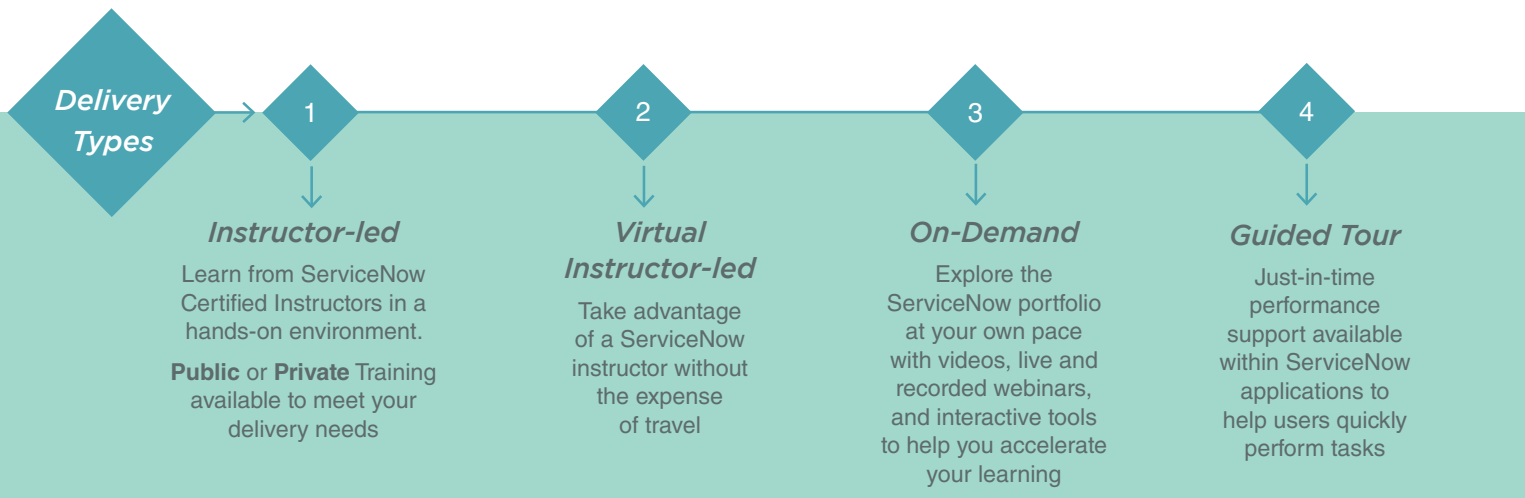


# Quick Reference Guide

ServiceNow offers hands-on training based on real-world implementations to help you quickly maximize platform value and promote success with the ServiceNow product suite.

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



CUSTOMER SERVICE MANAGEMENT (CSM)		
CSM Fundamentals	A I	2 Days
Field Service Management (FSM) Fundamentals	A I	2 Days
CSM Implementation	I	2 Days
Certified Implementation Specialist - Customer Service Management Exam* (CIS-CSM)		

HUMAN RESOURCE MANAGEMENT (HR)		
HR Fundamentals	A I	2 Days
HR Implementation	I	2 Days
Certified Implementation Specialist - HR Exam* (CIS-HR)		

IT ASSET MANAGEMENT (ITAM)		
Hardware Asset Management (HAM) Fundamentals	I	3 Days
Software Asset Management (SAM) Fundamentals	I	3 Days
Certified Implementation Specialist - Software Asset Management Exam* (CIS-SAM)		

IT OPERATIONS MANAGEMENT (ITOM)		
Cloud Management Fundamentals	A I	3 Days
Discovery Fundamentals	A I	3 Days
Event Management Fundamentals	A I	2 Days
ServiceNow Orchestration	A I	2 Days
Service Mapping Fundamentals	A I	3 Days
Service Mapping Implementation	I	3 Days
Certified Implementation Specialist - Service Mapping Exam* (CIS-SM)		

PERFORMANCE ANALYTICS (PA)		
PA Fundamentals	A I	2 Days
PA Advanced	A I	2 Days

EMERGING APPLICATIONS (PLATFORM)		
Application Development Fundamentals	D I	3 Days
Servicenow Certified Application Developer* (CAD)		
Domain Separation Implementation	I	3 Days
Platform Implementation	I	5 Days
Scripting in ServiceNow Fundamentals	D I	3 Days
Service Portal Advanced	D I	2 Days
Service Portal Fundamentals	D I	2 Days
System Administration Advanced	A I	2 Days
ServiceNow Fundamentals	A I D	3 Days
Servicenow System Administrator Certification Exam* (CSA)		

IT BUSINESS MANAGEMENT (ITBM)		
Project and Portfolio Management Fundamentals	A I	2 Days
Financial Management Fundamentals	A I	2 Days
Certified Implementation Specialist - Financial Management Exam* (CIS-FM)		

IT SERVICE MANAGEMENT (ITSM)		
ITSM Fundamentals	A I	2 Days
ITSM Implementation	I	3 Days
Certified Implementation Specialist - ITSM Exam* (CIS-ITSM)		

SECURITY OPERATIONS		
GRC Fundamentals	A I	2 Days
Security Incident Response Implementation	A I	2 Days
Security Operations Fundamentals	A I D	2 Days
Vendor Risk Management Implementation	A I	2 Days
Vulnerability Response Implementation	A I	2 Days
Certified Implementation Specialist - Vulnerability Response Exam* (CIS-VR)		

### Content Modification Options:



#### Standard

Our standard course curriculum and labs that support our exercises and use cases.



#### Tailored

Our standard course curriculum and labs that support our exercises and use cases. Some content may be removed or added from our standard course catalog to create a unique agenda and course.



#### Custom

Custom-created content that may use our standard course curriculum, templates, and agendas as a base. Must be custom scoped. Requires added Curriculum Development hours.

**A** Administrator    **I** Implementer    **D** Developer

\*Notes Certification