

ServiceNow & SENAI-SP — Statewide AI and Workflow-Automation Certification Pathway in São Paulo

AI in Education · Good practice · Brazil

Quality score: 27/100

Evidence strength: Cautionary / limited

Summary

ServiceNow and SENAI-SP, Latin America's largest technical-education network, launched a statewide AI and workflow-automation certification pathway in São Paulo in 2025; by mid-2026 it had 1,500+ participants, 719 graduates, and 126 certified as ServiceNow System Administrators.

Key dimensions

Dimension	Score
Evidence of learning impact	1/3
Equity & inclusion	1/3
Transparency, ethics & data protection	0/3
Teacher capability & pedagogy	0/3
Scalability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-26

[ServiceNow & SENAI-SP \(Serviço Nacional de Aprendizagem Industrial – São Paulo\)](#) — accessed 2026-09-26

[EdTech Innovation Hub — ServiceNow and SENAI-SP partner on AI skills program](#) — accessed 2026-09-26

[Business Wire — ServiceNow and SENAI-SP Launch Statewide AI Skills Program](#) — accessed 2026-09-26

[StockTitan — ServiceNow Opens First Brazil Office, Expands Academic Partnerships](#) — accessed 2026-09-26

[Cloud Wars — ServiceNow Partners with SENAI-SP to Launch AI Skills Training Program](#) — accessed 2026-09-26

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