vírtusa
Engineering First

ServiceNow Engineering first residency program

Fostering a sustainable process to enable campus recruits

In today's fast paced environment, organizations must navigate many predicaments during the hiring process, especially in the initial, growth, and maturity stages.

Initial stage: Ensuring readiness: Addressing skill gaps for successful campus recruits

Deployment: Emphasizes preparation on training, mentoring, and technology certification

Growth stage: Optimizing onboarding: Bridging the skills gap for effective client engagement

Skill specific training: Focuses on client onboarding interaction and advanced communication trainings

Maturity stage: Addressing knowledge deficits: Equipping new hires for complex customer environments. Highlights addressing knowledge gaps, SME interactions, and complex client needs

Virtusa's Engineering First residency program (EFRP) is a sustained process of enabling campus recruit associate deployment through specially curated focused technology specific skill training. During this training, associates undergo business and account specific learning and required hands-on skills

Why clients are choosing Virtusa

Clients are partnering with Virtusa because of our unique building blocks and in house certifications:

Gamification:
Gamified Learning
hackathon based learning

Hands on:
Real time project
hands on exposure

Knowledge repo:
Strong knowledge repo
(non-learning + SME sessions)

Skill cluster:
Skill cluster definition
on core 22 modules

Mentorship:
SME guidance during
learning and project phases

Project first:
Business aligned use cases

Soft skills:
Communications training

Key takeaways:

- Project ready resources
- Improved deplorability percentage
- Confident and well trained associates
- Future ready
- Proven and sustainable model
- Improved customer satisfaction
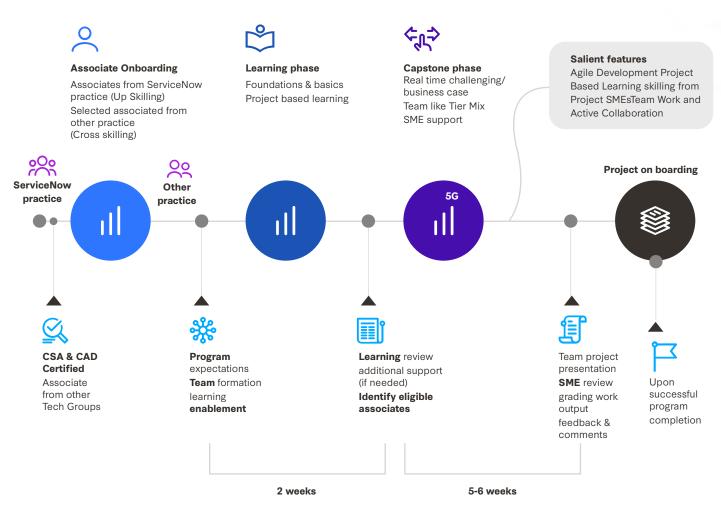- 70% reduction in external hiring

Capabilities

Skill development phase: This initial stage focuses on honing technical skills and knowledge relevant to the program's objectives. Participants undergo training, workshops, and hands-on projects to acquire proficiency in key technologies and tools.

Project implementation stage: In this phase, residents apply their newly acquired skills to real-time projects or assignments. They collaborate with mentors or senior professionals to tackle complex challenges, demonstrate their capabilities, and contribute to the organization's goals.

Certification and transition: This final stage involves assessment and certification of residents' competency levels. Successful completion of the program is recognized through certifications or endorsements.

ServiceNow-Engineering First residency program

Associate Onboarding
Associates from ServiceNow practice (Up Skilling)
Selected associated from other practice (Cross skilling)

Learning phase
Foundations & basics
Project based learning

Capstone phase
Real time challenging/business case
Team like Tier Mix
SME support

Salient features
Agile Development Project Based Learning skilling from Project SMEsTeam Work and Active Collaboration

ServiceNow practice

Other practice

5G

Project on boarding

CSA & CAD Certified
Associate from other Tech Groups

Program expectations
Team formation learning **enablement**

Learning review additional support (if needed)
Identify eligible associates

Team project presentation
SME review grading work output feedback & comments

Upon successful program completion

2 weeks

5-6 weeks