



# Learning Paths by Persona

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# Implementer Learning Paths

# Implementer Learning Path

## Customer Service Management (CSM)

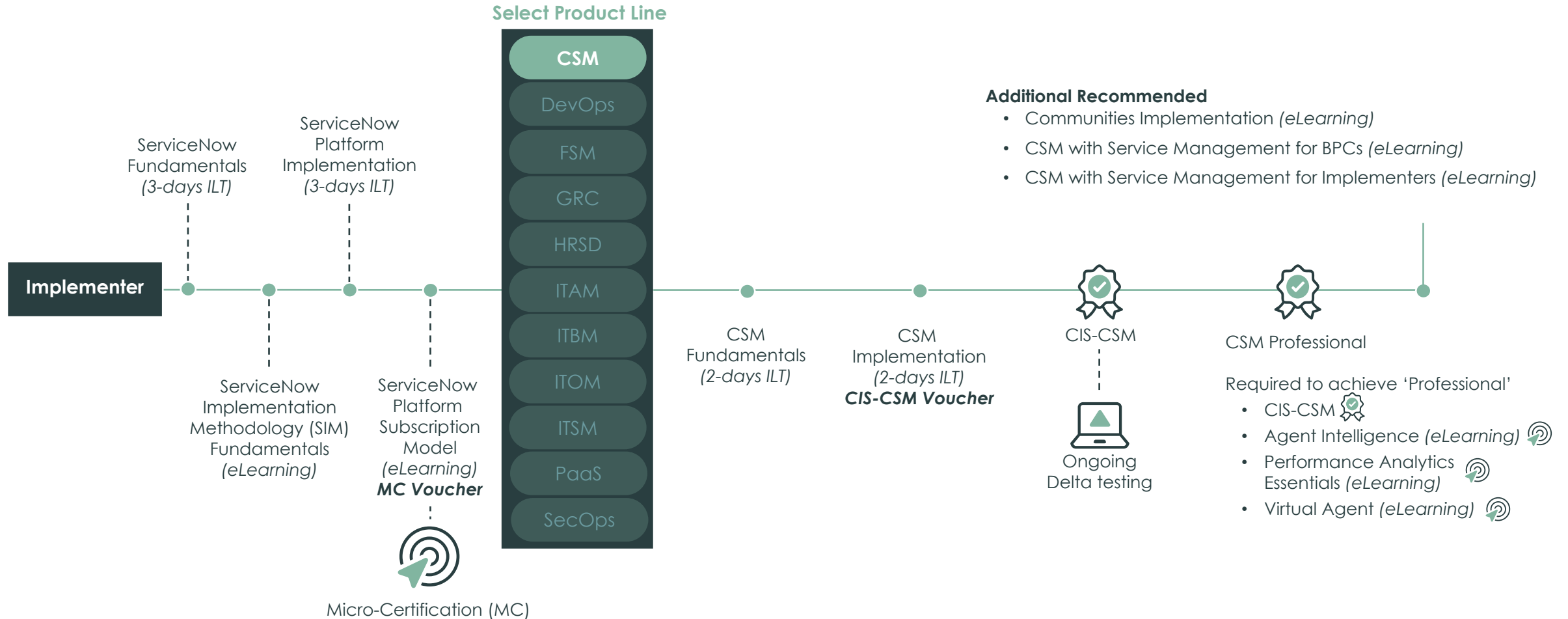
\* Mainline certification questions are sourced from all courses between the product line selection and the exam

### Additional Acronyms

**BPC:** Business Process Consultants

**CIS:** Certified Implementation Specialist

**ILT:** Instructor-led Training



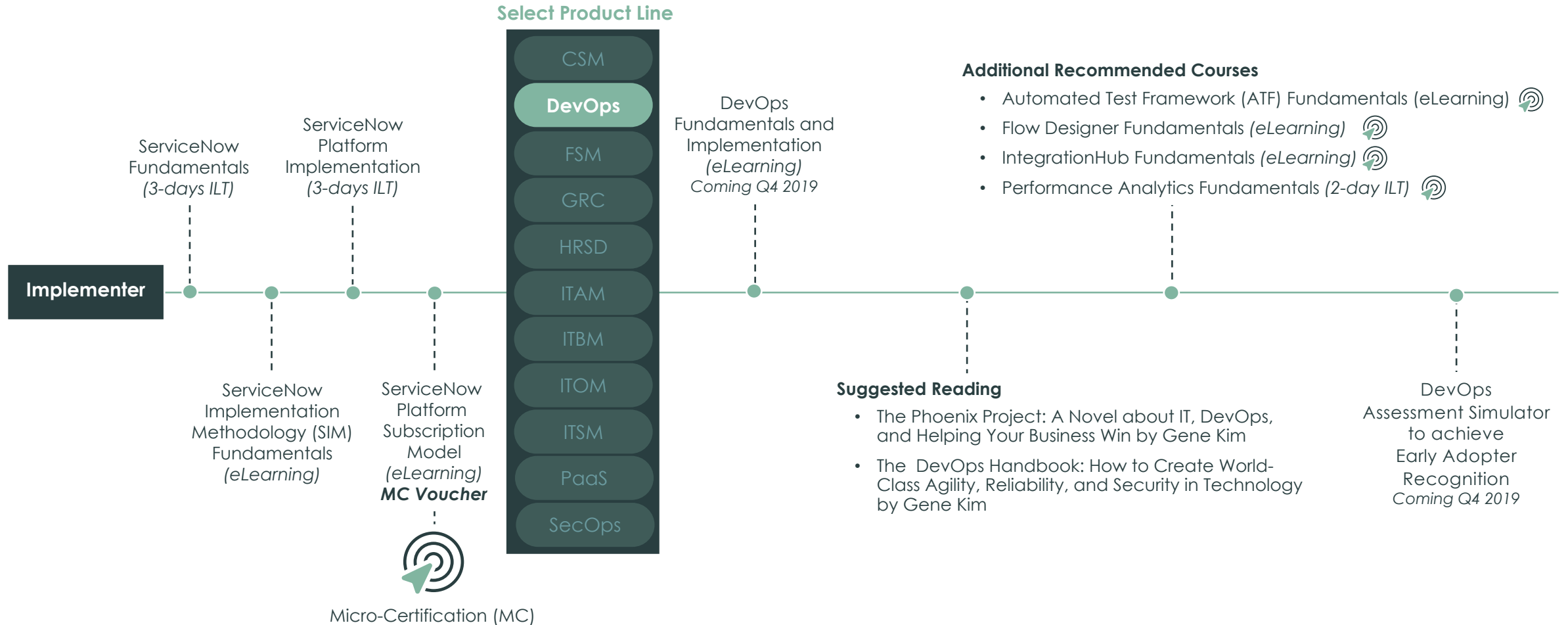
# Implementer Learning Path

## DevOps

\* Mainline certification questions are sourced from all courses between the product line selection and the exam

### Additional Acronyms

ILT: Instructor-led Training



# Implementer Learning Path

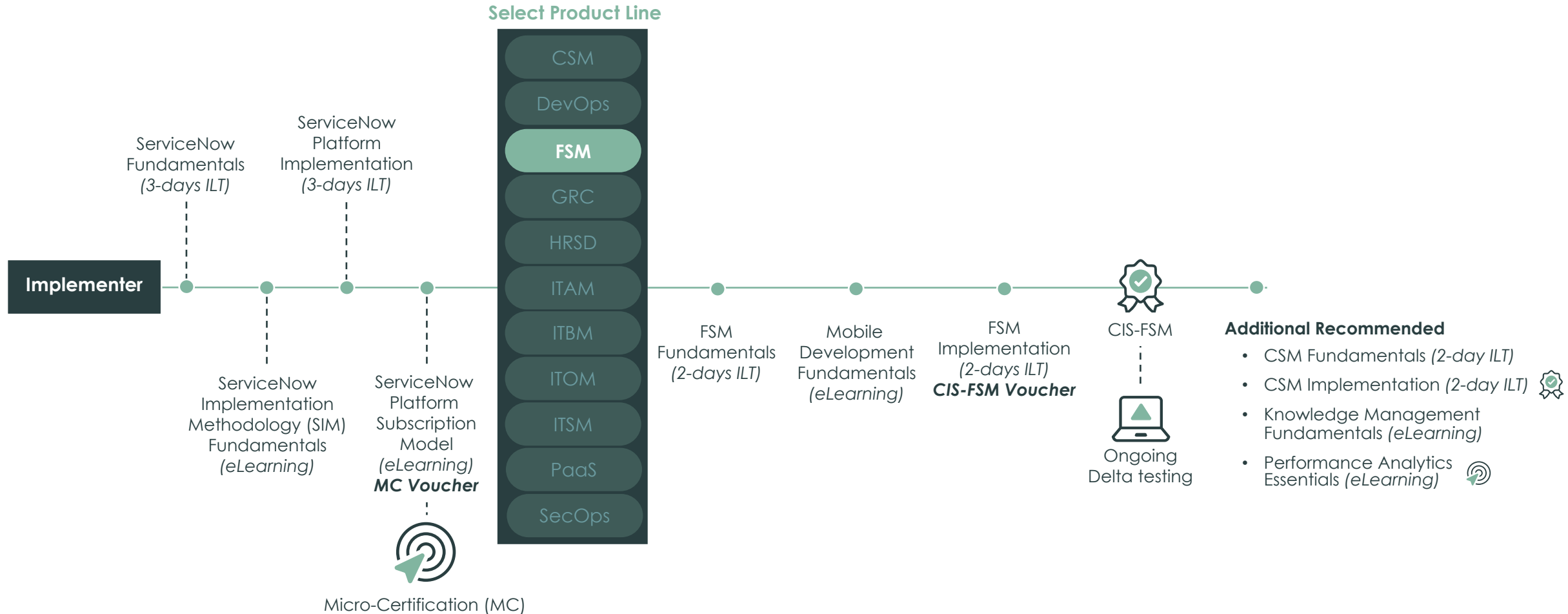
## Field Service Management (FSM)

\* Mainline certification questions are sourced from all courses between the product line selection and the exam

### Additional Acronyms

**CIS:** Certified Implementation Specialist

**ILT:** Instructor-led Training

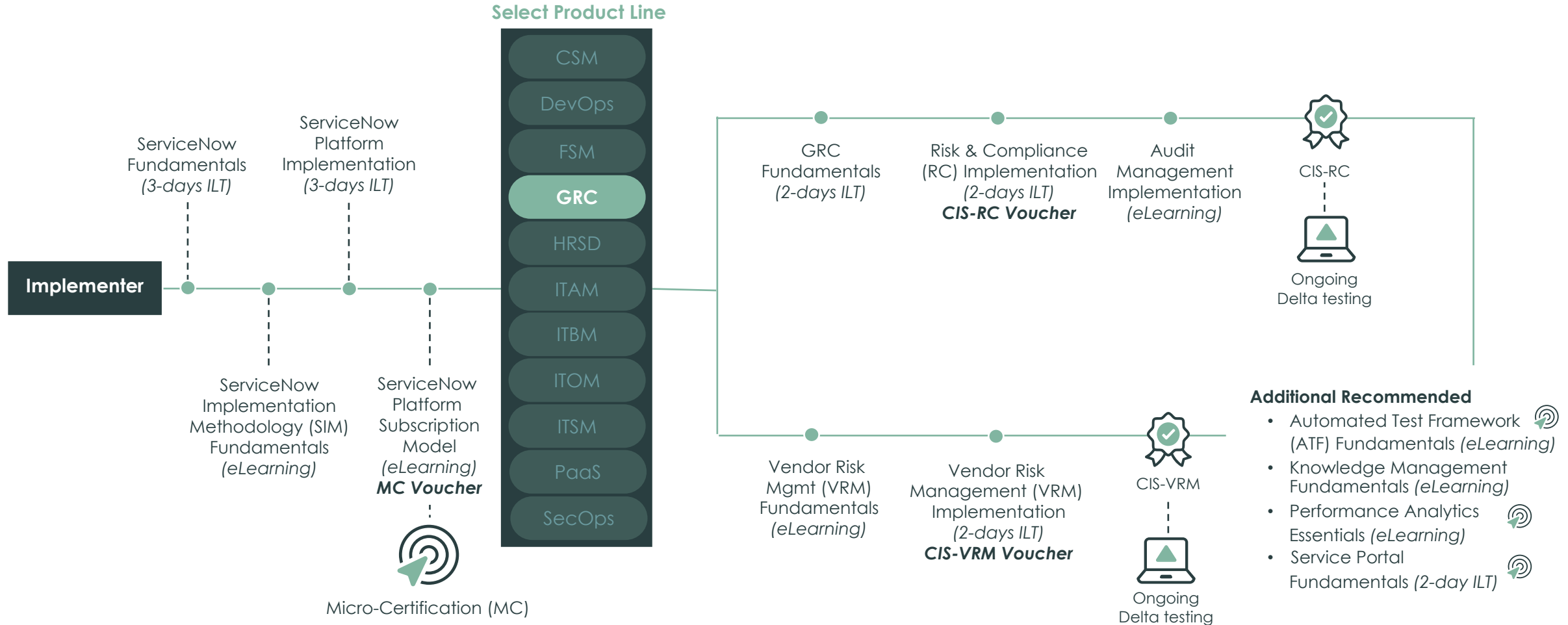


# Implementer Learning Path

## Governance, Risk & Compliance (GRC)

\* Mainline certification questions are sourced from all courses between the product line selection and the exam

**Additional Acronyms**  
**CIS:** Certified Implementation Specialist  
**ILT:** Instructor-led Training

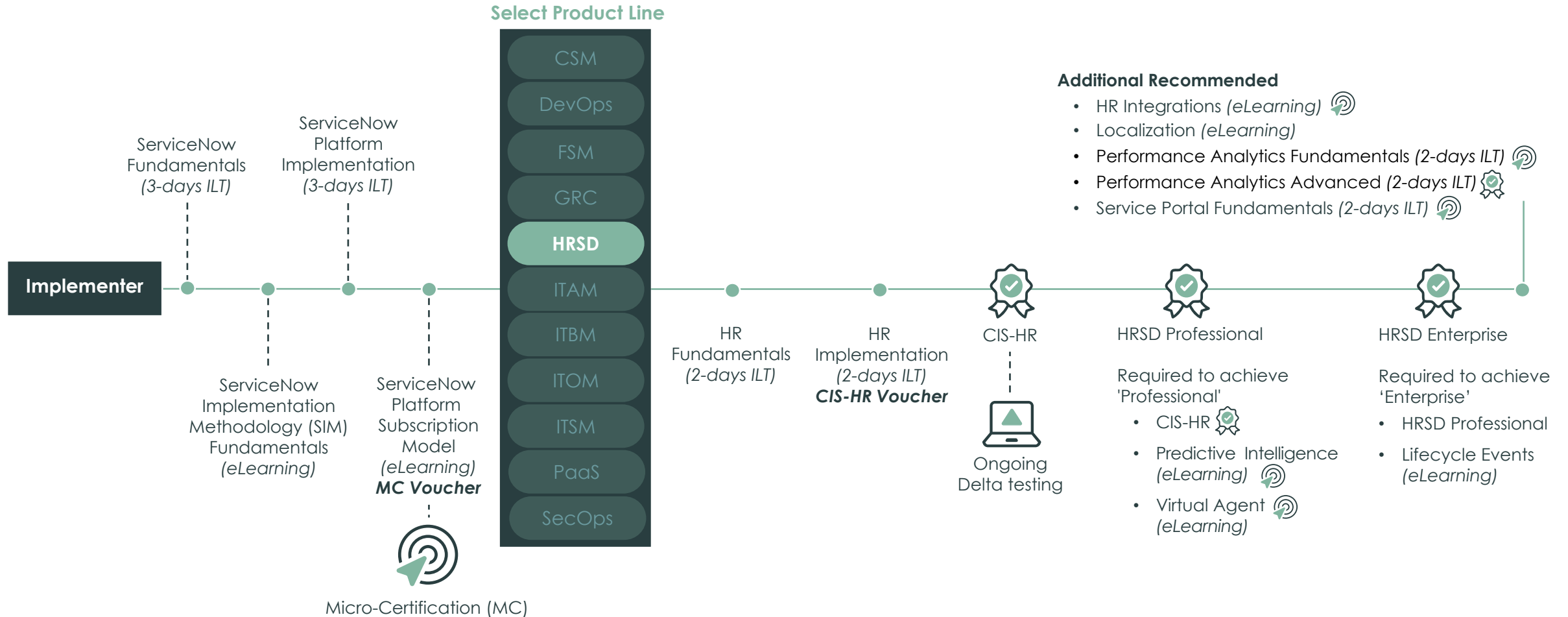


# Implementer Learning Path

## Human Resources Service Delivery (HRSD)

\* Mainline certification questions are sourced from all courses between the product line selection and the exam

**Additional Acronyms**  
**CIS:** Certified Implementation Specialist  
**ILT:** Instructor-led Training



# Implementer Learning Path

## IT Asset Management (ITAM)

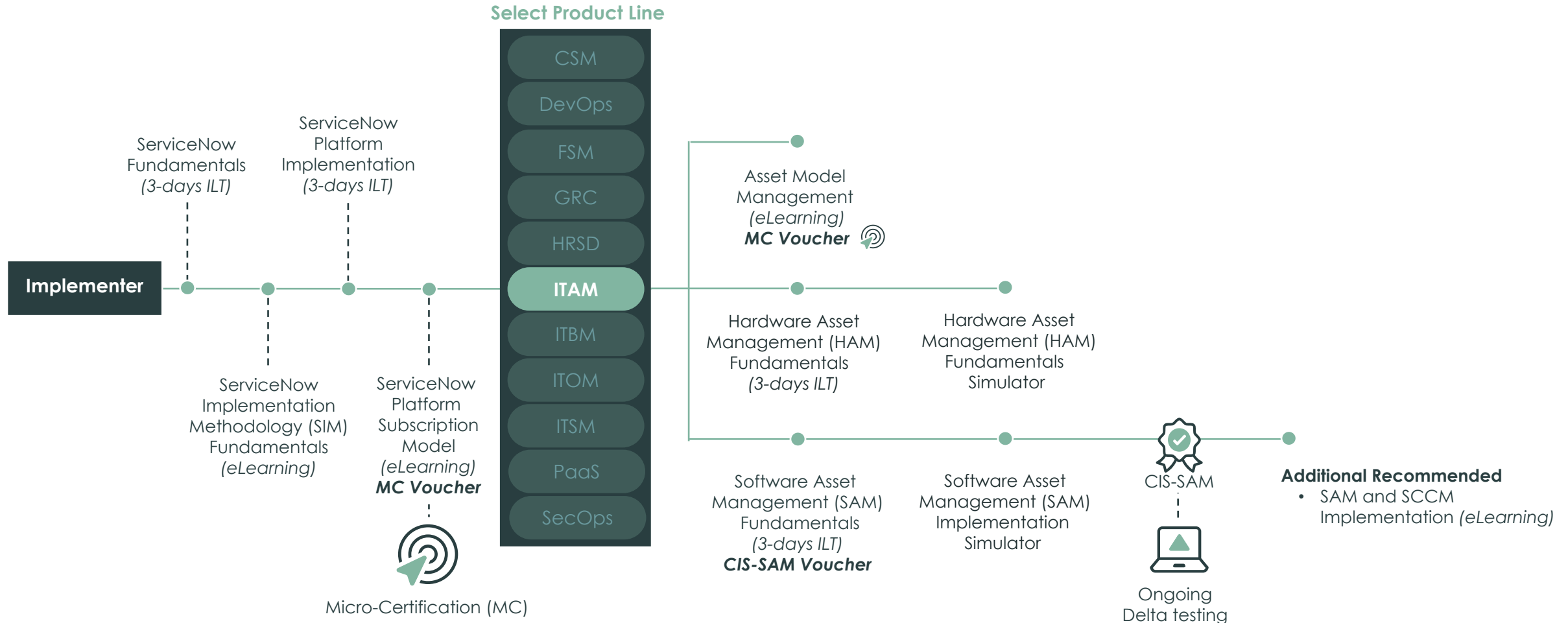
\* Mainline certification questions are sourced from all courses between the product line selection and the exam

### Additional Acronyms

**CIS:** Certified Implementation Specialist

**ILT:** Instructor-led Training

**SCCM:** Microsoft System Center Configuration Manager





# Implementer Learning Path

## IT Business Management (ITBM)

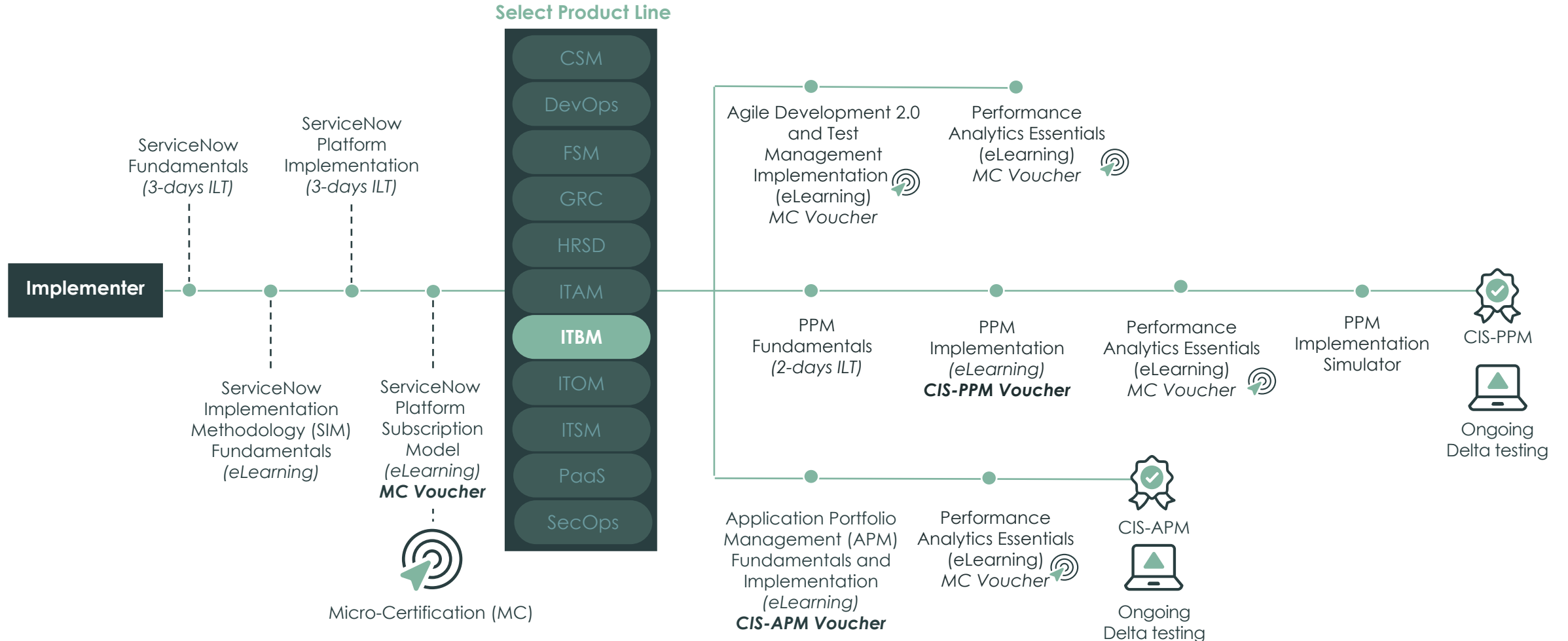
\* Mainline certification questions are sourced from all courses between the product line selection and the exam

### Additional Acronyms

**CIS:** Certified Implementation Specialist

**ILT:** Instructor-led Training

**PPM:** Project Portfolio Management

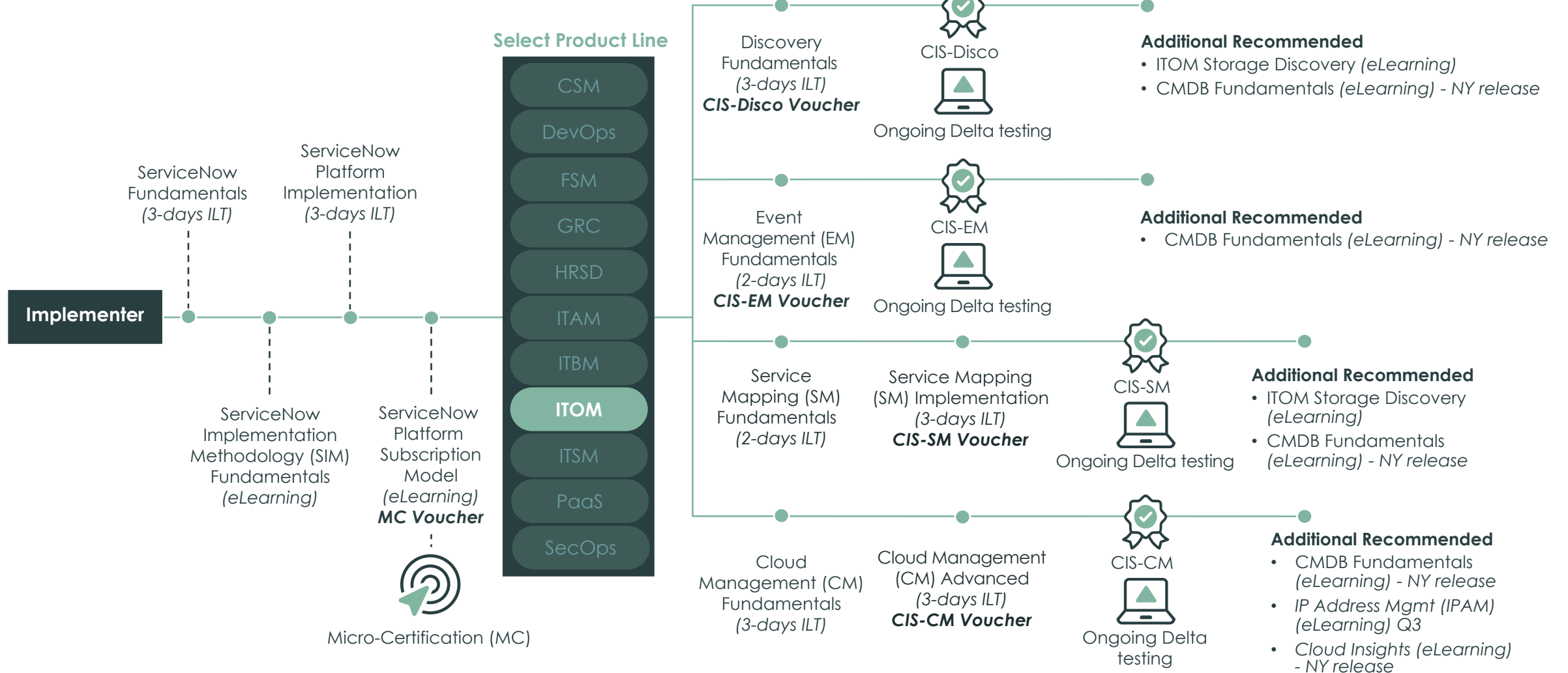


# Implementer Learning Path

## IT Operations Management (ITOM)

\* Mainline certification questions are sourced from all courses between the product line selection and the exam

**Additional Acronyms**  
**CIS:** Certified Implementation Specialist  
**CMDB:** Configuration Management Database  
**ILT:** Instructor-led Training



# Implementer Learning Path

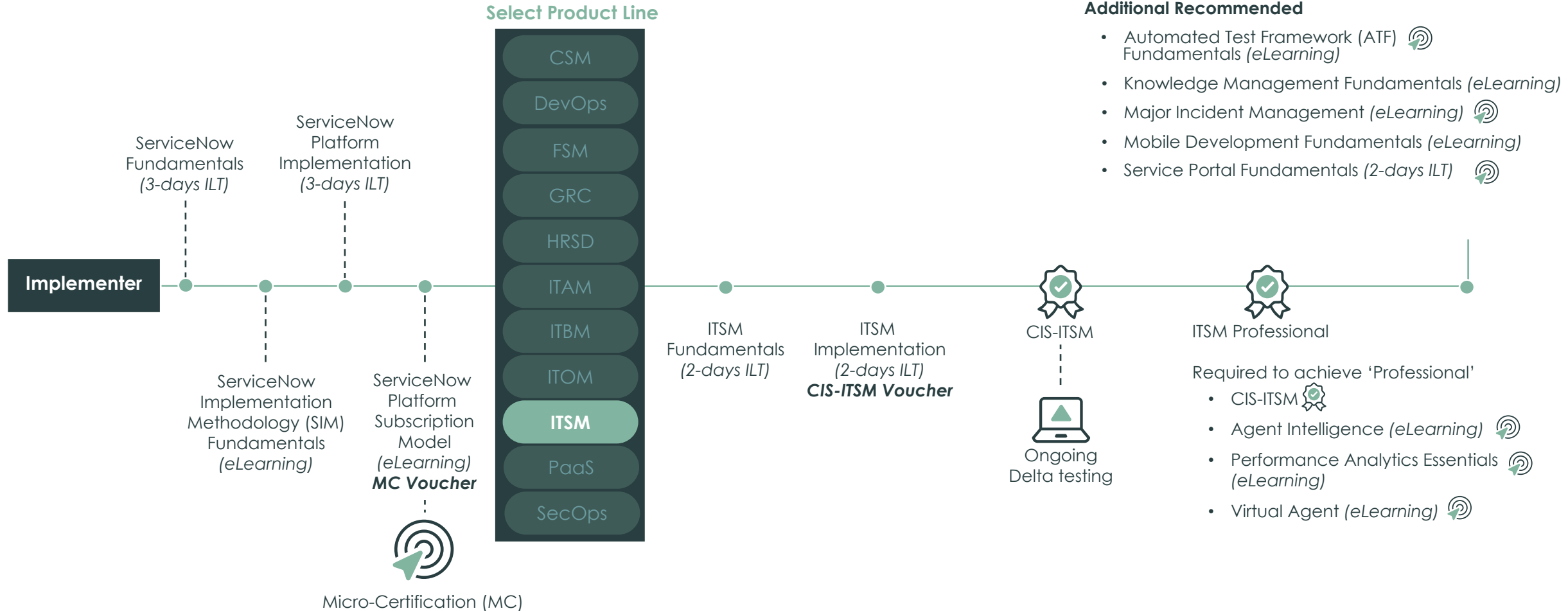
## IT Service Management (ITSM)

\* Mainline certification questions are sourced from all courses between the product line selection and the exam

### Additional Acronyms

**CIS:** Certified Implementation Specialist

**ILT:** Instructor-led Training

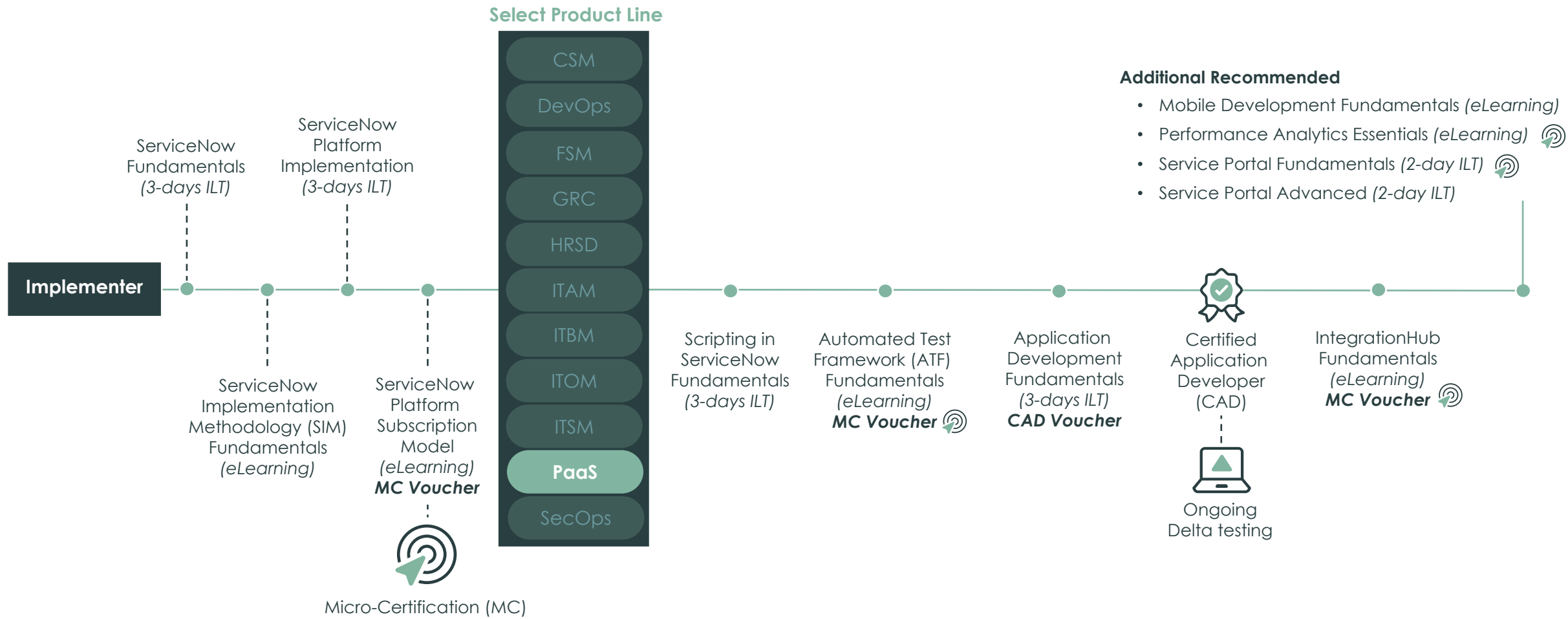


\* Mainline certification questions are sourced from all courses between the product line selection and the exam

**Additional Acronyms**  
 ILT: Instructor-led Training

# Implementer Learning Path

## Platform as a Service (PaaS)



# Implementer Learning Path

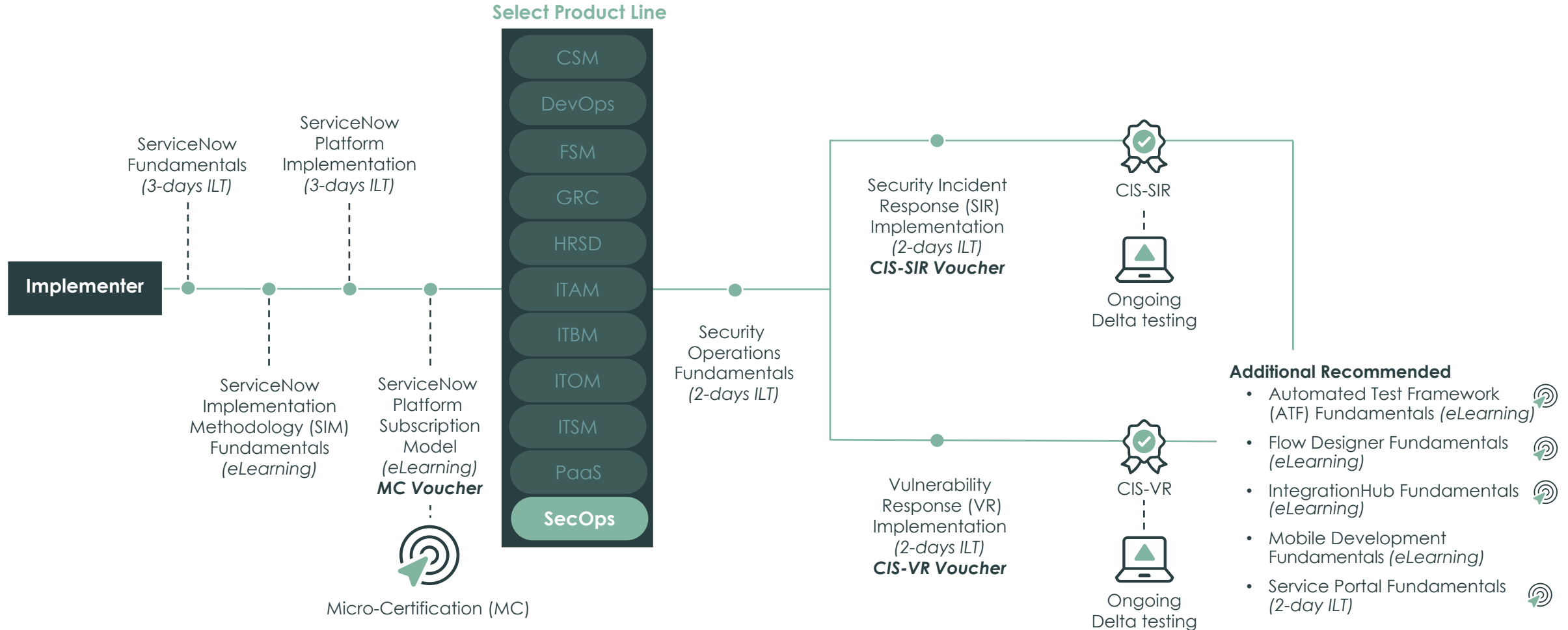
## Security Operations (SecOps)

\* Mainline certification questions are sourced from all courses between the product line selection and the exam

### Additional Acronyms

**CIS:** Certified Implementation Specialist

**ILT:** Instructor-led Training



# System Administrator Learning Path

# System Administrator Learning Path

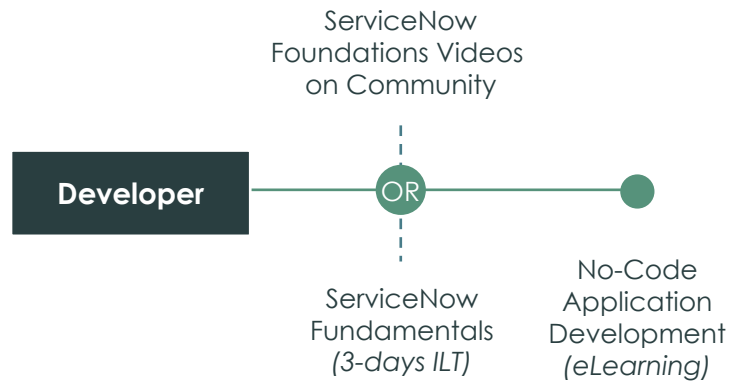


# Developer Learning Paths



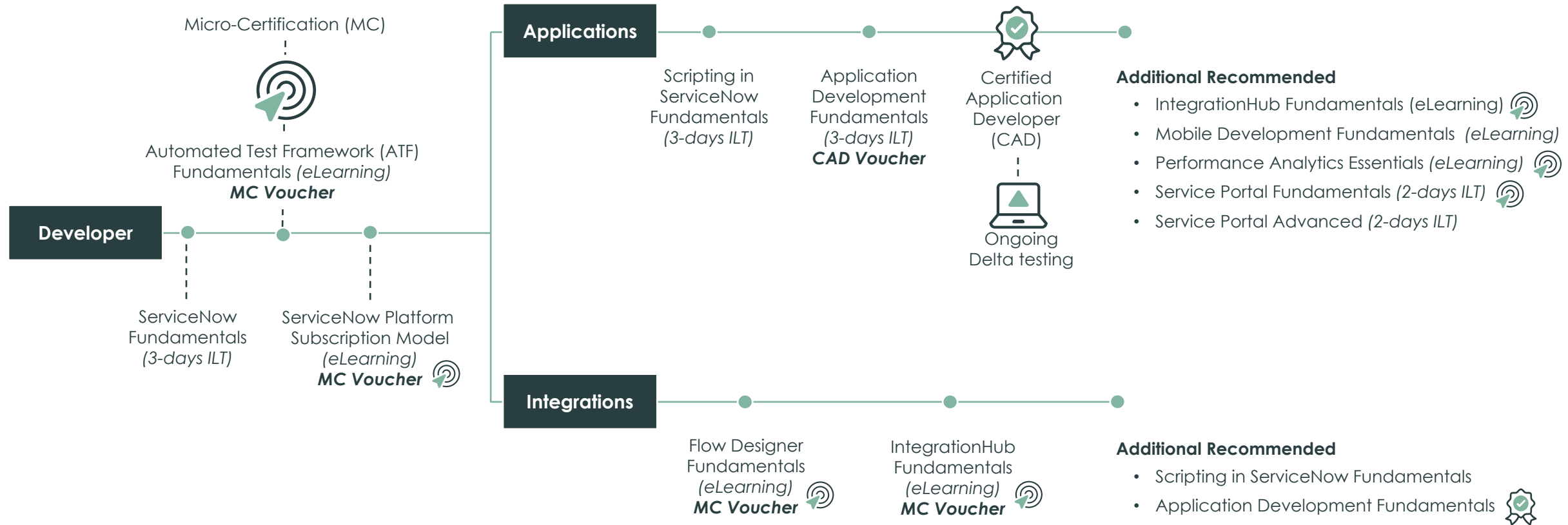
# Application Developer Learning Path

## No-Code Developer



# Application Developer Learning Path

## Low/Pro-Code Developer



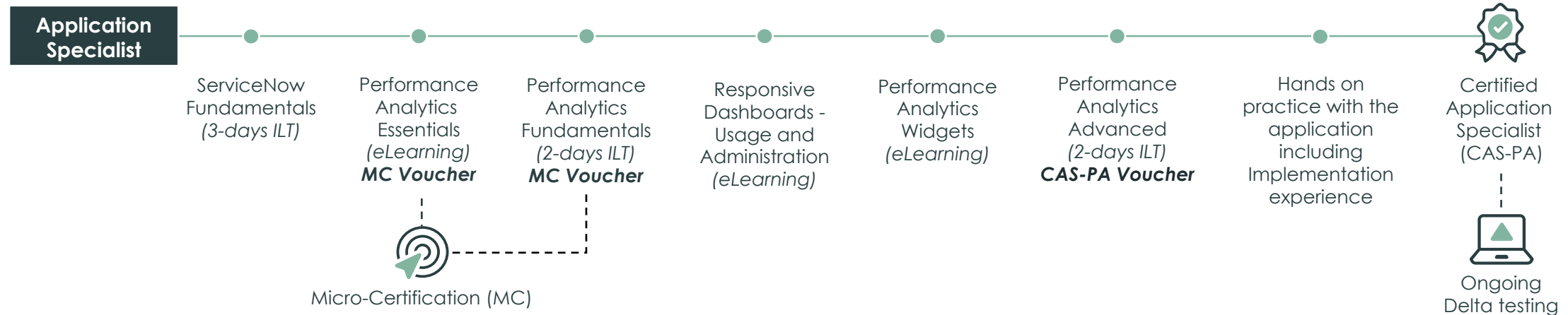
# Application Specialist Learning Paths

# Application Specialist Learning Path

## Performance Analytics (PA)

\* Mainline certification questions are sourced from all courses between the product line selection and the exam

**Additional Acronyms**  
**CAS:** Certified Application Specialist  
**ILT:** Instructor-led Training



# Application Specialist Learning Path

## Service Portal

\* Mainline certification questions are sourced from all courses between the product line selection and the exam

### Additional Acronyms

ILT: Instructor-led Training

