

OUR TRAINING PHILOSOPHY

Our Training Philosophy

At YBES NOW LLC, training is not a phase at the end of a project — it is woven into every sprint, every configuration decision, and every conversation we have with your team. We believe that a platform's long-term success depends entirely on the people using it. That is why we lead with a teach the teacher model: we identify your internal champions early, invest deeply in their understanding, and empower them to train and support the broader organization. This creates a sustainable knowledge base that grows independently of any external consultant. Every training plan is role-based — administrators, developers, end-users, and managers each receive curriculum designed around their specific responsibilities — so no one is sitting through material that does not apply to their daily work. And everything we teach is grounded in hands-on practice inside your actual ServiceNow instance, not abstract slide decks.

EVERY ENGAGEMENT INCLUDES

What's Included in Every Engagement

- Discovery session to understand your team's current skill level and learning gaps
- Role-based curriculum design — Admin / Developer / End User / Manager tracks
- Hands-on lab sessions conducted inside your ServiceNow instance
- Quick reference guides and plain-language job aids your team keeps forever
- Video walkthroughs for key workflows — searchable, replayable, on-demand
- 30 / 60 / 90 day post-launch coaching calls to reinforce learning and answer questions

"Training is not a phase — it's woven into every sprint."

METHODOLOGY

Teach the Teacher Program

The Teach the Teacher model is the cornerstone of how YBES NOW transfers knowledge. Rather than positioning ourselves as the permanent source of truth, we identify two to four internal champions within your organization — typically platform owners, power users, or team leads — and invest heavily in their understanding of both the technical configuration and the business intent behind every design decision. These champions receive extended hands-on time, access to all documentation, and direct coaching from our consultants throughout the engagement.

Once certified internally, your champions lead role-based training for their colleagues, answer day-to-day questions, and serve as the first line of support after go-live. The benefits are compounding: your organization builds institutional knowledge that survives team changes, reduces dependency on external consultants for routine questions, and creates a culture of platform ownership. YBES NOW remains available for advanced questions, upgrades, and new module rollouts — but the everyday capability stays entirely with your team.

MEASURED IMPACT

Training Outcomes

Metric	Without Structured Training	With YBES NOW Training
User Adoption Speed	Slow (3–6 months)	Fast (2–4 weeks)
Support Ticket Volume	High post-launch	40–60% lower
Admin Confidence	Low	High within 30 days
Platform Utilization	~40% of features used	80%+ of licensed features used

GET STARTED

Ready to Build a Self-Sufficient Team?

Whether you are preparing for a ServiceNow go-live, struggling with post-launch adoption, or building a long-term enablement strategy, YBES NOW LLC is ready to design a training program that fits your team, your timeline, and your budget. We work remotely with organizations nationwide and bring the same depth of expertise to every engagement regardless of organization size. Reach out today and let's build something your team can own.

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