

# The journey to certification with ServiceNow



## People are at the heart of customer success

- With training and certification, you will learn to master ServiceNow® capabilities through hands-on, real-world instruction to help you meet your goals. Whether you take virtual or in-person courses from ServiceNow, or from one of our Certified Training Partners, you will learn to be successful with the Now Platform.
- Companies are looking for proven professionals—and companies that use certified professionals see smoother deployments and better use of ServiceNow. Getting certified boosts your career and sets you up to contribute even more to your organization's success.





## What does it mean to get certified?

Once you are ServiceNow certified, you can gain industry recognition, competitive differentiation, greater productivity and results, increased user community satisfaction, and a tangible measure of your educational investment.

### **Growing and expanding**

As a big part of our customer success approach, training and certification is always evolving to meet your needs now—and we are here to inspire and take care of your ServiceNow future. We are exploring new online training options, ways to incorporate micro-certifications, launching a mastery-level program, and creating broader tools and templates you can use yourself.



## What certification path is right for you?

### **Implementer path**

*Deploy the platform within a defined scope of work.*

The ServiceNow implementer path will teach you to quickly and successfully deploy ServiceNow products into customer environments, whether you are a new consultant starting your career or a seasoned profession looking to deepen your expertise and differentiate yourself from the competition.

### **Developer path**

*Specialize in configuration, scripting, and integrations.*

If you are on the path to becoming a certified application developer (CAD), you will learn how to create applications by designing application tables, creating and implementing forms, controlling access, and integrating workflows into applications. You will specialize in a product and learn to take full advantage of the Now Platform®.

### **Administrators**

*Manage and maintain the Platform.*

Discover the most essential elements of managing and maintaining the Now Platform.



## ServiceNow experts are our front line for release readiness

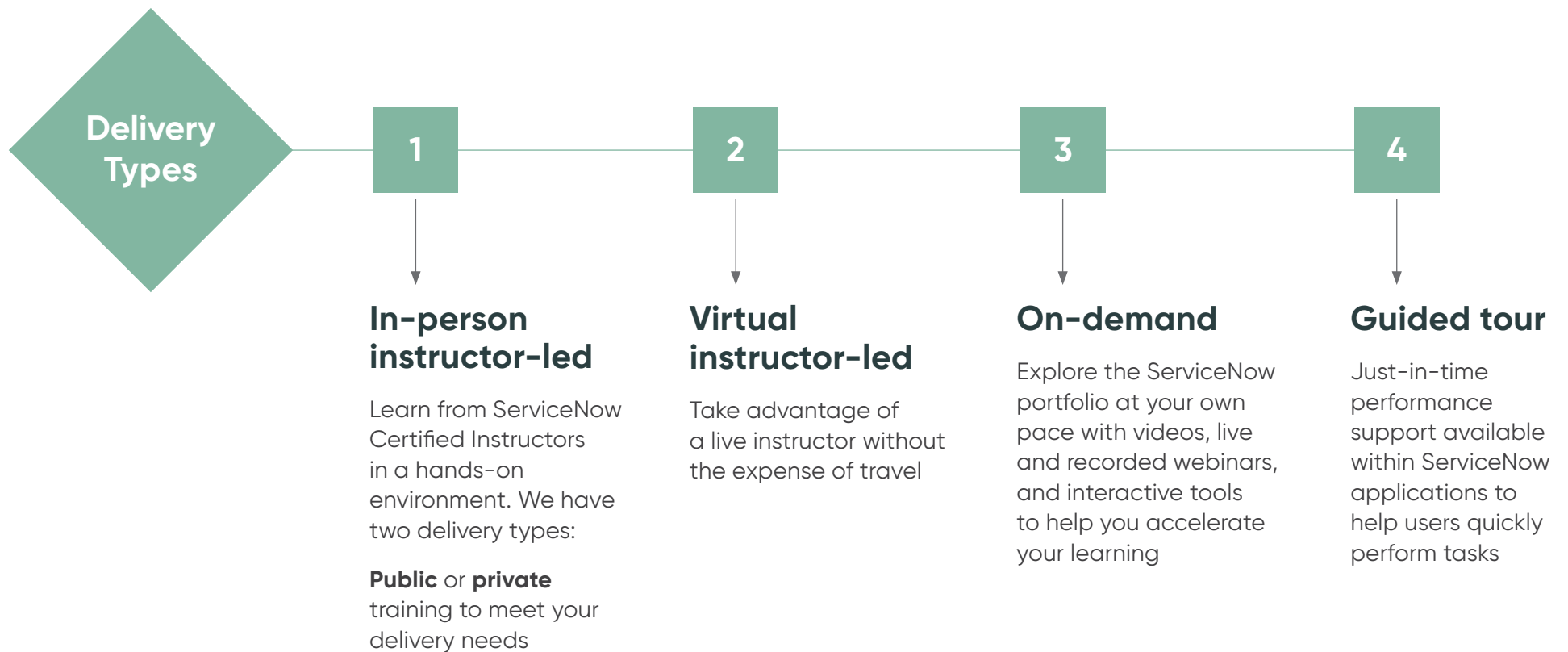
The ServiceNow certification maintenance program is essentially a commitment between us and our certified experts to stay up to date on the latest release.

- The maintenance program helps you ensure that your employees are using the latest and greatest and know the essentials of how to talk to customers about the latest release.
- For every release, there will be short, non-proctored delta exams that provide certified professionals the opportunity to explore the changes happening in the next release.
- Certified experts have plenty of time to get familiar with the release and complete the maintenance activity.











## Delivery Types



## Mainline Certification Vouchers

as of 2/20/19, subject to change

 Certification voucher included  Self-paced training available

Product Line	Associated Training Courses		Mainline Certifications
IT	ITSM Fundamentals 	ITSM Implementation 	CIS – IT Service Management
	Service Mapping Fundamentals 	Service Mapping Implementation 	CIS – Service Mapping
	Discovery Fundamentals  		CIS – Discovery
	Event Mgmt Fundamentals  		CIS – Event Management
	Cloud Management Fundamentals	Advanced Cloud Management 	CIS – Cloud Management
	Financial Management Implementation Fundamentals 		CIS – Financial Management
	Project Port. Mgmt. Fundamentals	Project Port. Mgmt. Impl.  	CIS – Project Portfolio Management
	Software Asset Mgmt. Fundamentals 		CIS – Software Asset Management
	App. Port. Mgmt. Fundamentals 	Application Portfolio Mgmt. Impl. 	CIS – App. Portfolio Management
	Security Ops. Fundamentals	Vulnerability Resp. Implementation 	CIS – Vulnerability Response
Security		Vendor Risk Mgmt. Implementation 	CIS – Vendor Risk Management
	Security Ops. Fundamentals	Sec. Incident Resp. Implementation 	CIS – Security Incident Response
	GRC Fundamentals	Risk and Compliance Implementation 	CIS – Risk and Compliance
	Audit Mgmt. Imp.		
CS	Customer Service Mgmt. Fundamentals	Cust. Ser. Mgmt. Implementation 	CIS – Customer Service Management
	Field Service Mgmt. Fundamentals	Field Ser. Mgmt. Implementation 	CIS – Field Service Management
HR	HR Fundamentals	HR Implementation 	CIS – Human Resources
Platform Application Development	ServiceNow Fundamentals  		Certified System Administrator
	App. Development Fundamentals 		Certified Application Developer
	Performance Analytics Fundamentals	Advanced Performance Analytics 	CAS – Performance Analytics

## Micro-Certification Vouchers

as of 3/14/19, subject to change

 Certification voucher included  Self-paced training available

Product Line	Associated Training Courses		Micro-Certifications
IT	Asset Models Management	 	MC – Asset Models Management
	App. Portfolio Mgmt. Fundamentals	 	MC – Application Portfolio Management
CS	CSM with Service Management	 	MC – CSM w/Service Mgmt. for Impl. <span>New for Madrid</span>
HR	Enterprise Onboarding and Transitions	 	MC – Enterprise Onboarding and Transitions
	Human Resources Integrations	 	MC – Human Resources Integrations
Platform Application Development	Agent Intelligence	 	MC – Agent Intelligence
	Virtual Agent	 	MC – Virtual Agent
	Performance Analytics Fundamentals		MC – Performance Analytics
	Service Portal Fundamentals		MC – Service Portal
	Agile and Test Management	 	MC – Agile and Test Management <span>New for Madrid</span>
	ServiceNow Plat. Subscription Model	 	MC – ServiceNow Plat. Subscription Model <span>New for Madrid</span>

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# ServiceNow training and certification helps you quickly maximize platform capabilities to better achieve your goals.

To find out more information or to access our course calendar,  
**Visit** or contact us today via email at [training@servicenow.com](mailto:training@servicenow.com).

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