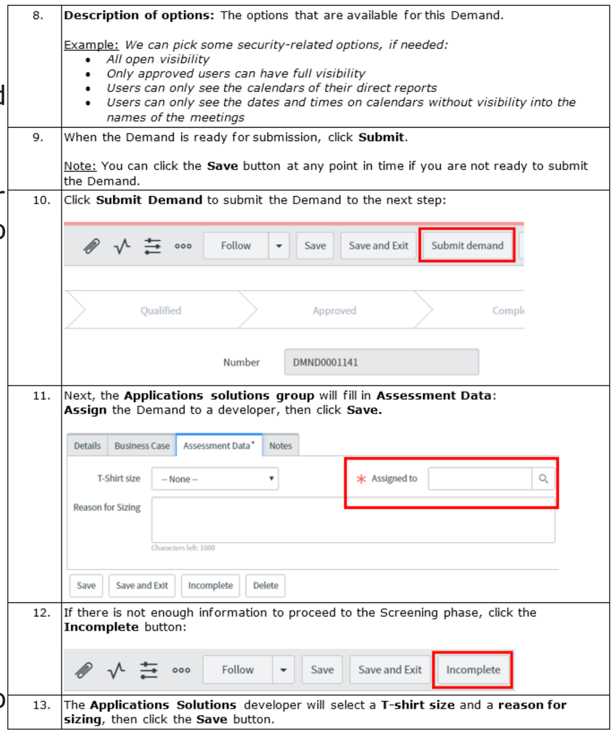
TrainingPath: Overview

According to various published peer-reviewed studies, training programs can enhance both team performance and have a positive influence on project outcomes. When training your team on ServiceNow, it's imperative that training is focused on how your teams will use the platform and how it fits with your business processes.

Pathways' TrainingPath approach is tailored to your specific ServiceNow instance, giving your teams the knowledge they'll need to hit the ground running on day one. This results in unique training sessions that fit not only your organization's processes, but also the recommended approaches suggested by ServiceNow.



8.	**Description of options:** The options that are available for this Demand. Example: *We can pick some security-related options, if needed:* • *All open visibility* • *Only approved users can have full visibility* • *Users can only see the calendars of their direct reports* • *Users can only see the dates and times on calendars without visibility into the names of the meetings*
9.	When the Demand is ready for submission, click **Submit**. Note: You can click the **Save** button at any point in time if you are not ready to submit the Demand.
10.	Click **Submit Demand** to submit the Demand to the next step: Follow · Save · Save and Exit · Submit demand Qualified · Approved · Compl Number DMND0001141
11.	Next, the **Applications solutions group** will fill in **Assessment Data**: **Assign** the Demand to a developer, then click **Save**. Details · Business Case · Assessment Data · Notes T-Shirt size -- None -- · Assigned to Reason for Sizing Characters left: 1000 Save · Save and Exit · Incomplete · Delete
12.	If there is not enough information to proceed to the Screening phase, click the **Incomplete** button: Follow · Save · Save and Exit · Incomplete
13.	The **Applications Solutions** developer will select a **T-shirt size** and a **reason for sizing**, then click the **Save** button.

TrainingPath incorporates important aspects of your business processes into the materials. When developing a training plan, Pathways speaks with key members of your team to determine what process-driven elements need to be included. This results in a unique, customized training session that fits not only your organization's processes, but also reflects the best practices set by ServiceNow.

Both training and documentation options are available (or a combination of both). Training sessions have room for up to 300 people, and Pathways can provide recordings of these sessions so your organization can post the videos for review or for getting future hires up-to-speed. Documentation is most commonly provided in the form of user manuals or reference guides, but Guided Tours and Knowledge articles are also available!

TrainingPath focuses on three main user groups: Fulfillers, end-users and train-the-trainer. Each group requires different types of knowledge transfer in order to successfully spread the adoption of ServiceNow throughout your organization. With this group-centric approach, TrainingPath helps ensure that your people have what they need in order to successfully do their jobs.

Fulfillment Groups

- Target audience: Users who respond to requests within ServiceNow and perform the needed activities to fulfill those requests.

End-Users

- Target audience: Users who make requests or open tickets for help within the ServiceNow platform (e.g., submitting an Incident ticket).

Train-the-Trainer

- Target audience: Trainers, SMEs or your System Administrators.

Why use TrainingPath?

- With TrainingPath, your users will be trained on your customized ServiceNow instance, giving them the exact knowledge they need to hit the ground running with confidence on day one.
- Your end users will be more comfortable with the system, enabling them to open request or incident tickets on their own, freeing up your Service Desk for other responsibilities.
- Your fulfillment teams will be prepared to process, track and update every request that comes across their desk.
- Your management and executive teams will be able to create and utilize metrics and reports directly from their dashboard.

What are the differentiating factors for choosing TrainingPath?

- Your staff will be trained on your custom instance, not a generic baseline environment.
- All of your custom business rules, policies and fields will be covered in every session.
- Your business processes and procedures can be integrated into each session. If you have a business-critical ticket that must contain specific content, TrainingPath will integrate that process into the materials.

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We listen. We care. We execute.