

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 create a case in our [Help Center](#) to discuss your enterprise training roadmap.

On-Demand courses

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

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 Instructor-Led Training (ILT) 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. See the list below for all courses available in an Instructor-Led Training (ILT) format.

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.

All the courses below (with the exception of APOM & CSM-IW) are also offered in an on-demand learning format

Product	Duration (days)	Cert
Platform		
ServiceNow Administration Fundamentals	3	CSA
ServiceNow Platform Implementation	3	
Scripting in ServiceNow Fundamentals	3	
Service Portal Fundamentals	2	MC
Application Development Fundamentals	3	CAD
ServiceNow Administration Advanced	2	
Adopting a Platform Owner Mindset (APOM)*	2	
Customer Service Management		
Customer Service Management Essentials	3	CIS
Customer Service Management Implementation Workshop (CSM-IW)*	3	
IT Asset Management		
Hardware Asset Management Fundamentals	3	CIS
Software Asset Management Fundamentals	3	CIS
Human Resources		
Human Resources Fundamentals	2	
Human Resources Implementation	2	CIS

Product	Duration (days)	Cert
Strategic Portfolio Management		
Strategic Portfolio Management Fundamentals	3	
IT Operations Management		
CMDB Fundamentals	3	CIS
Discovery Fundamentals	3	CIS
IT Service Management		
IT Service Management Fundamentals	2	
IT Service Management Implementation	3	CIS
Now Intelligence		
Platform Analytics Fundamentals	2	MC
Platform Analytics Advanced	2	CIS
Security Operations		
GRC: Integrated Risk Management (IRM) Implementation	3	CIS
Security Incident Response (SIR) Implementation	2	CIS
Security Operations Fundamentals	2	
Vulnerability Response Implementation	2	CIS

*No on-demand equivalent.

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.

On-Demand

Get instant access to online content in Now Learning, any time, from any device including Instructor-led on demand content

	Private instructor-led Priced per class (up to 16 students* per class)	Public instructor-led Priced per student	On-Demand Free
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 show-case sought after skills on your ServiceNow University profile	✓	✓	✓
Receive course participant guide (in applicable courses)	✓	✓	✓
Live interaction with an industry experienced instructor	✓	✓	
Learn from peers and network with others in the ServiceNow community	✓	✓	
Receive a free certification exam voucher in applicable courses (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)	✓		

*For Adopting a Platform Owner Mindset (APOM) only: Minimum of 10, maximum of 24. All other Private ILT courses have no minimum and allow up to 16 students.

Start your learning journey today at [ServiceNow University](#).