What pitfalls should I avoid when training process users?

Training process users is a critical part of any ServiceNow® implementation because training ensures that they are confident using the platform and are prepared to make the best use of ServiceNow capabilities. As you design your ServiceNow process user training program, avoid these six common training pitfalls.

<table>
<thead>
<tr>
<th>Pitfall</th>
<th>How can I avoid making the same mistake?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Rushing through planning and content creation</td>
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<tr>
<td>2</td>
<td>Misaligned training and implementation timelines</td>
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<tr>
<td>3</td>
<td>Lack of ownership</td>
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<td>4</td>
<td>Not understanding the location of process users</td>
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<tr>
<td>5</td>
<td>Absence of a dedicated instance</td>
</tr>
<tr>
<td>6</td>
<td>Treating training as a one-off activity</td>
</tr>
</tbody>
</table>

¹Process users, i.e., “fulfillers” conduct the work happening in ServiceNow and include your service desk agents and customer service reps.

Related resources:
- On-demand webinar – Build a team of ServiceNow experts for your organization
- Success Video – Build a ServiceNow platform team
- Success Checklist – Build an internal team of ServiceNow experts and train users
- Success Insight - Platform team roles and responsibilities
- Success Quick Answer – How can Now Creators benefit my team?
- Web App - ServiceNow Platform Team Estimator

If you have any questions on this topic or you would like to be a contributor to future ServiceNow best practice content, please contact us.