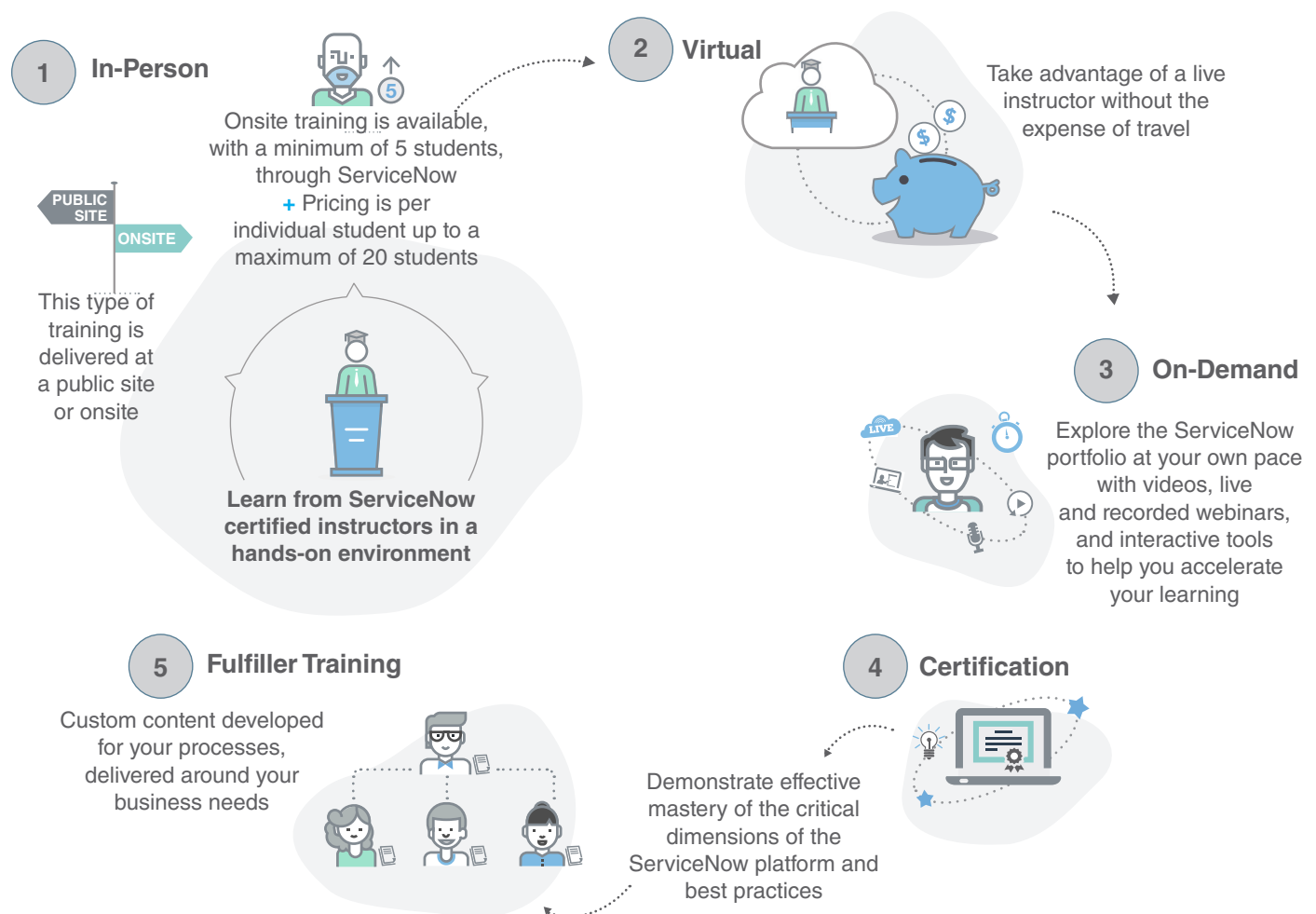


ServiceNow Training & Certification Quick Reference Guide

Your successful ServiceNow experience begins with a solid foundation. Training solutions, delivered by ServiceNow or one of our Authorized Training Partners (ATPs), are designed to match your skill level, role, learning style, and schedule. 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.

Learning Options



Learning Credits



Purchase ServiceNow Learning Credits in advance and then redeem them for ServiceNow training classes at a later date and time.

Learning Library



Purchase a subscription to the ServiceNow Learning Library, a digital, on-demand learning platform. It provides a cost-effective option to supplement our traditional training courses with 24/7 access.

CLASS	DESCRIPTION	DAYS	PRICE PER STUDENT					
				Administrator	Developer	User	Implementer	Certification
Foundations eLearning	Six self-paced, online modules explore ServiceNow, how it works and what can be done on the platform.		FREE	•	•	•	•	
Fulfiller Training	Training packages for users tailored specifically to processes and workflows as implemented in ServiceNow.	✳	✳			•		
Learning Library	Subscribe for 24/7 access to our digital learning platform for courses that supplement our traditional in-person and virtual training.	24/7	\$1,000	•	•	•	•	
System Administration	Learn to manage users, customize the ITSM applications, reporting, workflows, Social IT and use update sets.	3	\$2,095	•			•	•
Advanced Administration	A deep dive into Service Catalog, Reporting, Workflows, CMS, web-services integrations and more.	2	\$1,595	•			•	
Application Creation in ServiceNow	Learn how to build an application in the ServiceNow Platform using the Application Creator and JavaScript.	3	\$2,095		•		•	•
Asset Management	Learn to manage the lifecycle of assets from request and procurement through retirement and ensure data quality.	3	\$2,095	•		•	•	
Discovery	Configure and use ServiceNow Discovery including installing MID servers and building custom probes and sensors.	3	\$2,095	•		•	•	
Domain Separation	Learn how domain separation provides data, process and system partitioning to implement shared customer systems.	3	\$2,095	•			•	
Event Management	Learn how to enable service-centric operations management by configuring Event Management in your ServiceNow system.	2	\$1,595	•				
Governance, Risk and Compliance	Learn how GRC is implemented within the ServiceNow platform and how to use the GRC applications.	2	\$1,595	•		•		
Orchestration	Learn how to connect your environment to your ServiceNow instance and automate tasks.	2	\$1,595	•		•	•	
Performance Analytics for Administrators	Learn best practices for using and administering the premium ServiceNow Performance Analytics application.	2	\$1,595	•				
Project Portfolio Management	Learn to manage projects from initial demand to project closure through effective scheduling, costing, and resource management.	2	\$1,595	•		•	•	
Scripting in ServiceNow	Explore our JavaScript API for client-side and server-side scripting to customize UI policies, business rules and events.	3	\$2,095		•		•	
Security Operations	Manage identification of threats and vulnerabilities within your organization and work with specific tools to assist with Security Incidents.	2	\$1,595	•	•		•	
Service Mapping	Learn how to discover and map business services to manage service health, simplify root cause analysis, and much more.	3	\$2,095	•			•	