

Benefits

Drive Adoption

Engage learners with a variety of flexible training options to meet your needs. Expert instruction ensures efficient knowledge transfer.

Create Consistency

Get experienced instruction from the definitive training source that delivers the right training at the right time. Fulfiller training for process users based on your implementation ensures consistency.

Increase Productivity

Optimize business processes with training standardization, using tips and time-saving steps to enhance efficiency. Testing and skill expansion maximizes platform utilization.

ServiceNow Education Services Training and Certification

The Business Challenge

You are constantly asked to do more with less, tasked with delivering results while keeping everything—including the budget, resources and timeline—under control. Sound familiar?

It's an ongoing battle, and we understand the temptation to cut training to save costs. But well-trained employees provide a larger return on investment (ROI), are more productive, and require less support (reduced support calls and lower support costs) over an application lifecycle. Training increases user adoption and helps organizations meet their implementation schedules—sometimes even beating them.

The ServiceNow Solution

To help you succeed, we develop our training services based on three guiding principles: scale, quality, and velocity.

Scale

We do everything with scale in mind—from a small, in-person class to virtual and on-demand training options available 24/7. We can scale to meet whatever your requirements are—even delivering training in different languages across the globe.

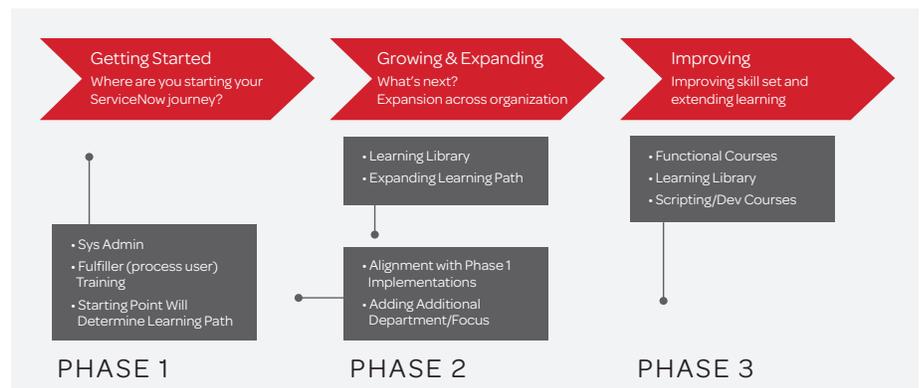
Quality

Our training courses deliver the highest quality instruction available anywhere, which is why our content and instructors rated 9.3 out of 10 in our last customer satisfaction survey. Every instructor is a certified expert in their field, and our curriculum is second to none. We ARE the definitive ServiceNow training resource who trains the ecosystem and creates the training materials.

Velocity

The right training delivered quickly, when and where you need it, produces the best results for your employees and your business.

We will help determine what phase you are in and your optimal starting point. If you're new to ServiceNow, you will most likely be in Phase One. Those who have been with ServiceNow for a while could easily be in one or more phases. And once your organization experiences success in one area of the business such as IT, other groups and departments may want to follow suit and optimize their business processes as well. The reality is that enablement beyond go-live ensures your success, allowing your business to maximize the ServiceNow platform and increase ROI.



Ensure Success and Accelerate Time to Value

Learn from the ServiceNow experts and drive adoption, create consistency, and increase productivity.

ServiceNow offers flexible training solutions, including public and onsite options, designed to match any skill level, learning style, and schedule.

A comprehensive catalog of instructor-led and on-demand learning programs include real-world scenarios that provide valuable, practical experience. Training is available through ServiceNow or ServiceNow Authorized Training Partners (ATPs).

Fulfiller Training

Fulfillers are users of the platform who support your processes on a daily basis. Ensuring that these users are fully trained is critical to the success of your business.

Fulfiller Training is customized to reflect your specific implementation of a ServiceNow application. This training increases user adoption, helps ensure project success, and encourages appropriate software use.

The training is typically 60-90 minutes per process and is ideal whether you are planning to go-live with ServiceNow or onboarding new employees to ensure consistency.

ServiceNow Learning Library

The ServiceNow Learning Library is a digital learning platform that provides a cost-effective option to supplement our traditional training courses with 24/7 access to a wide variety of learning assets. The Learning Library courses give you access to other applications and functionality and extend your training after taking a traditional course. All the courses in the Learning Library are available under a single subscription.

The Learning Library currently offers 21+ hours of videos and labs spanning topics such as event management, CMDB, scripting, and performance analytics.

Users can access all modules and labs or just the functionality they are most interested in. And companies get the most out of their ServiceNow investment by supplementing existing knowledge and expertise with timely, specific training modules, and tools.

Certification

ServiceNow offers certification for individuals interested in demonstrating effective mastery of ServiceNow products and platform.

You can get certified in one or all three of our certification programs — Certified System Administrator, Certified Application Developer, and Certified Implementation Specialist.

Learning Credits

Take advantage of bulk purchasing and minimize your purchase orders with Learning Credits. Learning Credits can be pre-purchased in bulk for ServiceNow Training and applied to any training solution, including in-person, virtual, or on-demand courses. Learning Credits can be purchased at any time and are valid for one year from the purchase date.

For More Information on Training

Scheduled locations and dates for each public course are published at www.servicenow.com/training.

If you have any questions or suggestions, please contact training@servicenow.com or your local ServiceNow sales representative.

“The training has prepared our people well for the switch and ensured that we have fewer internal support calls. The trainers showed dedication and drive.”

Robert Coenen, Senior Director of Technology Services at Carlson Wagonlit Travel