

NextGen Professionals Program

A photograph of three women in a meeting. One woman is seated on the left, gesturing while speaking. Two other women are standing and listening. A laptop is on a table in front of them. The scene is brightly lit by a large window in the background.

Making work, work better for the next generation

At ServiceNow, our mission is to make the world of work, work better for people. The NextGen Professionals Program is dedicated to growing the talent pool of ServiceNow-trained professionals. Our program delivers a focused learning experience that builds critical, entry-level skillsets for our candidates, many of whom have traditionally been marginalized by the technology industry. Together with the leading companies with whom we partner, we are granting access and employment opportunity to the digital workforce of today, and tomorrow.



What we do

The NextGen program ensures that ServiceNow training, certification and entry-level employment in our ecosystem are open to all. We have three areas of focus: Academic, Skills for Life, and Youth Development. Within these three areas, we provide technical training and certification opportunities to students, veterans, youth, and transitioning workers, with the opportunity for employment as the foundation of all our programs.

How we do it

We provide the technical skills needed to succeed in the modern digital workforce. The ServiceNow NextGen program provides technical training, certification, and employment opportunities to bridge the entry-level talent gap, and support the growth of our customers, our partners, and ServiceNow itself. We address digital literacy through the use of innovative learning programs that are flexible in length and content, and take various formats including academies, bootcamps, hackathons, and classroom integration.

"It has been an excellent opportunity to work with TechBridge and ServiceNow's NextGen Team over the last two cohorts. We have developed new and innovative ways to utilize skill and technology to deliver training and ensure students have the best possible experience. I believe this is why we have seen such an amazing certification and hiring rate from the graduates."

– PAUL BLAIR, SR. DELIVERY MANAGER, ACCENTURE

Benefits for employers

Closing the talent gap through accelerated learning

The ServiceNow ecosystem has faced tremendous growth. With more than 6,000 customers around the world in the ServiceNow ecosystem, we see firsthand the challenges that many companies face in addressing the talent shortage of qualified practitioners trained to support a ServiceNow deployment. By focusing on recruiting and hiring requirements for success in these positions, the NextGen program provides an accelerated learning experience that minimizes the ramp-up time for new professionals entering the workforce. The result is a ready pool of talented, certified individuals who are able to hit the ground running.

Creating a pipeline of top talent begins with a focus on the needs of our employment partners. Working together, we help them determine open positions and required skills. Then, we work with talent providers from academic, non-profit, and government organizations to match employer needs with qualified participants seeking a technical career in a ServiceNow environment.

Our customized curriculum simulates hands-on, real-world experiences and exposes NextGen students to the realities of implementing and supporting the ServiceNow platform. In addition to developing technical proficiencies while communicating with both customers and team members, participants also learn skills in management, collaboration, communication, teamwork, and problem solving that will help them be successful in a professional environment.

A photograph of three business professionals in a meeting. A woman with glasses and a purple top is sitting at a table with a laptop, smiling. A man in a grey suit is sitting with his back to the camera, looking at the laptop. Another man in a patterned shirt is leaning over the table, smiling and talking to the man in the suit. They are in a room with large windows and a brick wall.

Become a NextGen employer

Employment partners reap the benefits of having access to a diverse pool of qualified, trained and eager professionals who are ready to contribute right away. To become a NextGen employer, organizations will be asked to support the NextGen Professional Program in two essential ways. First, with a commitment to hire NextGen graduates. Employers will work with ServiceNow to identify needed roles, headcount requirements, and desired skillsets. Second, employers will contribute to the hands-on facilitation of the NextGen program with trainers, hackathon judges, mentors, and more. This involvement is key to providing a successful outcome for all stakeholders.

CONTACT US

To learn more and get involved.



"The NextGen program was a game changer in my life! There were 5 weeks of training, immense in the Service Now world, each day a different learning about this wide and diverse platform that uses technology to your advantage. The training was well structured, with great instructors who made a difference in the transmission of knowledge, teaching as much as they knew about each topic. The material is very inclusive and very well organized, the labs are very complete and encourages learning. Thank you very much ServiceNow NextGen for this great opportunity." (translated from Portuguese)

– NATÁLIA PINHEIRO GOMES, BRAZIL PARTNER PROGRAM

Contact us at nextgen@servicenow.com to learn more and get involved.