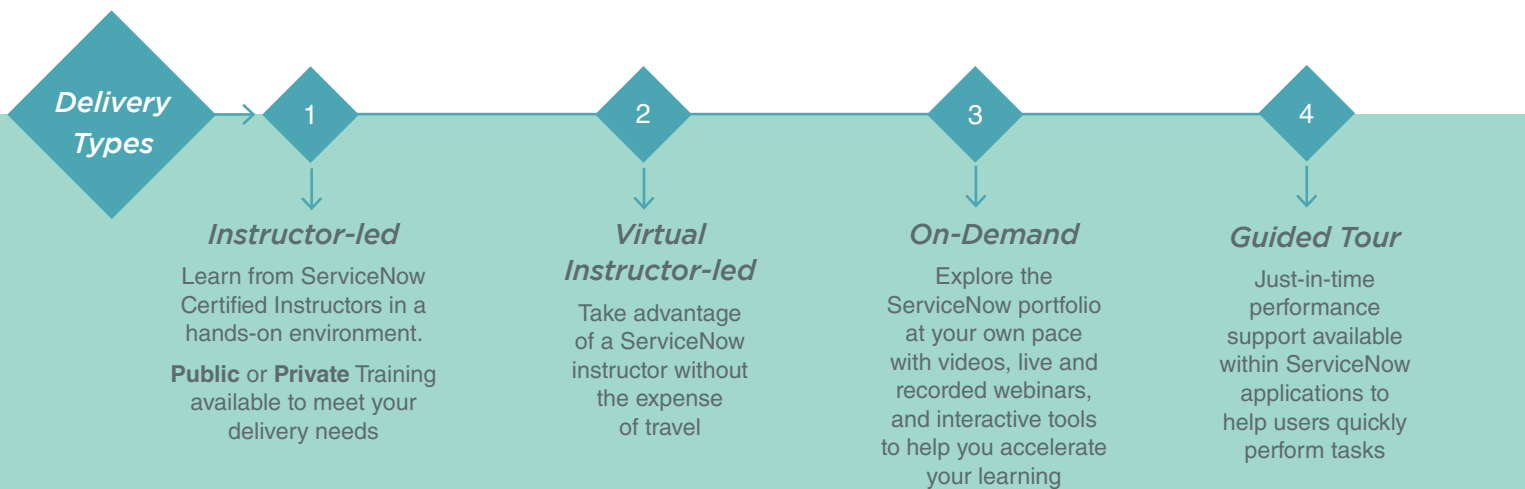
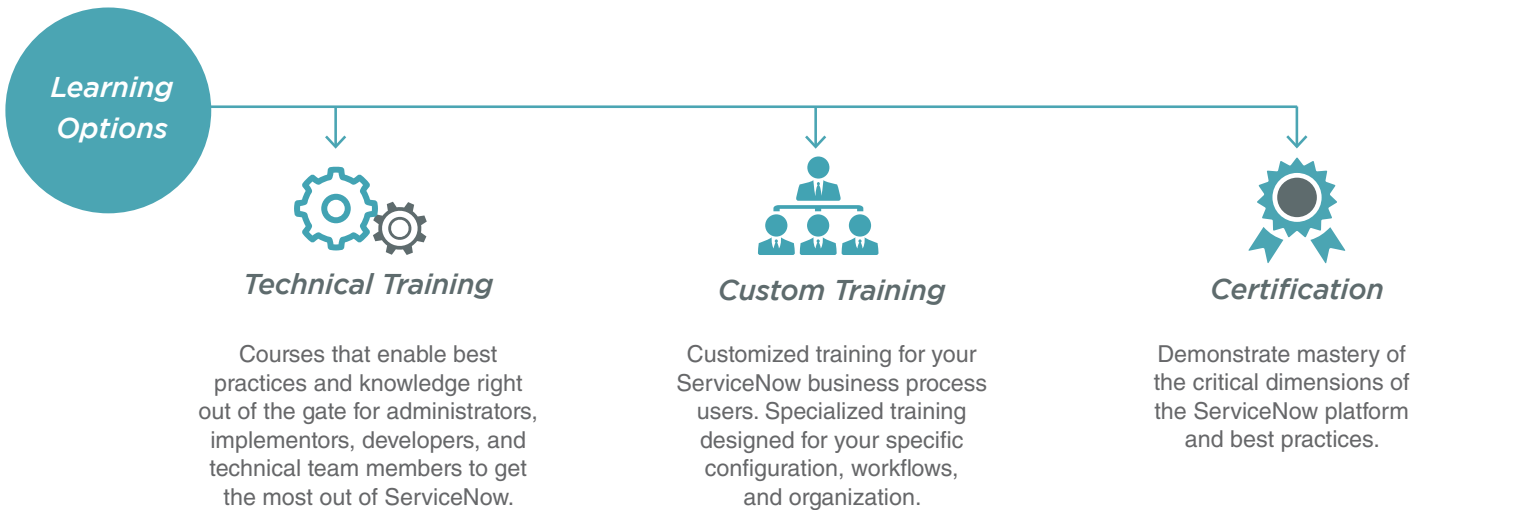


Quick Reference Guide

ServiceNow offers hands-on training based on real-world implementations to help you quickly maximize platform value and promote success with the ServiceNow product suite.

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



CUSTOMER SERVICE MANAGEMENT (CSM)		
CSM Fundamentals	A I	2 Days
Field Service Management (FSM) Fundamentals	A I	2 Days
CSM Implementation	I	3 Days
Certified Implementation Specialist - Customer Service Management Exam* (CIS-CSM)		

HUMAN RESOURCE MANAGEMENT (HR)		
HR Fundamentals	A I	2 Days
HR Implementation	I	3 Days
Certified Implementation Specialist - HR Exam* (CIS-HR)		

IT ASSET MANAGEMENT (ITAM)		
Hardware Asset Management (HAM) Fundamentals	I	3 Days
Software Asset Management (SAM) Fundamentals	I	3 Days
Certified Implementation Specialist - Software Asset Management Exam* (CIS-SAM)		

IT OPERATIONS MANAGEMENT (ITOM)		
Cloud Management Fundamentals	A I	2 Days
Discovery Fundamentals	A I	3 Days
Event Management Fundamentals	A I	2 Days
ServiceNow Orchestration	A I	2 Days
Service Mapping Fundamentals	A I	3 Days
Service Mapping Implementation	I	3 Days
Certified Implementation Specialist - Service Mapping Exam* (CIS-SM)		

PERFORMANCE ANALYTICS (PA)		
PA Fundamentals	A I	2 Days
PA Advanced	A I	2 Days

EMERGING APPLICATIONS (PLATFORM)		
Application Development Fundamentals	D I	3 Days
Servicenow Certified Application Developer* (CAD)		
Domain Separation Implementation	I	3 Days
Platform Implementation	I	5 Days
Scripting in ServiceNow Fundamentals	D I	3 Days
Service Portal Advanced	D I	2 Days
Service Portal Fundamentals	D I	2 Days
System Administration Advanced	A I	2 Days
ServiceNow Fundamentals	A I D	3 Days
Servicenow System Administrator Certification Exam* (CSA)		

IT BUSINESS MANAGEMENT (ITBM)		
Project and Portfolio Management Fundamentals	A I	2 Days
Financial Management Fundamentals	A I	2 Days
Certified Implementation Specialist - Financial Management Exam* (CIS-FM)		

IT SERVICE MANAGEMENT (ITSM)		
ITSM Fundamentals	A I	2 Days
ITSM Implementation	I	3 Days
Certified Implementation Specialist - ITSM Exam* (CIS-ITSM)		

SECURITY OPERATIONS		
GRC Fundamentals	A I	2 Days
Security Incident Response Implementation	A I	2 Days
Security Operations Fundamentals	A I D	2 Days
Vendor Risk Management Implementation	A I	2 Days
Vulnerability Response Implementation	A I	2 Days
Certified Implementation Specialist - Vulnerability Response Exam* (CIS-VR)		

Content Modification Options:



Standard

Our standard course curriculum and labs that support our exercises and use cases.



Tailored

Our standard course curriculum and labs that support our exercises and use cases. Some content may be removed or added from our standard course catalog to create a unique agenda and course.



Custom

Custom-created content that may use our standard course curriculum, templates, and agendas as a base. Must be custom scoped. Requires added Curriculum Development hours.

A Administrator **I** Implementer **D** Developer

*Notes Certification