

OUR LEARNING EXCLUSIVE

- Custom exam prep software and materials
- Course-specific thinQtank[®] Learning publications to make the learning fun and engaging
- Hands-on exercises in a ServiceNow Personal Developer Instance (PDI) every day
- We do not teach the test. We always deliver valuable hands-on experience
- All reading material and study guides sent to you when you register
- Every course taught by experienced ServiceNow-certified practitioners
- Six months mentoring access to our engineers after the course

TRAINING CAMP FORMAT

thinQtank[®] Learning delivers this course as a **two-day instructor-led training camp, Monday to Tuesday**. About 60% lecture and 40% hands-on labs and practice exams. Hands-on work is set to suit the group and the delivery method. Contact us for the schedule covering your dates.

PREREQUISITES

- No certification prerequisite
- ServiceNow recommends 3 to 5 years of ServiceNow or platform-owner experience

TARGET AUDIENCE

- ServiceNow platform owners and product owners
- IT leaders responsible for ServiceNow
- Process owners and non-technical platform leaders
- Service members, veterans and military spouses using AF COOL, Army CA, MyCAA or VET TEC 2.0

EXAM

Exam	ServiceNow Certified Platform Owner Associate (CPOA)
Exam fee	Set by ServiceNow - confirmed when you enroll
Format	70 multiple-choice questions, 90 minutes
Passing	Not published by ServiceNow
Delivery	Testing center or online proctored; we help you schedule

DELIVERY METHODS

- Instructor-led training
- Immersive live-online training
- On-site and custom delivery

COURSE OVERVIEW

thinQtank[®] Learning is offering a unique two-day training camp comprised of two days of instructor-led learning that gives students the knowledge and skills needed to own and grow a ServiceNow platform: strategy, people, process, technology, data and ServiceNow governance, plus the stakeholder and change skills a platform owner needs.

The Certified Platform Owner Associate validates the business and governance skills to run ServiceNow as a strategic platform.

This course prepares you for the **ServiceNow Certified Platform Owner Associate (CPOA)** exam.

WHAT YOU WILL BE ABLE TO DO

- Handle the key decisions in an organization's ServiceNow journey
- Show platform value to stakeholders
- Apply governance and organizational change best practices
- Prioritize demand and build a roadmap
- Align people, process, technology and data
- Measure outcomes and value

COURSE OBJECTIVES

Primary course objectives, following the official exam outline:

- Strategy
- People
- Process
- Technology
- Data
- ServiceNow Governance

EXCLUSIVE LEARNING PACKAGE

- thinQtank[®] Learning Accelerated Custom Exam Study Guide for this exam
- Practice exams built to the official exam outline
- Additional hours of remote lab access
- Custom video recordings for review
- Retake any or all of the course, in person or live online, for 24 months

SERVICENOW CERTIFICATION PATH

Certified System Administrator (CSA)

Recommended foundation

Certified Platform Owner Associate (CPOA)

Govern and grow the platform

Certified Professional Platform Owner

Professional

COURSE MODULES

01 Strategy

21.4% of exam

- › Topic A: Vision and roadmap
- › Topic B: Value realization
- › Topic C: Executive alignment

02 People

15.7% of exam

- › Topic A: Platform team design
- › Topic B: Skills
- › Topic C: Stakeholder management

03 Process

15.7% of exam

- › Topic A: Demand management
- › Topic B: Release practices
- › Topic C: Process ownership

04 Technology

22.9% of exam

- › Topic A: Platform architecture choices
- › Topic B: Upgrades
- › Topic C: Staying close to out-of-box

05 Data

11.4% of exam

- › Topic A: Data quality
- › Topic B: CMDB and CSDM
- › Topic C: Reporting

06 ServiceNow Governance

12.9% of exam

- › Topic A: Governance models
- › Topic B: Policies
- › Topic C: Risk and compliance

TERMS

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