



DIGITAL FORGE

A ServiceNow Consulting & Implementation Partner

*ServiceNow Apprentice-to-Expert
Offering for Military Veterans*

Overview for ServiceNow, Inc.

Spring 2025



DIGITAL FORGE

Company Overview

- Founded 2007
- Headquartered in Leesburg, VA
- <https://digital-forge.io>

Business Designations

- Self—Certified Small Business
- HUBZone (in progress)
- DUNS (081301192)
- CAGE Code (8HGM9)

Clients



Securing today
and tomorrow



NOAA



IRS



Chip Taliaferro
Founder & CEO



Amit Rajaram
Platforms Lead



Chris Kao
COE Lead



Khai Chau
Teaming Partner

servicenow Practice

1. Implementation Services

- Development/Testing
- Solution Architecture
- Release Management

Platform Modules

- IT Service Mgt
- IT Asset Mgt
- IT Operations Mgt
- Customer Service Mgt
- Strategic Portfolio Mgt
- Governance/Risk/Compliance
- Security Operations

Platform Capabilities

- Performance Analytics
- Service Portals/Catalogs
- App Engine
- Integration Hub

2. Center of Excellence

- Platform Governance
- Knowledge Management
- Demand Management
- Use Case Analysis and Prioritization
- Platform Strategy and Future State Architecture
- Reusable Services
- Value Realization
- Enterprise Architecture Solutioning Processes

3. Apprentice-to-Expert Program

- Veteran/Military Spouse New ServiceNow Specialists (Certified Administrators and Developers)
- Low-cost entry point for resources with prior leadership and teamwork experience but new to technical career
- Offers clients a path to grow ServiceNow skillsets over time and “build resources to suit”



DIGITAL FORGE

ServiceNow NextGen SkillBridge Program

ServiceNow's NextGen Veterans Program prepares members for highly rewarding and lucrative careers.



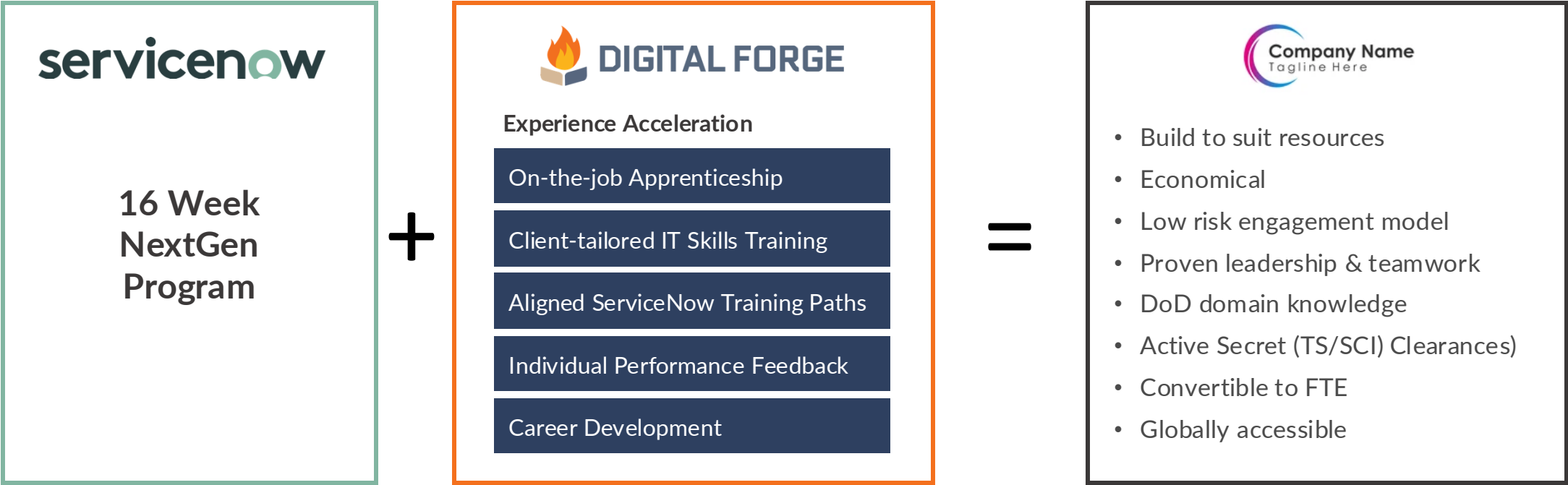
- Available for qualified transitioning service members and spouses of active-duty personnel
- Paid for by ServiceNow (no tuition cost to student or employer)
- Intensive 16-week combination of instructor-led virtual and on demand training
- Additional self-learning available to students through year-long access to free training content

640 Hours (CSA, CAD, Select CIS)

Week 1 IT Service Management	Week 2 ServiceNow Administration Fundamentals	Week 3 ServiceNow Admin Advanced, Flow Designer	Week 4 Javascript
Week 5 Scripting	Week 6 ServiceNow Platform Implementation	Week 7 Integration Hub, UI Builder, ITSM Implementation	Week 8 Application Development Fundamentals
Weeks 9-10 Team Development Project	Weeks 11-16 ServiceNow Partner Externship		

Digital Forge Apprentice-to-Expert Offering

Our “Apprentice-to-Expert Program” builds on ServiceNow’s training to grow the resource’s technical and professional skillsets setting the foundation for a strong and successful career and value for the customer.



Resource Training

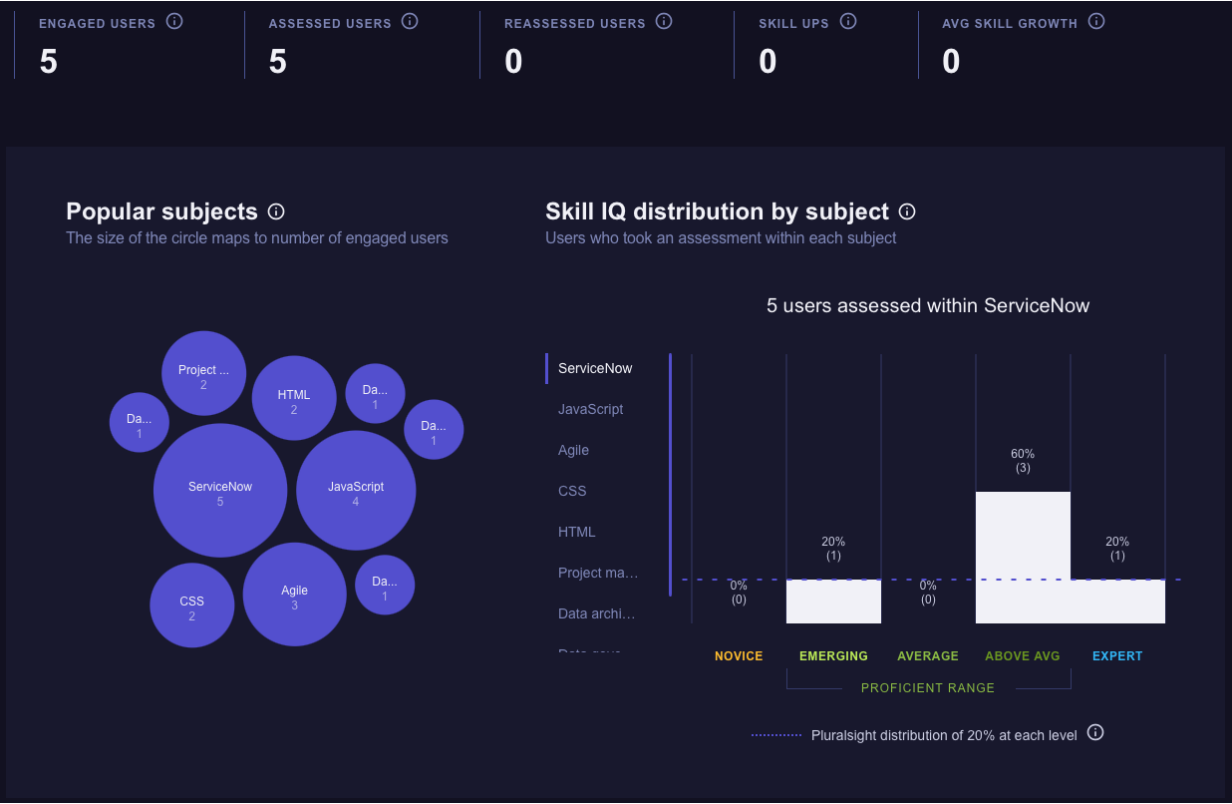
A training curriculum is personalized for resources based upon customer need, career level and personal interests. Digital Forge covers training expense with exception of customer required training incurring other 3rd party costs.

Required	Just In Time	ServiceNow Growth	Individual Interests
Establish baseline skills	Aligned with customer's tech stack	Strengthen & broaden ServiceNow skills	Encourage personal growth
• Agile 101 • Requirements Gathering • Product Management • Project Management • Task Management • Technical Writing • Basics of DevOps • AI – Overview • AI – Prompt Engineering • Intro to Cloud • HR Related (harassment, security awareness, etc.)	Examples • Javascript • HTML/CSS • React • Angular • API integration • Databases/Data Structures • Cloud (AWS, Azure)	• Career Journeys (admin, specialist, developer, architect, manager, etc.) • Modules (ITSM, SPM, ITAM, ITOM, APM, App Engine, Industry Solutions, etc.) • NOW Platform (Service Catalog, Performance Analytics, Reports & Dashboards, etc.) • Micro-certifications • Version Deltas	Examples • Blockchain Technology • Security • Governance, Risk & Compliance • Mobile Development • Network Architecture • Personal Development • Soft Skills (better listening, career counseling, etc.)

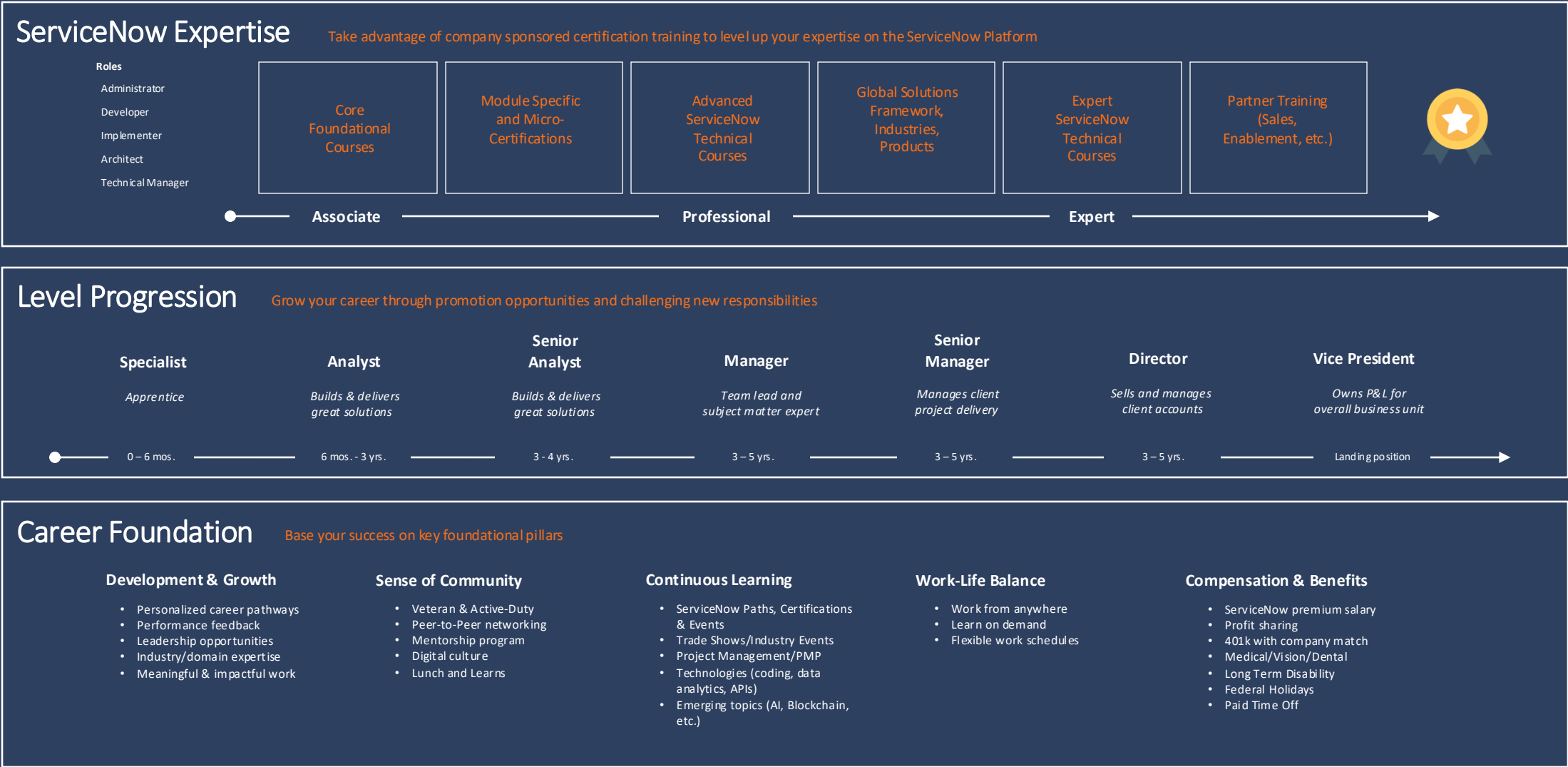
Digital Forge Skills Tracking

Delivered through the Pluralsight platform, resources work through multiple training curricula and are continually measured to show skill progression over time.

Aggregated Skill Dashboard

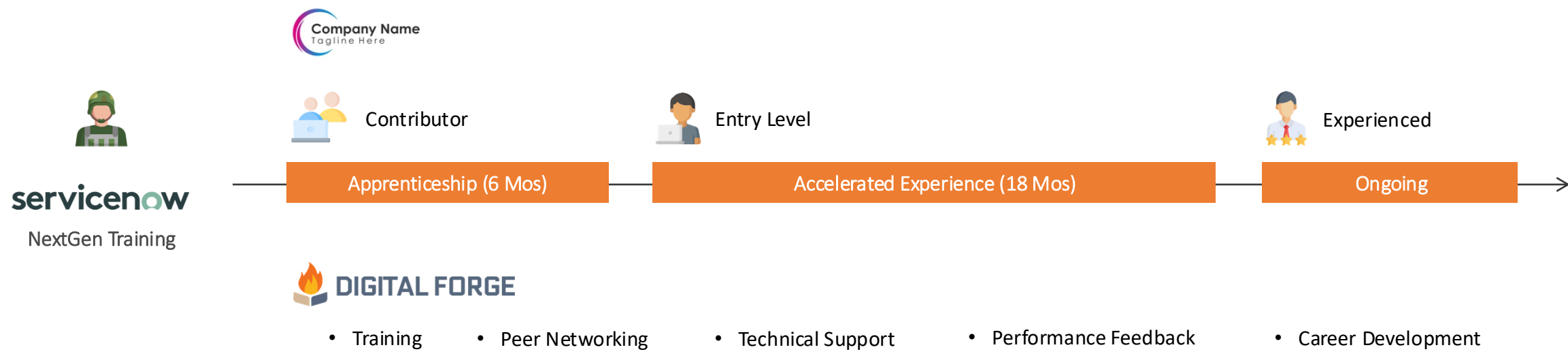


A ServiceNow career: not just a body in a seat



A Partnership Approach

Partnering is key to building the veteran's capabilities over time to ensure consistent performance and the traction needed to sustain a long-term career.



Detailed Engagement Roadmap

Customers receive low cost/low risk “purpose-built” resources that meet immediate needs while preparing their ServiceNow workforce of the future.

Training	Apprenticeship	Accelerated Experience		Career Progression
16 Weeks	6 Months	7 - 24 Months		Ongoing
 • ServiceNow Administration Fundamentals • On Demand Content • Guest Speakers • Team Projects • ServiceNow Application Development Fundamentals • Final Project • Presentations • Certifications	 • Placed in meaningful admin, development or another role • Part of larger team to gain on the job experience and <u>mentorship</u> • Begin clearance or background check as required  • Customized training program • Peer networking • Performance feedback • Technical and professional support	• “Graduates” to typical ServiceNow entry level role mapped to the resource’s skillset and ServiceNow module experience and program scope • Ongoing performance feedback • Peer networking • Technical and professional support • Ongoing training	• Fully integrated into the program as a contributing team member • Complete clearance or background check as required • Digital Forge funded incremental training for ServiceNow in various modules, micro-certifications, etc. to meet program requirements	• Option to convert resource into a full-time employee (with conversion fee) • Transition employee • Continue resource on contract basis • Provide ongoing career growth and skillset support