

Now Learning Live!

FAQ

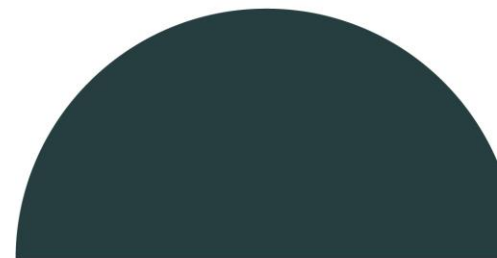


Table of Contents

What is Now Learning Live?	3
When is it?	3
Can anyone attend or is it an exclusive event?	3
Can I recommend the event to a colleague or a friend and share the registration link?	3
Who should attend?	3
What is included in the event?	3
What Instructor Led Courses are available?	4
What Labs will be offered?	4
Course Selection	4
Lab Attached.....	4
ServiceNow Fundamentals	4
Platform Owner Mindset	4
CMDB Fundamentals.....	4
ITSM Fundamentals	4
Resolve critical issues faster with major incident management	4
ITSM Implementation	4
ServiceNow Platform Implementation	4
Human Resource (HR) Implementation	4
Customer Service Management (CSM) Implementation	4
Digitize employee workflows for a better employee experience	4
Scripting in ServiceNow Fundamentals.....	4
Application Development Fundamentals.....	4
Get Started with Reporting	4
Performance Analytics Fundamentals.....	4
Service Portal Fundamentals	4
Service Portal Advanced.....	4
Get started building digital workflow applications with the Now Platform	4
What Success Presentations will be offered?	5
What are the benefits of attending?	5
How do I register?	5
How much does it cost to attend the event?	5
Is this an annual event?	5

What is Now Learning Live?

ServiceNow is pleased to offer the first Now Learning Live Training Conference. This exclusive, online training event is an opportunity to take your ServiceNow skills to the next level, complete an instructor-led course, hear from passionate ServiceNow professionals, and have some fun – all at about half the cost of our regularly-scheduled classes.

During Now Learning Live, you will have a chance to build ServiceNow expertise, network on-line with others, get hands-on practice with labs, and you can also participate in virtual volunteering projects and group activities.

Registration for this invite-only digital experience opens August 4 with limited capacity.

When is it?

Now Learning Live will take place October 13-15, 2020.

Can anyone attend or is it an exclusive event?

Now Learning Live is an exclusive invite-only event.

Can I recommend the event to a colleague or a friend and share the registration link?

If you would like to recommend a colleague or friend to Now Learning Live, they can contact the Training and Certification Events team at TrainingEvents@ServiceNow.com.

Who should attend?

Customers interested in technical training in one of the offered courses or within the Visual Learning Paths or Personas would benefit from Now Learning Live.

What is included in the event?

Included in this Virtual Training Conference:

- **Virtual Instructor Led Training Course:** Enroll in a Virtual Instructor Led course condensed to 15 total hours of instruction over the 3-day conference. Courses are aligned to targeted Personas.
- **Daily Cohort Debrief Discussions:** As part of the Virtual Instructor Led Training, customers will be placed in small cohort groups for a daily debrief discussion. Facilitated by a cohort Lead, customers will join a guided discussion with fellow industry professionals and collaborate in virtual whiteboarding for a comprehensive learning experience.
- **Technical Labs:** Day three offers an opportunity for customers to take a technical lab aligned to the VILT course of choice.
- **Success Presentations:** If a technical lab is not your preference, 2 non-technical sessions will be offered on topics such as Adoption Accelerator: Winning with Change Champions.
- **Keynote presentations:** Days 1 & 3 will kick-off with a TED Talk style keynote. You will have the opportunity to hear from passionate ServiceNow professionals about their personal

ServiceNow journey, how they brought their learning to life and connected their ServiceNow education to real-life solutions.

- **Virtual Volunteering opportunity:** ServiceNow is partnering with Mind, a mental health organization, to provide attendees the opportunity to collaborate on a philanthropic endeavor.
- **Scavenger Hunt:** Participate in a different kind of fun—get out of your seat and compete in a virtual scavenger hunt.

What Instructor Led Courses are available?

ServiceNow Fundamentals	SN Platform Implementation
Platform Owner Mindset	HR Implementation
CMDB Fundamentals	CSM Implementation
ITSM Fundamentals	PA Fundamentals
Scripting in SN Fundamentals	Service Portal Fundamentals
Application Development Fundamentals	Service Portal Advanced
ITSM Implementation	

What Labs will be offered?

Attendees can select either a technical lab or a success presentation to compliment the selected Instructor Led Training course. If a lab is selected, the lab title will be automatically attached based on the ILT course selected:

Course Selection	Lab Attached
ServiceNow Fundamentals Platform Owner Mindset CMDB Fundamentals ITSM Fundamentals	Resolve critical issues faster with major incident management
ITSM Implementation ServiceNow Platform Implementation Human Resource (HR) Implementation Customer Service Management (CSM) Implementation	Digitize employee workflows for a better employee experience
Scripting in ServiceNow Fundamentals Application Development Fundamentals	Get Started with Reporting
Performance Analytics Fundamentals Service Portal Fundamentals Service Portal Advanced	Get started building digital workflow applications with the Now Platform

What Success Presentations will be offered?

Attendees can select either a technical lab or a success presentation to compliment the selected Instructor Led Training course. If the success presentations are selected, the following two success presentation titles will be automatically attached:

Business Intelligence Reporting Tips & Tricks

Adoption Accelerator: Winning with Change Champions

What are the benefits of attending?

Attendees to Now Learning Live will benefit by building expertise, making valuable connections, and gaining the skills needed to get the most out of ServiceNow.

How do I register?

Registration is invite-only via an email from ServiceNow Training and Certification Team. You can register [here](#).

How much does it cost to attend the event?

The cost of the 3-day event is \$1,200, about half the cost of a regularly scheduled class.

Is this an annual event?

Now Learning Live is currently a stand-alone event.