

# WE GET NOT EVERY ORGANIZATION HAS AN IN-HOUSE SERVICENOW EXPERT.

CDW Amplified™ OS  
ServiceNow–Authorized Training



Build team credentials and realize ROI faster with ServiceNow–authorized training courses. Instructor–led and highly interactive, our ServiceNow courses help you expand your knowledge and propel you further down the path to ServiceNow expertise — all from the comfort of your desk. This training helps drive adoption, increase productivity and create consistency throughout your IT organization.

CDW's ServiceNow–Authorized Training can help you achieve:

-  Increased Performance
-  Operational Efficiencies
-  Agility

## Orchestrating the Right Solution

Whether your team needs full certifications or you're just looking to expand their knowledge of the capabilities of the platform, our courses are designed to meet your needs and those of your team members as they develop their ServiceNow skills.

Benefits You Will Receive:

- Continually align your ServiceNow system to meet changing requirements
- Regularly enhance your support process by leveraging ServiceNow best practices
- Expand use across the organization through ongoing implementation innovation
- Provide continuing education for your ServiceNow Administrator(s)
- Achieve more ROI by having in–house trained and certified experts

CDW's full lifecycle of Services can support your business no matter where you are on your journey



## CDW GETS SERVICENOW

As a ServiceNow Elite Partner, we are driven to achieve top results for your ServiceNow initiatives. We have the experience, expertise and proven customer satisfaction track record you're looking for.

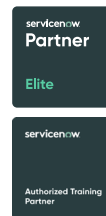
### Important Stats

- 4.5+ (out of 5) CSAT Score  
Visit [servicenow.com/partners](https://servicenow.com/partners) and search "CDW" for details
- 640+ ServiceNow Certifications
- Authorized ServiceNow Trainers
- 2,000+ ServiceNow Application Deployments
- AXELOS® Accredited ITIL® Trainers
- IT Service Management since 2003
- ServiceNow Partner since 2013

### What Our Customers Say

"Your team has been a great pleasure to work with during our transition to ServiceNow."  
– Cindy (Restaurant Franchise Company, Independence, OH)

"Excellent expertise and focus on exactly what needed to be done, and delivered."  
– Paula (Investment Company, Boston, MA)



**CDW AMPLIFIED™  
SERVICES**

## Deliverables Checklist

The following deliverables are included with CDW's ServiceNow–Authorized Training:

Deliverables	ServiceNow–Authorized Training
<b>ServiceNow Fundamentals Course (previously ServiceNow Admin Training)</b> <ul style="list-style-type: none"> <li>ServiceNow Fundamentals eBook</li> <li>Voucher to take the Certified System Administrator (CSA) exam</li> </ul>	✓
<b>Customer Service Mgmt. (CSM) Fundamentals Course</b> <ul style="list-style-type: none"> <li>ServiceNow CSM Fundamentals eBook</li> </ul>	✓
<b>Customer Service Mgmt. (CSM) Implementation Course</b> <ul style="list-style-type: none"> <li>ServiceNow CSM Implementation eBook</li> <li>Voucher to take the CSM Certified Implementation Specialist (CSM-CIS) exam</li> </ul>	✓
<b>Performance Analytics (PA) Fundamentals Course</b> <ul style="list-style-type: none"> <li>ServiceNow Performance Analytics Fundamentals eBook</li> </ul>	✓
<b>Service Mapping (SM) Fundamentals Course</b> <ul style="list-style-type: none"> <li>ServiceNow CSM Fundamentals eBook</li> </ul>	✓
<b>Service Mapping (SM) Implementation Course</b> <ul style="list-style-type: none"> <li>ServiceNow Service Mapping Implementation eBook</li> <li>Voucher to take the Certified Implementation Specialist Service Mapping exam</li> </ul>	✓
<b>Service Portal (SP) Fundamentals Course</b> <ul style="list-style-type: none"> <li>ServiceNow Portal Fundamentals eBook</li> </ul>	✓
<b>Software Asset Mgmt. (SAM) Fundamentals Course</b> <ul style="list-style-type: none"> <li>ServiceNow Software Asset Mgmt. Fundamentals eBook</li> </ul>	✓
<b>Event Management Fundamentals Course</b> <ul style="list-style-type: none"> <li>ServiceNow Event Mgmt. Fundamentals eBook</li> </ul>	✓
<b>Service Portal (SP) Advanced Course</b> <ul style="list-style-type: none"> <li>ServiceNow Service Portal Advanced eBook</li> </ul>	✓

## Proofpoints

# #1

ServiceNow's  
Global Elite Segment and  
Americas Elite Segment  
Partner of the Year 2021

# 640+

ServiceNow Certifications

# 2,000+

ServiceNow Application  
Deployments

# 4.5+

CDW's CSAT Score (out of 5)  
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