



# servicenow. university

Learning Paths

Author: Global Learning and Development

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Industry-specific: Retail

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Now Assist Training

## Bridging the Gap Learning Paths

Bridging the Gap: Customer Service Management

## Additional Resources

# Document Guide

The following icons and abbreviations indicate key details about each course.

From any page in this document, select the Return to ToC icon to return to the table of contents.

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## Icon Legend

-  No charge, On-Demand Course\*
-  1,900 LC, 2-day ILT Course
-  2,700, 3-day ILT Course
-  Mainline Certification
-  Micro Certification
-  Accreditation
-  Delta Exams

## Abbreviations

-  Instructor-led Training
-  Certified Implementation Specialist
-  Certified System Administrator
-  Certified Application Developer
-  Learning Credit

LEARNING PATHS

# System Administrator



# System Administrator

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming a system administrator.

Access the System Administrator path in University [here](#).



## Additional recommendations

Configuration Management Database (CMDB) Fundamentals ○, 3D

Common Service Data Model (CSDM) Fundamentals ○

Introduction to ServiceNow HealthScan and Instance Scan ○

Now Support Administration Overview ○

Platform Analytics Overview ○

Scripting in ServiceNow Fundamentals ○, 3D

Application Development Fundamentals ○, 3D

Respective product-based training should be taken when products are activated on an instance.

LEARNING PATHS

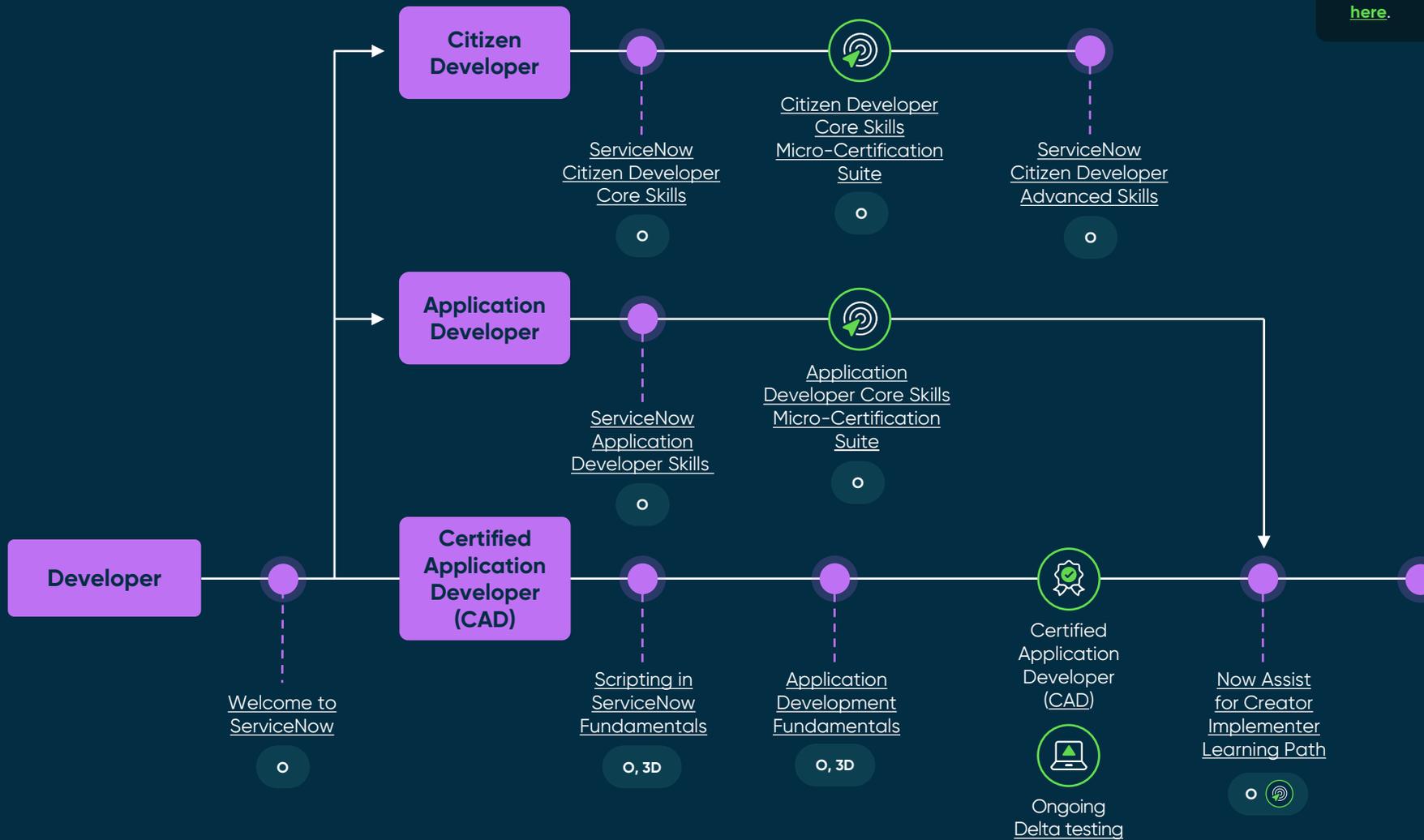
# Developer



# Developer

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming a developer.

Access the Certified Application Developer path in University [here](#).

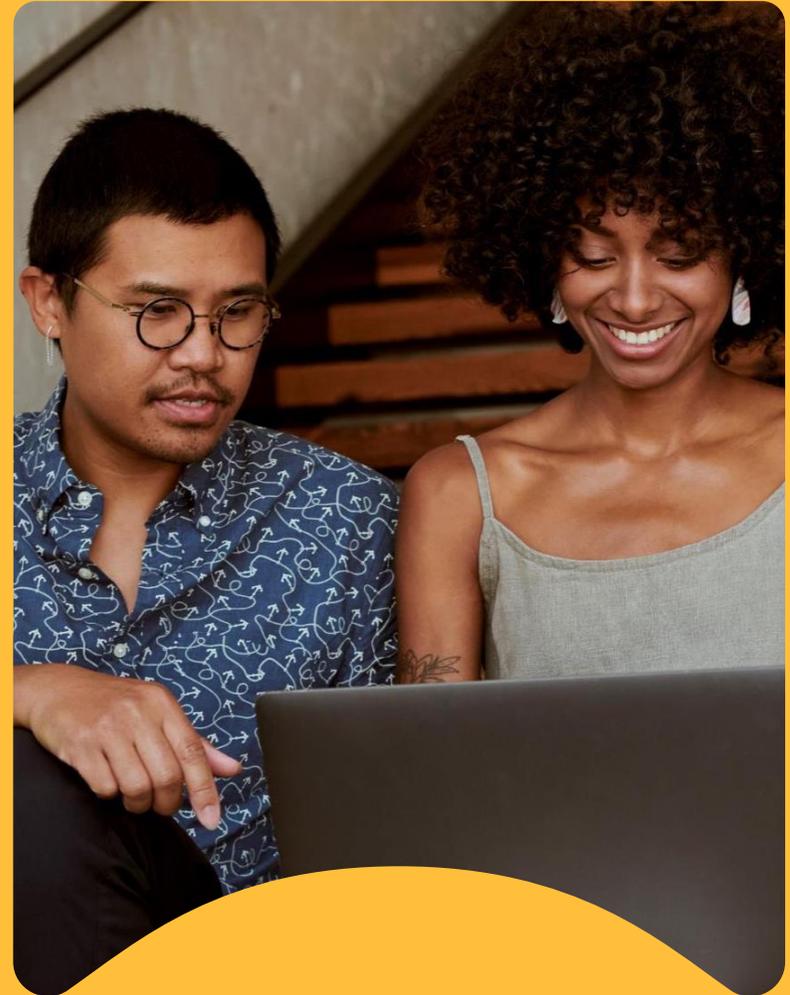


## Additional recommendations for Application Developer paths

- Automated Test Framework (ATF) Essentials
- Flow Designer Fundamentals
- Integration Hub Fundamentals
- Configuration Management Database (CMDB) Fundamentals
- Common Service Data Model (CSDM) Fundamentals
- Platform Analytics Overview
- Robotic Process Automation (RPA) Essentials
- Service Portal Fundamentals
- Service Portal Advanced
- Source Control Fundamentals
- UI Builder Fundamentals

LEARNING PATHS

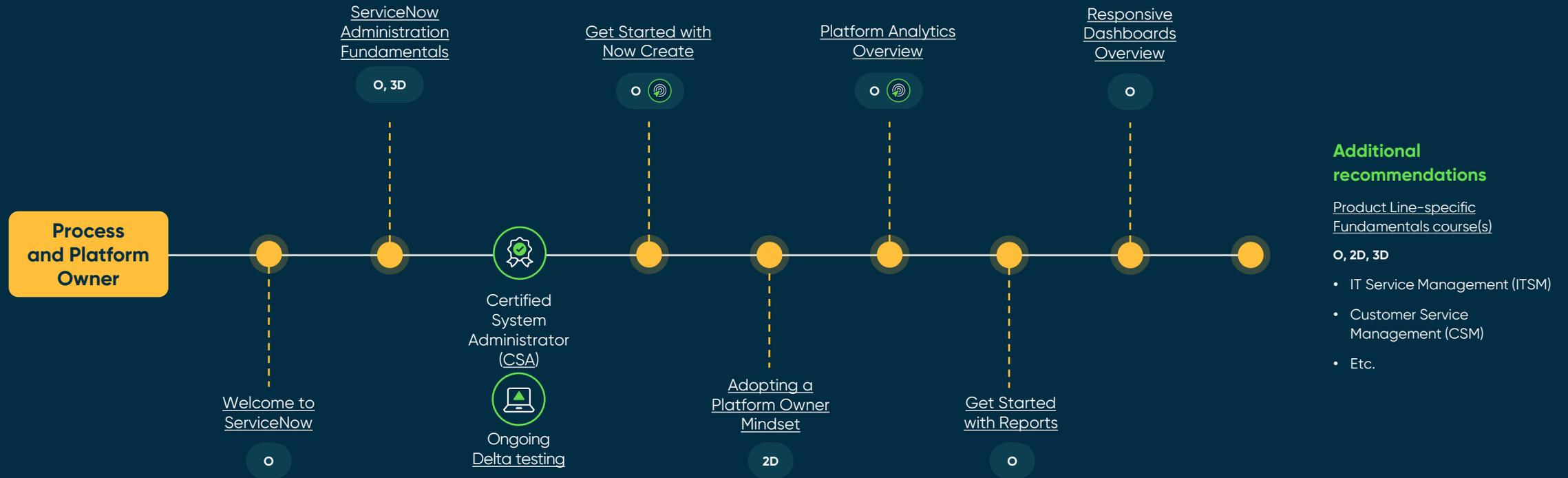
# Process and Platform Owner



# Process and Platform Owner

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) section in Now Learning to learn more.

Access the Process and Platform Owner path directly from University [here](#).



LEARNING PATHS

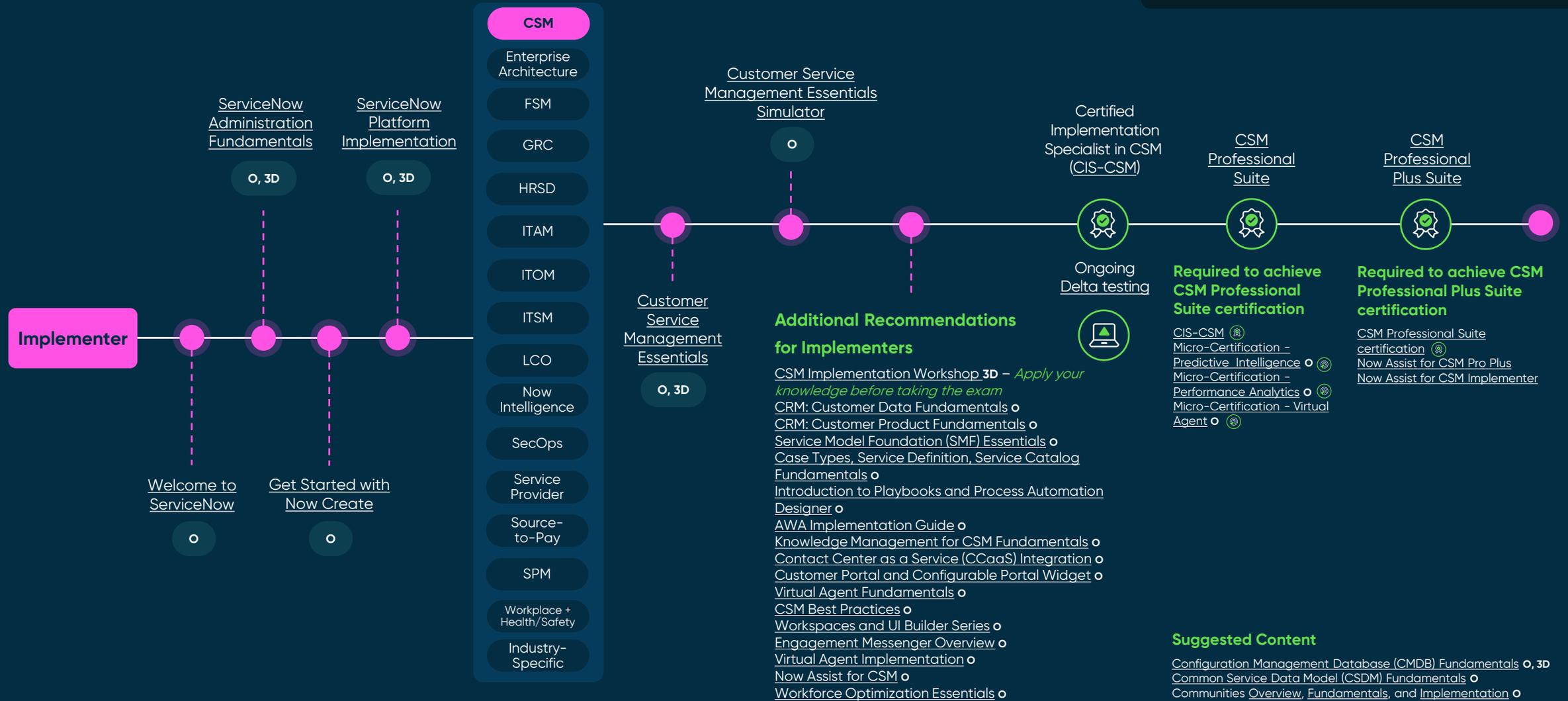
# Implementer



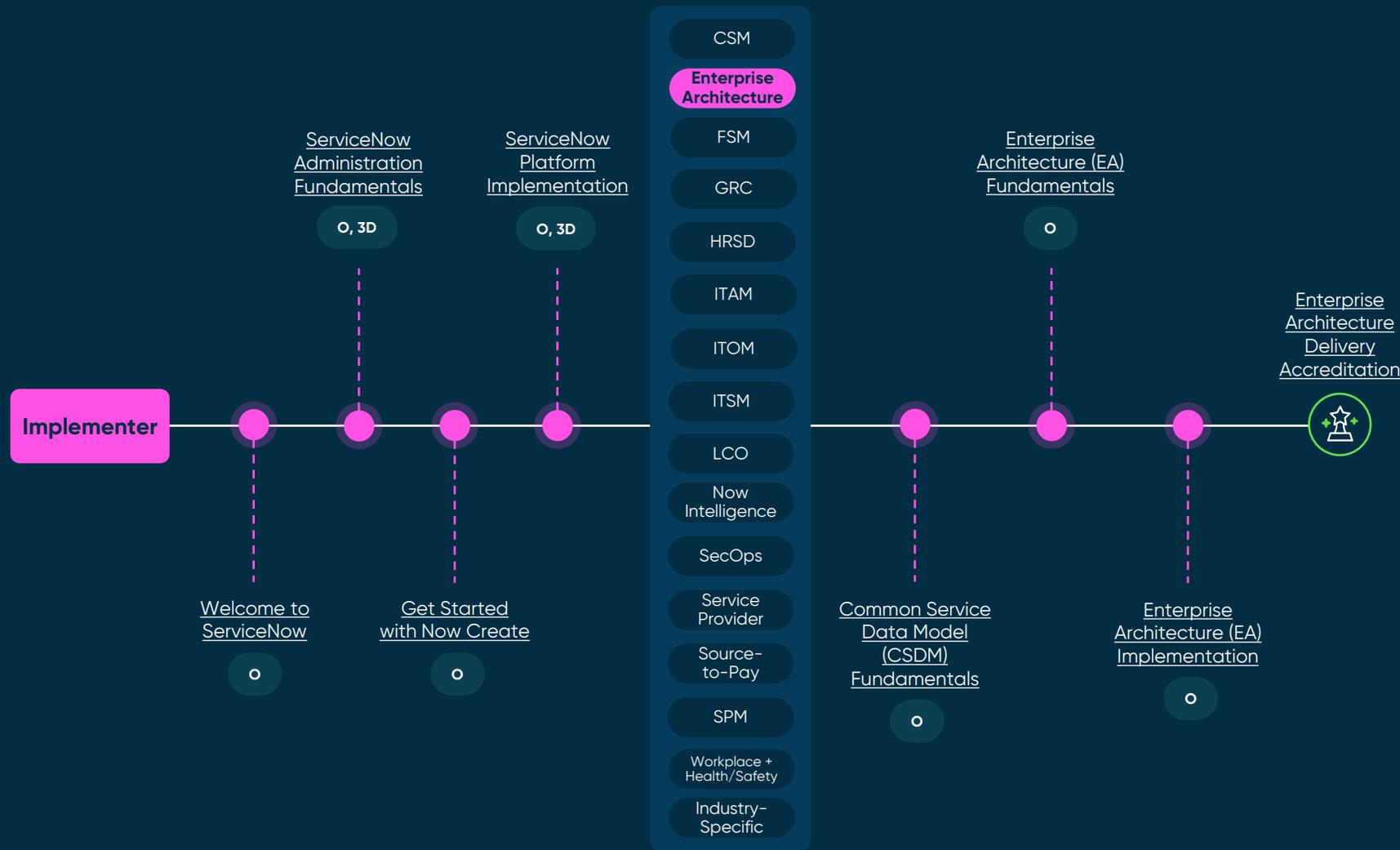
# Customer Service Management

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

Access the [Customer Service Management](#) path in University [here](#).



# Enterprise Architecture (Formerly APM)\*



It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

Access the Enterprise Architecture path in University [here](#).

### Additional recommendations

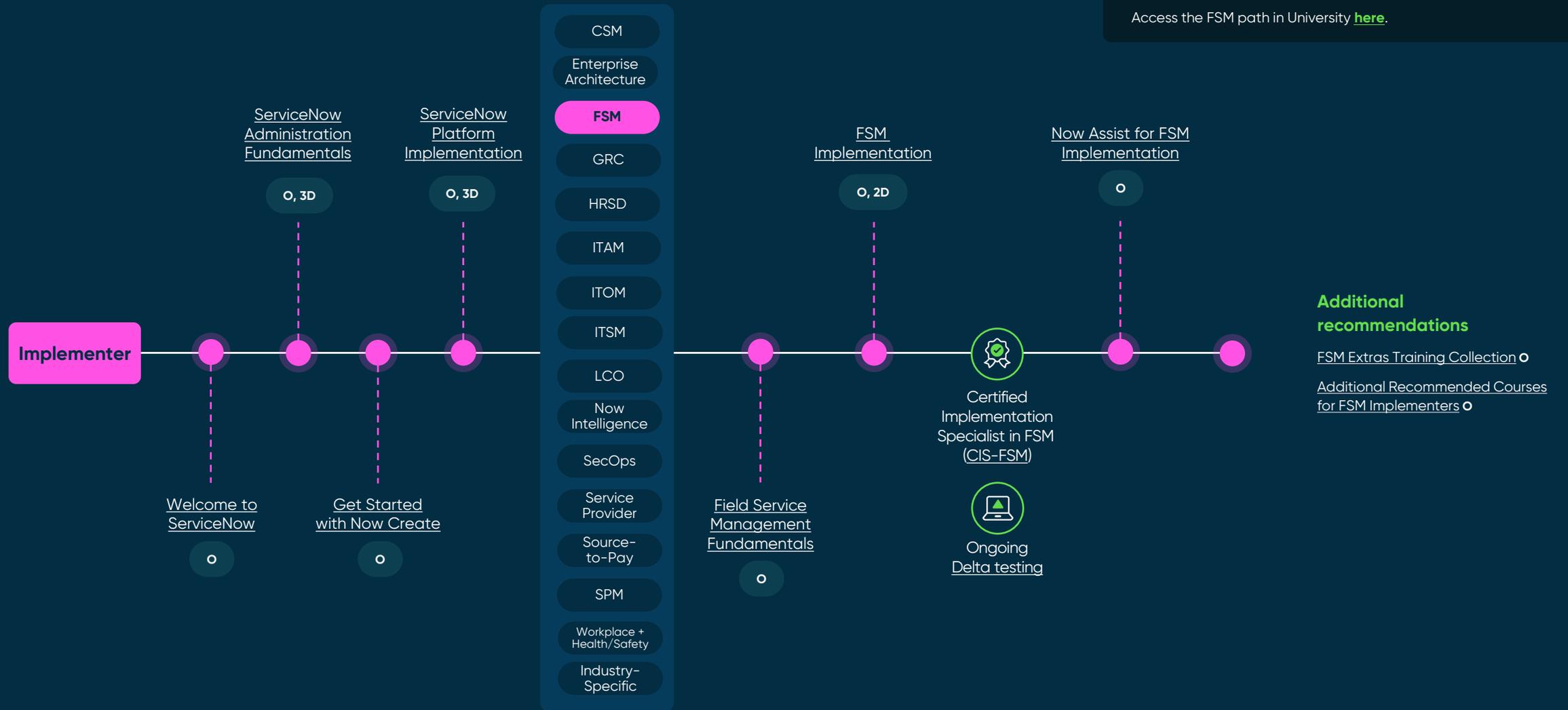
- [Get Started with Platform Analytics Workspace](#) ○
- [Configuration Management Database \(CMDB\) Fundamentals](#) ○, 3D
- [Strategic Portfolio Management \(SPM\) Fundamentals](#) ○, 3D
- [IT Service Management \(ITSM\) Fundamentals](#) ○, 2D
- [UI Builder Fundamentals](#) ○
- [IT Operations Management Overview](#) ○
- [Service Mapping Fundamentals](#) ○
- IT Asset Management (ITAM):
  - [Software Asset Management \(SAM\) Professional Fundamentals](#) ○, 3D
  - [Hardware Asset Management \(HAM\) Fundamentals](#) ○, 3D
- [Governance, Risk, & Compliance \(GRC\): Integrated Risk Management \(IRM\) Fundamentals](#) ○

\*Application Portfolio Management has been renamed Enterprise Architecture. See this article for more information: [Retirement of CIS-APM certifications and courses](#).

# Field Service Management

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

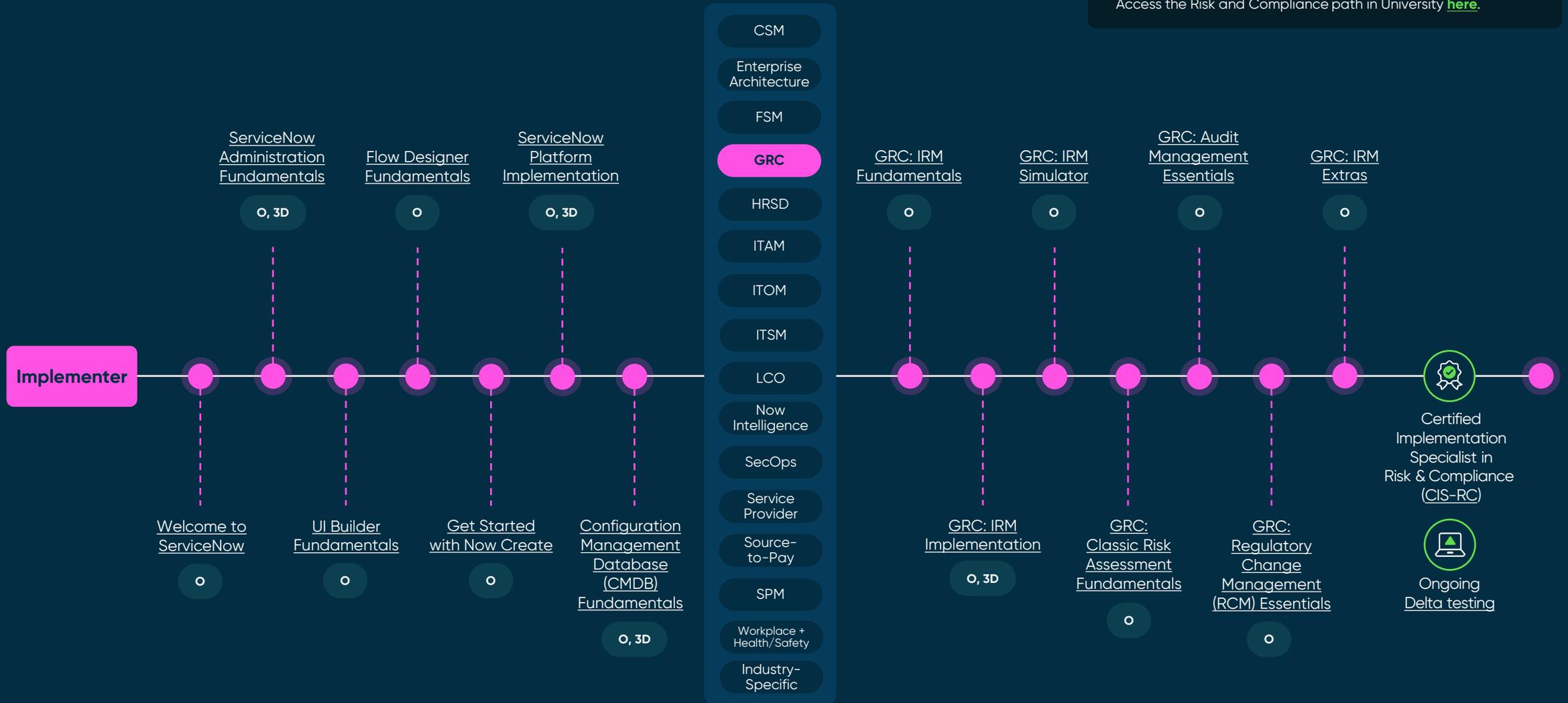
Access the FSM path in University [here](#).



# Risk and Compliance

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

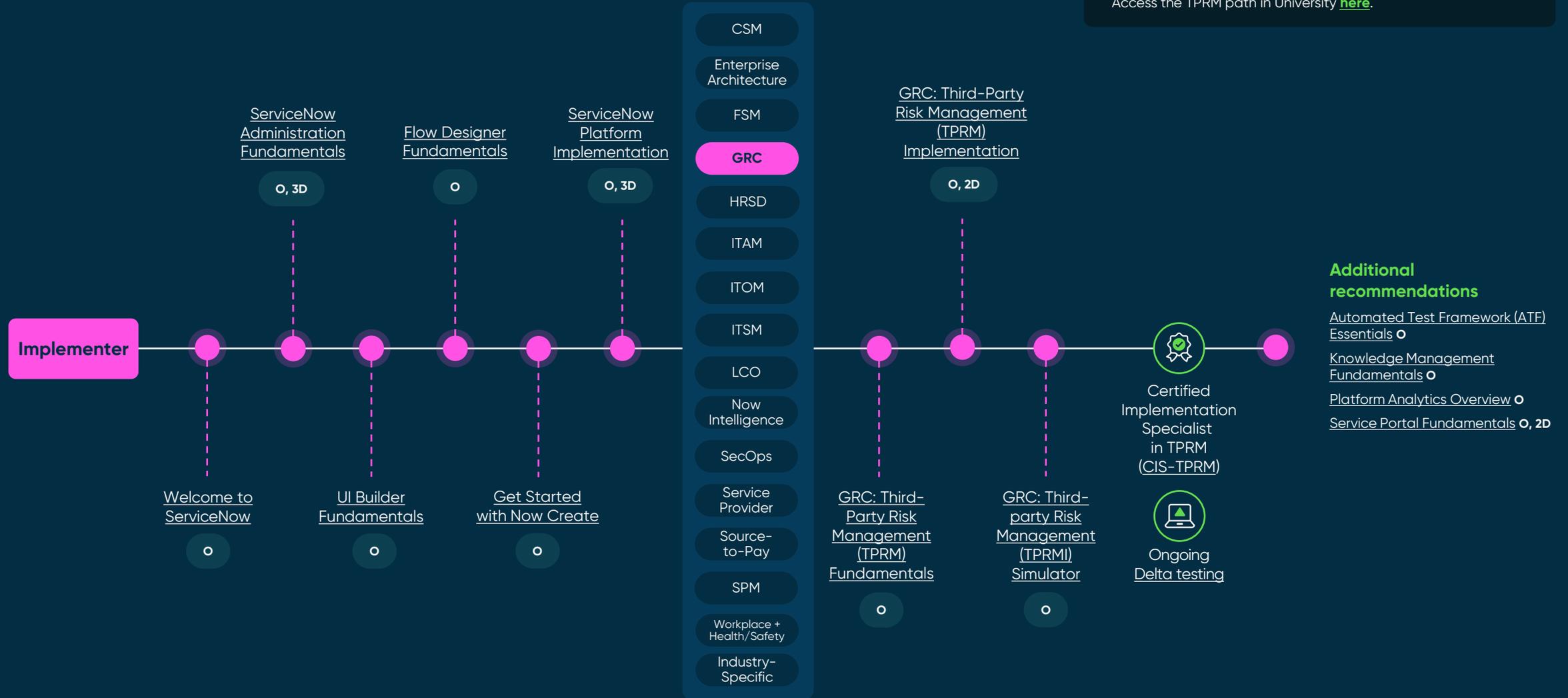
Access the Risk and Compliance path in University [here](#).



# Third-Party Risk Management

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

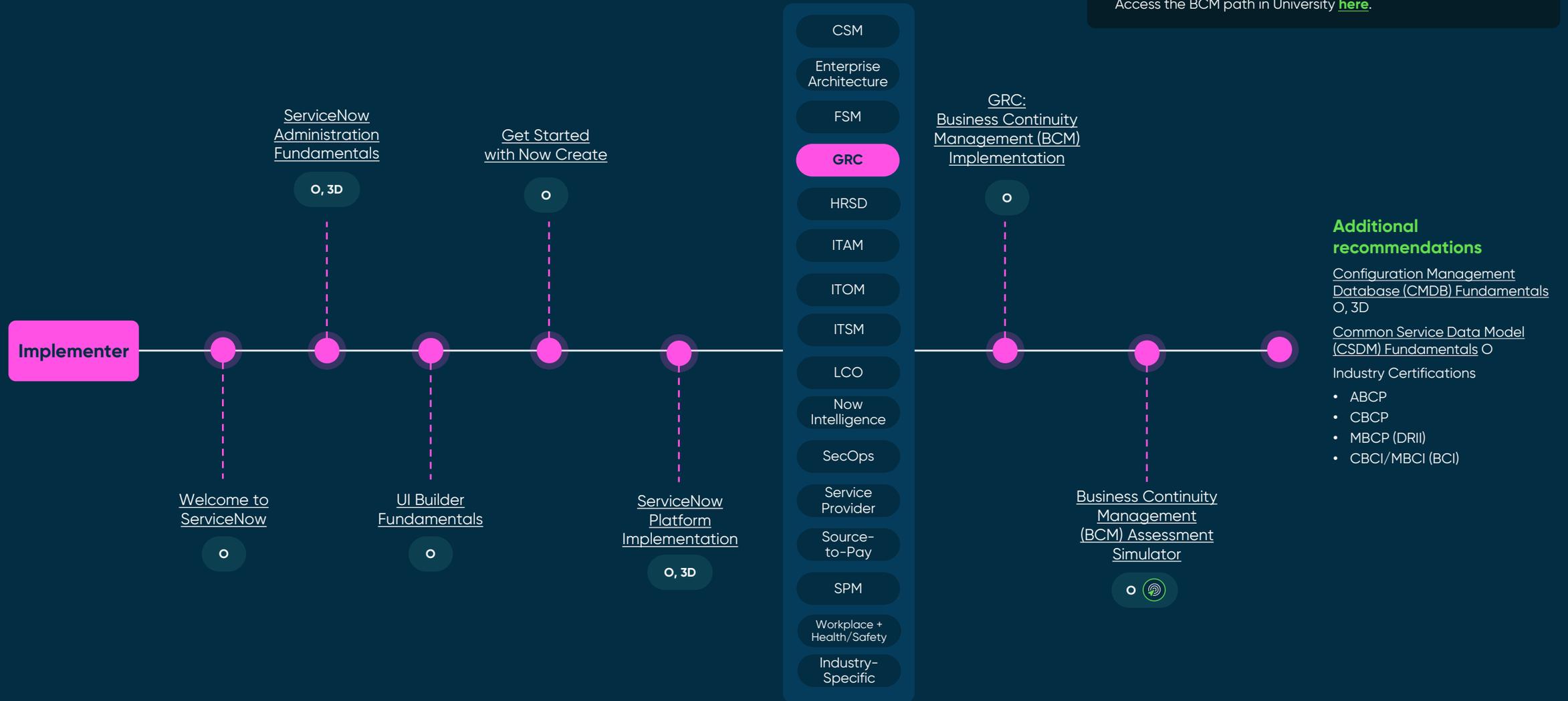
Access the TPRM path in University [here](#).



# Business Continuity Management

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

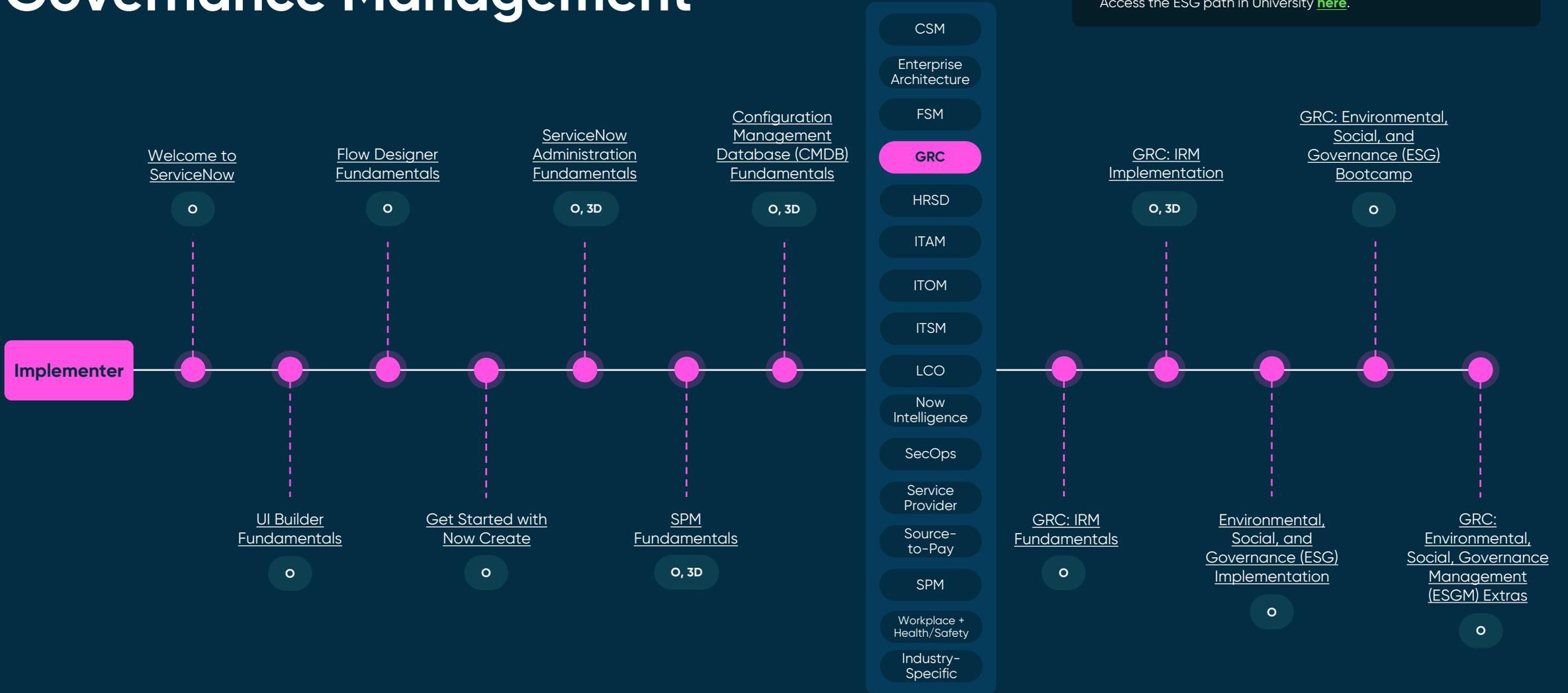
Access the BCM path in University [here](#).



# Environmental, Social, and Governance Management

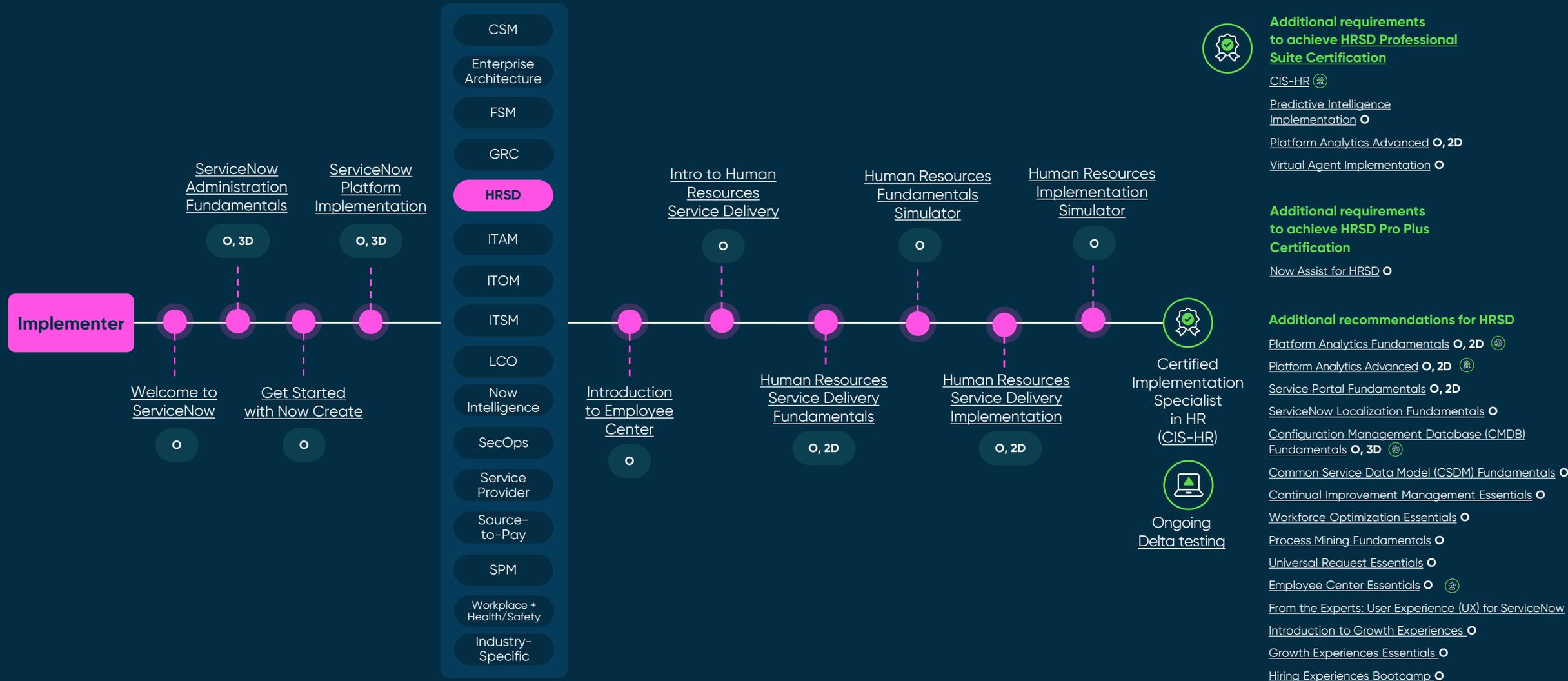
It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

Access the ESG path in University [here](#).



# HR Service Delivery

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our **Career Journeys** for a holistic approach to becoming an implementation specialist.

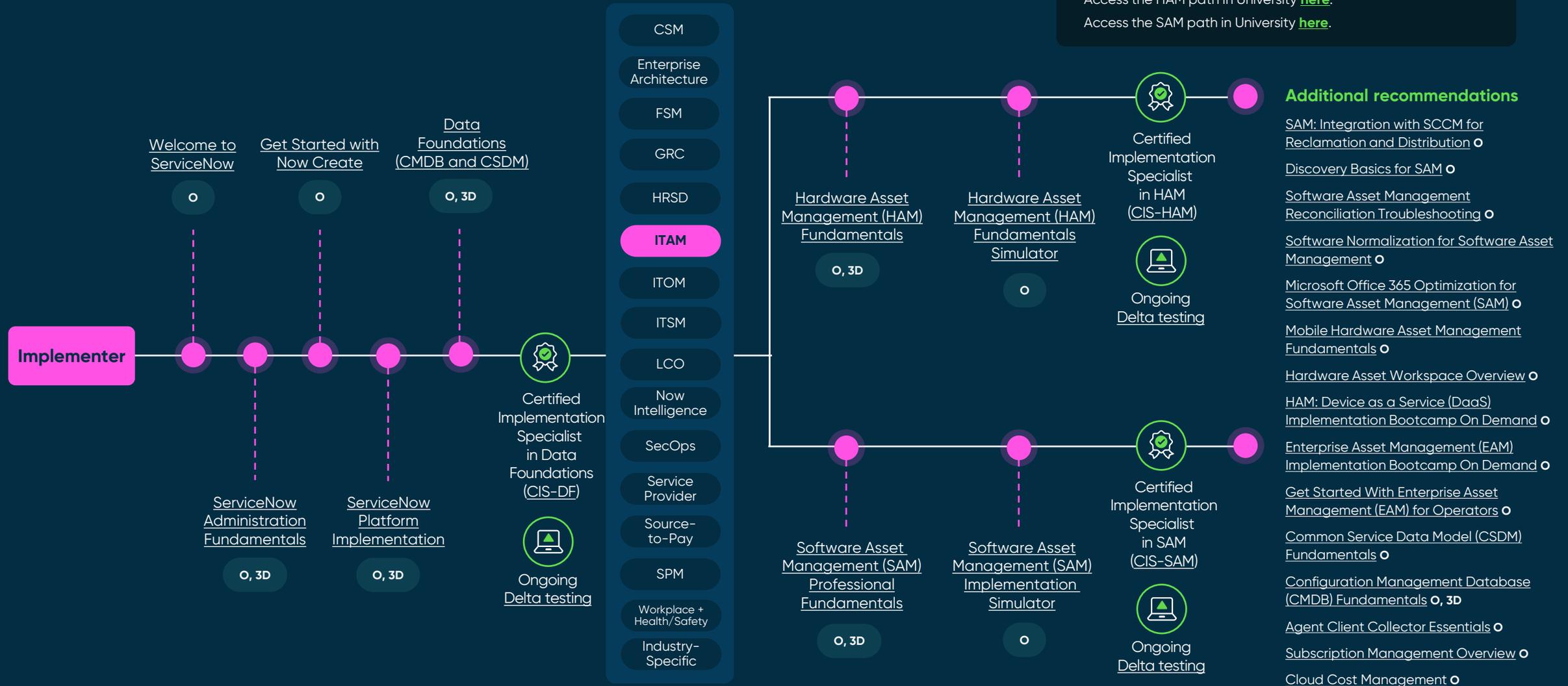


# IT Asset Management

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

Access the HAM path in University [here](#).

Access the SAM path in University [here](#).

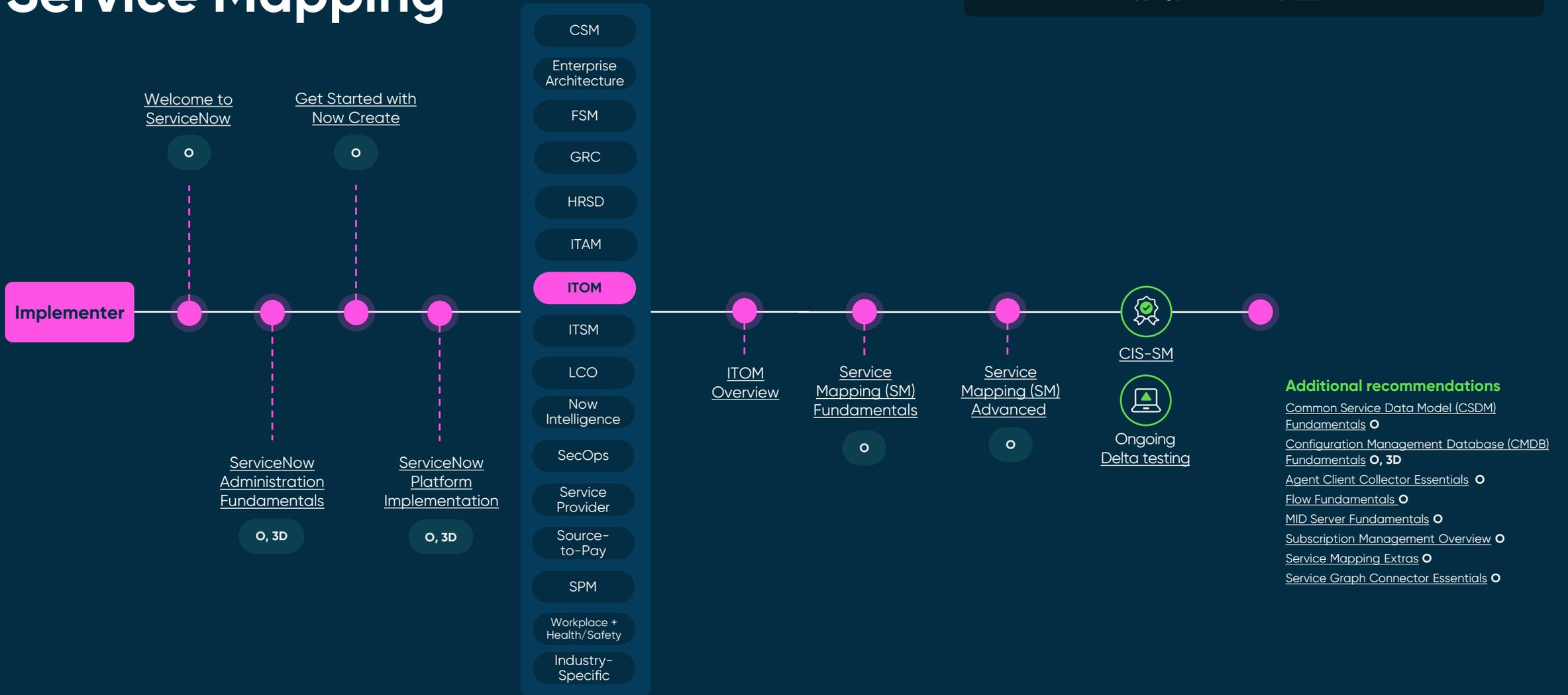


# IT Operations Management (1 of 3)

## Service Mapping

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

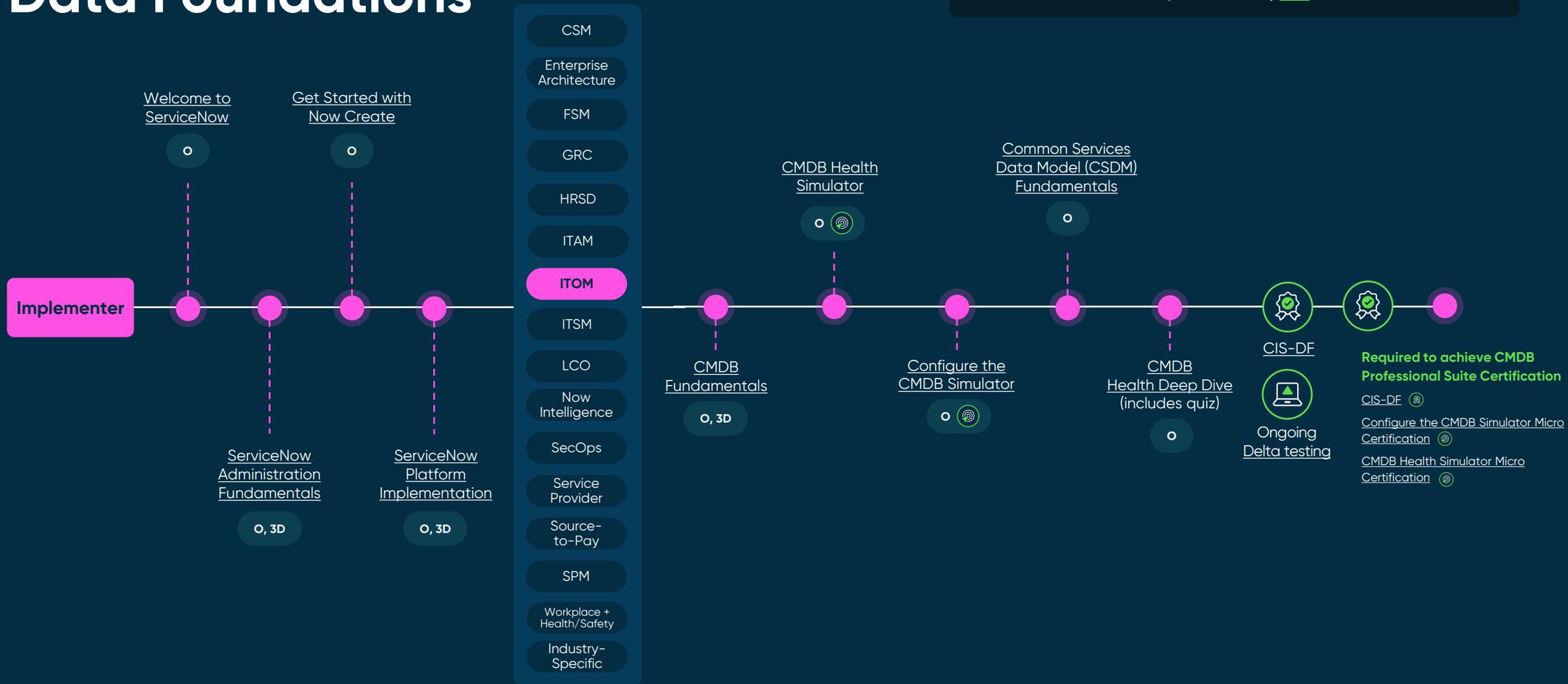
Access the Service Mapping path in University [here](#).



# IT Operations Management (2 of 3)

## Data Foundations

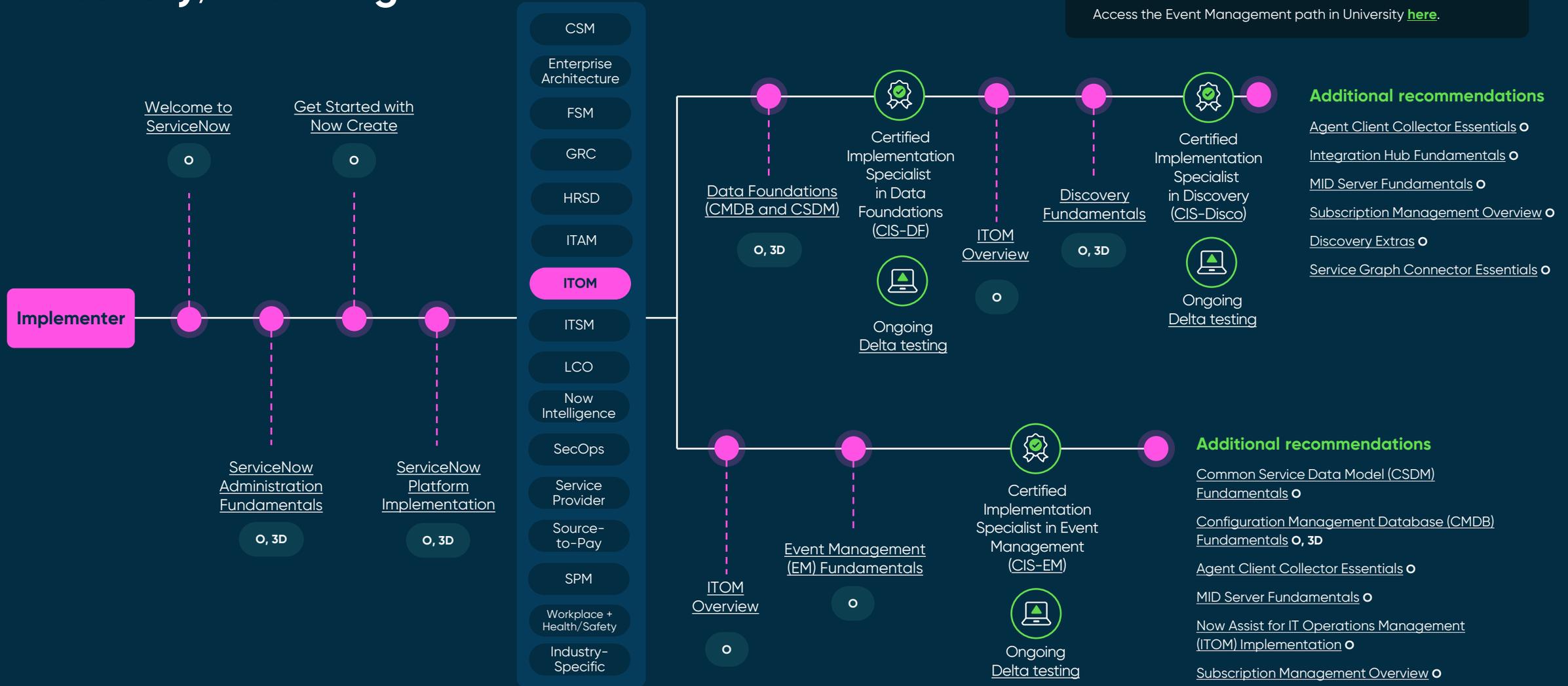
It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.  
 Access the Data Foundations path in University [here](#).



# IT Operations Management (3 of 3)

## Discovery/Event Mgmt.

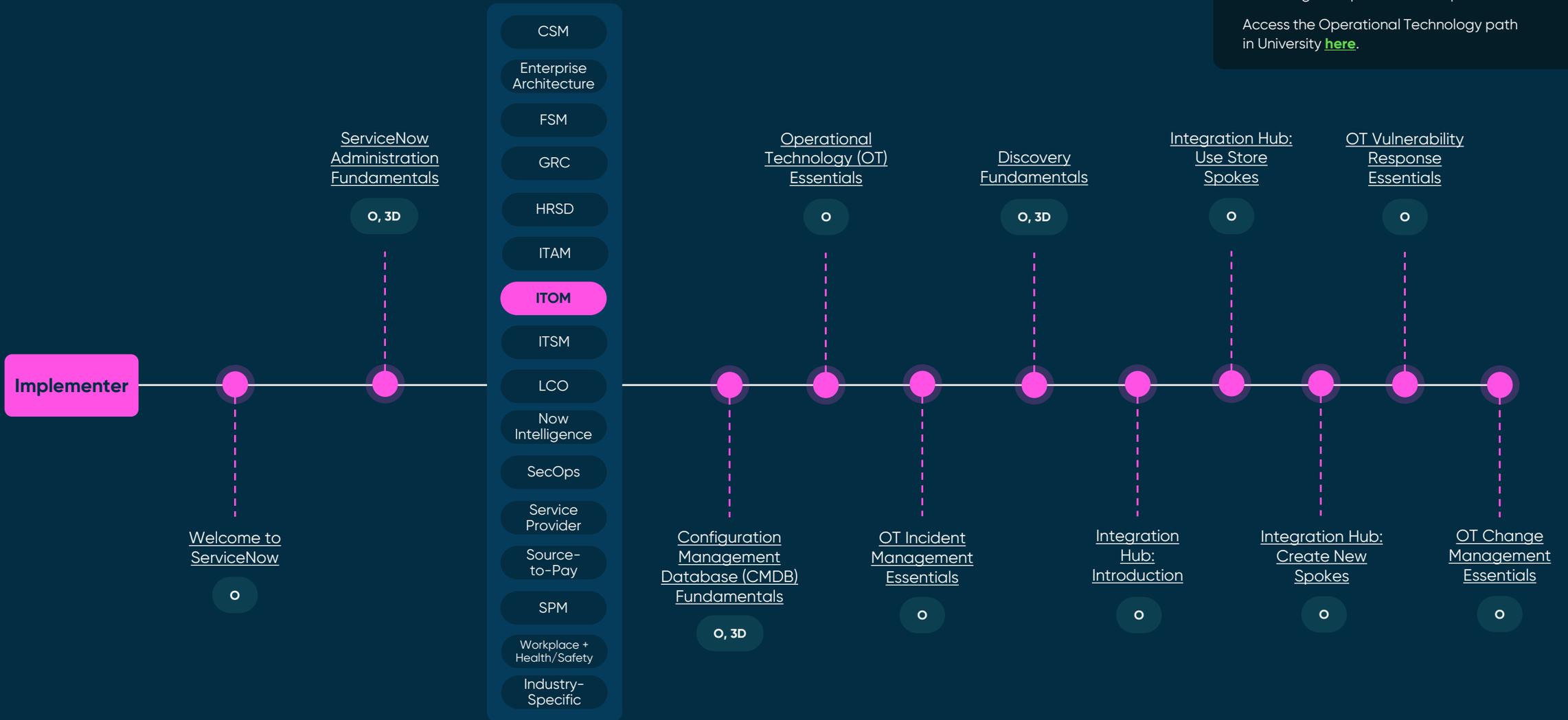
It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist. Access the Discovery path in University [here](#). Access the Event Management path in University [here](#).



# Operational Technology (Industrial Sector)

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

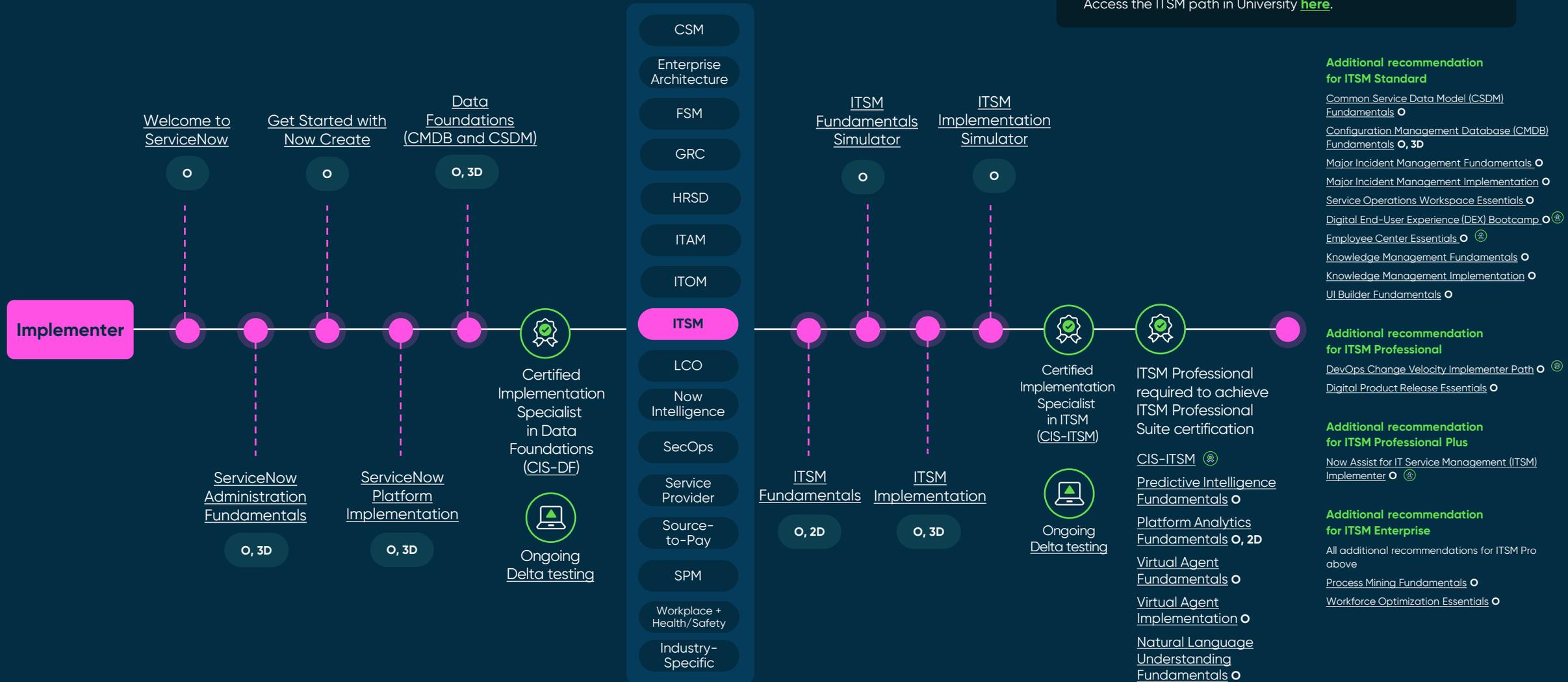
Access the Operational Technology path in University [here](#).



# IT Service Management

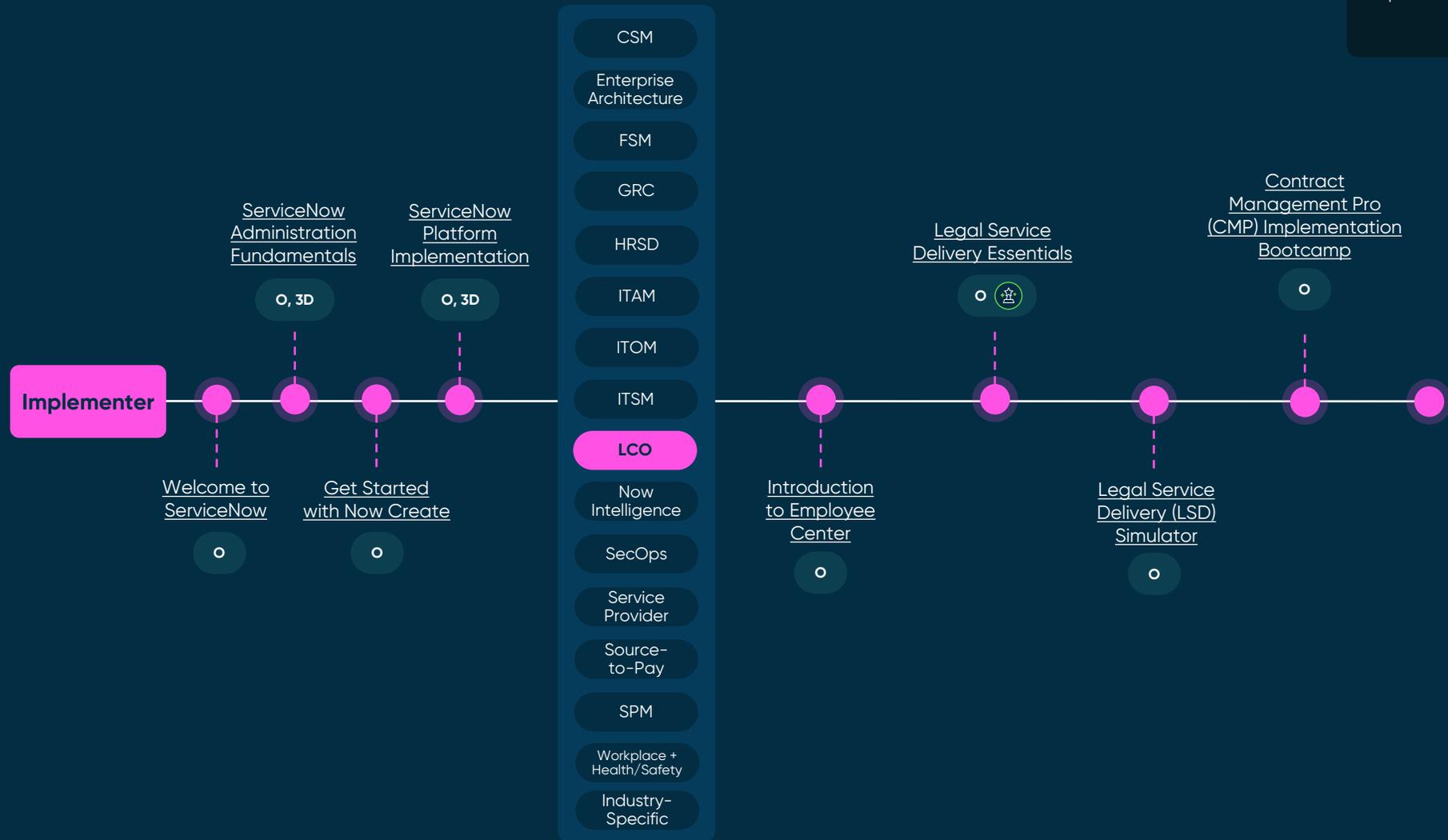
It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

Access the ITSM path in University [here](#).



# Legal + Contract Operations

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

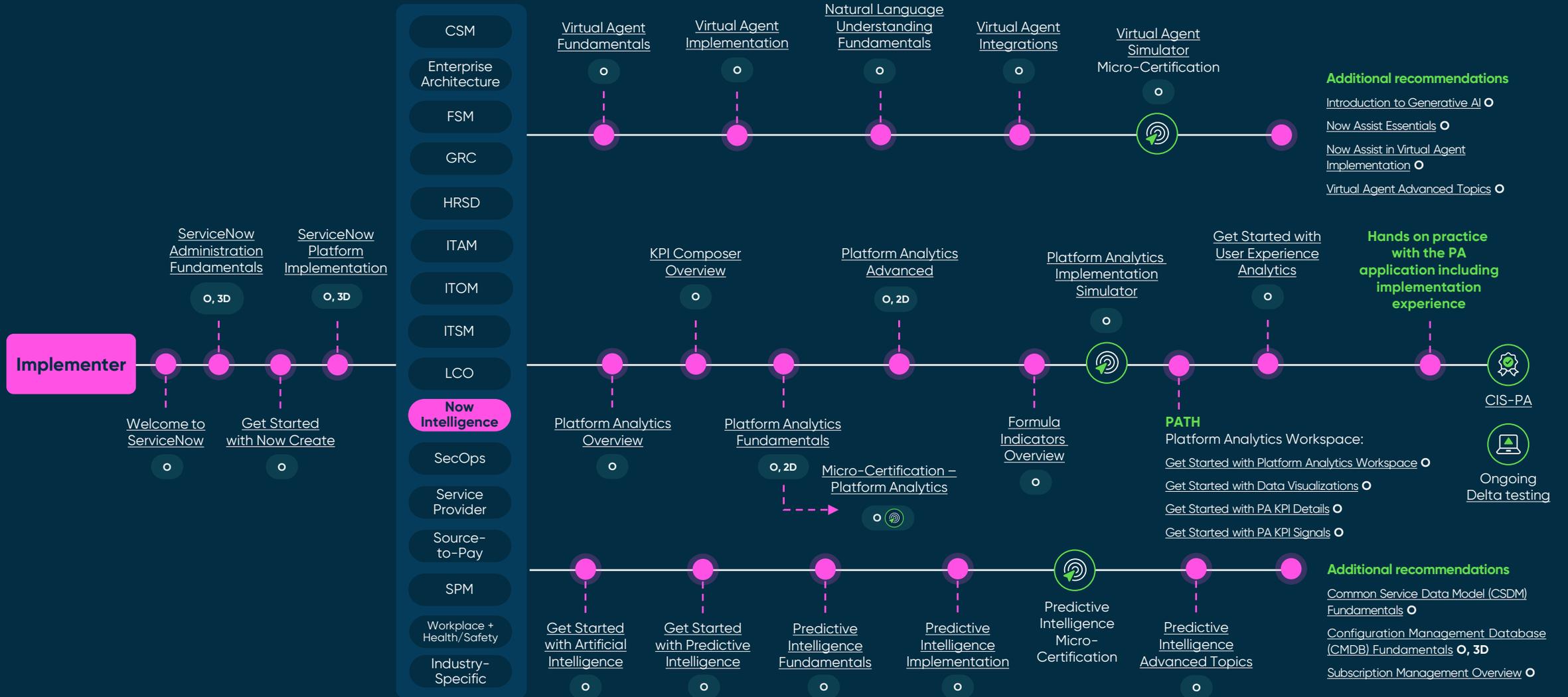


**Additional recommendations for all paths**

- [Platform Analytics Fundamentals](#) (0, 2D) (3D)
- [Platform Analytics Advanced](#) (0, 2D) (3D)
- [Service Portal Fundamentals](#) (0, 2D)
- [ServiceNow Localization Fundamentals](#) (0)
- [Configuration Management Database \(CMDB\) Fundamentals](#) (0, 3D) (3D)
- [Common Service Data Model \(CSDM\) Fundamentals](#) (0)
- [Continual Improvement Management Essentials](#) (0)
- [Workforce Optimization Essentials](#) (0)
- [Process Mining Fundamentals](#) (0)
- [Universal Request Essentials](#) (0)
- [Employee Center Essentials](#) (0) (3D)
- and [From the Experts: User Experience \(UX\) for ServiceNow](#)

# Now Intelligence

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

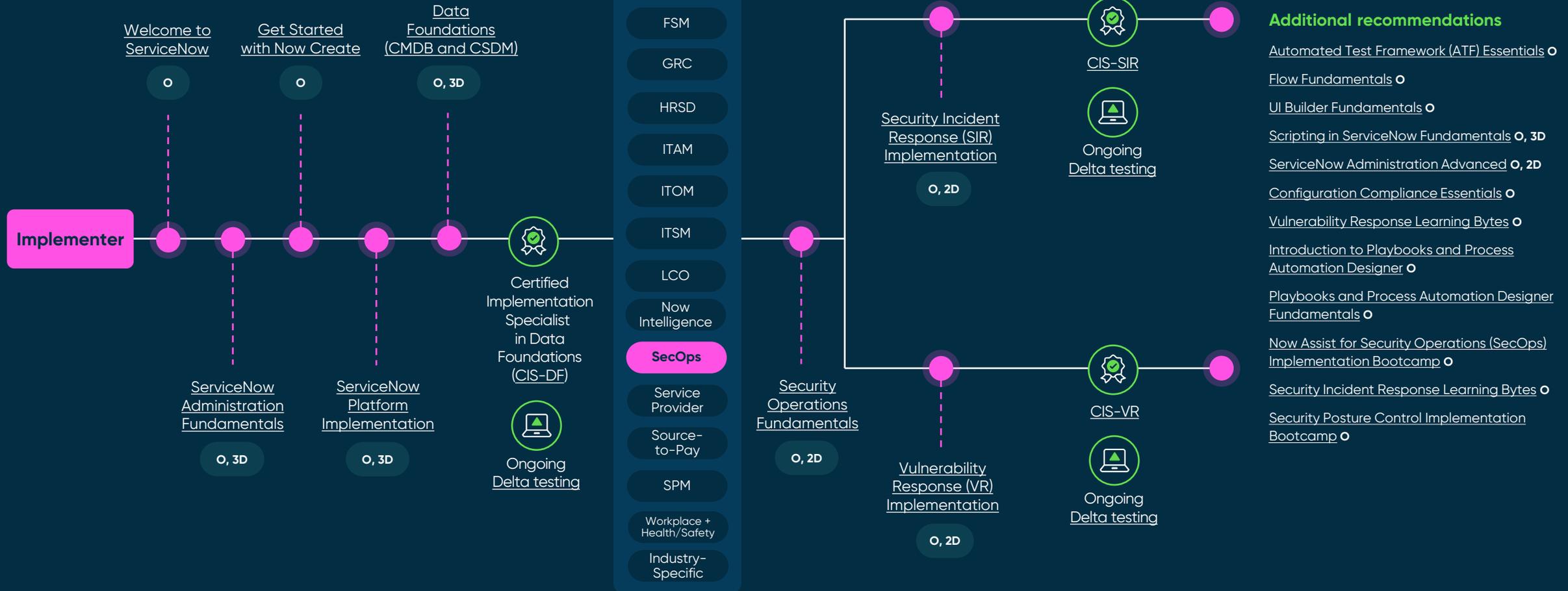


# Security Operations

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

Access the SIR path in University [here](#).

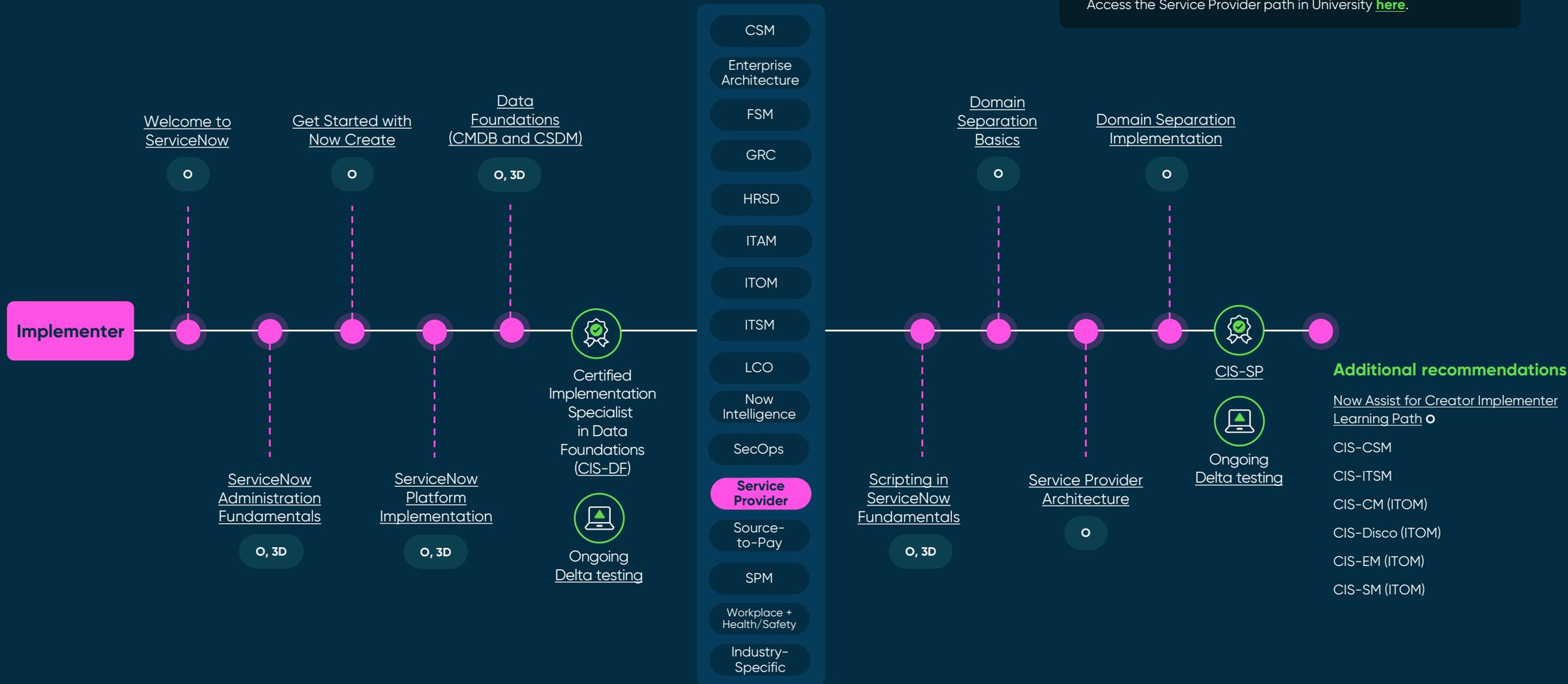
Access the VR path in University [here](#).



# Service Provider

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

Access the Service Provider path in University [here](#).



# Sourcing and Procurement Operations

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

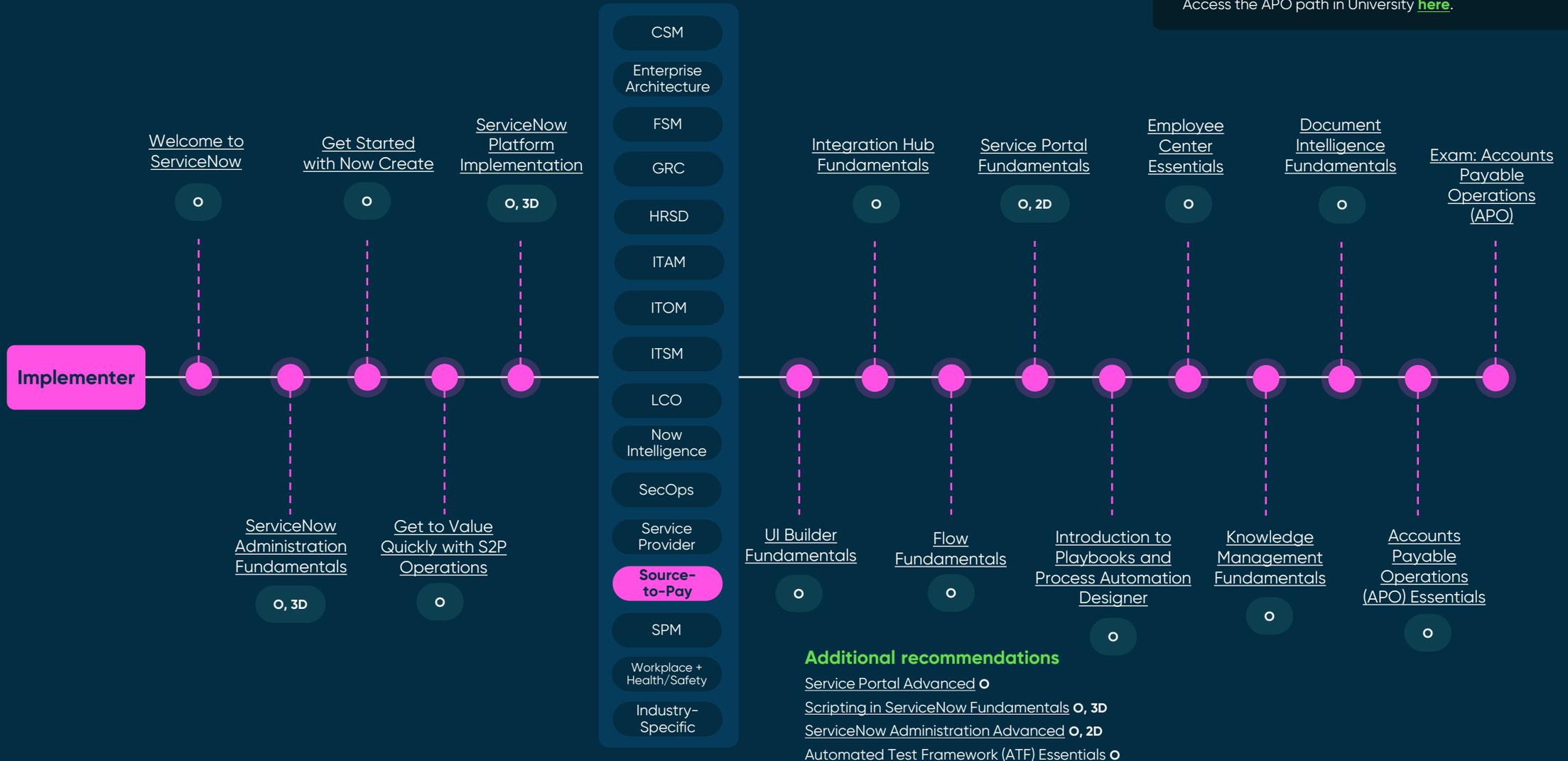
Access the SPO path in University [here](#).



# Accounts Payable Operations

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

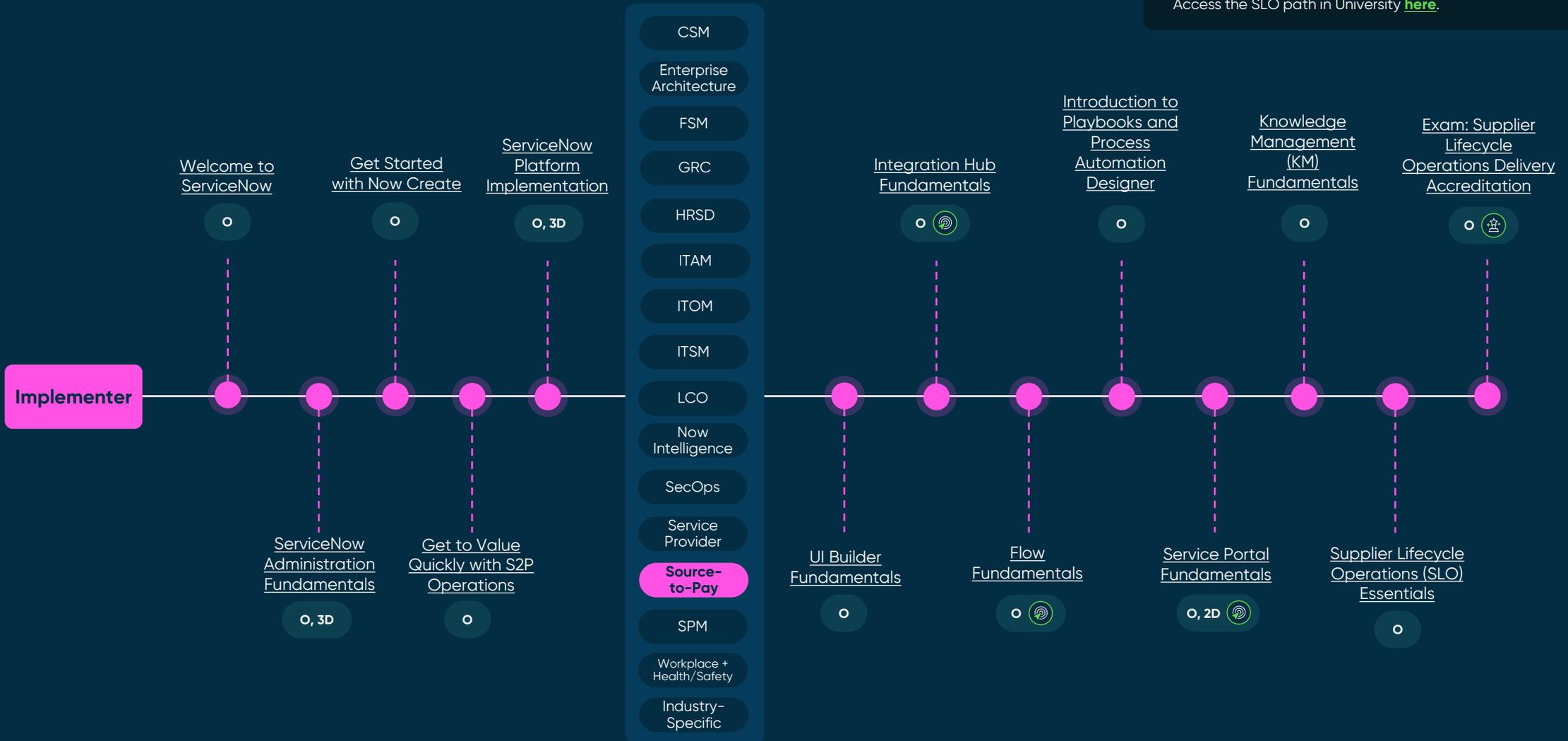
Access the APO path in University [here](#).



# Supplier Lifecycle Operations

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

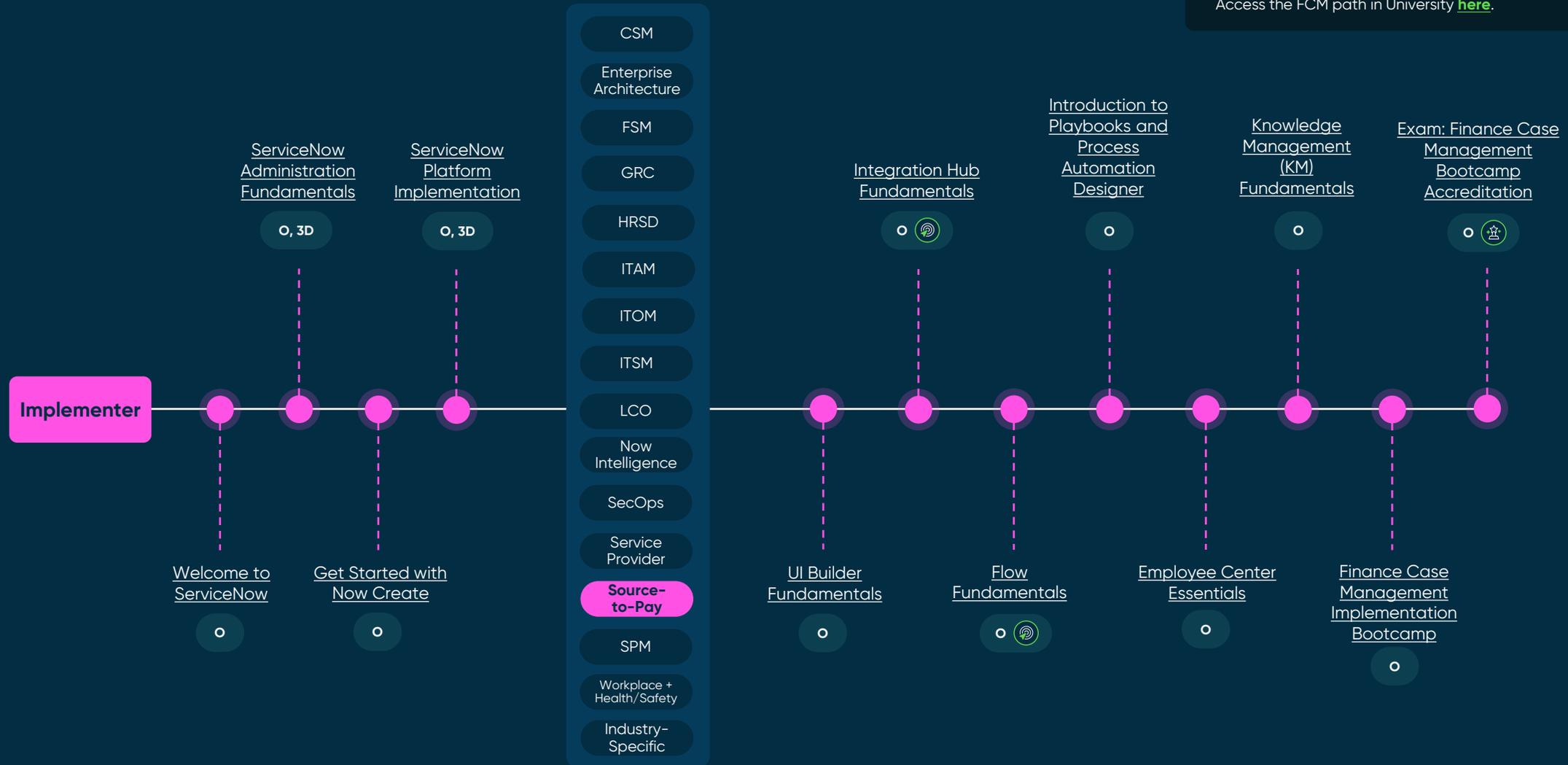
Access the SLO path in University [here](#).



# Finance Case Management

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

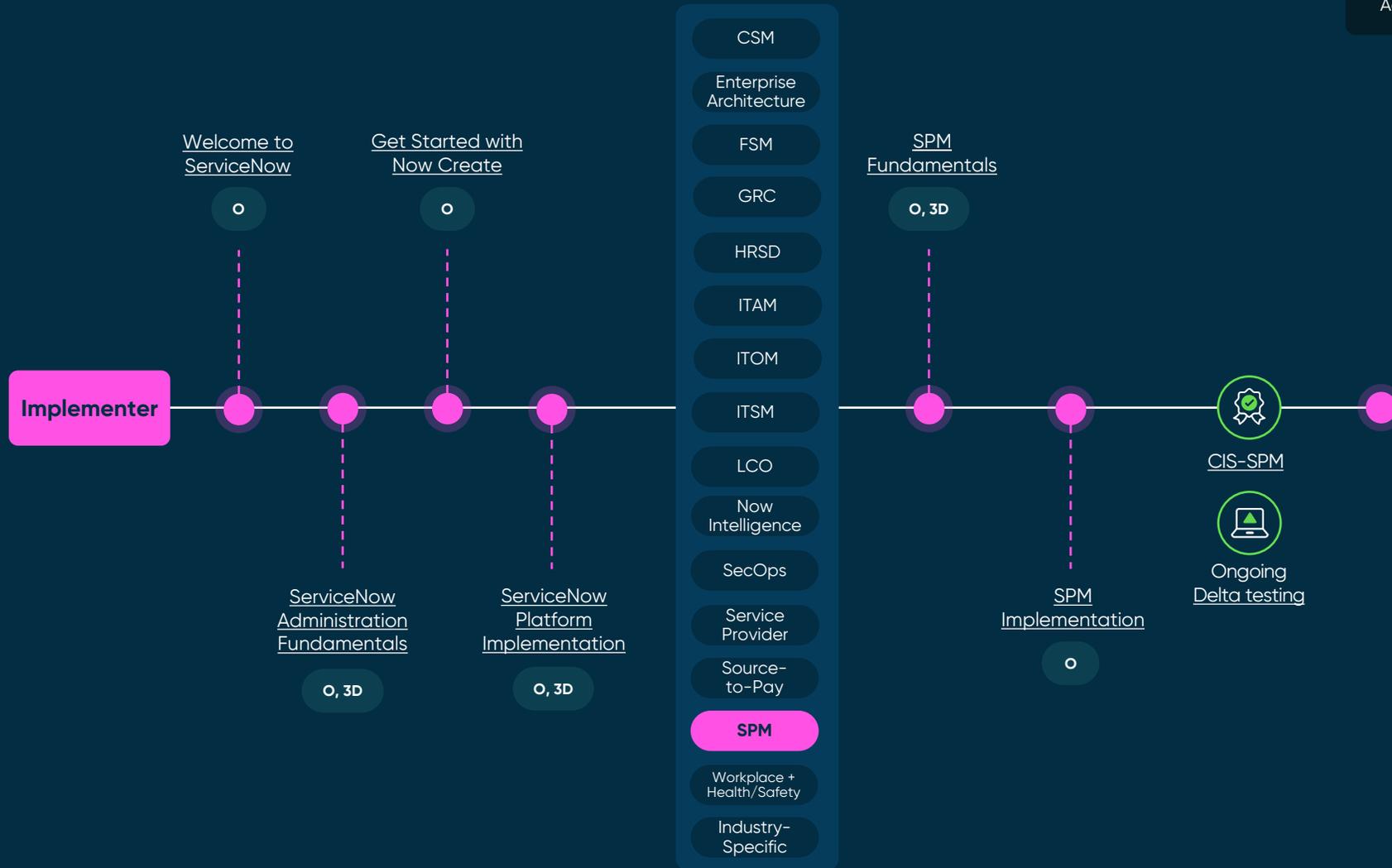
Access the FCM path in University [here](#).



# Strategic Portfolio Management

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

Access the SPM path in University [here](#).



## Additional recommendations for SPM Standard

- [SPM Financial Planning: Baseline Migration to Next Experience](#)
- [Common Service Data Model \(CSDM\) Fundamentals](#)
- [CMDB Fundamentals](#), **3D**
- [UI Builder Fundamentals](#)
- [Flow Designer: Introduction](#)
- [DevOps Change Velocity Implementer Path](#)
- [Collaborative Work Management Essentials](#)
- [Resource Management Migration to the Next Experience](#)
- [Resource Management Extras Series](#)
- [SPM Financials Basics](#)
- [Test Management 2.0 Essentials](#)

## Additional recommendations for SPM Professional

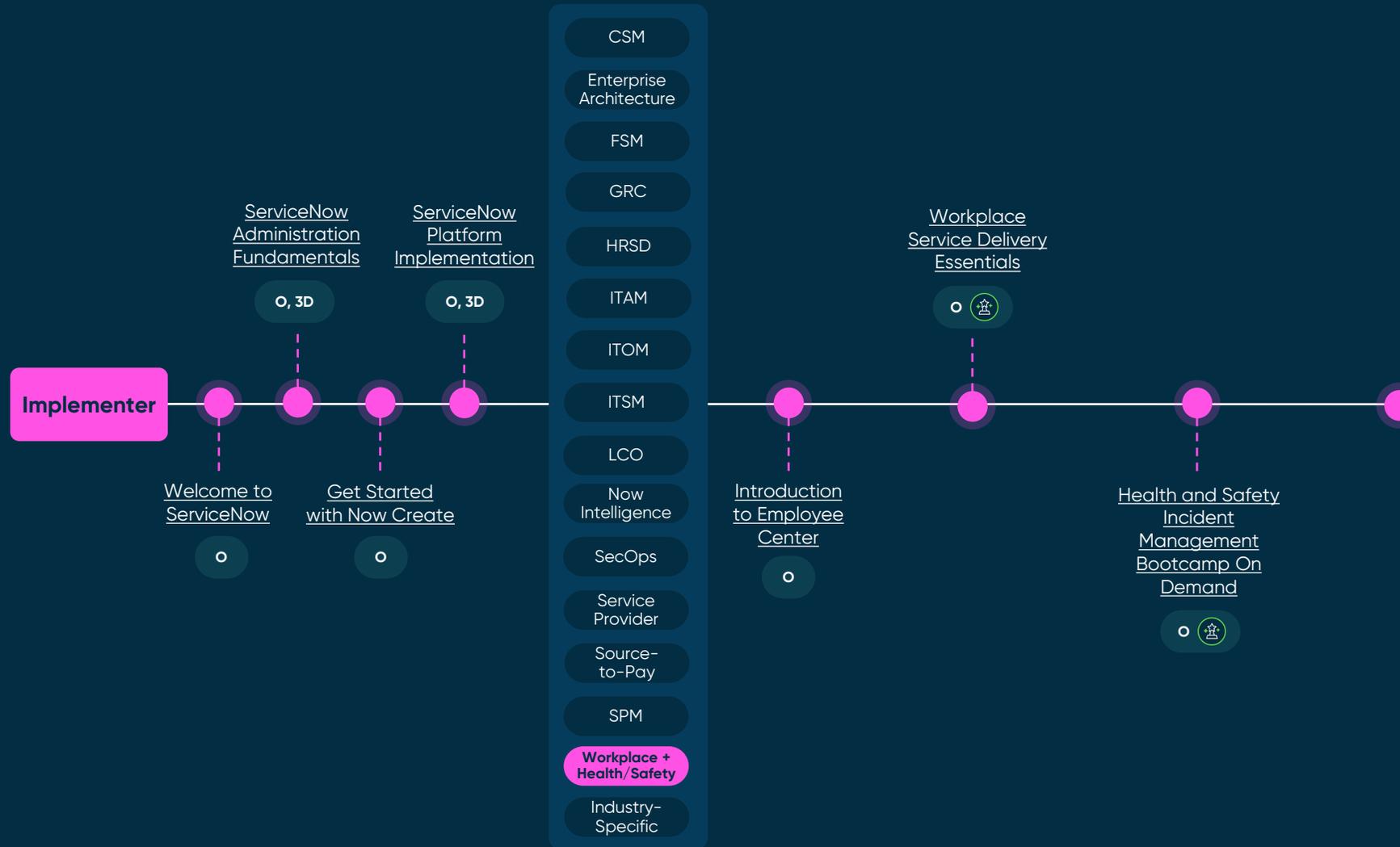
- [CIS-SPM](#)
- [Strategic Planning Essentials](#)
- [Agile Development Implementer Path](#)
- [SAFe Fundamentals](#) & [SAFe Implementation](#)
- [Plan a Hybrid Project](#)
- [Investment Funding Essentials](#)
- [Predictive Intelligence Fundamentals](#)
- [Virtual Agent Implementer Path](#)
- [Process Mining Fundamentals](#)
- [Performance Analytics Application Specialist Path](#)

## Additional recommendations for SPM Professional Plus

- [Now Assist for SPM Implementation Bootcamp](#)

# Workplace + Health & Safety

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.



**Additional recommendations for all paths**

- [Platform Analytics Fundamentals](#) (O, 2D) (🔒)
- [Platform Analytics Advanced](#) (O, 2D) (🔒)
- [Service Portal Fundamentals](#) (O, 2D)
- [ServiceNow Localization Fundamentals](#) (O)
- [Configuration Management Database \(CMDB\) Fundamentals](#) (O, 3D) (🔒)
- [Common Service Data Model \(CSDM\) Fundamentals](#) (O)
- [Continual Improvement Management Essentials](#) (O)
- [Workforce Optimization Essentials](#) (O)
- [Process Mining Fundamentals](#) (O)
- [Get Started with Universal Request](#) (O)
- [Employee Center Essentials](#) (O, 3D) (🔒)
- [and From the Experts: User Experience \(UX\) for ServiceNow](#)

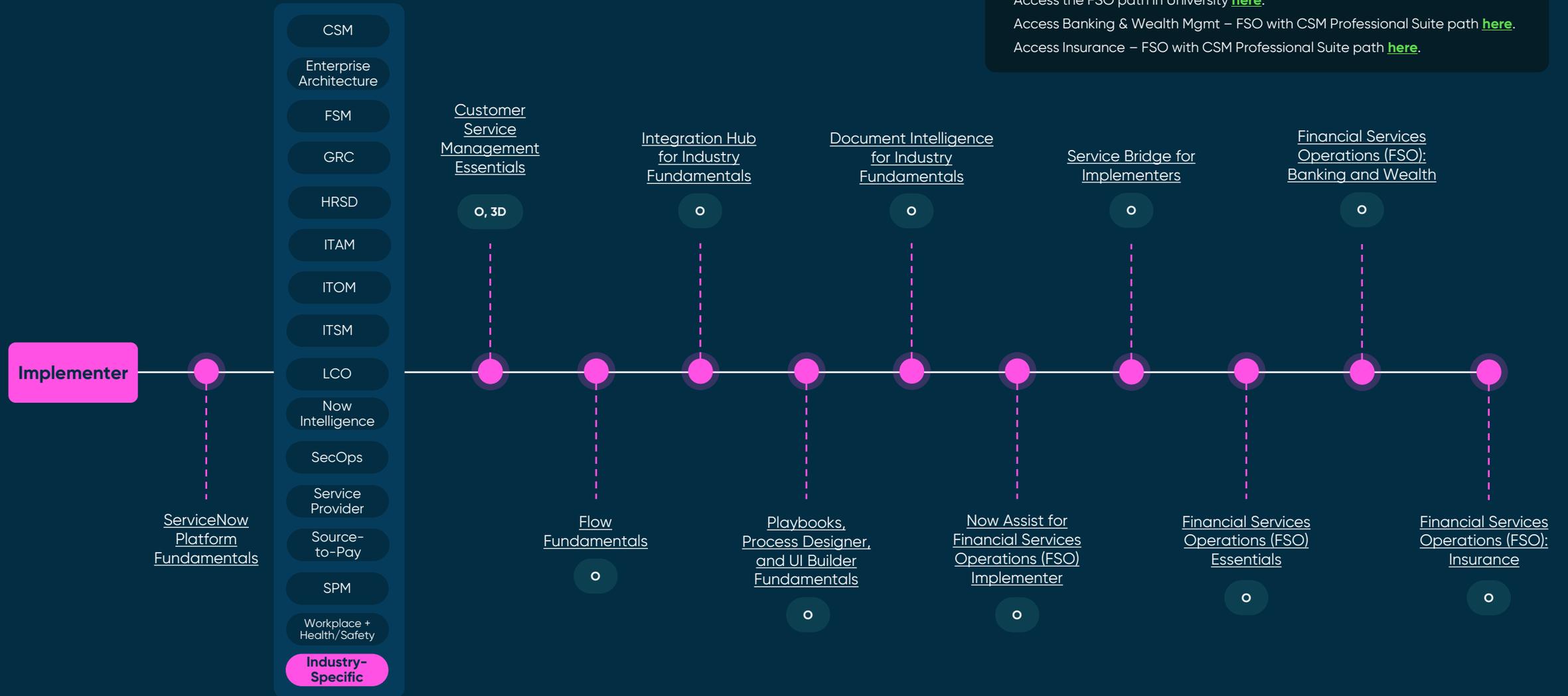
# Financial Services Operations

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

Access the FSO path in University [here](#).

Access Banking & Wealth Mgmt – FSO with CSM Professional Suite path [here](#).

Access Insurance – FSO with CSM Professional Suite path [here](#).

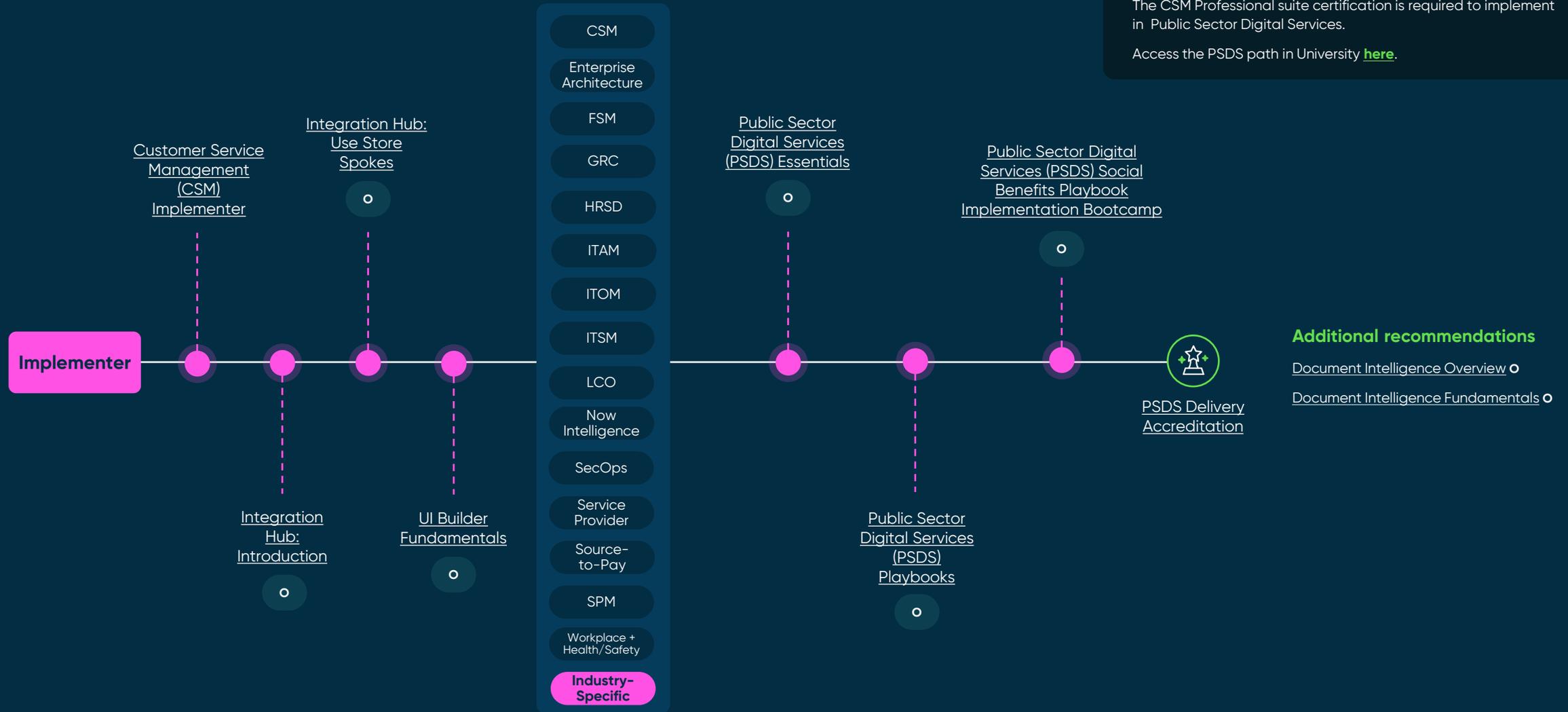


# Public Sector Digital Services

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

The CSM Professional suite certification is required to implement in Public Sector Digital Services.

Access the PSDS path in University [here](#).



## Additional recommendations

[Document Intelligence Overview](#)

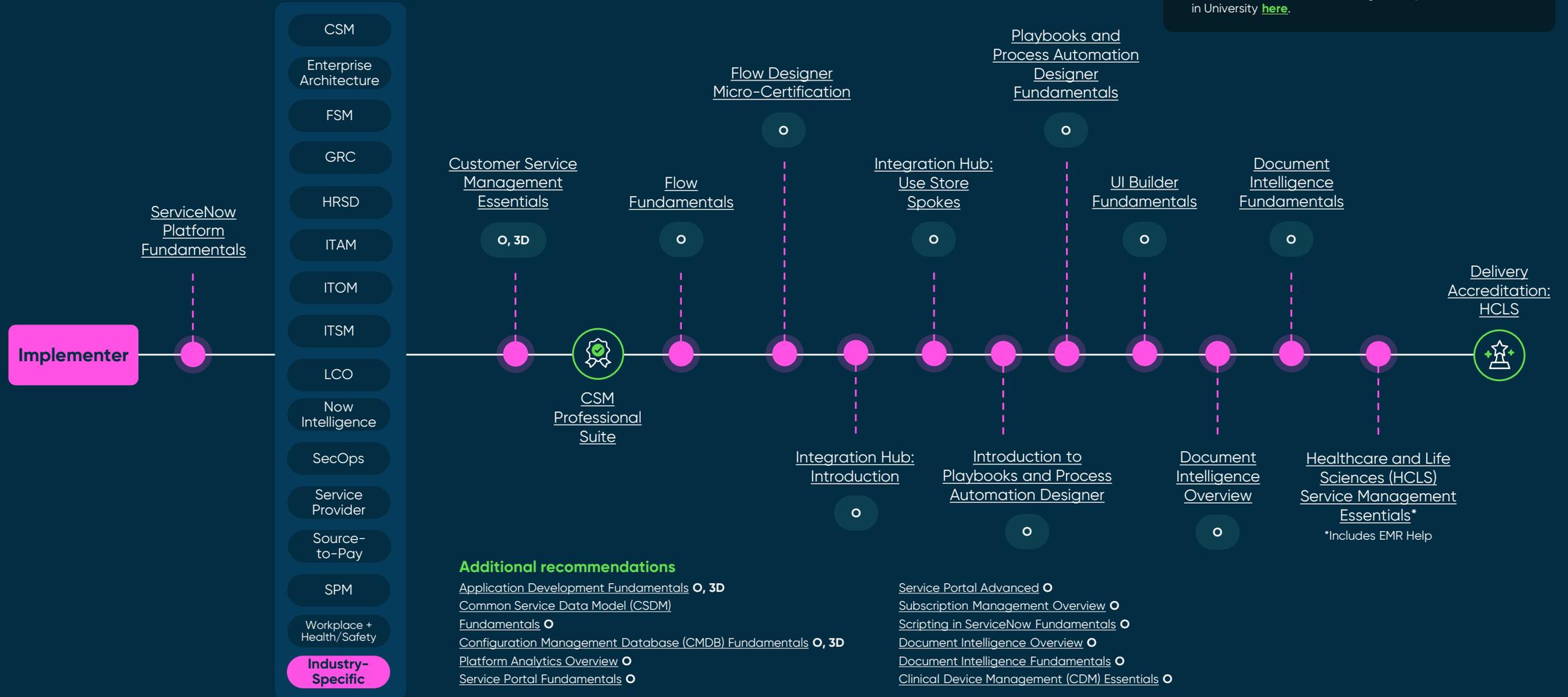
[Document Intelligence Fundamentals](#)

# Healthcare and Life Sciences Service Management

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

The CSM Professional suite certification is required to implement Healthcare and Life Sciences Management.

Access the HCLS Service Management path in University [here](#).

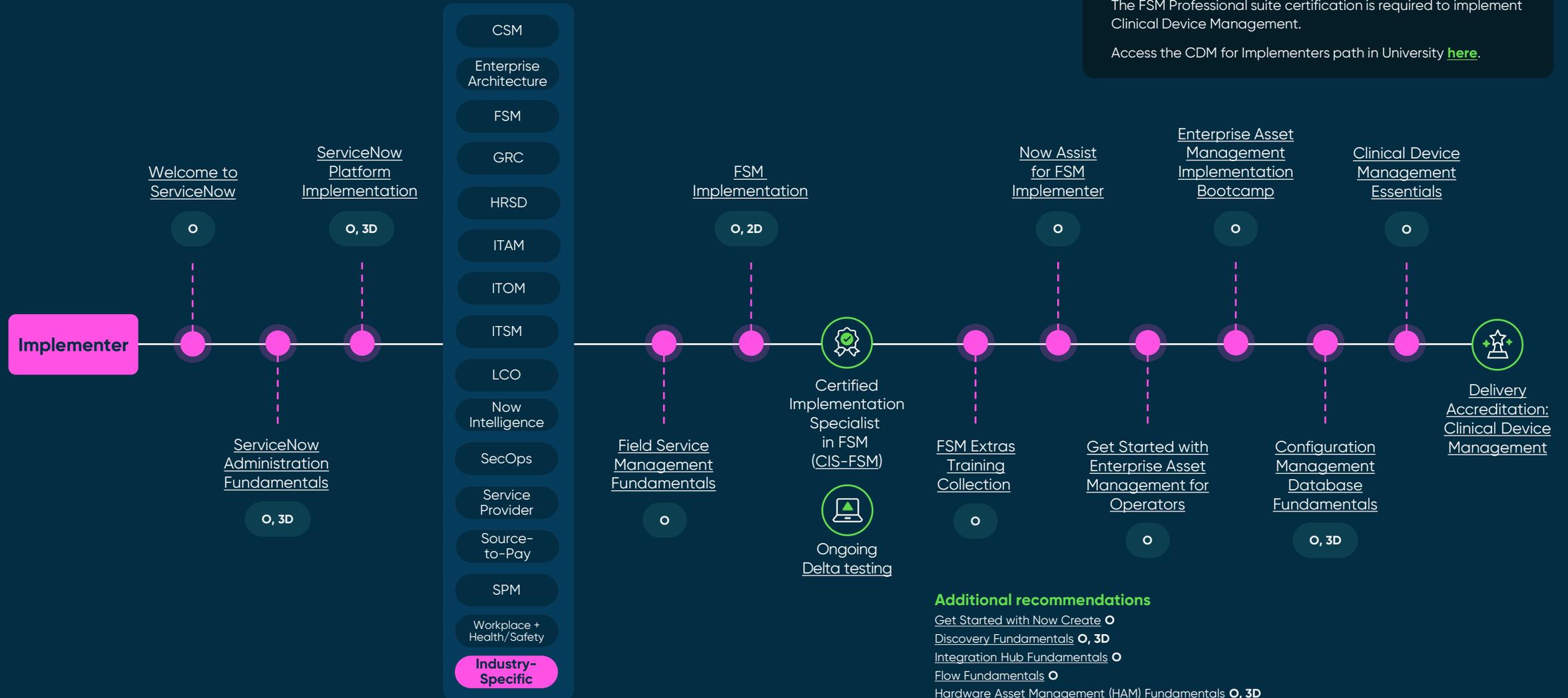


# Clinical Device Management

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

The FSM Professional suite certification is required to implement Clinical Device Management.

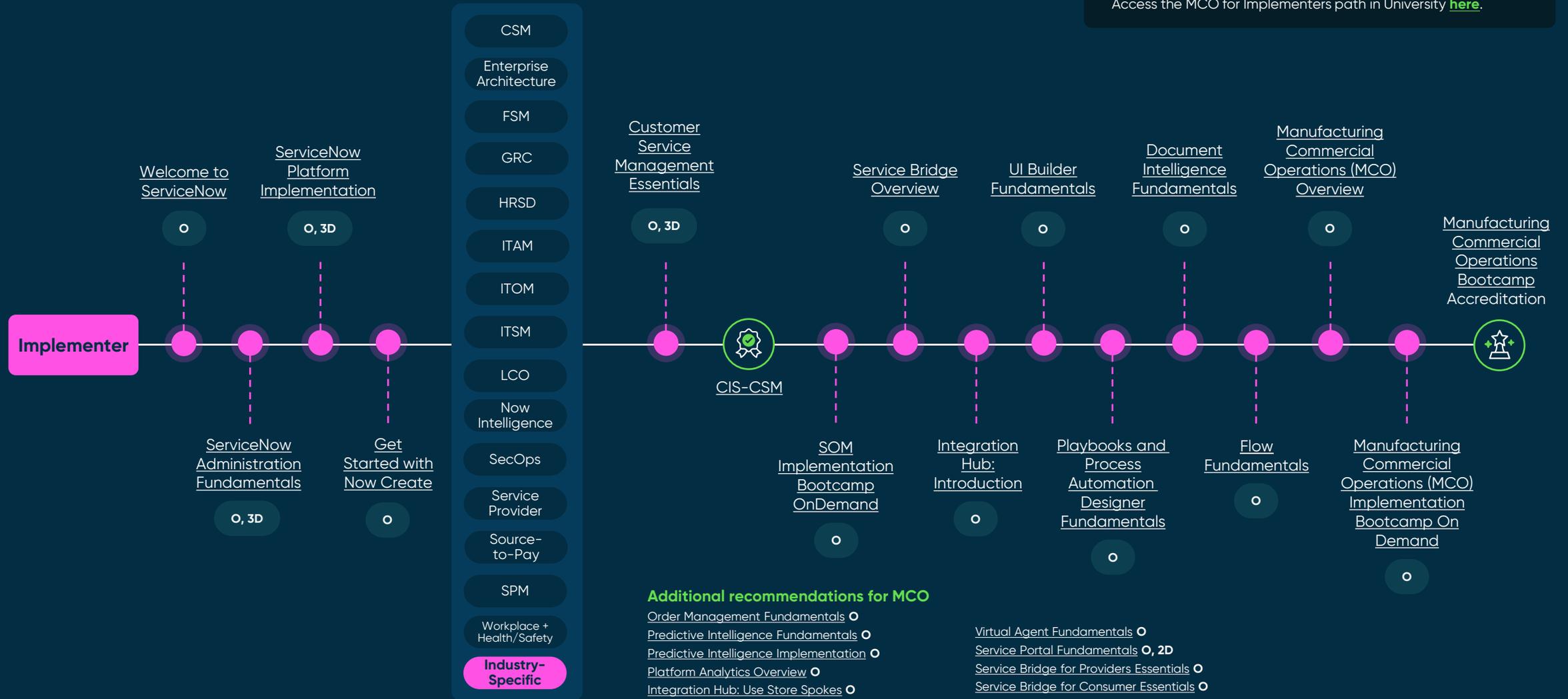
Access the CDM for Implementers path in University [here](#).



# Manufacturing Commercial Operations

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

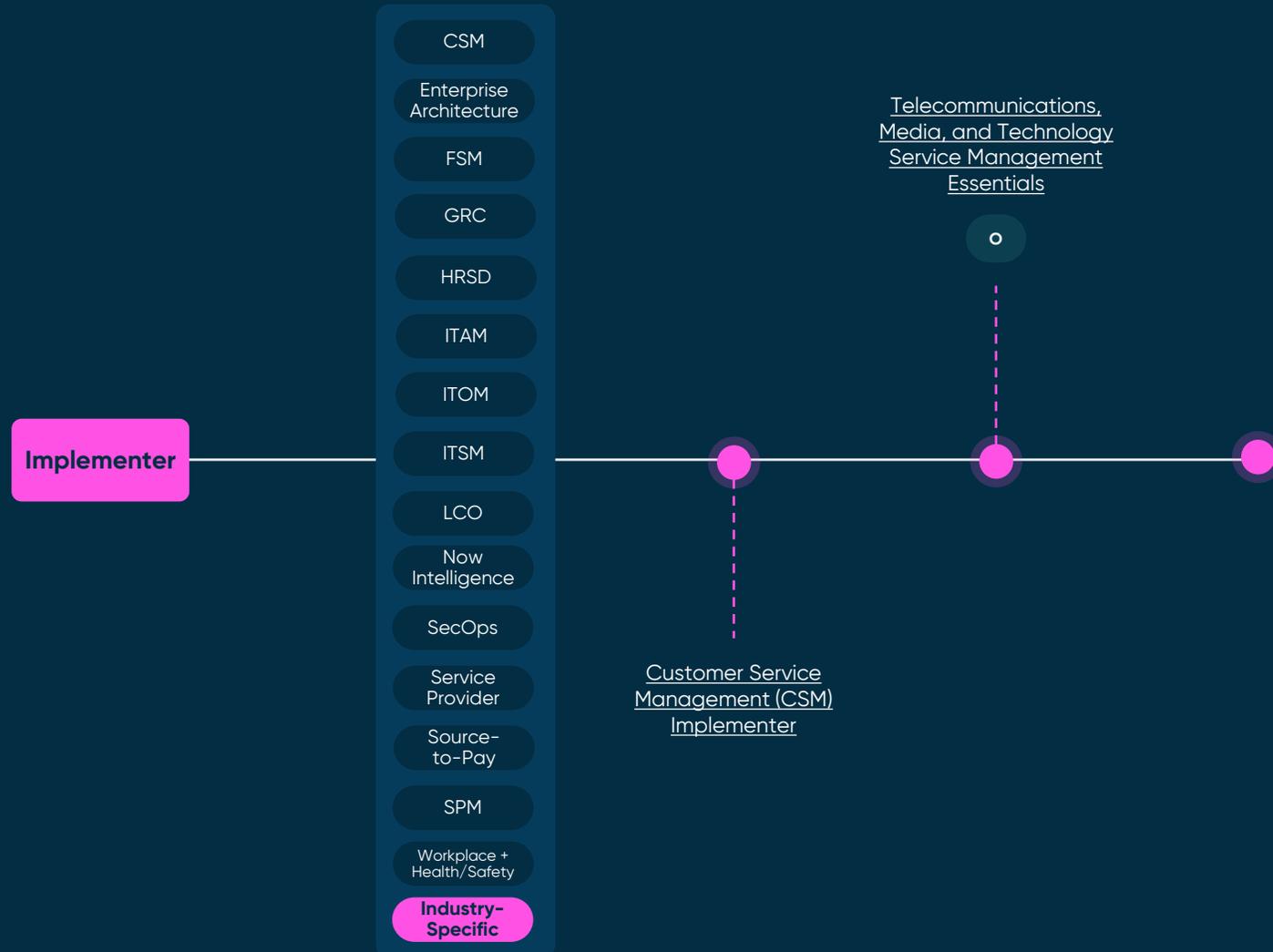
Access the MCO for Implementers path in University [here](#).



# TMT Service Management (TSM/TPSM/MESM)

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

Access the TMT Service Management path in University [here](#).



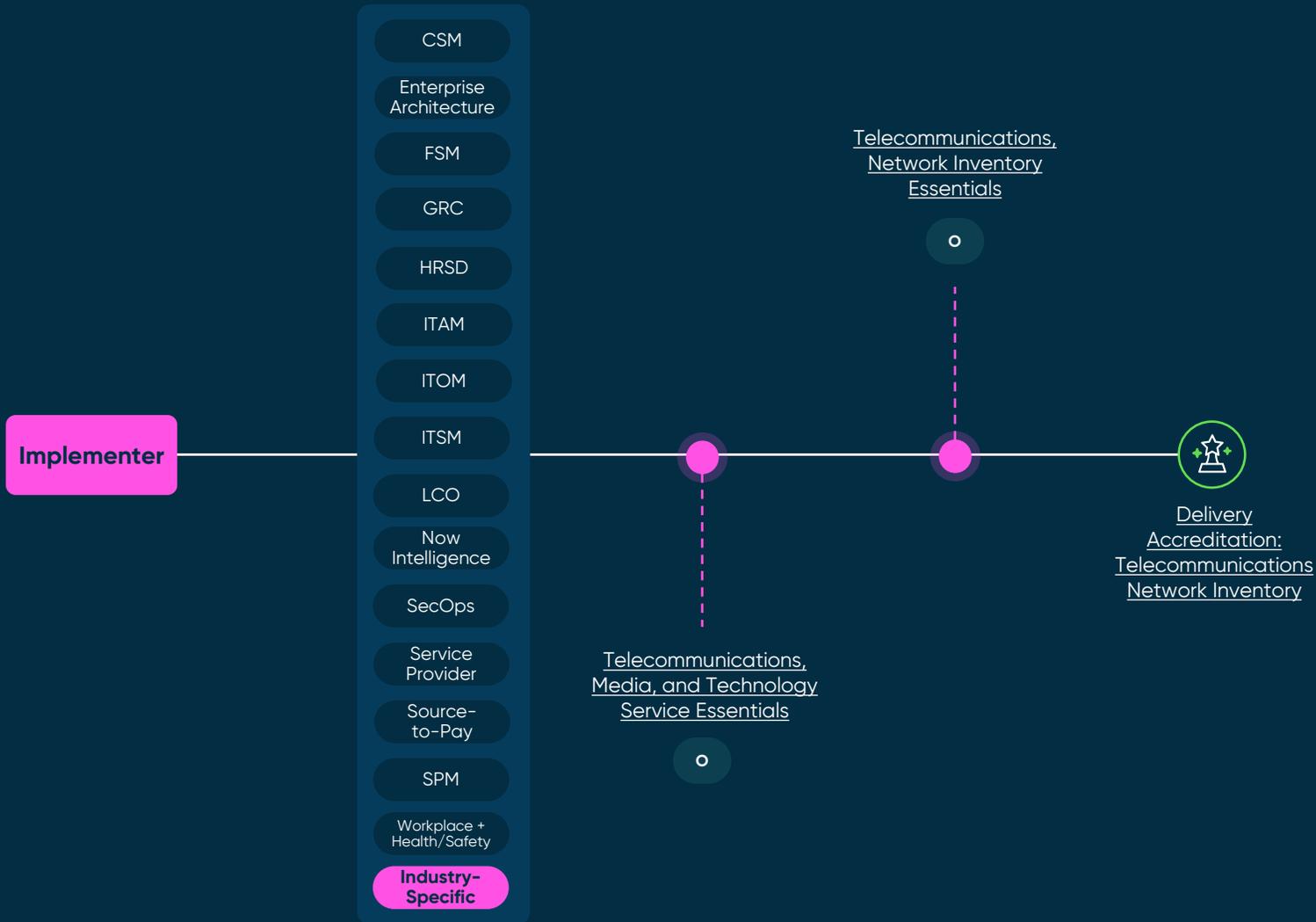
### Additional recommendations

- [Application Development Fundamentals](#) **O, 3D**
- [Common Service Data Model \(CSDM\) Fundamentals](#) **O**
- [Configuration Management Database \(CMDB\) Fundamentals](#) **O, 3D**
- [Platform Analytics Overview](#) **O**
- [Service Portal Fundamentals](#) **O, 2D**
- [Service Portal Advanced](#) **O**
- [Subscription Management Overview](#) **O**
- [Scripting in ServiceNow Fundamentals](#) **O, 3D**
- [System Administration Advanced](#) **O, 2D**
- [Automated Test Framework \(ATF\) Essentials](#) **O**

# Telecommunications Network Inventory

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

Access the TNI path in University [here](#).



## Additional recommendations

[ServiceNow Administration Fundamentals](#) **O, 3D**

[Application Development Fundamentals](#) **O, 3D**

[Common Service Data Model \(CSDM\) Fundamentals](#) **O**

[Configuration Management Database \(CMDB\) Fundamentals](#) **O, 3D**

[Platform Analytics Overview](#) **O**

[Service Portal Fundamentals](#) **O, 2D**

[Service Portal Advanced](#) **O**

[Subscription Management Overview](#) **O**

[Scripting in ServiceNow Fundamentals](#) **O, 3D**

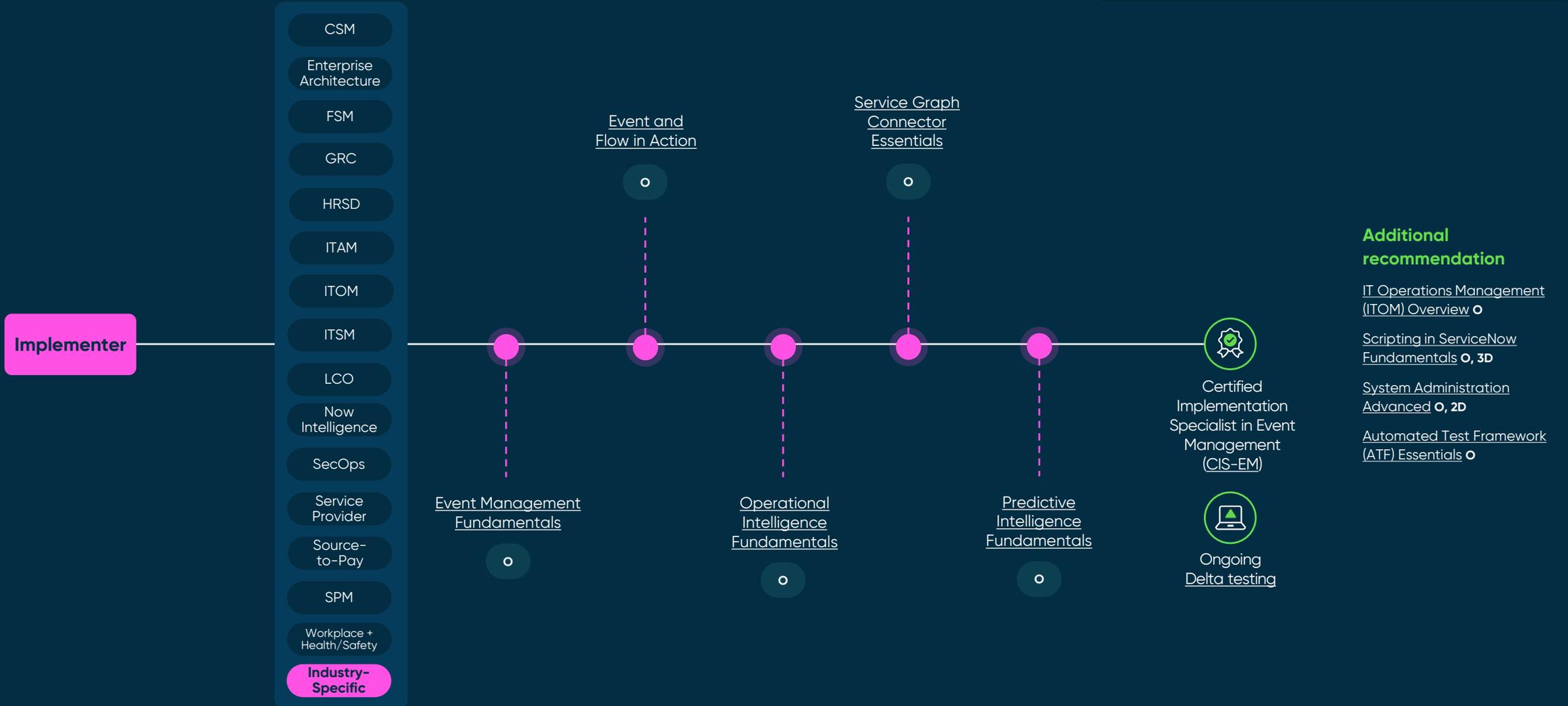
[System Administration Advanced](#) **O, 2D**

[Automated Test Framework \(ATF\) Essentials](#) **O**

# Telecommunications Service Operations Management

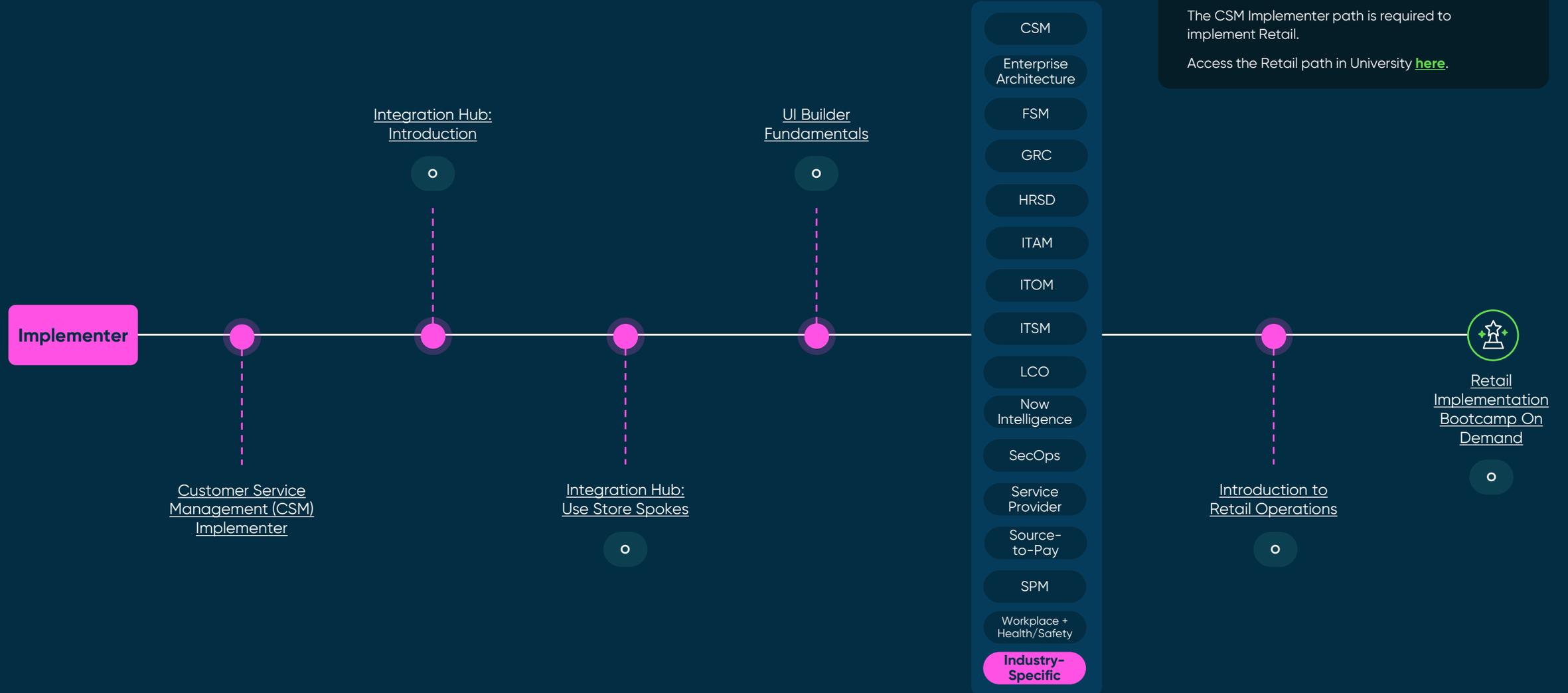
It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

Access the TSOM path in University [here](#).



# Retail

## Implementer Learning Path

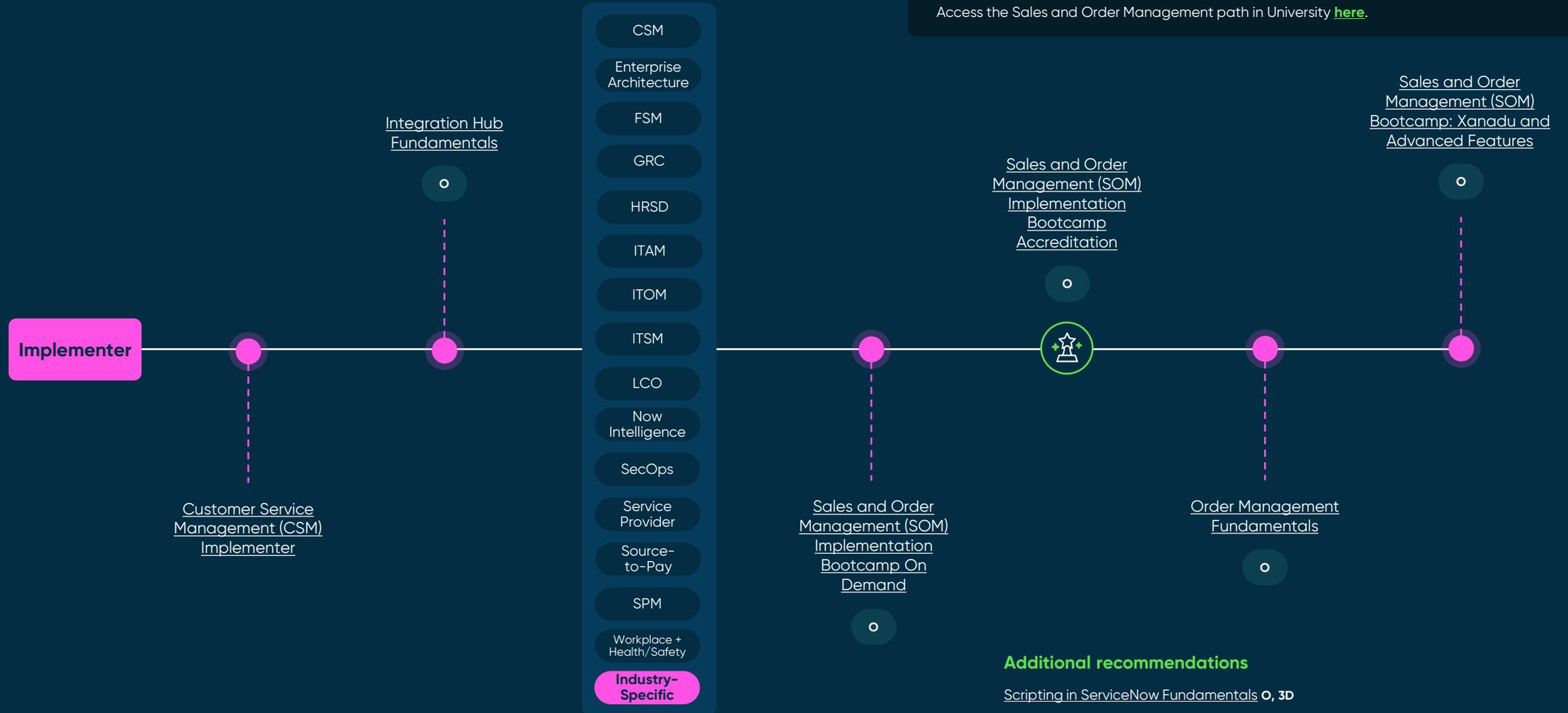


# Sales and Order Management

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our [Career Journeys](#) for a holistic approach to becoming an implementation specialist.

The CSM Implementer path is required to implement Sales and Order Management.

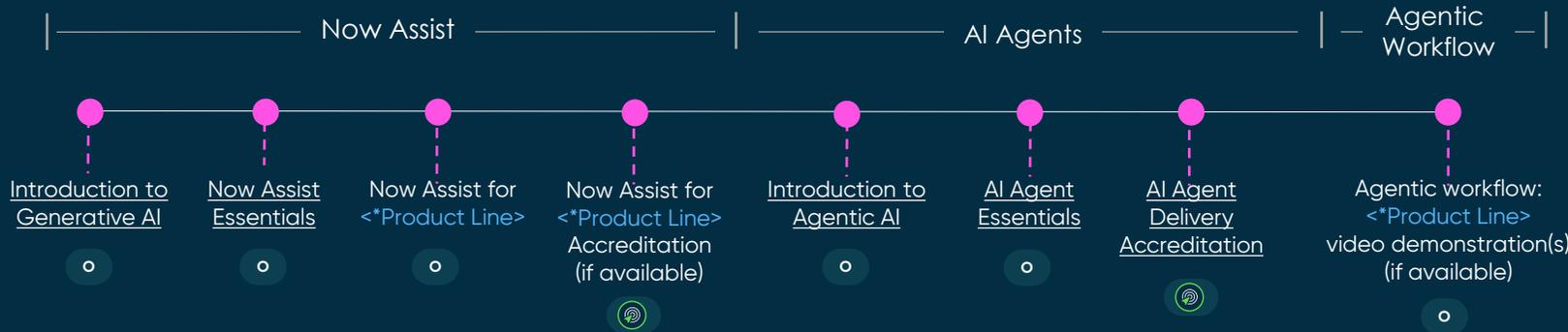
Access the Sales and Order Management path in University [here](#).



# Now Assist, AI Agent & Agentic Workflow

Learn to implement, configure, and customize ServiceNow's AI products

Our advanced technical learning paths ALL follow this sequence



**PLEASE NOTE:**

- Core Platform courses are included in every learning path.
- Product-specific courses are identified in blue and are tailored specifically to each learning path (e.g. ITSM).
- Progress is synchronized – complete any On Demand course or accreditation, and your progress carries over to all learning paths.

Solution	Product	Now Assist Product Line Learning Paths
Technology	ITSM	<a href="#">Now Assist for IT Service Management (ITSM) Implementer</a>
	ITAM	<a href="#">Now Assist for Software Asset Management (SAM) Implementer</a>
	ITOM	<a href="#">Now Assist for IT Operations Management (ITOM) Implementer</a>
<a href="#">Now Assist for Configuration Mgmt Database (CMDB) Implementer</a>		
CRM & Industry	CSM	<a href="#">Now Assist for Customer Service Management (CSM) Implementer</a>
	FSM	<a href="#">Now Assist for Field Service Management (FSM) Implementer</a>
	FSO	<a href="#">Now Assist for Financial Services Operations (FSO) Implementer</a>
	PSDS	<a href="#">Now Assist for Public Sector Digital Services (PSDS) Implementer</a>

Solution	Product	ServiceNow University Learning Paths
Risk & Security	GRC	<a href="#">Now Assist for Integrated Risk Management (IRM) Implementer</a>
	SecOps	<a href="#">Now Assist for Security Incident Response (SIR) Implementer</a>
Human Resources	HRSD	<a href="#">Now Assist for HR Service Delivery (HRSD) Implementer</a>
Finance & Supply Chain	S2P	<a href="#">Now Assist for Accounts Payable Operations (APO) Implementer</a>
		<a href="#">Now Assist for Sourcing &amp; Procurement Operations (SPO) Implementer</a>
		<a href="#">Now Assist for Supplier Lifecycle Operations (SLO) Implementer</a>
Custom App Development	Platform	<a href="#">Build Custom AI Solutions</a>
		<a href="#">Now Assist for Creator Implementer</a>

LEARNING PATHS

# Bridging the Gap



# Bridging the Gap: Customer Service Management

Bridging the Gap is an accelerated learning path designed for implementers, administrators, and architects who have switched from Customer Relationship Management organizations to ServiceNow.

Access the Bridging the Gap: Customer Service Management path in University [here](#).



# Additional Resources

## Training Bundles Datasheet

Help your team accelerate value with training bundles curated to deliver specific recommendations

## Career Journeys

Fast track your learning with collections of courses, credentials, and activities organized by job level.

**Training bundles designed to accelerate time to value**

Our training bundles provide specific recommendations and courses to build a team of experts to position you for success. Below is a snapshot of the different training bundles:

- Blended:** learning Bundle options: a combination of self-paced (digital learning) and in-person (classroom) classes, for delivery flexibility and budget reach. Enable your learners to choose which works best for themselves.
- Digital:** learning Bundle options: 100% self-paced, online learning courses via Now Learning portal. This is the most cost-effective option to training a larger Core team – making your budgets stretch further
- In Person:** learning Bundle options: 100% live instructor training, either in the classroom or via our virtual instructor-led, public training offerings.

**“It’s critical for everyone to have the right knowledge, whether they’re a developer, administrator, business analyst, or team leader.”**

**Trisha Johnson, Associate Director, Service Strategy, Solutions and Development at Becton Dickinson**

**Year 1 (ServiceNow guidance for Core team skills and roles in 1st year)**

Click job title to access learning journey

Core Bundle—Digital (Sample use of LCs)			Core Bundle—Blended Recommended mix			Core Bundle—In person (Sample use of LCs)		
Job	# of digital	# of in person	Job	# of digital	# of in person	Job	# of digital	# of in person
Administrator	2	0	Administrator	2	0	Administrator	0	2
Developer	2	0	Developer	1	1	Developer	0	2
Implem. Specialists*	1	0	Implem. Specialists*	0	2	Implem. Specialists*	0	2
Busin. Process Analyst	0	0	Busin. Process Analyst	0	0	Busin. Process Analyst	0	0
Platform Owner	1	0	Platform Owner	0	0	Platform Owner	0	0
Architect	0	0	Architect	0	0	Architect	0	0
<b>Total</b>	<b>6</b>	<b>0</b>	<b>Total</b>	<b>3</b>	<b>3</b>	<b>Total</b>	<b>0</b>	<b>6</b>
Learning Credits required	10,300		Learning Credits required	24,700		Learning Credits required	32,200	



**Thank**

