

www.innovise-esm-training.com

ServiceNow Training Courses

ServiceNow Admin Training

This 3 day course is for anyone who will be configuring and administrating a ServiceNow instance, typically the ServiceNow Systems Administrator.

ServiceNow Scripting

This 2 day course is for anyone who wants to build on their existing ServiceNow instance or looking to configure the platform using various programming techniques. Typically consultants, programmers and/or software developers.

ServiceNow Advanced Training

This 8 day course will provide delegates with the understanding, knowledge and techniques required to fulfil both administrative and customisation requirements, to define the various applications available within ServiceNow and how these applications can be configured using available standard and advanced utilities. Typically for high level administrators and consultants/implementers.

Bespoke ServiceNow Training Solutions

Innovise ESM Training have developed a range of bespoke courses for its ServiceNow clients from Admin & Reporting Bootcamp & Sales Positioning Training to End User (Job Role Specific) programs.

About Innovise ESM Training

Innovise ESM Training is an independent, specialist IT solutions training company experienced in the delivery of Enterprise Service Management training solutions from key partners including IBM, ServiceNow, Cisco, Novell, ISEB and Tavve.

With over 10 years' experience in delivering training we combine both extensive real world experience and technical expertise, to drive successful training outcomes for clients.

At Innovise ESM Training we understand that one size does not fit all and pride ourselves on our reputation as a highly flexible and experienced training partner.

We provide a number of solutions to ensure the right training is delivered at the right time to ensure real business benefits are delivered that provide return on investment.

Through our innovative approach to training, Innovise ESM offers many different delivery methods as well as traditional classroom courses on a public schedule or closed course basis. These include Industry Best Practice Workshops, Blended Solutions, Virtual Training and Modular Training Programmes.

Why Choose Innovise ESM Training

Innovise ESM Training is the only training partner with a leading-edge Enterprise Service Management consultancy practice and as such utilises these consultants to develop and deliver our training to provide courses that will equip delegates with the knowledge to directly administer and optimise ServiceNow in the workplace.

This means our instructors have real hands-on experience in today's challenging business environments and they use this knowledge to create a collaborative learning experience that goes beyond the course material.

Innovise ESM are:

- A leading Authorised Implementation Partner for ServiceNow
- An Authorised Training Partner (ATP) for ServiceNow
- An Accredited Kryterion Test Centre

This means that we can:

- Design and deploy ServiceNow solutions for our customers
- Offer the full range of Authorised ServiceNow training courses
- Deliver customised training solutions that address the business needs of the organisation
- Offer the opportunity for ServiceNow certification exams to be taken at our premises

For more information, or to discuss your needs, contact us today!

The Benefits of Onsite and Bespoke Training Solutions

All of our courses can be run as a closed event for a single organisation, at either one of our training locations, at our customers, or a third party site anywhere in the world.

Closed company courses not only offer a reduced cost to the organisation, in terms of eliminating travel costs, but the delegates can prosper from an enhanced learning experience as the course can be tailored to relate to the exact configuration, planned deployment of the technology or to meet the learning needs of the individuals or organisation.

Bespoke training can actually take less time and be more effective than completing standard training courses, by improving the focus and relevance for delegates. Although course-development time is required, bespoke training often provides a valuable alternative to scheduled courses, especially when training a team.

Innovise ESM Training work to understand our customers' needs by working through a Training Needs Analysis and then translate those into a cohesive course fully relevant to your organisation.

The Training Needs Analysis not only evaluates the learning needs of the delegates, but addresses the needs of the organisation in understanding the drivers for training, strategic and learning objectives and how any planned organisational changes may affect the current job roles of the team.

This ensures that the training delivered is not just relevant now, but prepares delegates for their job roles of the future and thus providing real business benefits and return on investment.

Innovise ESM Training

“Innovise ESM Training were fantastic! Their highly experienced and engaging instructors were able to bring real-life experience to the classroom enabling delegates to gain a deeper understanding and deploy their skills immediately in the working environment.

-Stephen Barlow, Systems Engineer Team Leader, Lancashire Constabulary

The Value Innovise Brings is in The Processes We Use!

- The first stage is to understand what your business is, the market in which you operate and what you need to achieve as a result of the training.
- It is important for us to understand what solutions or technology areas your company is embracing, what new products have been purchased or are planned for purchase, what the timescales are and relative importance to your IT plan?
- Getting to know the structure of the IT department and roles and responsibilities of existing resources enables us to understand if your workforce possesses the skills/knowledge required to integrate and support existing technology as well as any new developments.
- Successful training happens as a result of understanding individuals requirements, this is one of the major benefits of a bespoke training programme. We therefore compile information from understanding what individuals' specific areas of interest are, preferred timings and locations.
- A highly tailored training plan is then assembled to accommodate both the needs of the company and its employees. Recommendations are presented along with costs.
- Together we determine what criteria will measure the success of the training plan; whether it is cost savings, increased customer satisfaction or a production increase.

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