

appian

Appian Training and Certification

Take control of your
Appian applications.

If you've used the Appian Low-Code Platform before, you already know that it's an incredible tool for digitizing and automating business processes. Perhaps you've already got one, two, three, or more Appian applications running, supported by the Appian Customer Success team or one of our partners. Sooner or later, every organization starts to ask the question: "When can I take this over for myself?" That's where Appian training comes in. As simple as Appian makes automation and app development, there's a lot of knowledge and skill that go into getting the desired outcomes.

When our training team talks to customers and partners who are just getting started on their Appian journey, one of the first things we want them to understand is the who. In other words, before you even begin to select the right training for your Appian team, you need to know who is supposed to be on the team to begin with.

Organizational roles.

At Appian, we think a successful team is a combination of a few select roles that each play an important role in the project's success:

- **Leaders.**
- **Administrators.**
- **Planners.**
- **Builders.**

Let's dig a little bit deeper into each of these team roles, why they are important, and what they need to know.

Leaders.

Leaders are the stakeholders and decision makers responsible for an organization's success. They often control the budget and people, and they determine the desired outcomes of projects. To be successful, these leaders need to fully understand the capabilities of Appian and how it can solve their problems.

Leaders also need to understand how to source, train, and structure their teams for ongoing success, and they'll usually want to know what pitfalls to look out for when automating portions of their business.

Planners.

Planners are vital team members, even if they don't do a lot of the heavy development work themselves. For Appian training purposes, we often group several other roles under the umbrella of "planner."

- Business Analysts.
- Product Owners.
- Project Managers.
- UX Designers.



It takes a lot of hard work to make something simple.

Steve Jobs

Each of these team members plays an important role by defining the processes to be automated, coordinating the builder's development efforts, and serving as an important link between the development team and the rest of the business.

Because of their unique position, Appian planners need a strong understanding of Appian delivery methodology and a basic understanding of how Appian objects come together as applications. For business analysts and project managers in particular, it's important to grasp which of our powerful automation tools is most appropriate to solve any given business problem.

Administrators.

Administrators maintain the systems and infrastructure that Appian interacts with. This might be your database administrators, website managers, or anyone who owns a system used for integration. For customers with self-managed Appian instances, as opposed to cloud-based instances, the administrator maintains the servers and handles patches.

The knowledge Appian administrators must have varies depending on their level of involvement. Most often, though, they are interested in how Appian handles data security, integration processes, and server architecture.

Builders.

Since they do the heavy development work, builders represent the core of any Appian delivery team. The primary job of this role is to take the requirements developed with planners and quickly convert them into applications using the power of Appian low-code. Like any skill, mastering Appian takes time and experience. There are three levels of Appian builder competency. As builders gain experience with Appian, they progressively move to the next level, each building on the knowledge and experience of the one before it:

- **Associate developers** are at the beginning of their journey, and have gained enough knowledge for us to call them **project ready**. That means they understand how to build and utilize each Appian object. They also understand suggested practices around methodology, user experience, and data manipulation. Associate developers still require additional training and mentorship around building high-performing, scalable applications.
- **Senior developers** are **project independent**. You can trust them to design, build, test, deploy, and maintain most Appian applications. They have knowledge and experience with Appian best practices around data, process design, scalability, and integration. They often serve as technical resources for junior developers and the business users.

With Appian Academy, you can quickly and effectively build critical Appian capabilities within your team. But before you even begin to select the right training for your Appian team, you need to know who is supposed to be on the team to begin with.

- **Lead developers** represent **project leaders**. They have a comprehensive understanding of using Appian to digitize, optimize, and automate business processes. They provide guidance on technical design requirements and make architectural decisions about applications to support performance, scalability, and maintainability. Lastly, they are responsible for managing resources and stakeholders around an organization.

Training pathways to success.

Now that we've covered the who of building your team, we need to discuss the what. By that we mean what training course, or sequences of courses, is most appropriate for each team member.

Suggested Appian training by role.

We believe everyone benefits from learning, so all of our learning tracks are freely available, regardless of role. Sometimes, though, it helps to have someone guide you to the best option for you.

- **Leaders**, including Appian stakeholders and decision makers, benefit from the [Appian Overview](#) course. It's a lightweight curriculum that covers the basics and introduces students to Appian terminology and capabilities.
- **Planners**, such as business analysts and project managers, should complete the [Appian Foundations](#) course. This training curriculum covers our methodology and teaches students how to properly gather and define requirements. As part of that objective, each student will learn the main objects and components of Appian and how they are used to solve business problems.
- **Administrators** benefit from the [Appian Administrator](#) course. In this course, students learn how to manage Appian instances and servers.
- **Builders** are the core of your team, so they should complete our most comprehensive course, the [Appian Developer](#) training.

Associate developers.

Appian Associate Developers should start with the [Appian Developer](#) course. This teaches them how to build each low-code Appian object, build user interfaces, and construct automation workflows based on application requirements.

After that, we suggest they also participate in our [Appian Applied Development](#) training course, which builds on everything a student learns in the Developer curriculum by simulating an actual project with Appian.

The next step is to discuss what training course, or sequences of courses, is most appropriate for each team member.

Students learn how to put our methodology into practice by planning and executing simple application architecture patterns according to the software development life cycle (SDLC).

Senior developers.

The goal for an Appian Senior Developer is to implement best practices of performance, scalability, usability, and maintainability. Since working developers are quite busy, we broke down the major interest areas into smaller individual courses. This allows Appian practitioners to get training only on the topic they need, when they need it. Completing each course is optional, but all of the topics covered in the Senior Developer series appear on the Senior Developer Certification exam.

- [Appian Applied UI](#) teaches students how to use advanced interface components, create complex landing pages, and troubleshoot broken and slow-performing interfaces.
- [Appian Delivery Methodology](#) builds on the software development life cycle students learned at the Associate level, and dives deeper into release strategies, backlog refinement, testing, education, support, and more.
- [Advanced Expressions](#) is an excellent course for students who come to Appian without deep programming backgrounds and teaches low-code best practices for performance and reusability.
- [Advanced Integrations](#) teaches students to better utilize APIs across applications, implement authentication protocols, and troubleshoot performance issues with integrations.
- [Appian Advanced Process Modeling](#) provides several examples of common workflow patterns, and teaches students how to scale flexible processes for efficiency and high frequency.
- [Advanced Data Design](#) provides a deep dive into how Appian interacts with relational databases. This training curriculum helps students distinguish between different data structures, optimize queries, understand load testing, and best utilize Appian Data Sync capabilities.
- [Quality Testing](#) teaches students how to implement the Appian proven quality assurance methodology into their applications. Students learn how to “bake in” testing criteria and tools at every step of the development process.

Lead developers.

Appian Lead Developers primarily benefit from experience gained in the field. In fact, everything a Lead Developer needs to know has already been taught at the Senior Developer level—the missing piece is simply practice.

We believe everyone benefits from learning, so all of our learning tracks are freely available, regardless of role.

Appian has exciting plans for the coming year to address the needs and interests of Lead Developers, so check [Appian Community](#) often for an update.

Robotic process automation.

Fundamentally, Appian is automation. While every Appian developer understands how to automate portions of a business using business rules, workflow, and integrations, there may come a time where you need robotic process automation. This uses software bots to replicate the task work of a human at a workstation, and is incredibly useful in situations where your team cannot achieve automation goals elsewhere. To learn more about these skills, we suggest the following courses:

- [Appian Robotic Process Automation](#) (RPA) teaches the basics of low-code software robot creation.
- [Appian Applied RPA](#) puts basic knowledge to use to teach students how to plan, estimate, and incorporate Appian RPA into applications. Students also learn exception handling and additional capabilities of Appian software bots.

Appian training experiences.

On-demand online training.

Most Appian training offerings are available for free and on demand through our extensive [Academy Online](#) learning management system. This should be your first stop for Appian training at any level.

Online trainings run as fast or as slow as a student needs. As a caution, we suggest that students do not just watch the videos and do the reading. Learning Appian requires practice, and we strongly recommend that each student perform the exercises.

Instructor-led training.

Talented Appian instructors take students on a guided learning experience. Students work at a set group pace alongside their classmates. The topics and objectives for instructor-led training are the same as the online courses, but the instructor is able to mentor and guide each student along the way.

Some instructor-led courses, such as Applied Development, do not have online equivalents and can only be done in the classroom format.

The flexible
delivery structure
accommodates
different learning
styles—allowing you
to customize how
and when your team
receives training.

Instructor-assisted training.

We believe in flexibility, and we also realize that many students benefit from a training format that is in between a completely self-paced, online experience and a logistically demanding, completely instructor-led course. For this type of student, we offer instructor-assisted training.

With this experience, students primarily work on their own through the online curriculum, but benefit from a live instructor being available to meet with and learn from while completing the curriculum.

With the instructor-assisted Appian training experience, students continue working their normal jobs and only have to commit to part-time learning while the course is active. This appeals to many of our customers and partners who simply cannot afford to let someone spend a full two, three, five, or more days on training.

Appian Certification Program.

Getting training with Appian is the first step, and it's an important one. We also believe that it's important to officially validate the knowledge and experience gained from training, which is why we offer the [Appian Certification Program](#).

We brought in Appian experts from around the world under the tutelage of certification experts to [help build the foundations of the program](#). A team of expert practitioners defined the expectations and skills to be measured for developers and analysts and then set about creating exams that validate those skills and expectations.

We follow industry standards for development and security to ensure our certifications are reliable and trustworthy.

Building excellence.

Now that you know the basics of Appian training, how do you put it into action?

Appian doesn't just train businesses on how to accomplish the project at hand, we train them to recognize future opportunities and pursue them with the right low-code mindset. That might sound intimidating if you think it has to happen all at once. Every business progresses at a different pace with education and staffing, and we're here to support that.

If a business is starting from scratch with Appian, the top priority is to identify the product owner. That is typically someone representing the planner persona, and so we suggest getting them started with the [Appian Foundations course](#).

It's important to officially validate the knowledge and experience gained from training through the [Appian Certification Program](#).

Meanwhile, we think it's important for business leaders to learn about Appian. It's optional, but the [Appian Overview course](#) will help your leaders better communicate strategic goals and requirements to the planners and developers.

From here, a business must decide its future direction. At Appian, we would love for all of our customers to become self-sufficient, with their own teams of internal developers. In most cases, a customer slowly assumes responsibility for their applications, taking over from a professional development team like [Appian Customer Success](#) or one of our partners. A business may start out with no developers at all, relying on their planners to work alongside an outside implementation team. Then, slowly, they [recruit builders to become developers](#).

The development teams start off small, with only one or two Associate Developers learning from more experienced practitioners. Over time, with additional training and experience, these builders take on more responsibility, recruit additional junior developers, and start leading internal practices. We suggest plotting individual development milestones using Appian Certification to measure development of teams as they grow. During that maturation period, a business might also take advantage of Appian Accelerate (previously known as Appian Architect Services) for guidance.

By this point, a business would have a self-sufficient "pod" of three to four developers ready to tackle any project. The goal from there is simply to scale up and grow more pods.

Learn more.

Appian Customer Success team members are the leading Appian experts. Our culture is about doing what's right for our customers. Our focus is on quickly delivering the best business outcomes for them using our Low-Code Platform.

Get hands-on experience with [Appian Community](#) or contact success@appian.com to see how Appian Customer Success can help with your low-code projects.

Appian training helps you take the reins and become self-reliant in overseeing your Appian applications. Visit the [Appian Academy](#) online to get started.

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Appian is the unified platform for change. We accelerate customers' businesses by discovering, designing, and automating their most important processes. The Appian Low-Code Platform combines the key capabilities needed to get work done faster, Process Mining + Workflow + Automation, in a unified low-code platform. Appian is open, enterprise-grade, and trusted by industry leaders. For more information, visit appian.com.