Benefits

Accelerate Learning and Retention
The Learning Library provides 24/7 access to a wide variety of learning tools, including product tutorials, interactive e-learning, ebook labs, expert webinars, quizzes, cookbooks, and more.

Learn on Your Own Schedule at Your Desired Pace
Training ranges from short videos to detailed tutorials that can be paused and continued later, allowing customers to learn on a schedule that aligns with their availability and that of their business.

Add Immediate Value to Your Company
The Learning Library currently offers over 21 hours of videos and labs spanning topics such as Event Management, CMDB Reconciliation, Scripting and Performance Analytics.

ServiceNow® Learning Library

The Training Challenge
When it comes to training, one size does not fit all. People process information differently, and training programs need to address varying styles of learning. Time and cost also influence the learning experience—providing several options is vital to a successful training program.

Employee training is most important for those who are key to operational efficiency, making it difficult for them to free up time to further their education. The ideal training scenario provides on-demand training that is accessible whenever they have the bandwidth.

In addition, training should enhance performance and productivity on specific products, applications, and functionality. Yet most standard courses contain excess information or focus on functionality not necessarily relevant to their industry or requirements. This leads to an inferior learning experience, ultimately limiting an organization’s ability to expand their knowledge and drive results across their business.

The ServiceNow Solution
The ServiceNow Learning Library is an on-demand learning platform providing customers and partners with a cost-effective option to supplement our traditional training courses. With 24/7 access to a wide variety of learning, it is a great venue to expand an existing skill set or preview other products and functionality.

Users can learn at their own pace on a schedule that aligns with their availability and that of their business. Training ranges from short videos to detailed tutorials that can be paused and continued later. Users can take what they have learned and apply it immediately in their own environment.

We currently offer a variety of videos and labs on the following topics:
- Event Management (8 hours)
- CMDB Identification and Reconciliation (5 hours)
- Advanced Reference Qualifiers (25 minutes)
- Scripting Made Easy (15 minutes)
- Performance Analytics for Managers (8 hours)

The training material is developed by working closely with ServiceNow SMEs and business unit personnel.

New content focusing on a wide variety of ServiceNow products, applications, and functionality will be posted regularly to constantly enhance value. This is a subscription-based offering per user/per year that complements our training catalog.

Overview of Training available from ServiceNow Education Services

servicenow.com
Access from Any Device, Anywhere
The ServiceNow Learning Library is available on any device with an internet connection, making it easy to learn at any time and from any location. Training modules are taken via the ServiceNow Learning Portal, and once purchased, users will have access to all of the content, including current and future additions, for a year. Customers will have access to our Learning Portal course catalog, as well.

Target the Content You Need
We currently offer over 21 hours of videos and labs spanning topics such as Event Management, CMDB, Scripting and Performance Analytics. Users can access all of the modules and labs or just the functionality they are most interested in.

Consolidate and Refresh Your Knowledge
The ServiceNow Learning Library enables companies to get the most out of their ServiceNow investment by supplementing existing knowledge and expertise with timely, specific training modules and tools.

Enhance Performance and Productivity
Our focused training helps employees stay relevant. Up next, we will have project portfolio management content including training on both demand and resource management. Learn how to effectively manage demand and utilize your resources. Performance analytics for administrators has been so popular, we created special content for managers and viewers so they can quickly analyze data and organizational trends. We will also be adding specific content around Service Portal content.

Additional Training & Certification
A successful ServiceNow experience begins with a solid foundation. ServiceNow offers flexible training solutions, including onsite options, designed to match different skill levels, learning styles, and schedules. A comprehensive catalog of in-person, virtual and on-demand learning programs include real-world scenarios to give users valuable, practical experience. Training is available through ServiceNow or ServiceNow Authorized Training Partners (ATPs). ServiceNow also offers certification, available for both customers and partners, for those individuals interested in demonstrating effective mastery of the critical dimensions of the ServiceNow platform. Public courses are available for system administrators and developers. ServiceNow also offers custom training for fullfillers. Scheduled locations and dates for each public course are published on the ServiceNow website at www.servicenow.com/training.

For More Information
If you have any questions or suggestions for Learning Library priority content, please contact training@servicenow.com or your local ServiceNow Sales Representative.