NEWS RELEASE

ServiceNow commits to training 1,000 Australians in digital skills by end of 2022

2022-08-01

New program to help increase digital skills includes free 9-week intensive training course open to anyone wanting to enter the tech industry

Sydney - 1 August 2022: ServiceNow Australia, the digital workflow company, has announced a commitment to train 1,000 people in digital skills by the end of 2022. Several initiatives have been launched to meet the target, including a free, 40-hour per week, 9-week digital bootcamp, with 100 places starting in August.

The digital-skills bootcamp is open to anyone interested in entering the tech industry, including recent graduates looking for their first job, those returning to work after career breaks, or people looking for a career-change.

Skills gaps

“The data is clear: Australia has a critical shortage of digital skills. Every day, I hear from our customers and partners that attracting skilled talent is a top priority. By broadening paths into the tech industry, this commitment will help build the nation’s tech talent pool,” says Eric Swift, Vice President and Managing Director, ServiceNow Australia and New Zealand.

Recent estimates from Australia’s 2021 **Digital Economy Strategy** found that 87% of jobs now require digital skills. On top of this, a **2022 report from Hays** found that 91% of the local technology industry is struggling with skills shortages, and in the next 12 months, 90% of employers believe the tech skills shortage will impact the effective operation or growth plans of their organisation.

To increase job prospects for participants, ServiceNow has worked with its customers and partners to line up potential employers. Several organisations have registered entry-level roles for bootcamp participants to apply to, some of which were created specifically to match the training provided. Currently, more than 70 percent of the ASX200 are customers of ServiceNow, in addition to more than 100 local, state, and federal government departments and agencies.

“We have designed this intensive 9-week program to be open to anyone, so it can kick-start your career. With more than 350 hours of free guided training in two months, it will give people all the tools they need to get started in the tech industry,” says Mr Swift.

High-paid, high-skilled roles

The program includes instructor-led classes, hands-on projects, and careers skills training. Successful participants receive industry-recognised certifications as a ServiceNow Certified System Administrator and Certified Application Developer. In 2021-22 report by technology recruitment firm **Nelson Frank**, average Australian salaries for junior ServiceNow Administrators and ServiceNow Developers were AUD$90,000.

Applicants to the digital bootcamp do not need any previous tech experience or educational qualifications. The bootcamp program falls under ServiceNow’s **NextGen** training program, which has a mandate to assist those traditionally marginalised from the field of tech to help them find employment within the ServiceNow job market.

The bootcamp is the third NextGen program launched in Australia, following a partnership with TAFE NSW, which includes on-the-job learning with TAFE education; and **an initiative** with Community Corporate, which will upskill 65 refugees through a digital skills training program run by ServiceNow, followed by industry job-placements at Woolworths, Accenture, and other ServiceNow customers and partners. ServiceNow is also currently offering the **ServiceNow Fundamentals** training course for free until 31 August 2022.

The next intake of ServiceNow digital bootcamp will launch in August 2022, with up to 100 positions available. This will be followed by one other intake in October, with more in 2023. To apply for the bootcamp, visit: **apply.servicenow.com/apply**

Media contact:

For further information please contact **servicenowanz@webershandwick.com.au**.

# # #

About ServiceNow

ServiceNow (NYSE: NOW) is making the world of work, work better for people. Our cloud-based platform and solutions deliver digital workflows that create great experiences and unlock productivity for employees and the enterprise. For more information, visit: **www.servicenow.com**.

© 2021 ServiceNow, Inc. All rights reserved. ServiceNow, the ServiceNow logo, Now, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc. in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.