ServiceNow Custom Training and Adoption

Boost user productivity and drive enablement to realize the full value of ServiceNow

Using our robust templates and years of ServiceNow experience, we work with your change and training team to plan the engagement, communications, training and support required to make your implementation a success!

Benefits to you

A key measure of a successful implementation is the seamless adoption of new processes and supporting technology. That is why it is so important for your team to be aligned and working towards the same goal with your Now Platform® implementation. We are here to help you prepare your business and users for the upcoming implementation to enhance performance and achieve overall business value.

With the experience of thousands of implementations of all sizes and levels of complexity, our agile approach accelerates user adoption, removes barriers, and paves the way for success.

Our offerings:

✓ Custom Content Development
✓ Instructor-Led Training Delivery
✓ On-Demand and Customizable Training Accelerators
✓ Adoption Toolkit Templates
✓ Adoption Accelerator
✓ Change Enablement Packages
✓ Custom Guided Tour Development

Why ServiceNow?

We make training and adoption easy!

28 Supported process user training applications
79 Net Promoter Score (70+ is world class!)
26,000 Process Users trained in 2019

“We truly appreciated the care and dedication the ServiceNow team delivered with this training project. It was a wonderful day!”
Adoption solutions to fit your needs

- **Adoption Toolkit**: The ServiceNow Adoption Toolkit, included with Success Packages or purchased individually, gives you all you need to educate your process and end users on the ServiceNow platform. The toolkit provides customizable change enablement templates; and instructor led training templates for process user functions by Business Unit. The training templates are per process and include:
  - Course outline
  - Walkthrough Scoping Checklist
  - PowerPoint slides
  - Quick Reference Card
  - Hands on Practical Exercise

- **Adoption Accelerator**: Accelerate your change enablement efforts with these guided adoption workshops for making the most of ServiceNow adoption resources, tools and templates. Each workshop is two hours, followed by an hour-long personalized coaching session.
  - Change Enablement Methodology and Planning
  - Champion Enablement
  - Communications Planning
  - How to Customize Process User Training Templates

- **Change Enablement**: ServiceNow experts will step you through the process of change enablement within your organization to increase your time to value and accelerate adoption. Our structured approach to managing change will remove barriers, identify and mitigate risks, and pave the way for a successful roll out.
## Custom process user training offerings

<table>
<thead>
<tr>
<th>Offering</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>Content Development for Instructor Led Training</strong></td>
<td>Training customized to your specific configurations and workflows, delivered with the process user in mind. <strong>See table for list of processes.</strong></td>
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<tr>
<td><strong>Instructor-Led Delivery</strong></td>
<td>Live instruction lets users absorb content, get questions answered in real time, and hands-on get practice in the Now Platform®. Can be instructor-led onsite, virtual instructor-led, or train-the-trainer sessions depending on your organization’s needs.</td>
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<tr>
<td><strong>Quick Reference Card (QRC)</strong></td>
<td>Highlights important details from the training slides and streamlines post go-live support. Delivered in e-copy or through mobile device access.</td>
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<td><strong>Recorded Training</strong></td>
<td>Allows new employees to get up to speed quickly and existing users to go back and refresh their learning at any time.</td>
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<td><strong>Recorded Demo</strong></td>
<td>Bite-sized training components that review a specific process.</td>
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<tr>
<td><strong>On-Demand Courses</strong></td>
<td>Asynchronous, self-paced on-demand courses on your configured application and processes.</td>
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| **Process User Training Accelerator**         | Customizable process user on-demand (limited) courses available in Now Learning:  
  - Overview  
  - Incident  
  - Problem  
  - Change  
  Package Includes:  
  - Customizable quick reference card  
  - Virtual setup support (up to two hours)  
  - Includes slides demos, quizzes, transcripts and user practice simulation  
  Customer Hosted (MP4, HTML or SCORM)                                                                                                                                                                                                                                      |
| **Custom Guided Tours (CGTs)**                | Just-in-time application support within ServiceNow applications to help users perform tasks at the point of need. CGTs are used post-training to reduce the need for live support and get your users answers as quickly as possible.                                                                                                                                         |

For more information on Custom Training and Adoption offerings, contact trainingAE@servicenow.com.
### Supported applications by Business Function (BU)

Custom Training can be purchased for the following Now Platform applications. Development and delivery are tailored to the customer’s configuration of each application purchased.

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<thead>
<tr>
<th>ITSM and ITAM</th>
<th>HR Service Delivery</th>
<th>CSM and FSM</th>
<th>ITBM</th>
<th>Security and GRC</th>
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<tbody>
<tr>
<td>Incident and Major Incident Management</td>
<td>HR Case Management</td>
<td>Customer Service Management (CSM)</td>
<td>PPS: Project and Portfolio Management (PPM)</td>
<td>Security Incident Management (SIR)</td>
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<td>Problem Management</td>
<td>HR Enterprise Onboarding</td>
<td>Field Service Management (FSM)</td>
<td>PPS: Demand Management</td>
<td>Vulnerability Response Management (VRM)</td>
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<tr>
<td>Change Management</td>
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<td>PPS: Resource Management</td>
<td>GRC: Risk Management</td>
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<tr>
<td>Request Management</td>
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<td></td>
<td>PPS: Agile Development 2.0</td>
<td>GRC: Policy and Compliance Management</td>
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<tr>
<td>Configuration Management</td>
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<td>PPS: Test Management 2.0</td>
<td>GRC: Audit Management</td>
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<td>Release Management</td>
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<td>GRC: Vendor Risk Management</td>
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<tr>
<td>On-Call Scheduling</td>
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<td>GRC: Risk Events</td>
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<td>Hardware Asset Management</td>
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<tr>
<td>Software Asset Management</td>
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All BUs include: Knowledge Management, Reporting, Performance Analytics

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