Get the most from your Snow investment with our official Snow product training.

Snow Software training courses, for both customers and partners, are delivered by certified expert instructors. Learn through a blend of best practices, theory and practical exercises that will prepare you for certification exams as part of the Snow Certification Program.
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Important Update: COVID-19

As COVID-19 continues to impact the global community, Snow’s top priority is upholding our responsibilities to our employees, customers and partners. That means continuing to deliver the highest quality of service and support while also focusing on the wellbeing of our workforce and extended community.

Our core training courses will be conducted virtually to ensure we can continue to enable our community.

As the situation evolves, we will continue to assess our approach and alert you to any changes. Please reach out to globaltraining@snowsoftware.com with any questions or concerns.
Course Delivery Methods Explained
Instructor Led Remote Training

Remote courses will cover the exact same content as our classroom led training, delivered by an expert trainer over virtual meeting technology.

Instructor Led Classroom Training

In-person courses are held in several international locations at either a Snow Software Training Center, a Snow Software Training Hub, or in a city-based location within a hotel or conference facility. City center venues will be confirmed for attendees once the minimum enrollment is reached. Bespoke sessions can also be arranged and held in one of our regional offices or on-site at customers premises. Currently, all classroom training is suspended due to COVID-19 precautions. We will update all customers as soon as classroom delivery has resumed.

Self-paced E-learning

We are continuing to invest in creating course content for our e-learning platform. Once enrolled, you will be able to access the learning environment for a period of 30 days and learn at your own pace. After successfully completing the e-learning certified exam, you will be awarded the same certification as those who attended the Instructor led training. For any e-learning course queries please contact academy@snowsoftware.com.
Learning Paths per Product
With numerous courses available we have defined learning paths based on the products you have within your estate. The learning paths describe which course a participant should enroll in and in what order. Within each course description you will find guidance as to who is best suited within your organization to attend.

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**Snow Adoption Tracker**

Adoption Tracker provides complete visibility of technology used within your organization through comprehensive discovery and inventory of your entire technology landscape, including end-user hardware, data center, cloud services and on-premises software.

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**Snow Spend Optimizer**

Spend Optimizer enables organizations to right-size their technology investments by aligning spend with business need across software, cloud services, datacenter and mobile. Detailed technology use understanding is mined to identify unused accounts, duplicate users and unnecessary, expensive subscriptions.

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**Snow Productivity Optimizer**

Productivity Optimizer helps organizations save costs by automating manual processes, including software request and approval and user provisioning. Prevent common resource related issues from occurring, such as unmanaged access to cloud services, overuse of software licenses and virtualization sprawl.
Snow Commander

Snow Commander provides organizations with unparalleled simplicity, flexibility and insight for their cloud strategy. Optimize visibility, spend and governance across the Hybrid Cloud Environment.
**Snow Optimizer for SAP® Software**

Snow Optimizer for SAP Software provides a consolidated and detailed view of SAP usage. Optimize and manage SAP deployments, centrally manage contracts and minimize exposure to financial and legal liabilities with automatic license administration.

**Snow Automation Platform**

This is the same as Productivity Optimizer (though Productivity Optimizer also contains Snow Device Manager).

**Snow Device Manager**

Snow Device Manager is a complete Enterprise Mobility Management solution that handles the full lifecycle of smartphones and tablets. It extends the high levels of control and oversight already applied to desktops, datacenters and cloud computing to mobile devices.
Global Course Offerings Catalog
Overview

During this self-paced e-learning training we explore the potential of Snow License Manager. You will learn how to use Snow to gain full visibility of your IT estate as well as navigate and create reports using actionable data from discovery and inventory. This course is to be completed as part of the Snow learning journey and is a prerequisite for further courses.

This course is designed to enable you in the functionality of the Snow platform. License Terms & Conditions are changed/added throughout this course, these Terms & Conditions may not apply to your own environment. Please check with your agreements and licenses before making changes to your data.

Who Should Attend?

This course should be attended by everyone as an introduction to the Snow platform.

Prerequisites

There are no prerequisites required for this course.

Course Outline

- Inventory dataflow
- Navigation and reporting
- Importing and exporting data
- Computers and datacenters
- Web application
- Alerts and notifications
- Cost allocation
- Asset lifecycle management
- Assignments and practical exercises

Schedule

Snow Platform Essentials self-paced e-learning course is available as a 5-user subscription.

If you wish to enroll for this e-learning course a Snow Academy account and a valid purchase order or training subscription is required.

No valid purchase order or training subscription? Contact globaltraining@snowsoftware.com or your Snow Account Manager.
Overview

Snow Platform Foundation certified training course delivers insights into how the Snow platform can help you understand what is driving technology spend on-premise and in the cloud. It will show you how to forecast, budget technology spends and mitigate risks from software audits. Snow Platform Foundation is now being offered as a bundle to include access to Snow Platform Essentials, participants will be automatically enrolled to the course when enrolling onto Snow Platform Foundation.

This course is designed to enable you in the functionality of the Snow platform. License Terms & Conditions are changed and added throughout this course, these Terms & Conditions may not apply to your own environment. Please check with your agreements and licenses before making changes to your data.

Who Should Attend?

This course should be attended by anyone with an interest in managing their ITAM estate via the license management features. It will build on base knowledge gained from the Snow Platform Essentials course and goes into a deeper exploration of the features available within the Snow Software product.

Prerequisites

Completed the Snow Platform Essentials e-learning course. Alternatively if you are an existing user of the Snow platform and or have previously taken the Snow License Manager User course (more than 2 years previous) you may find this course particularly useful to update you on new features and benefits.

Course Outline and Key Outcomes

Participants will become familiar with:
- License Manager interface, navigation, and features overview
- How the Snow platform reporting engine can help create reports
- How to utilize forecasting
- Computers and lifecycle management of company assets
- Reviewing, managing and tracking applications
- Create software and license policies
- Entitlements and how to manage license and agreement rules
- Cost allocation to hardware and software assets
- Practical exercises and certification exam

Schedule

Snow Platform Foundation is offered as a remote delivery instructor led training or self-paced e-learning course. Snow Platform Essentials is only available as a self-paced e-learning course in English.

You can view instructor led training dates by clicking on the relevant buttons below. If you wish to enroll for either instructor led or e-learning courses a Snow Academy account and a valid purchase order or training subscription is required.

No valid purchase order or training subscription? Contact globaltraining@snowsoftware.com or your Snow Account Manager.
Overview

During this certified course you will review a typical Snow Inventory installation and go through important features and configurations in Snow Inventory and agents. It will teach you how to successfully configure, manage and troubleshoot your Snow Inventory installation. Upon successfully completing the exam, you will be certified according to the Snow Software Certification Program.

Who Should Attend?

This course should be attended by anyone with an interest in managing their Inventory estate. In addition, those who look after Snow Inventory within their organization and have access to the Snow Inventory servers. This course will also be advantageous to those who have already used the Snow platform and want to be updated with latest features.

Prerequisites

Completed the Snow Platform Essentials e-learning course.

Course Outline and Key Outcomes

- System overview
- Scoping and system requirements
- Installing and configuring Snow Inventory Master Server
- Using the Snow Inventory Admin Console
- Creating views and reports
- Working with Snow Inventory agents
- Managing Discovery
- Managing Cloud Application metering
- Using external data sources with Snow Integration Manager
- Practical exercises
- Certification exam

Schedule

Snow Inventory Administrator is offered as a remote delivery instructor led training or self-paced e-learning course. Snow Platform Essentials is only available as a self-paced e-learning course in English.

You can view Instructor Led Training dates by clicking on the relevant buttons below. If you wish to enroll for either Instructor Led or E-learning courses a Snow Academy account and a valid purchase order or training subscription is required.

Instructor Led Training (Remote or Classroom) – English
Instructor Led Training (Remote or Classroom) – German
E-learning – English

No valid purchase order or training subscription? Contact globaltraining@snowsoftware.com or your Snow Account Manager.
Overview

Within this certified training course, we dive deeper into the use of Snow License Manager. Participants will learn how they can customize the product to suit more complex agreement and License terms and conditions. Participants will explore more complex licensing settings for their company’s software assets, including controlling entitlements to tracking actual application usage.

This course is designed to enable you in the functionality of the Snow platform. License Terms & Conditions are changed and added throughout this course, these Terms & Conditions may not apply to your own environment. Please check with your agreements and licenses before making changes to your data.

Who Should Attend?

This course should be attended by anyone with an interest in managing their Desktop and End User estate via the license management features. This course will also be advantageous to those who have already used the Snow platform and want to be updated on latest features and licensing rules of common licensing.

Prerequisites

Completion of the Snow Platform Essentials and Snow Platform Foundation courses.

We recommend at least three months practical hands-on experience on the Snow platform before attending this advanced course.

Course Outline and Key Outcomes

- Compliance vs. entitlement
- Importing vs. manual input
- Reviewing data added to system
- Managing software and license terms and policies
- Understanding how differences in software use can affect the way software is licensed
- Using the right reports for the desired outcome
- Assignments and practical exercises
- Certified exam

Schedule

Snow Desktop and End User Licensing is offered as a remote delivery instructor led training or self-paced e-learning course.

You can view Instructor Led Training dates by clicking on the relevant buttons below. If you wish to enroll for either Instructor Led or E-learning courses a Snow Academy account and a valid purchase order or training subscription is required.

Instructor Led Training (Remote or Classroom) – English  Instructor Led Training (Remote or Classroom) – German  E-learning – English

No valid purchase order or training subscription? Contact globaltraining@snowsoftware.com or your Snow Account Manager.
Overview

Within this certified training course, we look more closely into the use of Snow License Manager. Participants will learn how they can utilize the platform to cover more complex server and enterprise related products such as Microsoft Windows Server, Microsoft SQL Server and Oracle licensing. Participants will deep dive into more complex licensing settings for their company’s software assets.

This course is designed to enable you in the functionality of the Snow platform. License Terms & Conditions are changed and added throughout this course, these Terms & Conditions may not apply to your own environment. Please check with your agreements and licenses before making changes to your data.

Who Should Attend?

This course should be attended by anyone with an interest in managing their server and enterprise estate via the license management features. This course will also be advantageous to those who have already used the Snow platform and want to be updated with latest features and licensing rules of server and enterprise licensing.

Prerequisites

Completion of the Snow Platform Essentials and Snow Platform Foundation courses.

We recommend at least three months practical hands-on experience on the Snow platform before attending this advanced course.

Course Outline and Key Outcomes

- Microsoft server licensing
- SQL server licensing
- Oracle licensing
- Exclusion rules
- Datacenter and virtual use rights
- Reporting and risk management
- Assignments and practical exercises
- Certified exam

Schedule

Snow Server and Enterprise Licensing is offered as a remote delivery instructor led training or self-paced e-learning course.

You can view instructor led training dates by clicking on the relevant button below. If you wish to enroll for either instructor led or e-learning courses a Snow Academy account and a valid purchase order or training subscription is required.

No valid purchase order or training subscription? Contact globaltraining@snowsoftware.com or your Snow Account Manager.
Overview
During this certified training course, you will review the use of Snow Automation Platform and the Software Store functionality. In addition, you will have the chance to discuss various opportunities, configurations, capabilities, usage scenarios and how it enables you to maximize your return on the value of your Snow platform investment. You will learn about the benefits of Self Service, the architecture behind Snow Automation Platform and how to troubleshoot errors. You will also gain an understanding on how Services, Workflows and Activities are used and reused within the Automation Platform. Upon successfully completing the exam, you will be certified according to the Snow Software Certification Program.

Who Should Attend?
This course should be attended by anyone who will be responsible for the management, configuration, or support of the Snow Automation Platform. It is also very useful to SAM professionals who will be responsible for harvesting, authorizing or approving software items within the software store.

Prerequisites
There are no prerequisites required for this course.

Course Outline and Key Outcomes
- Introduction and overview of the Automation Platform
- Automation Platform architecture
- Using Automation Platform
- Configuring Automation Platform
- Workflow administration
- Summary and review
- Certified exam

Schedule
Snow Automation Platform Administrator is currently offered as remote delivery instructor led training.

You can view Instructor Led Training dates by clicking on the button below. If you wish to enroll for this Instructor Led course a Snow Academy account and a valid purchase order or training subscription is required.

No valid purchase order or training subscription? Contact globaltraining@snowsoftware.com or your Snow Account Manager.
Overview
This basic training will help you understand the requirements needed to implement the Snow Optimizer for SAP software. Learn which steps have to be taken before and during the setup process and see the prerequisites for implementation.

Who Should Attend?
This training is targeted to those who are facilitating the implementation and first setup of the Snow Optimizer for SAP Software.

Prerequisites
Good SAP skills as an SAP Consultant, Basic Administrator or Power User. Knowledge in SAP licensing and/or roles and authorizations would be beneficial.

Course Outline and Key Outcomes
- Participants will be able to prepare the installation of the Snow Optimizer, supporting the local administrator in using the Snow Optimizer for SAP software transports
- Supporting the local admin in the setup of RFC connections, needed for data load
- Will become familiar with the reports to connect systems to the Snow Optimizer for SAP software, be able to collect user usage and landscape data to create an actual overview of the SAP licenses currently consumed
- Generate rulesets to identify and invalidate licenses no longer used
- Find duplicate users
- Identify risks of being non-compliant based on system measurement data
- Participants will learn how to create an automated workflow to collect, process and report on the license status
- Ability to mirror the actual contract in the Snow Optimizer for SAP software Contract Management Report and use this to show the compliance situation today
- Generate usage profiles for users to fit into existing license type

Schedule
Snow Optimizer for SAP® Software Entry Level is offered as a remote delivery instructor led training or self-paced e-learning course.

You can view Instructor Led Training dates by clicking on the relevant button below. If you wish to enroll for either Instructor Led or courses a Snow Academy account and a valid purchase order or training subscription is required.

No valid purchase order or training subscription? Contact globaltraining@snowsoftware.com or your Snow Account Manager.
Overview

This advanced training will help you understand the requirements needed to use the Snow Optimizer for SAP Software; it will demonstrate how to effectively work with the Snow Optimizer to manage your license situation within SAP. It will explain how to avoid potential risks of being non-compliant. This course builds upon the Snow Optimizer for SAP Software Entry Level course.

Who Should Attend?

This training is targeted to those who oversee the SAP licensing within their organization.

Prerequisites

Completion of the Snow Optimizer for SAP Software Entry Level course and a strong understanding of SAP in general, Licensing and/or Security Knowledge, special role concepts and authorizations would be beneficial. Deep knowledge of your SAP environment is strongly recommended.

Course Outline and Key Outcomes

- Participants will be able to mirror the actual license situation given
- How to use various approaches to build usage profiles
- The user will learn to use the Snow Optimizer for SAP software to identify possible indirect usage based on system measurement results, real communication data, used 3rd party namespaces and digital documents
- Ability to use user data from non-SAP systems to handle the classical indirect usage scenario
- How to connect Business Object Systems (BO), JAVA UME and HANA (DB) systems to the Snow Optimizer for SAP software and how to use this data effectively (incl. LMBI data as an enrichment of BO data)
- Execute the Cost Allocation Report to create a cost sheet
- How to use the Mass User Master Data Change to update user data

Schedule

Snow Optimizer for SAP® Software Advanced Level is offered as a remote delivery instructor led training or self-paced e-learning course.

You can view instructor led training dates by clicking on the relevant button below. If you wish to enroll for either Instructor led or e-learning courses a Snow Academy account and a valid purchase order or training subscription is required.

No valid purchase order or training subscription? Contact globaltraining@snowsoftware.com or your Snow Account Manager.
Overview
This technical training course covers all topics required to get started using Snow Commander. You will learn how to assess the system requirements according to your environment, how to install Snow Commander and complete the most common post installation configurations. Upon successfully completing the exam, you will be certified according to the Snow Software Certification Program.

Who Should Attend?
This course is designed for System Administrators who will be responsible for the installation and base configuration of the Snow Commander solution.

Prerequisites
There are no prerequisites required for this course.

Course Outline and Key Outcomes
- How to appropriately size and configure the environment that will host Snow Commander
- Best practices for installing Snow Commander
- Configuring an email proxy so messages can be sent to stakeholders
- Customizing the Commander and Service Portal URLs
- How to get your users access to Snow Commander
- Adding your public and private clouds in Snow Commander
- How to use a cloud proxy to provide access to public clouds from behind a firewall
- Changing the look and feel of the Service Portal to match your organization’s branding

Schedule
Snow Commander Installation self-paced e-learning course is available as a 5-user subscription All training requires a valid purchase order or training subscription.

If you wish to enroll for this e-learning course a Snow Academy account and a valid purchase order or training subscription is required.

No valid purchase order or training subscription? Contact globaltraining@snowsoftware.com or your Snow Account Manager.
Overview
This certified course provides everything a Cloud Administrator will need to configure the Snow Commander product. Learn how to build a service catalog of virtual services and corresponding workflows, policies and administrative practices. Upon successfully completing the exam, you will be certified according to the Snow Software Certification Program.

Who Should Attend?
This course is designed for Cloud Administrators who will be responsible for administration of the virtual estate through the use of the Snow Commander solution. Individuals responsible for creating system integrations with the Snow Commander solution could also benefit from attending this course.

Prerequisites
There are no prerequisites required for this course.

Course Outline and Key Outcomes
- How to add cloud accounts and organize your users
- How to build and segment services for end users to consume
- Applying automation, workflows and policies
- Key administrative concepts and tasks
- Using the reports and searching functionality
- How to work with the API to configure key integrations

Schedule
Snow Commander Administrator is currently offered as remote delivery instructor led training.

You can view Instructor Led Training dates by clicking on the button below. If you wish to enroll for this Instructor Led course a Snow Academy account and a valid purchase order or training subscription is required.

No valid purchase order or training subscription? Contact globaltraining@snowsoftware.com or your Snow Account Manager.
Overview
This 3-hour technical training course covers unique management capabilities for AWS within Snow Commander. Upon successfully completing the exam, you will be certified according to the Snow Software Certification Program.

Who Should Attend?
This course is designed for Cloud Administrators who will be responsible for administration of the virtual estate using the Snow Commander solution.

Prerequisites
Although there are no prerequisites, it is strongly recommended that you attend the Snow Commander Administrator course before attending this course.

Course Outline and Key Outcomes
- The process of adding the AWS Cloud Account to Snow Commander
- How to select and manage regions and configure AWS billing retrieval
- How to configure a public cloud proxy so users can access virtual services from behind a firewall
- Best practices for managing AWS within Snow Commander
- Creating service catalog items from templates specific to AWS
- How to use the provided reports and search capabilities

Schedule
Snow Commander Cloud Management AWS is currently offered as remote delivery instructor led training.

You can view Instructor Led Training dates by clicking on the button below. If you wish to enroll for this Instructor Led course a Snow Academy account and a valid purchase order or training subscription is required.

No valid purchase order or training subscription? Contact globaltraining@snowsoftware.com or your Snow Account Manager.
Overview
This 3-hour technical training course covers unique management capabilities for Azure within Snow Commander. Upon successfully completing the exam, you will be certified according to the Snow Software Certification Program.

Who Should Attend?
This course is designed for Cloud Administrators who will be responsible for administration of the virtual estate through the use of the Snow Commander solution.

Prerequisites
Although there are no prerequisites, it is strongly recommended that you attend the Snow Commander Administrator course before attending this course.

Course Outline and Key Outcomes
- The process of adding the Azure Cloud Account to Snow Commander
- How to select and manage regions and configure Azure billing retrieval
- How to configure a public cloud proxy so users can access virtual services from behind a firewall
- Best practices for managing Azure within Snow Commander
- Creating service catalog items from templates specific to Azure
- How to use the provided reports and search capabilities

Schedule
Snow Commander Cloud Management Azure is currently offered as remote delivery instructor led training.

You can view Instructor Led Training dates by clicking on the button below. If you wish to enroll for this Instructor Led course a Snow Academy account and a valid purchase order or training subscription is required.

Instructor Led Training (Remote or Classroom) – English

No valid purchase order or training subscription? Contact globaltraining@snowsoftware.com or your Snow Account Manager.
Overview
During this certified training course, you will review the use of Snow Device Manager and its components. It will cover the various usage scenarios, configurations, capabilities and how it enables you to maximize the outcome and functionality of your Mobile device fleet. You will learn about the benefits of self service, the architecture behind Snow Automation Platform and how to troubleshoot errors. You will also gain an understanding on how Services, Workflows and Activities are used and re-used within the Automation Platform. Upon successful certified exam, you will be certified according to the Snow Software Certification Program.

Who Should Attend?
This course should be attended by anyone responsible for the management, configuration, or support of the Snow Device Manager and/or mobile devices. It is also very useful to SAM professionals who will be responsible for mobile inventory.

Prerequisites
There are no prerequisites required for this course.

Course Outline and Key Outcomes
- Introduction and overview of Snow Device Manager
- Device Manager tools
- Using Device Manager
- Configuring settings/packages/applications
- Domain administration
- Summary and review
- Certified exam

Schedule
Snow Device Manager Administrator is currently available upon request.

Contact globaltraining@snowsoftware.com for more information.
Overview
This technical course covers how to install and configure the Snow for ServiceNow application and how to upgrade an existing Snow for ServiceNow 3.3 to version 4.

If you are upgrading from Snow for ServiceNow 3.3, start watching the Upgrade video followed by the Installation video as the later version includes a series of new items that needs to be configured.

Who Should Attend?
This course is designed to help anyone tasked with setting up a new integration between Snow License Manager and a ServiceNow instance or upgrading an existing one to the latest release.

Prerequisites
There are no prerequisites required for this course.

Course Outline and Key Outcomes
When you have completed this course, you will know how to:
- Request and install the applications in ServiceNow
- Configure the ServiceNow applications using guided setups
- Configure the Snow Integration Manager
- Verify the connection between ServiceNow and the License Manager API
- Test the data flow and verify the imported data

Schedule
This course is only available as a Self-paced E-learning course and currently offered FREE to all participants.

For more information, please contact globaltraining@snowsoftware.com
Multi-Platform Training Subscriptions
Multi-Platform Training Subscriptions

Snow Software’s Multi-Platform Training Subscription has been developed to provide a range of courses covering multiple platforms to support you, your team, and your organization. Participants can alternate between classroom, self-paced e-learning and remote delivery offering customers total flexibility. Multi-platform subscriptions offer customers significant value, and the advantage of a single budget allocation for training between 1, 5 and 10 users. Nominated participants can attend any of the training offerings in the course catalogue during the subscription period.

Benefits

• A comprehensive curriculum from entry level to advanced courses
• New content provided on regular basis
• Training costs are reduced with a volume discount
• Save time and money by budgeting for training upfront
• Easily manage planned and “last minute” training needs
• Support training needs for employees when role changes or onboarding new starters by offering immediate training
• Unlimited access to any of the certified training listed in this document for the subscription period

To learn more about subscriptions or receive pricing reach out to your Account Manager or contact globaltraining@snowsoftware.com.
Enrollment, Terms and Contact
Course Enrollment

Before any training enrollments can be confirmed, Snow must be in receipt of a Purchase Order. Please reach out to your Snow Software Account Manager who will be able to provide you with a quotation. If you are unsure who your Account Manager is please email globaltraining@snowsoftware.com and we will be happy to assist. Once we receive your purchase order, the Snow Global Training Team will be in touch regarding enrollment.

Should you need to change your enrollment after it has been confirmed please contact us and we will amend your booking. Changes to a classroom course must be advised no later than 10 business days before the scheduled course start date. For Instructor Led Remote Training courses we must be notified no later than 5 business days from the course start date. Beyond this point and we are unable to change your enrollment although you would be able be to send a substitute delegate instead.

Terms and Conditions

A minimum number of enrolled delegates is required for a course to run. If minimum numbers are not met and it is necessary to cancel or reschedule a classroom training course, we will advise delegates 10 working days prior to the training date and 5 working days for remotely delivered courses. In exceptional circumstances where a trainer is unable to run a course due to circumstances outside of their/our control, we will do our upmost to secure a replacement trainer. However, if a replacement trainer cannot be secured and it is necessary to cancel a course within the 10-working day notice period Snow Software will not be held responsible for travel or accommodation costs incurred by the delegate. We recommend that all travel and accommodation is booked on a flexible/refundable basis.

Contact Us

To view the course dates please visit academy.snowsoftware.com.

To request an Academy account please email academy@snowsoftware.com.

For general training related queries please email globaltraining@snowsoftware.com.