TRAINING AND CERTIFICATION

Build expertise and realize ROI faster
People are at the heart of your success. With training and certification, your teams will learn to master ServiceNow capabilities through hands-on, real-world instruction designed to help you meet your business objectives.

We provide support for each stage of your ServiceNow journey and for each role within your teams.
“This training took me from being terrified of our upcoming implementation to being confident that our team can manage it.”

According to Gartner, one of the top five reasons that IT projects fail is inadequate change management and training.

- **80%** Average project success rate when 1.5% of project budget added for training.
- **6X** More support is required for untrained users than trained users.
- **25%** Of performance degrades after 4 years without ongoing training.

Source: International Data Corporation
Incorporating lessons learned from hundreds of implementations of all sizes and industries, our agile approach accelerates user adoption, removes barriers, and reduces the risk of project failure.

ServiceNow has mastered the art of virtual training. Excellent courseware and instruction.

- Executive Sponsor; ServiceNow customer
What We Offer

On Demand Learning
Hundreds of self-service, on-demand courses, organized by learning path and role

Technical Training
Skill up your technical and business team members to administer, implement, manage, and grow the platform

Certification
Invest in your employees through industry-recognized certifications

Custom Training
Prepare your process and end users through hands-on, just-in-time training in your company’s ServiceNow instance

Change Enablement
Leverage our consulting experts to apply our proven change enablement methodology focused on user adoption that achieves your business outcomes

Accelerators
Accelerate user adoption with our guided workshops, tools, templates and out of the box training.
What We Offer

Self-Service On-Demand Learning

WHO?
• Anyone at any level interested in learning about the ServiceNow Platform

WHEN?
• Any time during your ongoing ServiceNow learning journey

WHY?
• Obtain new skills
• Learn the platform
• Get certified

On Demand Learning

Explore options to accelerate your learning. Take on-demand courses, sign up for live classes taught by ServiceNow experts, and choose your learning path.

What We Offer

Self-Paced, On-Demand Courses
Private Tailored Sessions
Virtual or Classroom Instructor-Led Courses
Hands-on Simulators

Go Further With Now Learning

Whether you are just starting out with ServiceNow or are brushing up on certain skills, Now Learning offers a more personalized experience. Choose your role specific certification path and experience hands-on live and on-demand classes.

Visit Now Learning

Now Learning
Technical Training

WHO?
• Platform team members from IT and the business who will design, build, and maintain the platform
• Testers and super users

WHEN?
• Our expansive portfolio is appropriate for all enterprise maturity stages and personal skill levels

WHY?
• Participate effectively in workshops; decrease wasted time on knowledge transfer; enable platform ownership; realize the power of the platform

See the instructor-led training catalogue
What We Offer

Certification

WHO?
Technical platform users
• System Administrators
• Developers
• Implementers
• Application Specialists
• Business Process Analysts
• Master Architects

WHEN?
• After successfully completing associated courseware and hands-on experience

WHY?
• Increase expertise
• Support your ServiceNow platform with skilled and credible teams

Certification Suite

Mainline Certifications
Indicates cross-product and role-specific knowledge and skills; available after training pre-requisites
Proctored, comprehensive exam

Delta Program
Verifies release-specific knowledge; available to individuals with current mainline certification
Non-proctored, short online quiz

Micro-Certifications
Indicates knowledge in and skill in a specific specialty; available after training pre-requisites
Non-proctored, mid-size online exam

Suite Certifications
Shows capabilities across product bundles
Achieved through combinations of Mainline and Micro-certifications

Mastery Programs
Indicates deep expertise in a complex, cross-product role; pre-requisites and application required
In-depth program and review board

Read the guide
What We Offer

Custom Training

WHO?
• Process users (fulfillers, ITIL users), process managers
• End users (employees, requesters)

WHEN?
• Material creation (in your instance) just before user acceptance testing (UAT)
• Delivery following UAT, just in time for Go Live

WHY?
• Avoid service disruption, drive platform adoption, increase customer satisfaction; accelerate time to value

Train-the-Trainer
Onsite or Virtual

Custom Content
Development

Recorded Demos

Custom eLearning

Custom Guided Tours

Quick Reference Cards

Read the guide
What We Offer

Change Enablement

WHO?
- Enterprise-wide with a focus on sponsors, champions, platform teams, process users, and end users

WHEN?
- Part-time dedicated resource from project start (kick off) through training delivery (~20 weeks)

WHY?
- Plan for change and communicate effectively; bolster internal support for change; send the right people to the right classes; prepare students for training; create excitement and drive user adoption

Read the guide
What We Offer

Accelerators

WHO?
- Business partners who will engage with ServiceNow (training, OCM, etc.)
- Process users (fulfillers, ITIL users), process managers
- End users (employees, requesters)
- Testers and Champions

WHEN?
- Adoption Toolkit & Accelerator: Ideally at the start of a project, during planning or early development
- Training Accelerator: Begin material development before user acceptance testing (UAT)

WHY?
- Accelerate user adoption with these rapid solutions that drive platform adoption, increase customer satisfaction and accelerate time to value

Training and Adoption Accelerators

Adoption Accelerator: Guided Workshops, Templates and Coaching

Training Accelerators: Customizable Training Packages

Read the guide
“Best decision I made was to use ServiceNow to help prepare the training and provide the train-the-trainer capabilities.

- Executive Sponsor; ServiceNow customer”

315+
Courses and certifications in our portfolio
Let our consultants build your enterprise training and adoption roadmap. Email TrainingAE@Servicenow.com to start the conversation today.