

Learning Credits

Overview

ServiceNow Learning Credits allows customers the flexibility to purchase classes from ServiceNow and schedule the classes to a convenient time.

Learning Credits Schedule

Learning Credits may be redeemed for ServiceNow training and certification services according to the following table up to the amount of credits purchased and within one (1) year after the date of purchase. Public Course Seats are available at the locations and on the dates published on the ServiceNow training and certification website at <http://www.servicenow.com/training>.

ServiceNow Training	Duration	Format	Learning Credits Needed	Students Included
System Administration	3 days	Public Course Seat	4	1
		On-site - Class	18	Up to 5
		On-site - Additional Attendee	4	1
Advanced System Administration	2 days	Public Course Seat	3	1
		On-site - Class	14	Up to 5
		On-site - Additional Attendee	3	1
Asset Management	3 days	Public Course Seat	4	1
		On-site - Class	18	Up to 5
		On-site - Additional Attendee	4	1
Scripting in ServiceNow	3 days	Public Course Seat	4	1
		On-site - Class	18	Up to 5
		On-site - Additional Attendee	4	1
Application Development in ServiceNow	3 days	Public Course Seat	4	1
		On-site - Class	18	Up to 5
		On-site - Additional Attendee	4	1
ServiceNow Discovery	2 days	Public Course Seat	3	1
		On-site - Class	14	Up to 5
		On-site - Additional Attendee	3	1
ServiceNow Orchestration	2 days	Public Course Seat	3	1
		On-site - Class	14	Up to 5
		On-site - Additional Attendee	3	1
Implementation Bootcamp	5 days	Public Course Seat	6	1
		On-site - Class	32	Up to 12
		On-site - Additional Attendee	2	1
Process User Training	1 day	On-site – Train-the-trainer	4	Up to 10
	1 day	Remote – Train-the-trainer	4	Up to 10
	1 day	On-site – Instructor Led	4	Up to 15
	1 day	Remote – Instructor Led	4	Up to 25

ServiceNow Training Content Development	Scope	Deliverables	# of Credits Required
Process User Training – Content Development	1 process	Refer to Process User Training Service Description for details	16

Terms and Conditions

ServiceNow Learning Credits can be used only for the classes listed above and may not be used for certification vouchers or custom training solutions delivered under time and materials (T&M) agreements. ServiceNow will provide the purchased training and certification services in accordance to the Training and Certification Terms and Conditions incorporated by reference herein from <http://www.servicenow.com/schedules.do>. If Customer is purchasing directly from ServiceNow, the services will be provided on the terms and conditions in the Order Form and the Master Ordering Agreement incorporated by reference herein from <http://www.servicenow.com/schedules.do>; or if Customer is purchasing from a ServiceNow authorized reseller ("Reseller"), the services will be provided on the terms and conditions in the use authorization as issued by ServiceNow and the Subscription Service Agreement incorporated by reference herein from <http://www.servicenow.com/schedules.do>.

All orders are non-cancellable, non-refundable, and not subject to acceptance. All services when ordered and accepted by ServiceNow must be consumed within 12 months from the effective date of the ordering document. Any unused services shall expire with no further credit or refund and shall have no value thereafter. Customer shall reimburse ServiceNow for all authorized, reasonable and verifiable travel expenses incurred during the performance of the professional services, training and other services.