

ServiceNow Technical Training Catalog

Skill up your technical and business team members to implement, manage, and grow the platform.

Visit our [website](#) to learn more or start building your personalized learning path [now](#). Or contact TrainingAE@ServiceNow.com to discuss your enterprise training roadmap.

On-Demand courses

Choose from a wide variety of self-paced [on-demand courses](#) and micro-learning for all learner levels and ServiceNow products.

Certifications

Earn industry-recognized micro, mainline, and suite [certifications](#) to demonstrate your ServiceNow mastery and gain recognition.

Simulators

Get [hands-on experience](#) with real-time feedback doing the kind of on-the-job work that you will experience in the real world.

Live courses

Our multi-day, [instructor-led deep dives](#) are a great fit for individuals looking to learn from experts and for enterprise organizations looking to formally train teams. With virtual or in-person delivery and private, tailored options available, our live courses are the best way to accelerate your learning path.

Tailored Technical Training

Our Tailored Training option is ideal for customers in need of Private Technical Training that combines modules from multiple courses into a single private session.

| Platform | | |
|---|--------|---------------------|
| ServiceNow Fundamentals* | 3 days | CSA |
| ServiceNow Platform Implementation | 3 days | |
| Scripting in ServiceNow Fundamentals | 3 days | |
| Service Portal Fundamentals | 2 days | MC |
| Service Portal Advanced | 2 days | |
| Application Development Fundamentals | 3 days | CAD |
| ServiceNow Advanced Administration | 2 days | |
| Adopting a Platform Owner Mindset | 2 days | |
| Customer Service Management | | |
| Customer Service Mgmt. Fundamentals | 2 days | |
| Customer Service Mgmt. Implementation | 2 days | CIS |
| Field Service Management | | |
| Field Service Management Fundamentals | 2 days | |
| Field Service Management Implementation | 2 days | CIS |
| IT Asset Management | | |
| Hardware Asset Mgmt. Fundamentals | 3 days | CIS |
| Software Asset Mgmt. Fundamentals* | 3 days | CIS |
| Human Resources | | |
| Human Resources Fundamentals* | 2 days | |
| Human Resources Implementation | 2 days | CIS |
| IT Business Management | | |
| Project Portfolio Mgmt. Fundamentals* | 2 days | |

| IT Operations Management | | |
|--|--------|---------------------|
| Cloud Provisioning and Governance Fundamentals | 3 days | |
| Cloud Provisioning and Governance Advanced | 3 days | CIS |
| CMDB Fundamentals* | 3 days | |
| Discovery Fundamentals | 3 days | CIS |
| Event Management Fundamentals | 2 days | CIS |
| Service Mapping Fundamentals | 3 days | |
| Service Mapping Implementation | 3 days | CIS |
| Orchestration | 2 days | |
| IT Service Management | | |
| IT Service Management Fundamentals* | 2 days | |
| IT Service Management Implementation | 3 days | CIS |
| Now Intelligence | | |
| Performance Analytics Fundamentals* | 2 days | MC |
| Performance Analytics Advanced | 2 days | CAS |
| Security Operations | | |
| Governance, Risk, and Compliance Fundamentals | 2 days | |
| Security Incident Response Implementation | 2 days | CIS |
| Security Operations Fundamentals | 2 days | |
| Risk and Compliance Implementation | 2 days | CIS |
| Vendor Risk Management Implementation | 2 days | CIS |
| Vulnerability Response Implementation | 2 days | CIS |

*On-demand option available in [Now Learning](#). | CSA-Certified System Administrator | CAS-Certified Application Specialist | CIS-Certified Implementation Specialist | MC-Micro Certification | CAD-Certified Application Developer

ServiceNow training provides best-in-class content through whichever method works best for you.

| | Private Instructor-Led Create a tailored training experience for your employees with onsite or virtual live sessions. | Public Instructor-Led Attend a classroom or virtual session in a convenient time zone, taught by an expert instructor. | Private Now Assist for On Demand Get instructor and community support to help you complete an on-demand course and achieve certification. | Public Now Assist for On Demand Get instructor and community support to help you complete an on-demand course and achieve certification. | On Demand Get instant access to online content in Now Learning, any time, from any device. |
|---|---|--|---|--|--|
| | Priced per class (up to 16 students per class) | Priced per student | Priced per student (exam voucher not included) | Priced per student (exam voucher not included) | Free (exam voucher not included) |
| Access industry-leading learning across multiple product lines | ● | ● | ● | ● | ● |
| Learn core content aligned to certification exams | ● | ● | ● | ● | ● |
| Practice what you are learning in hands-on labs and simulations | ● | ● | ● | ● | ● |
| Receive course completion badge and showcase sought after skills on your Now Creator profile | ● | ● | ● | ● | ● |
| Live interaction with an industry-experienced instructor | ● | ● | ● | ● | |
| Learn from peers and network with others in the ServiceNow community | ● | ● | ● | ● | |
| Receive a course participant guide | ● | ● | | | |
| Receive a free certification exam voucher in applicable courses | ● | ● | | | |
| Host training exclusively for your employees, on-site or online at your location | ● | | ● | | |
| Enjoy personalized support from ServiceNow coordinators to schedule and run your session(s) | ● | | | | |

Start your learning journey today at [Now Learning](#).

