CUSTOM TRAINING AND ADOPTION

Accelerate process user adoption with ServiceNow Rapid Training

ServiceNow unlocks the power of digital workflows across your organization. And the faster you bring your process users up to speed on the Now Platform, the faster you are going to realize the benefits and ROI. So, how do you quickly build process user knowledge, skills, and enthusiasm?

With ServiceNow Rapid Training it is our rapid delivery approach for process user training, and it is designed to excite and empower your service fulfillment teams. Our custom training and adoption experts create instructor-led training demo sessions tailored for your Now Platform applications and organizational needs, along with customized digital job aids that continue to support your process users as they work.

Demo-based training

ServiceNow experts work with you to create a demo training outline for your approval. Training comprises separate 90–120 minutes sessions for each of your applications, and includes an introduction, application overview, and demo. Each demo also includes Kahoot! quizzes to reinforce student learning.

Digital job aids

We produce five custom digital job aids per application to import as knowledge articles into your non-production Now Platform instance. Students can use these for hands-on practice to accompany training sessions. You can also create these in your production instance, providing contextual help for process users on the job.

How-to videos

To help you get the most out of your digital job aids, we provide two free reference videos to accompany your training. The first gives step-by-step instructions on how to create job aids (knowledge articles) and embedded help in your production instance. The second shows you how to track who is using your job aids, including how to create reports showing completed job aids.

Virtual or on-site

Training is delivered by experienced ServiceNow trainers either virtually or on site. Our trainers deliver three sessions per day and provide demos directly on your Now Platform instance. We provide up to five demo sessions per application and can also include office-hours sessions where students can get help completing their digital job aids and ask questions.

ServiceNow Rapid Training is currently available for select Now Platform applications in ITSM, employee service management, customer service management, and platform processes.

Drive adoption

Empower your process users with the knowledge they need to succeed, build enthusiasm, and fast-track adoption.

Accelerate ROI

Get more value out of your Now Platform investment faster by rapidly expanding usage and promoting best practices.

Enhance performance

Show your process users how to get the most out of the Now Platform so they work smarter and faster.

Tailored for your platform and processes

Get training that is designed to support your unique environment and goals, so your process users can get started quickly.

Use ServiceNow training expertise

Work with ServiceNow to create the best possible training program for your needs and give your process users direct access to seasoned ServiceNow training experts.

Ready to get started?

To start your learning journey today, visit Custom Training and Adoption or contact us at customtraining@servicenow.com.