNow University. [Career Journeys](#) deliver a holistic learning experience designed to help you develop in-demand skills and achieve your professional goals. Access the Discovery path in University [here](#). Access the Event Management path in University [here](#).



Operational Technology (Industrial Sector)

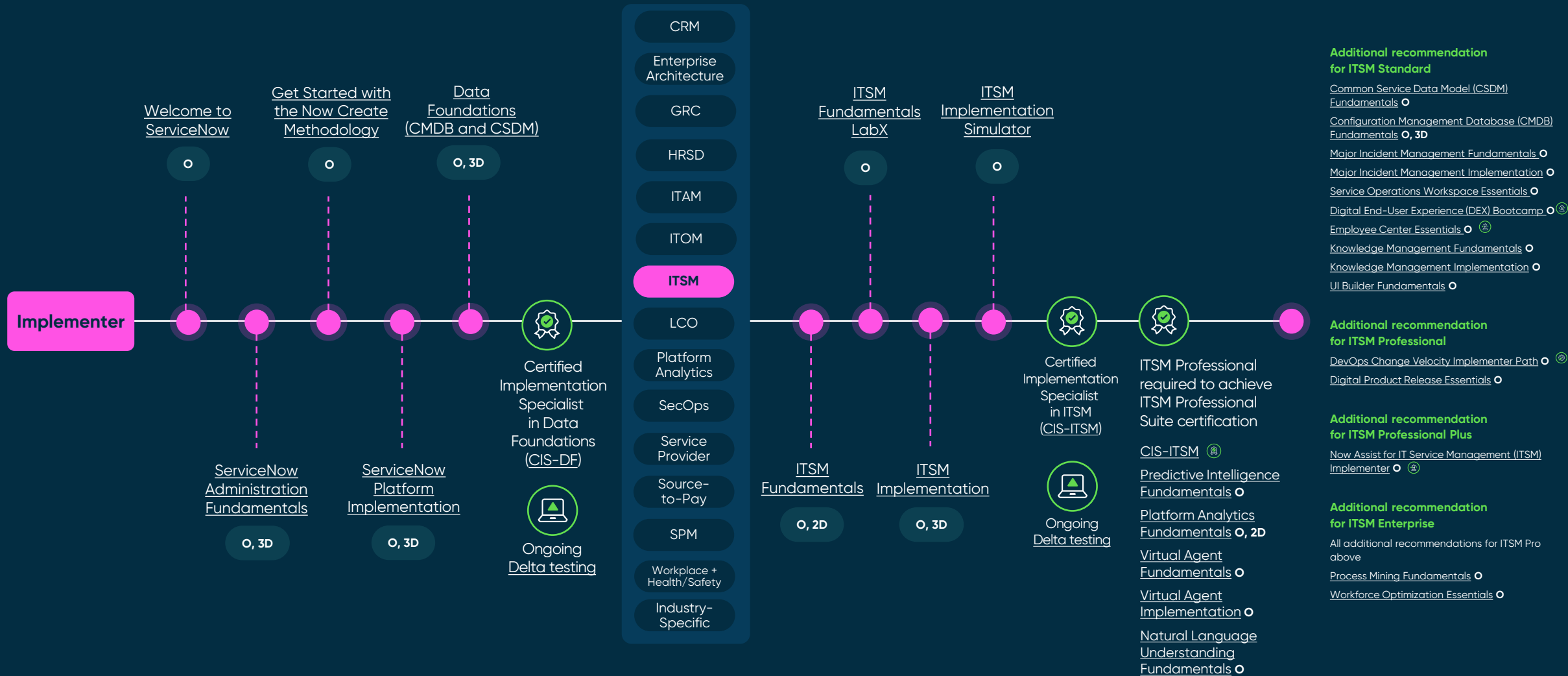
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Access the Operational Technology path in University [here](#).



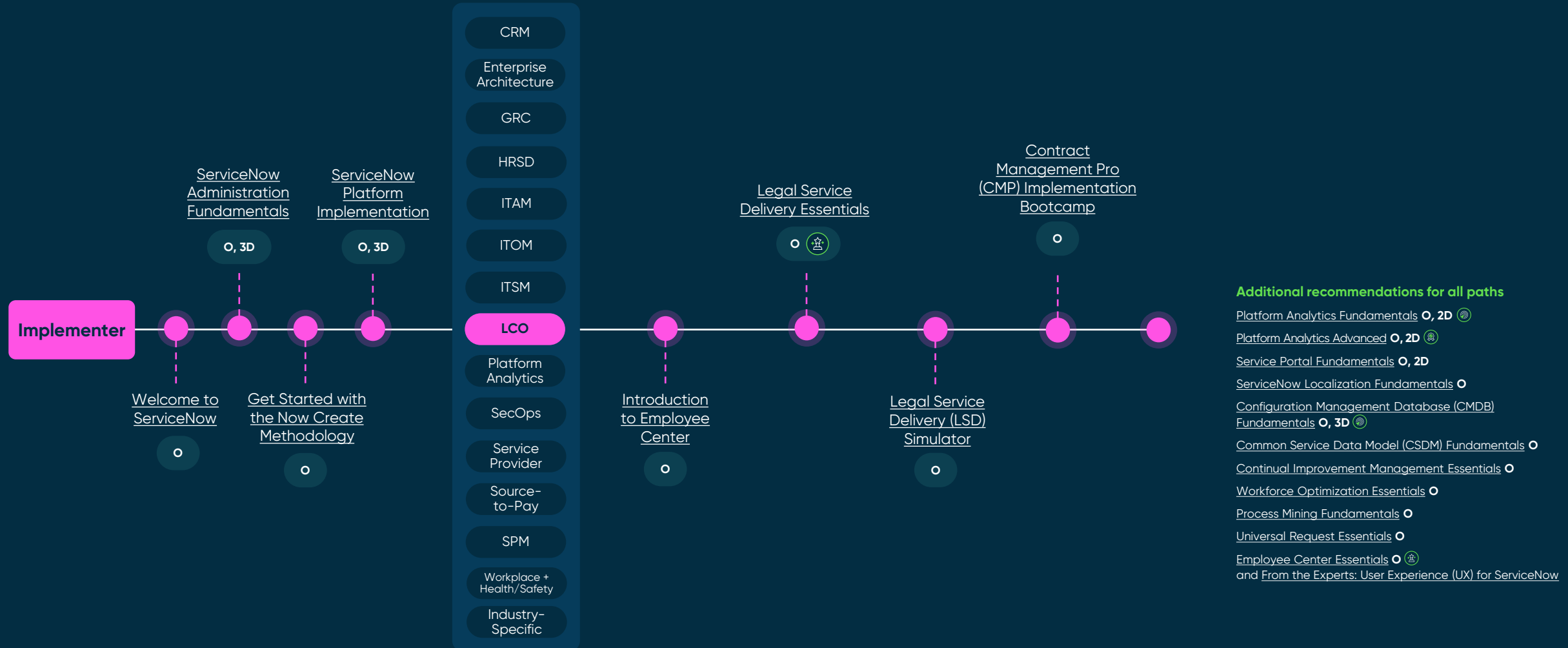
IT Service Management

Grow your expertise with ServiceNow University. [Career Journeys](#) deliver a holistic learning experience designed to help you develop in-demand skills and achieve your professional goals. Access the ITSM path in University [here](#).



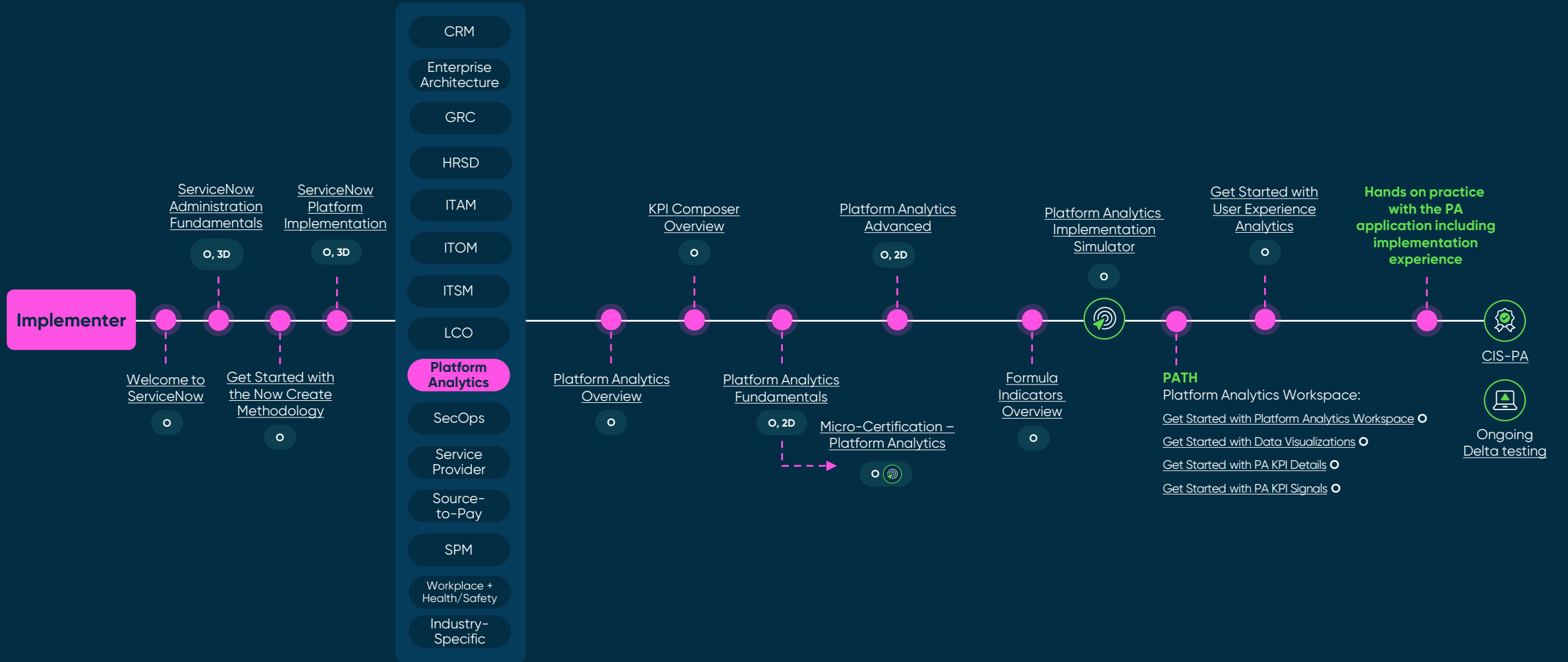
Legal + Contract Operations

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Platform Analytics

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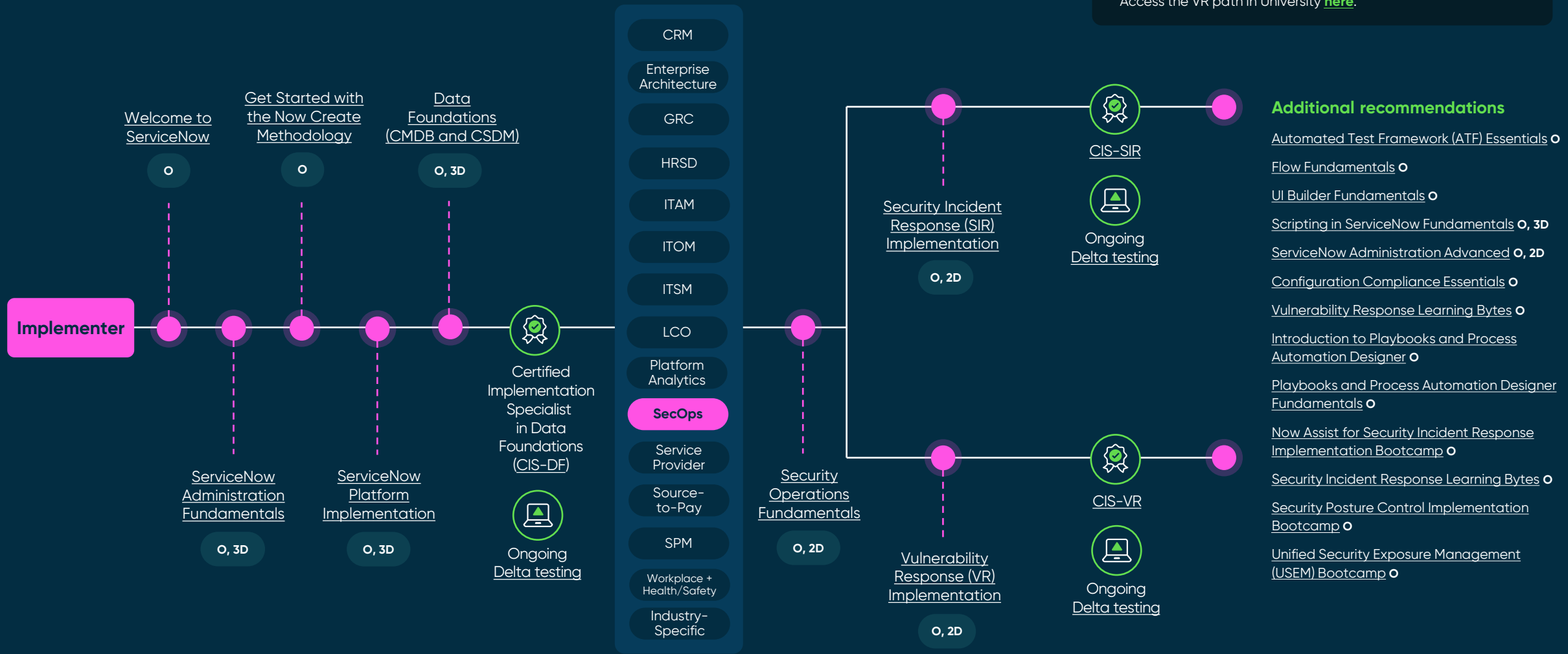


Security Operations

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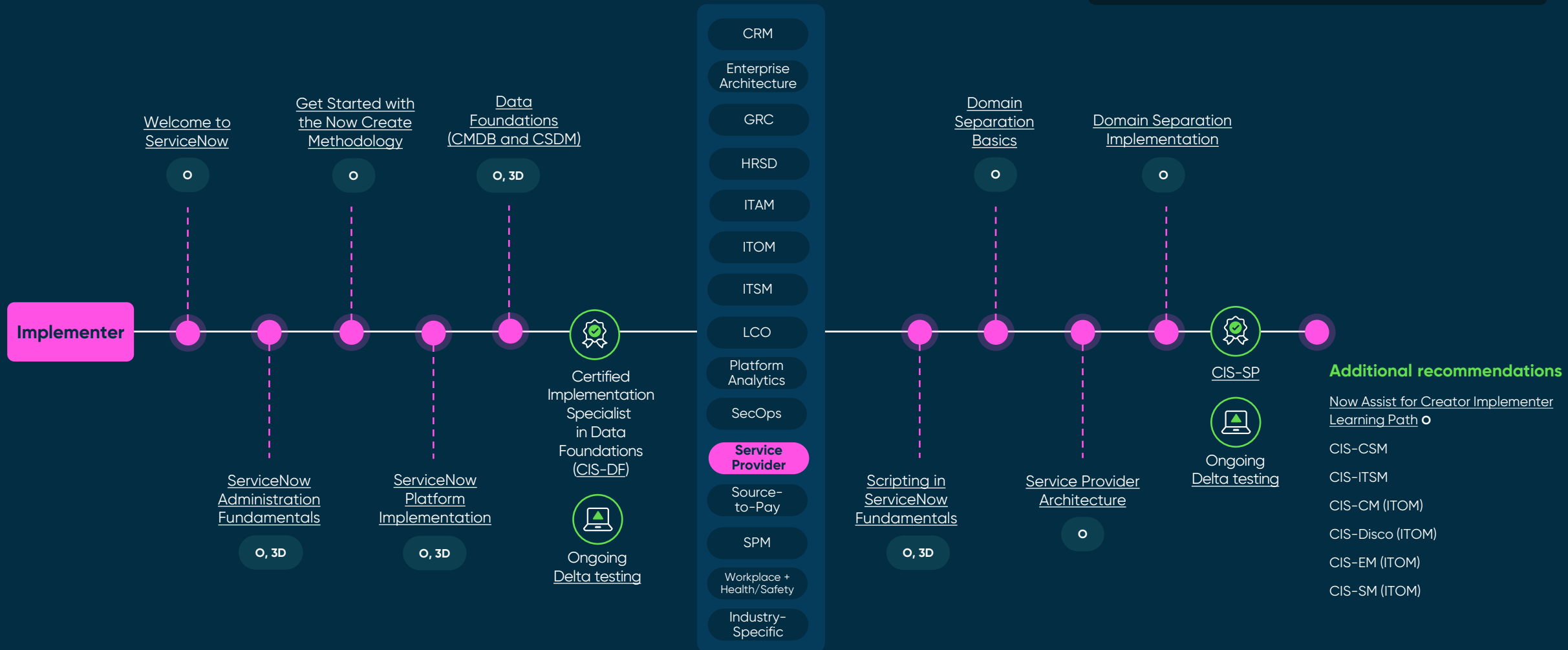
Access the SIR path in University [here](#).

Access the VR path in University [here](#).



Service Provider

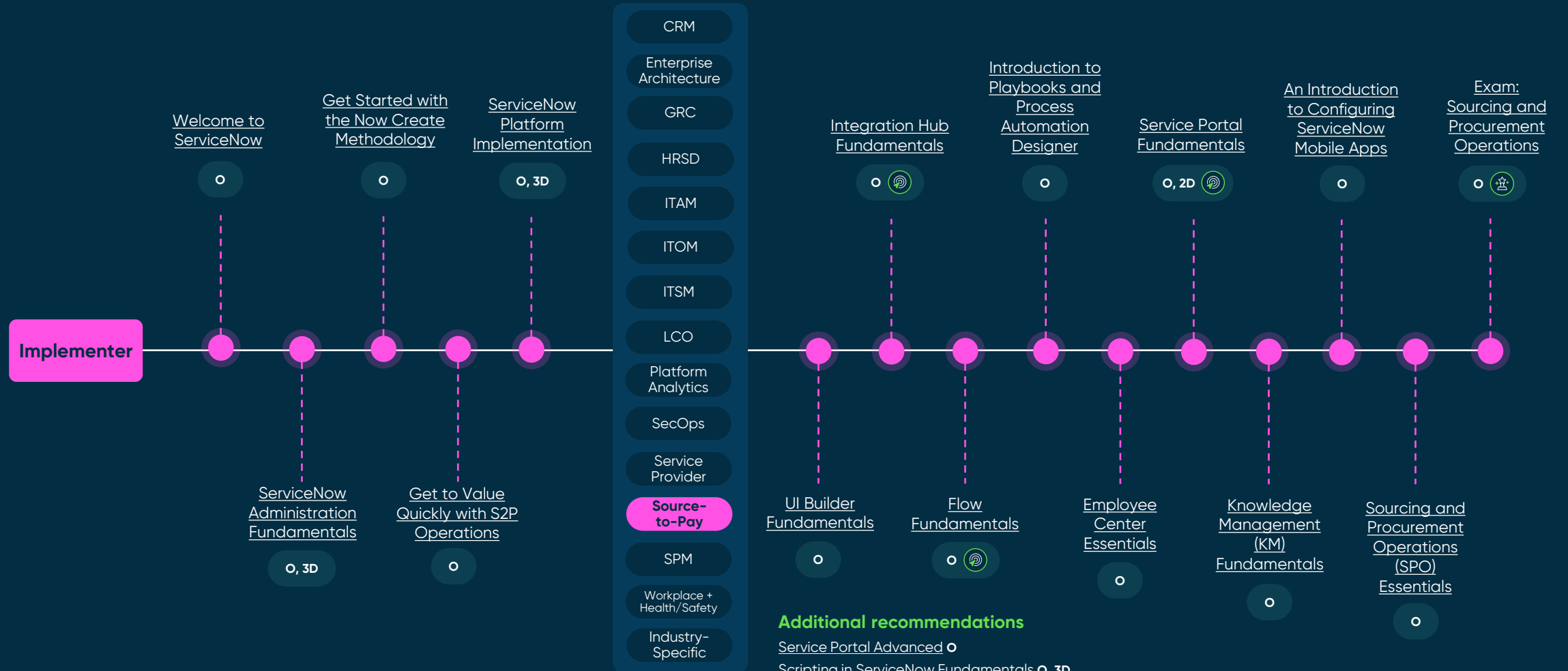
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Sourcing and Procurement Operations

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

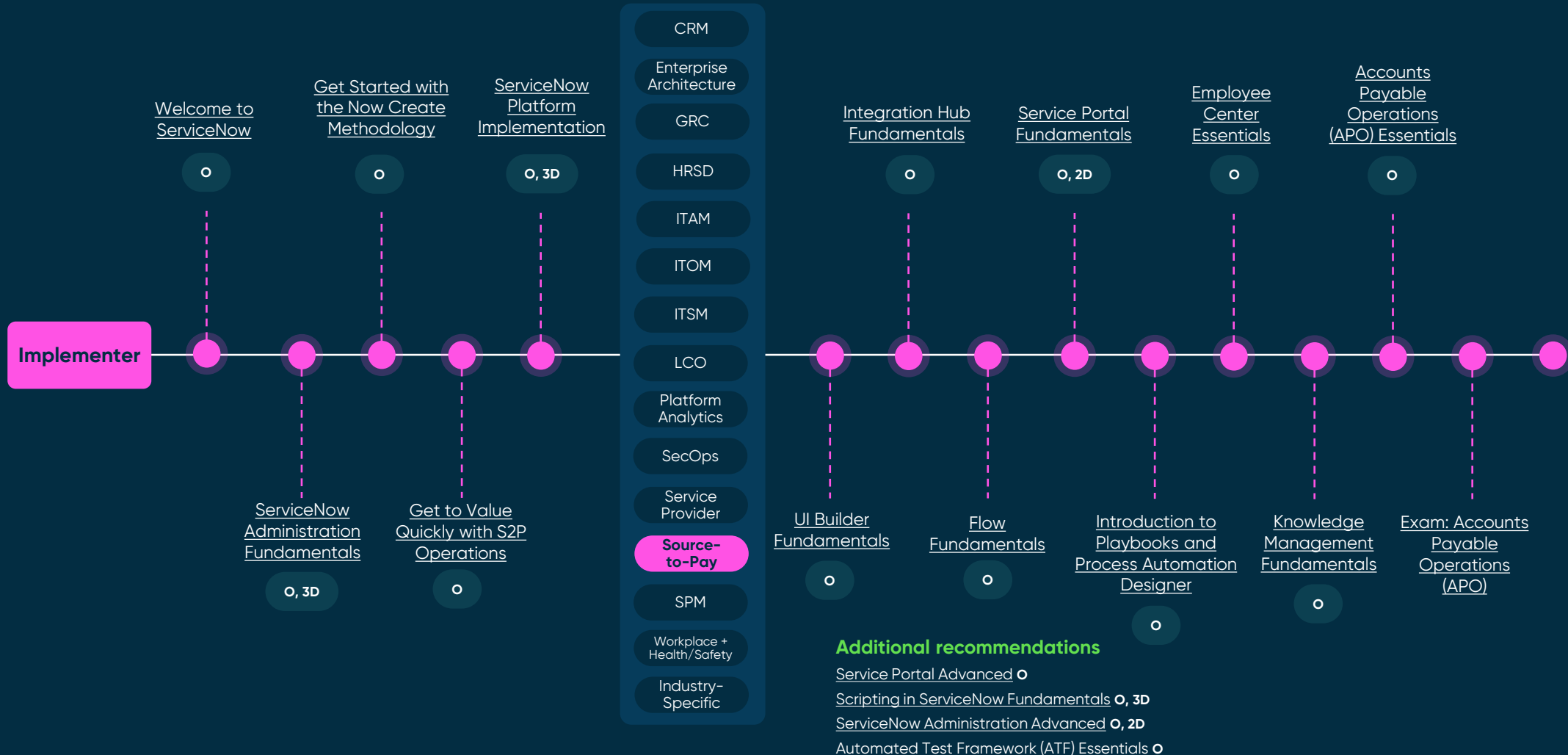


- Additional recommendations**
- Service Portal Advanced ○
 - Scripting in ServiceNow Fundamentals ○, 3D
 - System Administration Advanced ○, 2D
 - Automated Test Framework (ATF) Essentials ○

Accounts Payable Operations

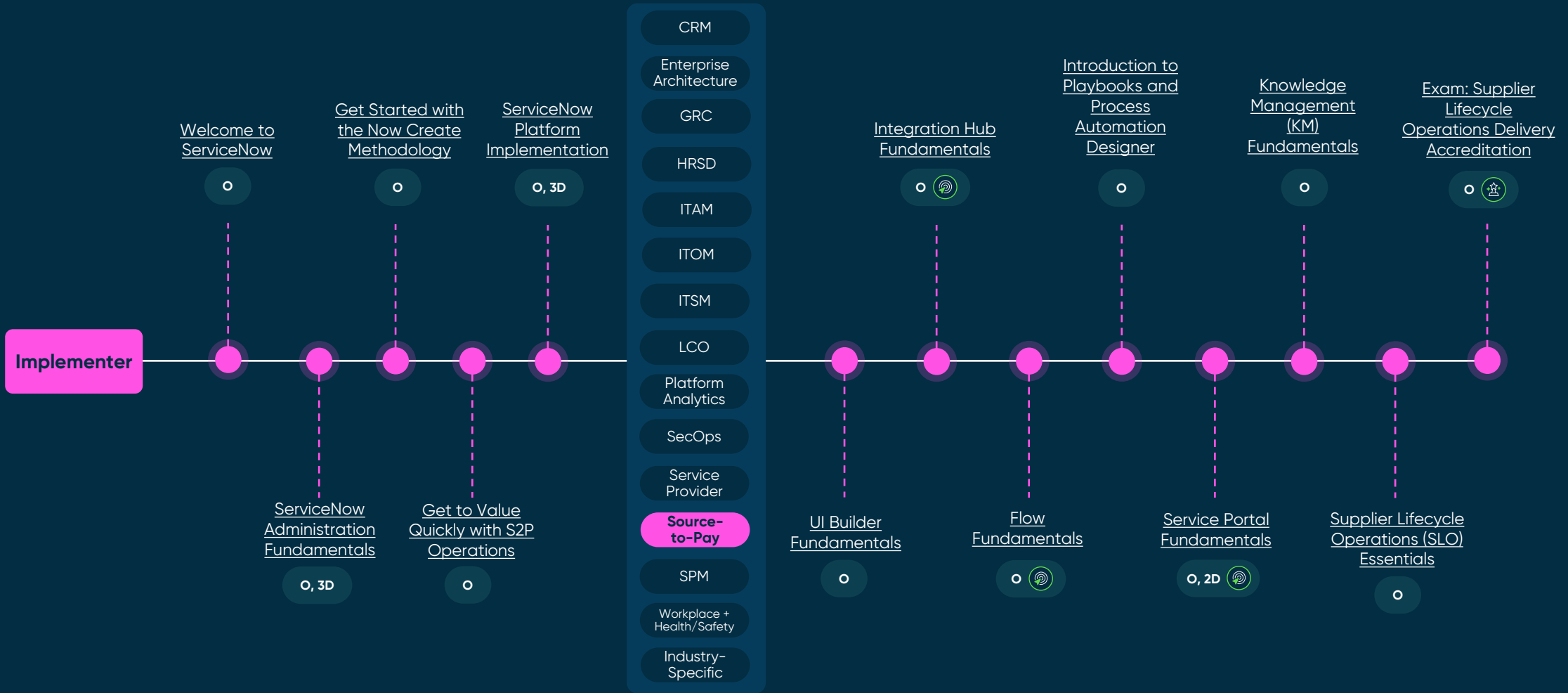
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Access the APO path in University [here](#).



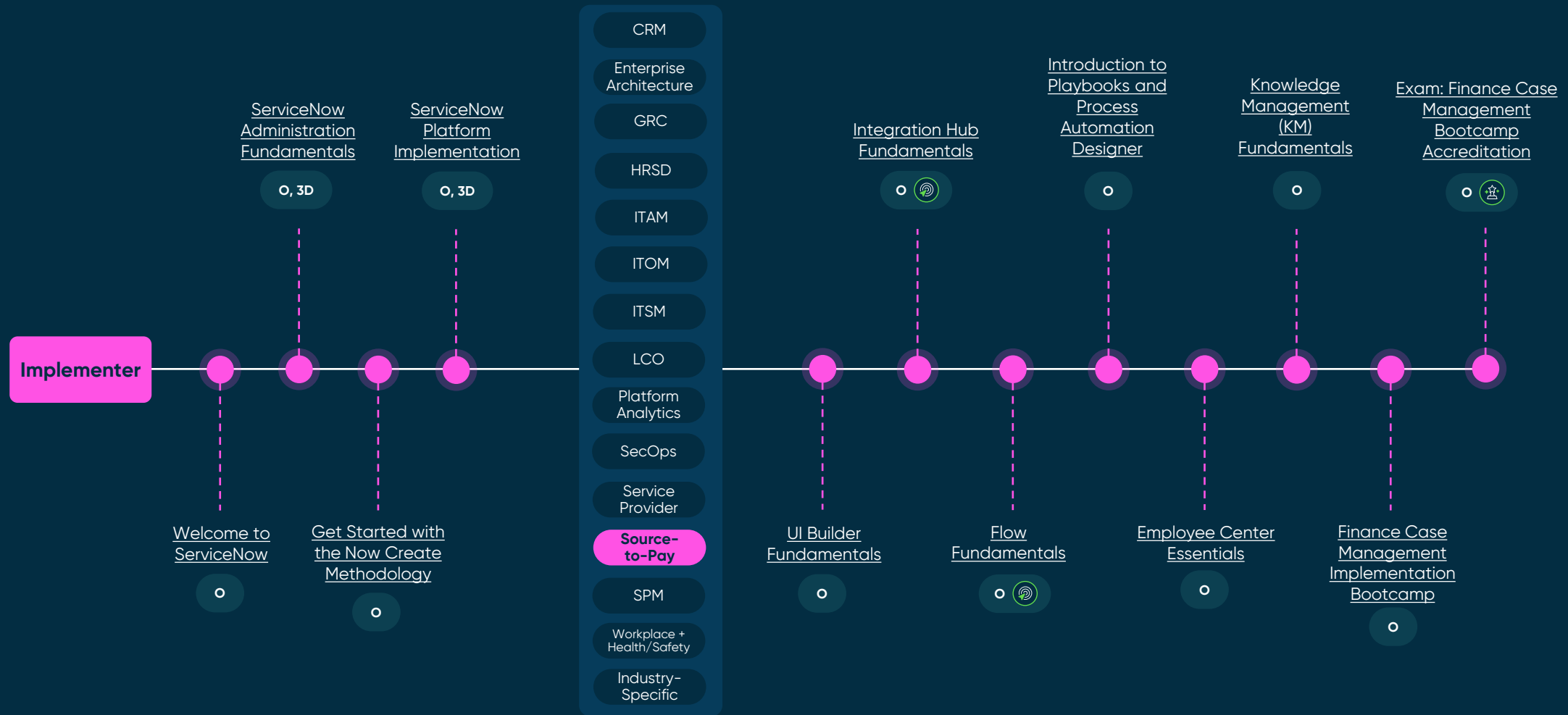
Supplier Lifecycle Operations

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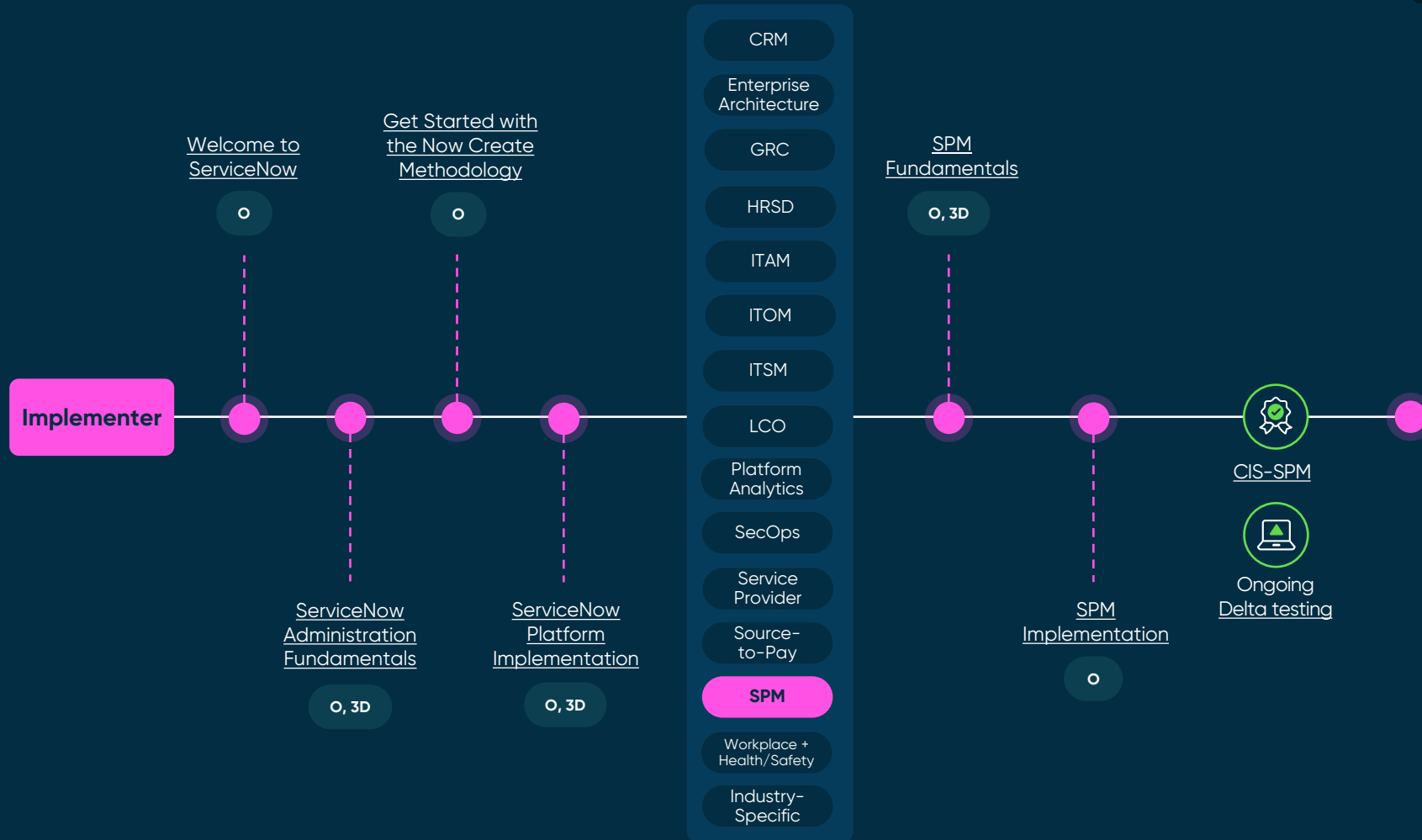
Finance Case Management

Grow your expertise with ServiceNow University. [Career Journeys](#) deliver a holistic learning experience designed to help you develop in-demand skills and achieve your professional goals. Access the FCM path in University [here](#).



Strategic Portfolio Management

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Additional recommendations for SPM Standard

- [SPM Financial Planning: Baseline Migration to Next Experience](#)
- [Common Service Data Model \(CSDM\) Fundamentals](#)
- [CMDB Fundamentals](#) **O, 3D**
- [UI Builder Fundamentals](#)
- [Flow Designer: Introduction](#)
- [DevOps Change Velocity Implementer Path](#)
- [Collaborative Work Management Essentials](#)
- [Resource Management Extras Series](#)
- [SPM Financials Basics](#)
- [Test Management 2.0 Essentials](#)
- [AI-powered Strategic Planning Essentials](#)
- [What are playbooks in Project Workspace?](#)

Additional recommendations for SPM Professional

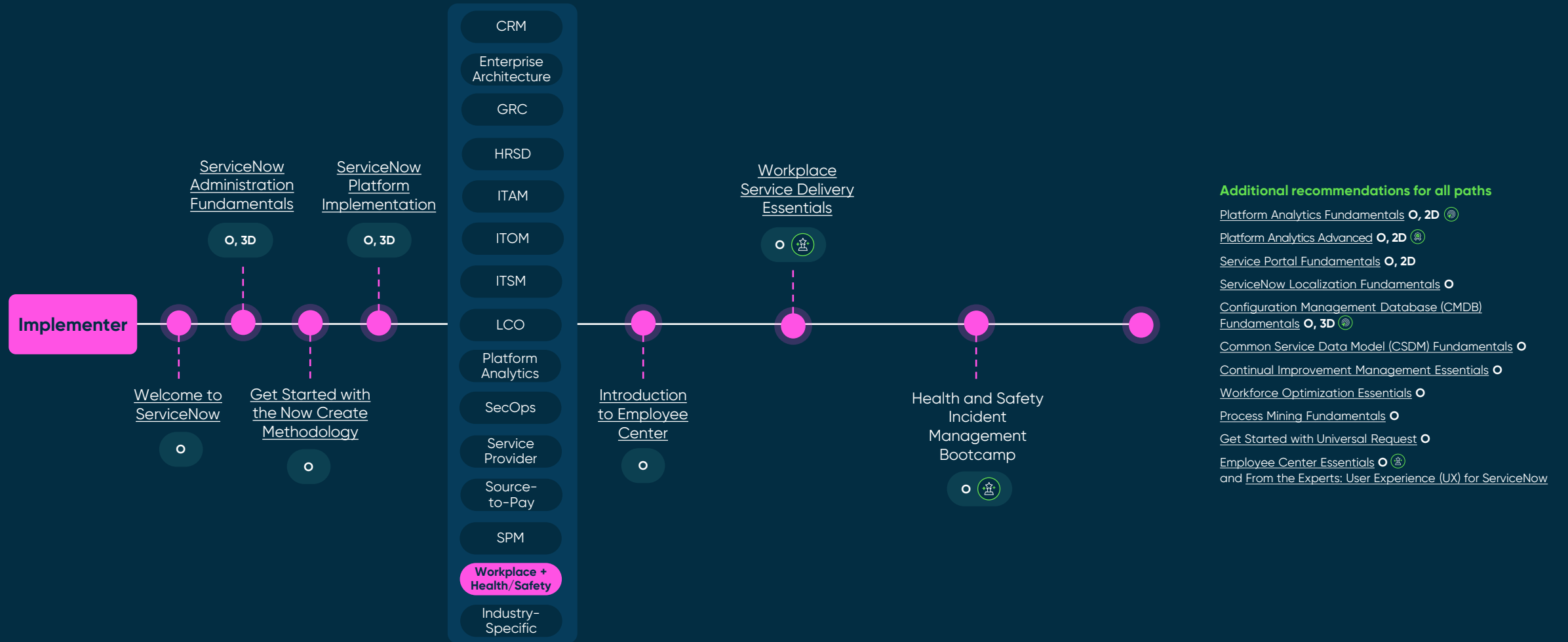
- [CIS-SPM](#)
- [Strategic Planning Essentials](#)
- [Plan a Hybrid Project](#)
- [Investment Funding Essentials](#)
- [Predictive Intelligence Fundamentals](#)
- [Virtual Agent Implementer Path](#)
- [Process Mining Fundamentals](#)
- [Performance Analytics Application Specialist Path](#)

Additional recommendations for SPM Professional Plus

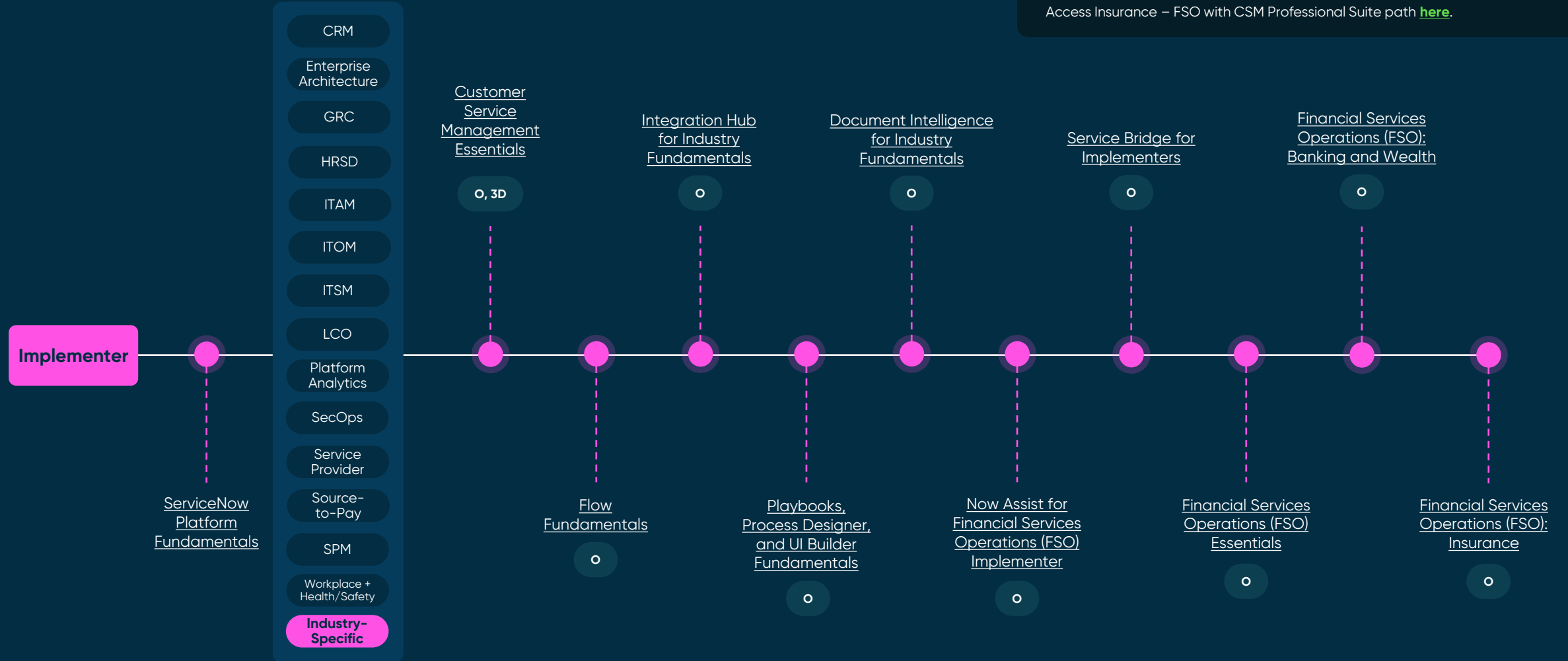
- [Now Assist for SPM Implementation Bootcamp](#)

Workplace + Health & Safety

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Financial Services Operations



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Access the FSO path in University [here](#).

Access Banking & Wealth Mgmt – FSO with CSM Professional Suite path [here](#).

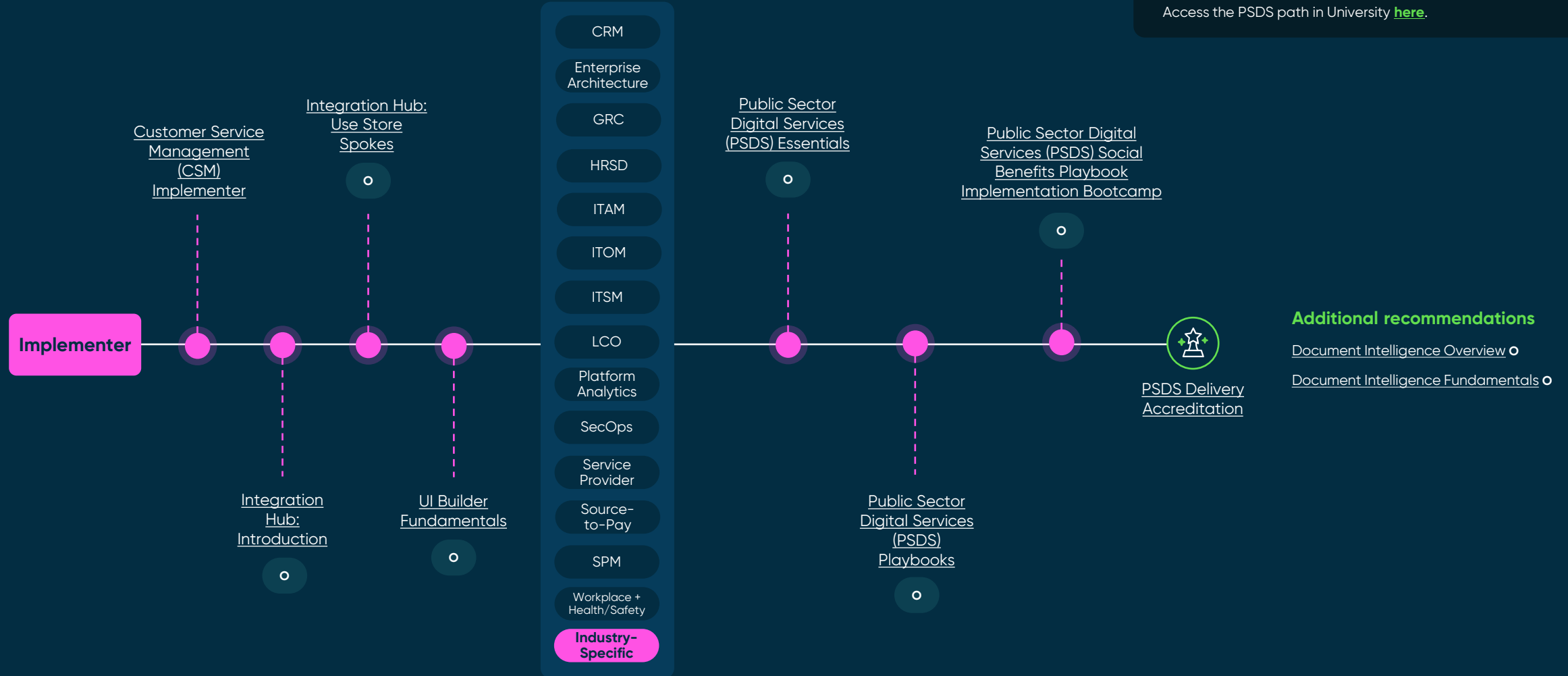
Access Insurance – FSO with CSM Professional Suite path [here](#).

Public Sector Digital Services

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The CSM Professional suite certification is required to implement in Public Sector Digital Services.

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

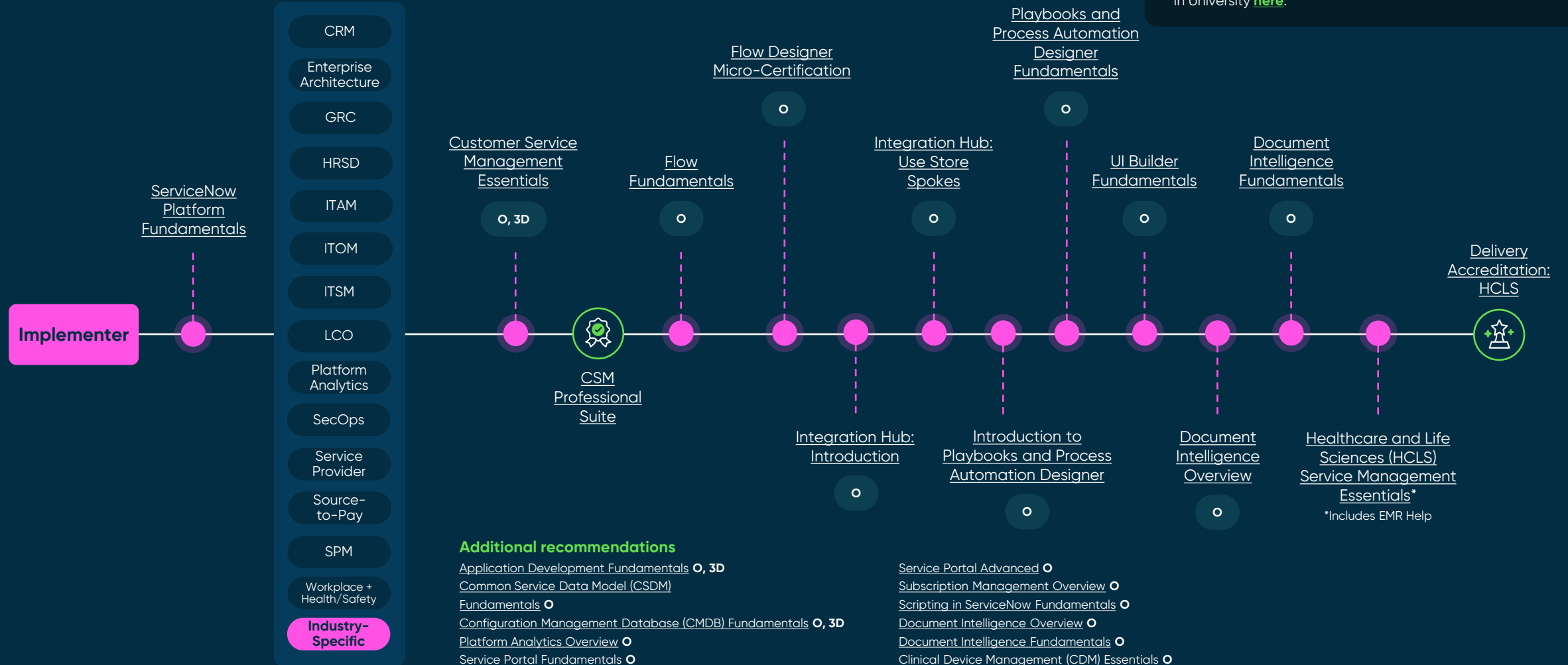


Healthcare and Life Sciences Service Management

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The CSM Professional suite certification is required to implement Healthcare and Life Sciences Management.

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

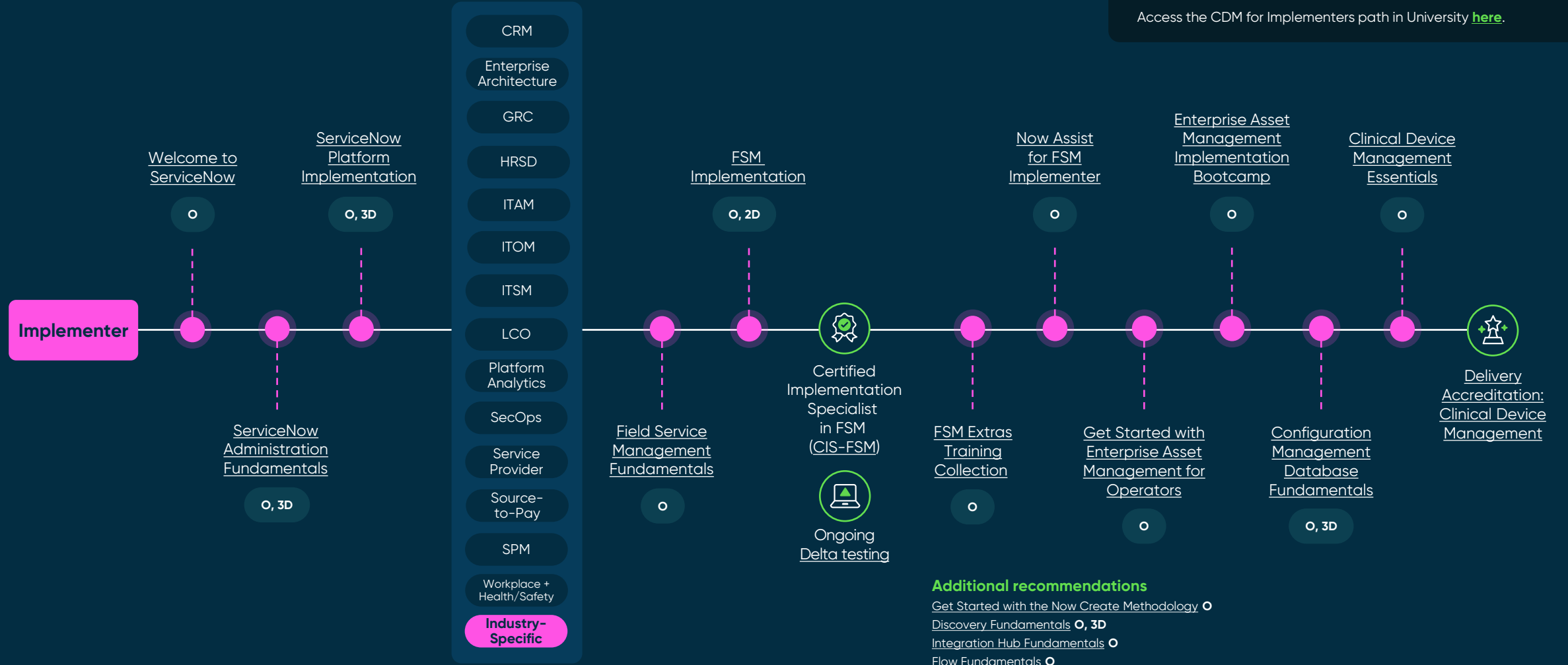


Clinical Device Management

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

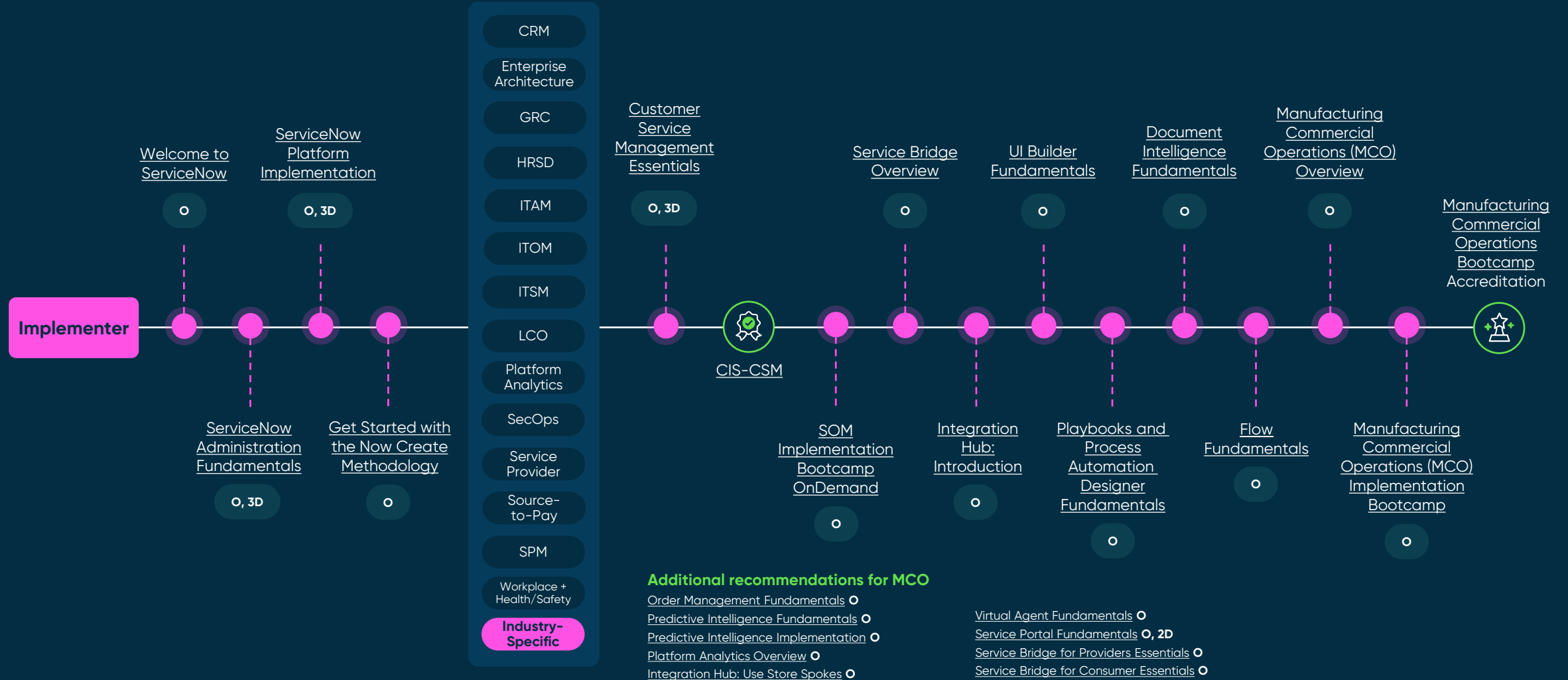
Access the CDM for Implementers path in University [here](#).



Manufacturing Commercial Operations

Grow your expertise with ServiceNow University. [Career Journeys](#) deliver a holistic learning experience designed to help you develop in-demand skills and achieve your professional goals.

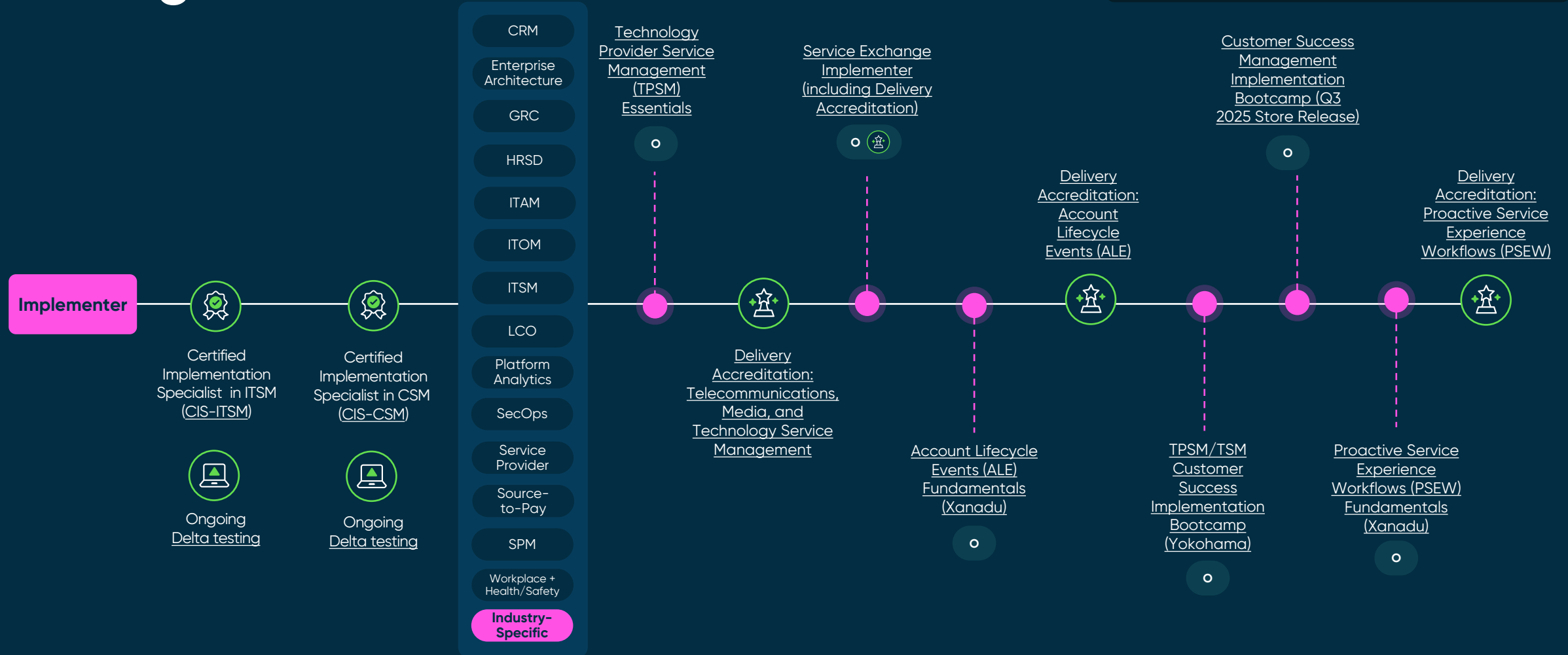
Access the MCO for Implementers path in University [here](#).



Technology Provider Service Management

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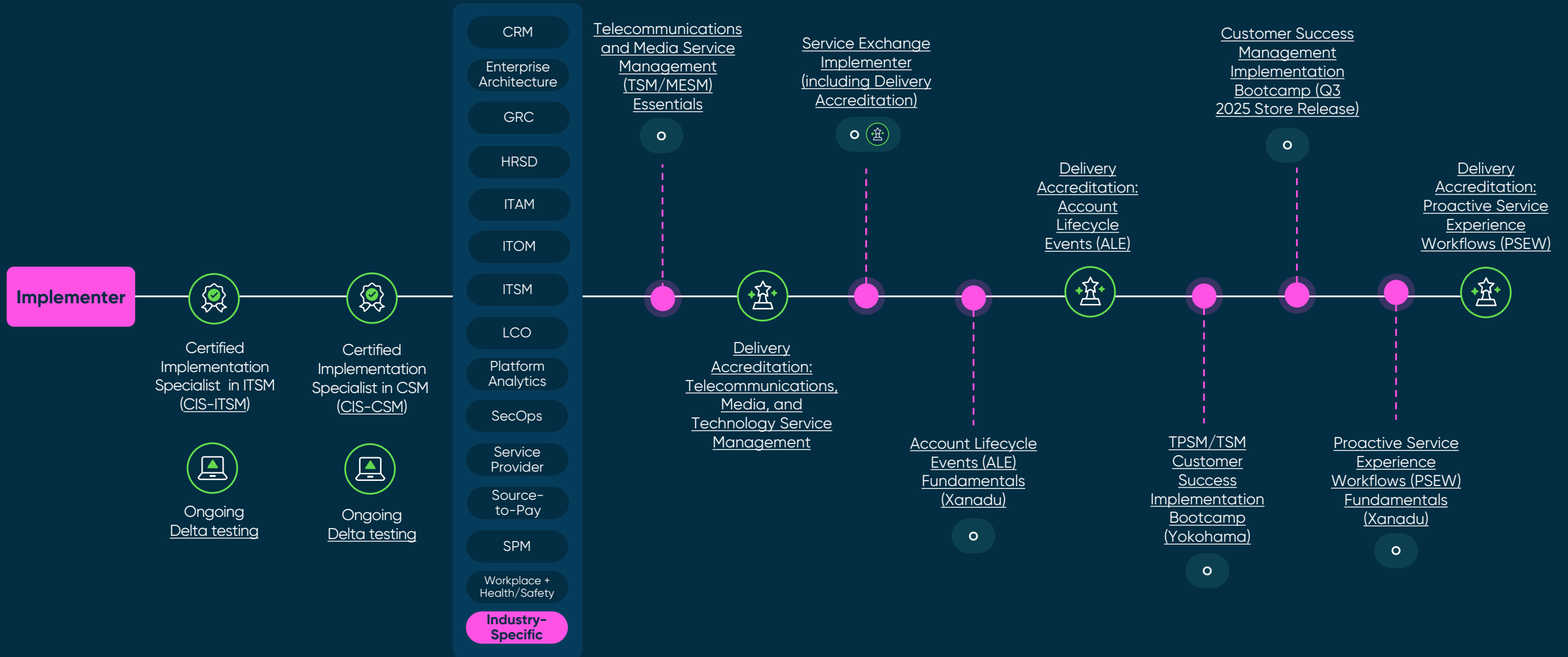
Access the Technology Provider Service Management path in University [here](#).



Telecommunication and Media Service Management

Grow your expertise with ServiceNow University. [Career Journeys](#) deliver a holistic learning experience designed to help you develop in-demand skills and achieve your professional goals.

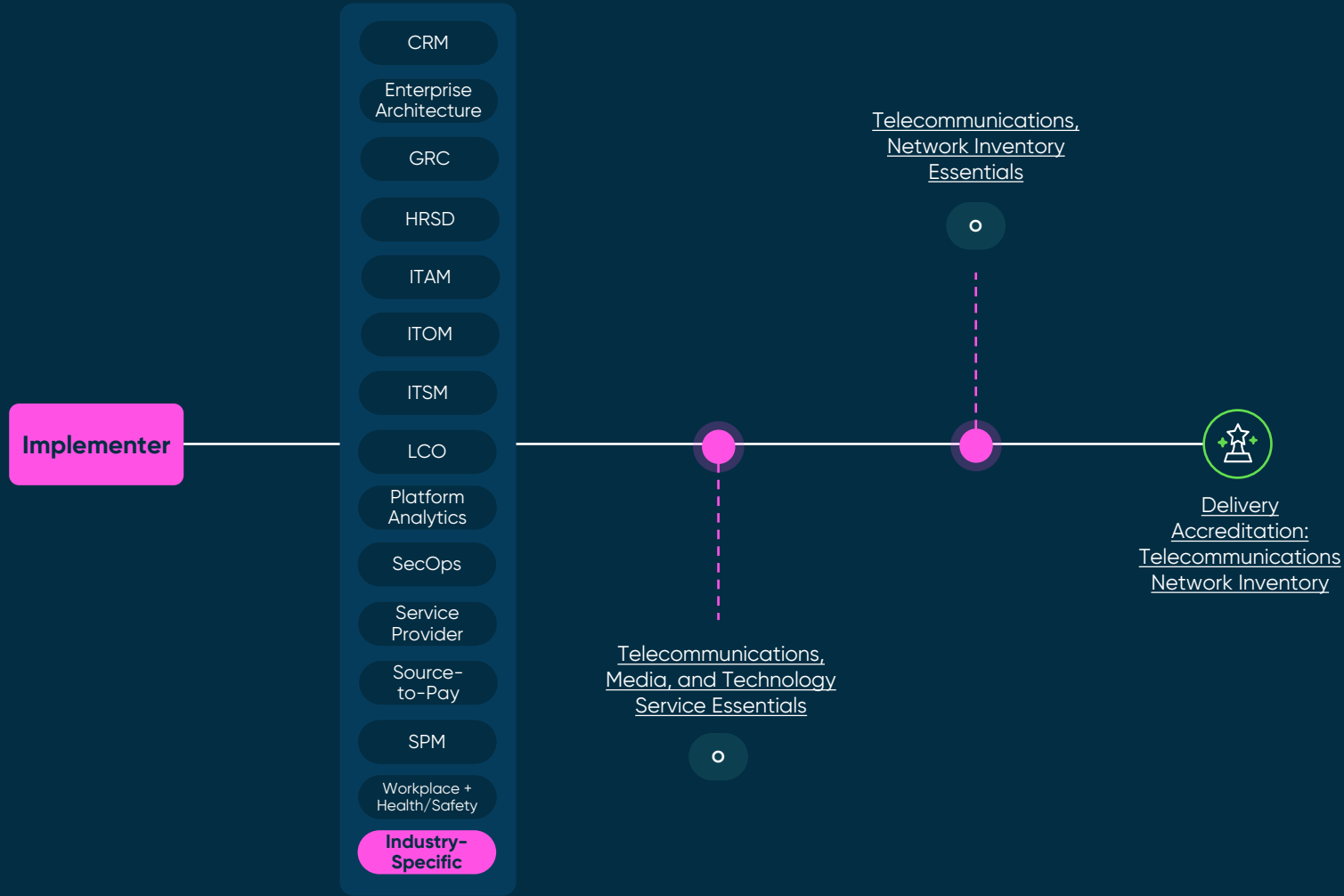
Access the Telecommunication and Media Service Management path in University [here](#).



Telecommunications Network Inventory

Grow your expertise with ServiceNow University. [Career Journeys](#) deliver a holistic learning experience designed to help you develop in-demand skills and achieve your professional goals.

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



Additional recommendations

[ServiceNow Administration Fundamentals](#) **O, 3D**

[Application Development Fundamentals](#) **O, 3D**

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

[Configuration Management Database \(CMDB\) Fundamentals](#) **O, 3D**

[Platform Analytics Overview](#) **O**

[Service Portal Fundamentals](#) **O, 2D**

[Service Portal Advanced](#) **O**

[Subscription Management Overview](#) **O**

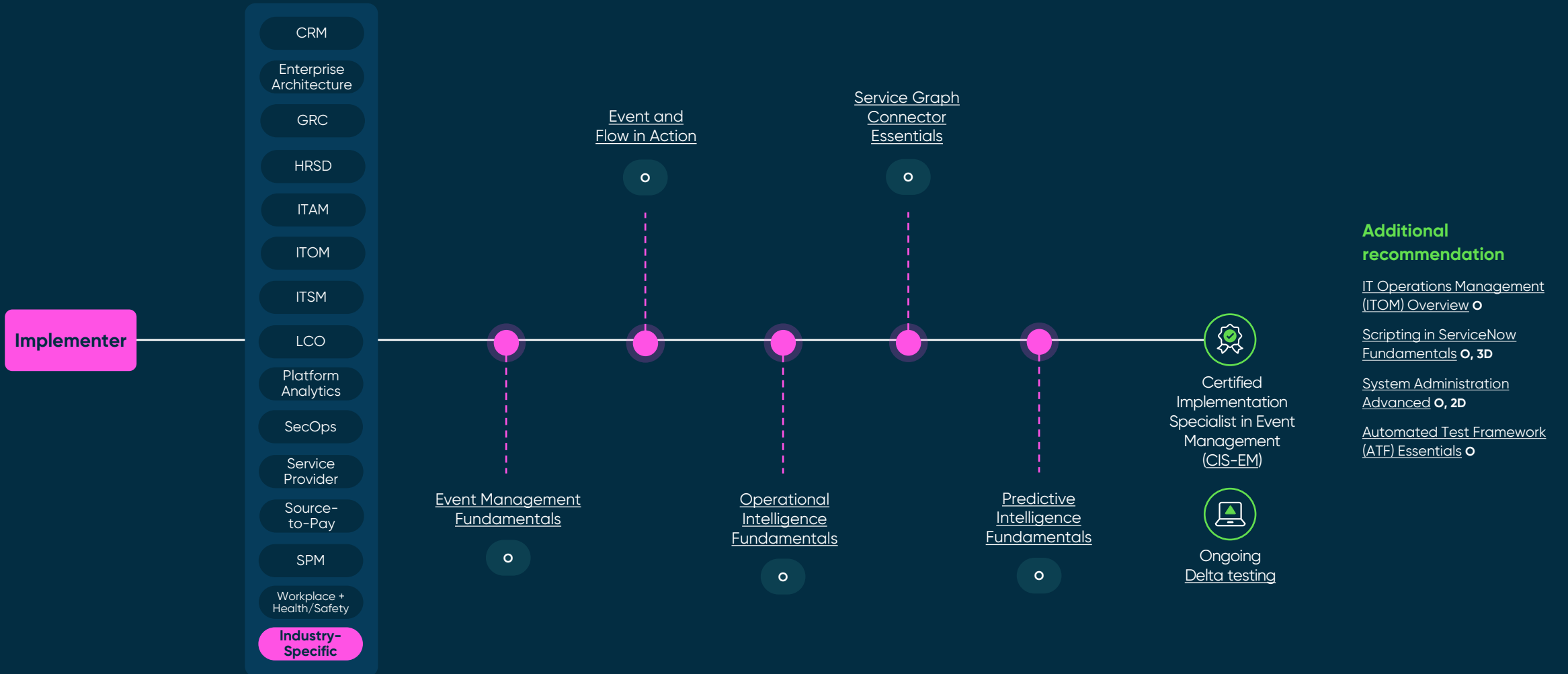
[Scripting in ServiceNow Fundamentals](#) **O, 3D**

[System Administration Advanced](#) **O, 2D**

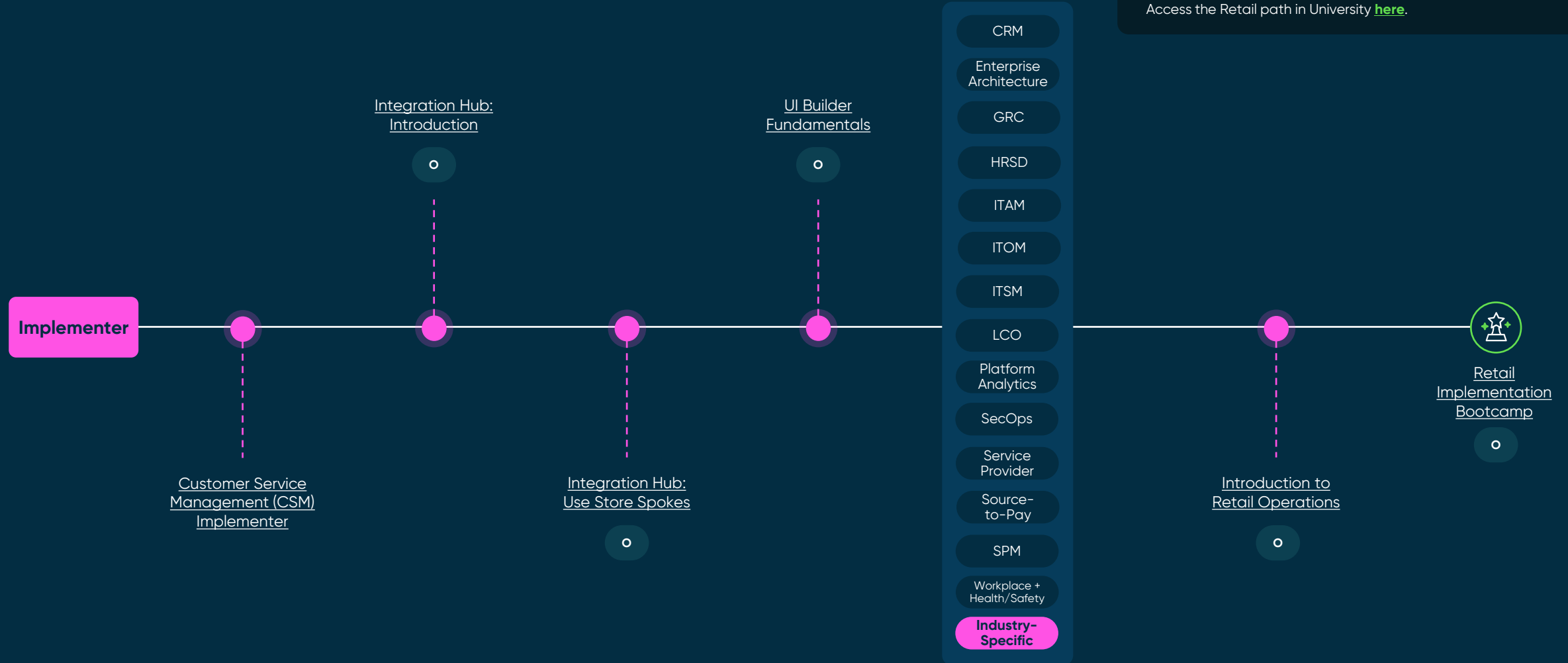
[Automated Test Framework \(ATF\) Essentials](#) **O**

Telecommunications Service Operations Management

Grow your expertise with ServiceNow University. [Career Journeys](#) deliver a holistic learning experience designed to help you develop in-demand skills and achieve your professional goals. Access the TSOM path in University [here](#).



Retail



LEARNING PATHS

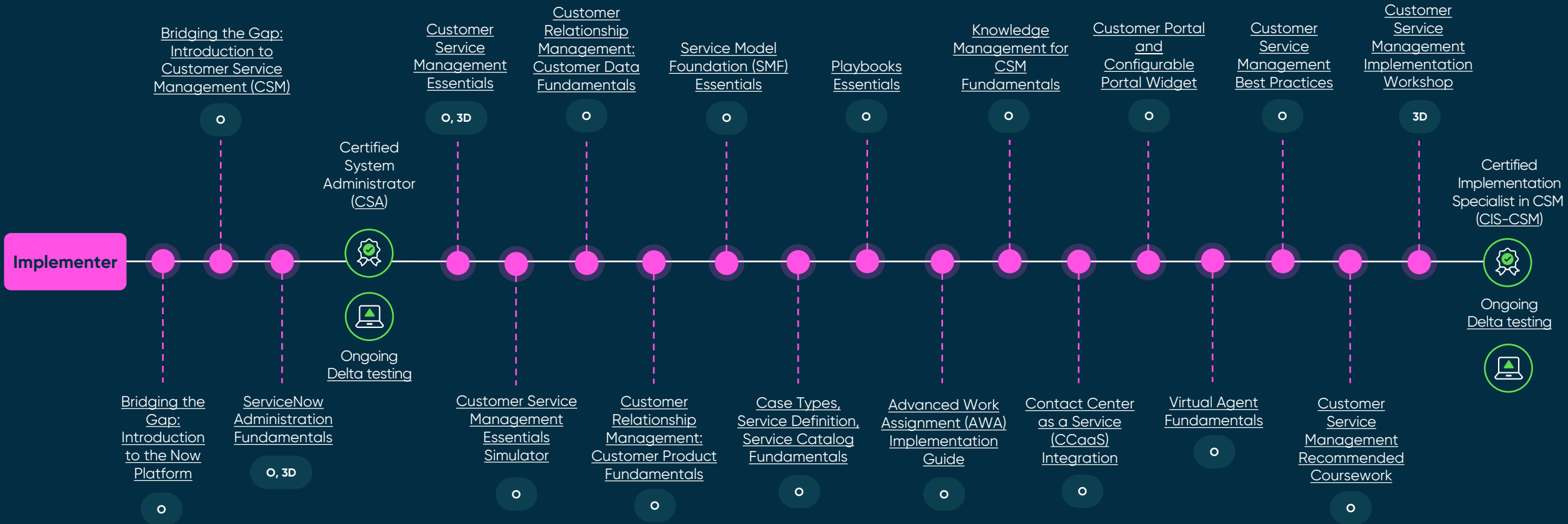
Bridging the Gap



Bridging the Gap: Customer Service Management

Bridging the Gap is an accelerated learning path designed for implementers, administrators, and architects who have switched from Customer Relationship Management organizations to ServiceNow.

Access the Bridging the Gap: Customer Service Management path in University [here](#).



Additional Resources

Training Bundles Datasheet

Help your team accelerate value with training bundles curated to deliver specific recommendations

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.

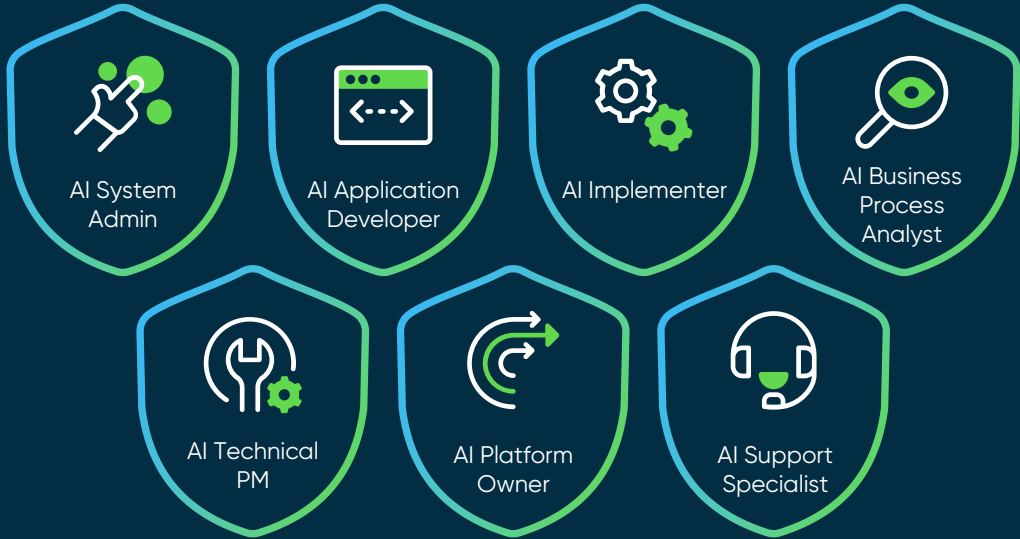
"It's critical for everyone to have the right knowledge, whether they're a developer, administrator, business analyst, or team leader."

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)			Core Bundle—Blended Recommended mix			Core Bundle—In person (Sample use of LCs)		
Job	# of digital	# of in person	Job	# of digital	# of in person	Job	# of digital	# of in person
Administrator	2	0	Administrator	2	0	Administrator	0	2
Developer	2	0	Developer	1	1	Developer	0	2
Implem. Specialists*	1	0	Implem. Specialists*	0	2	Implem. Specialists*	0	2
Busin. Process Analyst	0	0	Busin. Process Analyst	0	0	Busin. Process Analyst	0	0
Platform Owner	1	0	Platform Owner	0	0	Platform Owner	0	0
Architect	0	0	Architect	0	0	Architect	0	0
Total	6	0	Total	3	3	Total	0	6
Learning Credits required	10,300		Learning Credits required	24,700		Learning Credits required	32,200	



Thank

