2024

COURSE REPORT

glasspaper
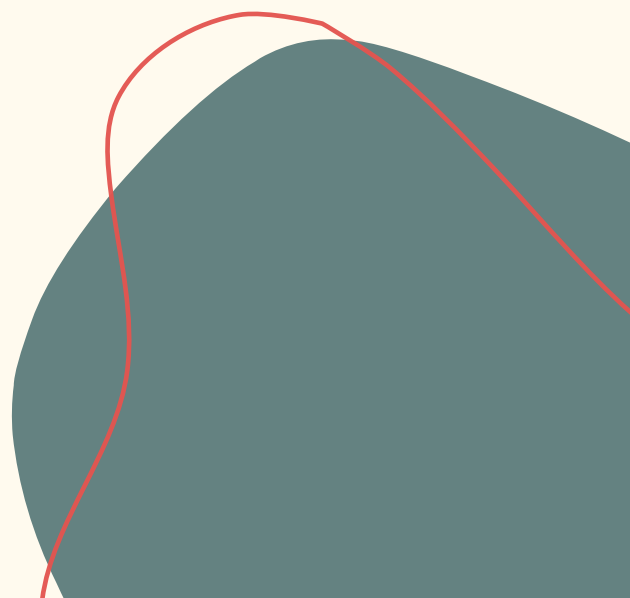
CONTENS

KEY NUMBERS FROM 2024

Number of participants in Glasspaper courses
11 000

Number of courses completed
1 800

Number of instructors in action
110 stk

Number of completed certifications
5 000

Number of corporate customers
1 700

Average course evaluation
(1-5, 5 being highly satisfied)
4,6

COURSE
COURSE AREAS

In 2024, Glasspaper has had **11.000** participants across **1.700** customers and **1.800** completed courses.

Among the completed courses, technical Microsoft courses top the list, particularly those focused on Azure. Demand has been steady throughout the year, with a slight increase in May/June for the most popular Azure course, AZ-900.

Close behind are courses in artificial intelligence, which have seen a significant surge towards the end of the year, especially in November and December.

Top 10 Course Areas:
1. Microsoft Technology
2. AI / Artificial Intelligence
3. Microsoft Application Courses
4. IT Service Management
5. Power BI
6. Project Management
7. Agile Methods
8. Information Security
9. Enterprise Architecture
10. Open Source

Microsoft 365 user courses have been in high demand throughout the year, while Power BI courses experienced particularly high demand in September.
Scrum, PRINCE2, ISO, and ITIL courses have remained stable in participation numbers throughout the year. Additionally, we have observed a growing interest in advanced ITIL courses.

Which month is the most popular for taking courses?
When it comes to the months with the highest course participation, November stood out this year. In previous years, september was typically the busiest month, but in 2024, November surprised with the highest level of activity in skill development.

COURSE

COURSE TITLES

Among this year's most popular course titles, we see some new entrants. Artificial intelligence is more in demand than ever, with three foundational AI courses making it onto the top 10 list.

Basic courses in project methodology, such as ITIL, PRINCE2, and Azure Fundamentals, also continue to rank among the most sought-after.

Top 10 Course Titles:

1. Oppdag mulighetene: Kunstig Intelligens (KI)
2. Oppdag mulighetene med Copilot for Microsoft 365
3. ITIL® 4 Foundation
4. Certified Scrum Master (CSM)
5. AZ-900: Microsoft Azure Fundamentals
6. Kom i gang med Power BI
7. AZ-104: Microsoft Azure Administrator
8. PRINCE2® 7 Foundation
9. AI-900: Microsoft Azure AI Fundamentals
10. Certified Scrum Product Owner (CSPO)

Our certification courses in Scrum – Scrum Master and Product Owner – continue to have stable demand.

In addition to traditional courses and certifications, we are seeing a significant increase in workshops. Companies are now focusing on tailored solutions that address specific needs for targeted and efficient learning.

We are also noticing a growing interest in soft skills, particularly in presentation techniques and communication. Leadership training is also in demand, ranging from simple workshops to comprehensive leadership programs.

COURSE
NEWS

In 2024, we added an impressive **80 new course titles** to our portfolio.

Throughout the year, we focused on expanding our offerings in:
- **Artificial intelligence and automation**
- **Cybersecurity and cloud technology**
- **Effective project management and agile methods**
- **User adoption of digital tools**
- **Design, UX, and digital marketing**

With this initiative, we aim to equip participants to navigate a rapidly changing world, where technological advancements and security challenges require continuously updated skills. The new courses are available in various formats – some as short lessons, others as traditional courses, and some as tailored training programs – allowing participants to find a learning approach that suits their needs.
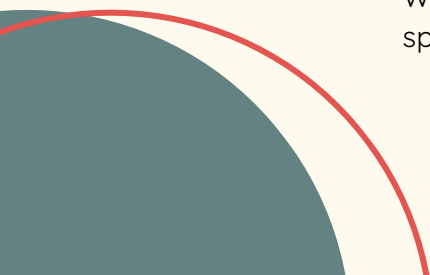
Growing Interest in Custom Training Programs - An increasing number of companies are exploring opportunities for dedicated schools and academies – comprehensive training programs combining different course modules to develop skills tailored to specific roles.

As part of our focus on customized competence development, we have launched several initiatives this year, designed to offer holistic training solutions that meet business-specific needs and develop key competencies for the future:
- **Glasspaper+**: A subscription service providing employees with regular skill updates in Microsoft 365 and Artificial Intelligence.
- **Glasspaper Academy Bedrift:** Customized training programs for companies in IT, project management, frameworks, and leadership. These programs aim to ensure structured skill development, enhance employer branding, and provide employees with the tools and certifications they need to succeed – all tailored to their specific goals and requirements.
- **AI School for the Public Sector**: In collaboration with Microsoft, we offer free training in Artificial Intelligence (AI) and Copilot for public sector organizations.

Since 2013, we have also served as Microsoft's recruitment partner and course provider for **Microsoft University** – an intensive training program for recent IT graduates.

We now also offer **higher education** through our sister company, IGM, specializing in digital marketing, design, and communication.

COURSE

CERTIFICATIONS

In 2024, a total of **5,000 certifications** were completed at our test centers, highlighting the growing interest in professional skill development.
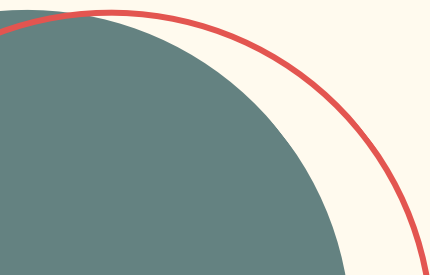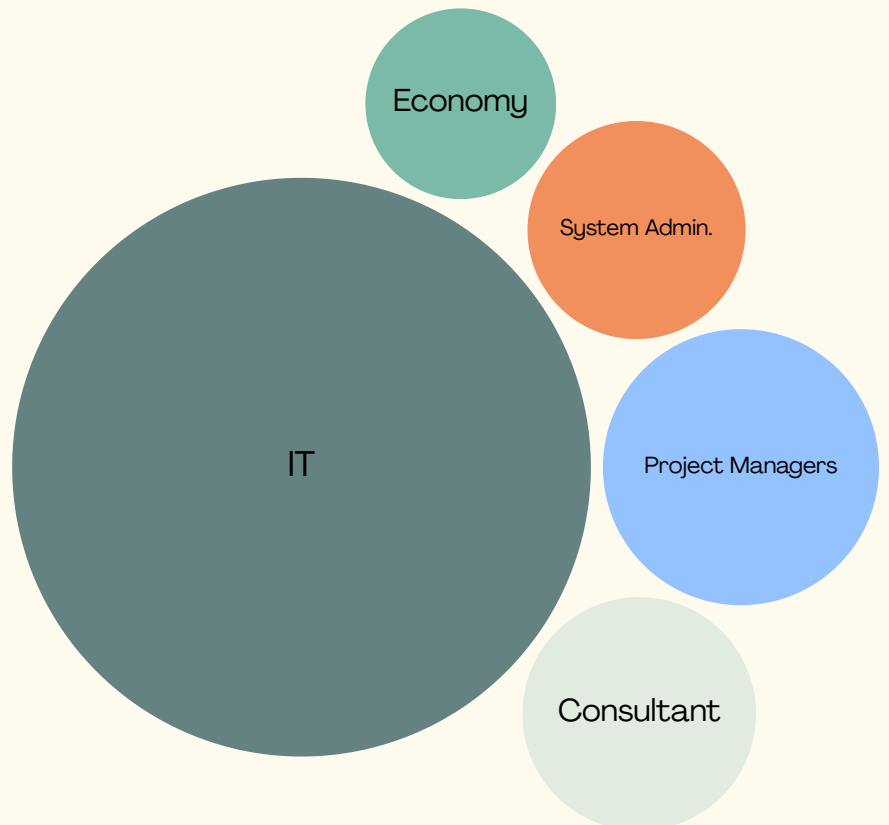
Microsoft certifications accounted for a significant 50% of these, reflecting the strong demand for technical expertise in Microsoft platforms and solutions.
The remaining 50% were evenly distributed across other fields, including IT security, project management, cloud technology, and other technical and business-critical disciplines.

This broad range of certifications reflects the diversity of our customer base and our ability to meet the demand for various types of expertise in an ever-changing market.

WHO COMES TO US?

Throughout the year, we have had the pleasure of welcoming a wide range of participants to our courses. Our course attendees represent various industries and fields, contributing to an exciting and diverse learning environment. Who comes to us?

Here are the five most common job titles among our participants:

Economy

System Admin.
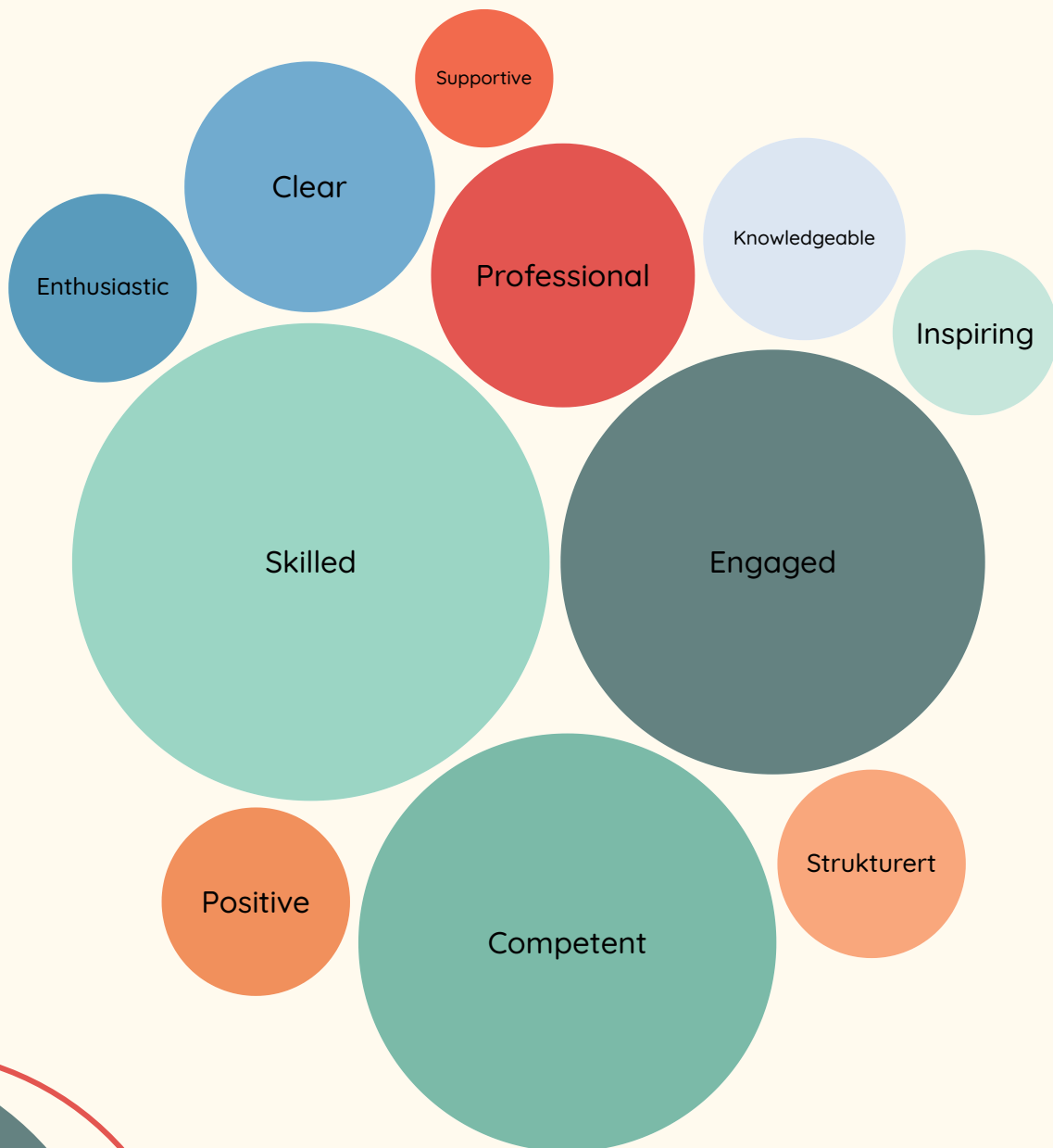
Project Managers

IT

Consultant

INSTRUCTOR

Throughout 2024, we had an impressive **110 different instructors** in action, both Norwegian and international. On average, our instructors received an outstanding evaluation score of **4.7 out of 5.**
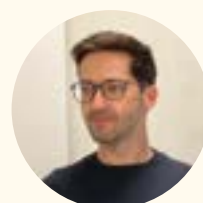
We also analyzed the most frequently used words in course evaluations from 2024 to describe our instructors. The top terms were: **skilled, engaged**, and **competent** – a clear testament to the high quality of instruction our participants experience.

WORDS THAT DESCRIBE OUR INSTRUCTORS:

Supportive

Clear

Knowledgeable

Enthusiastic

Professional

Inspiring

Skilled

Engaged

Positive

Competent

Strukturert

Source: Kursevalueringer fra 2024

INSTRUCTOR

Here is a selection of our skilled and inspiring instructors:

INSTRUCTOR

Selection of Instructor Evaluations

Customized Courses: AZ-500, AZ-305, and SC-100 (Azure and Security)

I have spent many years in my IT career, attending numerous courses, both online and in physical classrooms. Dimitar stands out as one of the most competent instructors I have had the pleasure of learning from. He possesses a deep understanding of the subject matter and has the ability to present complex topics in a clear and pedagogical manner. Through his illustrative examples and engaging storytelling, he made the learning material more appealing and easy to grasp. It is essential to value such outstanding resources.

- Amir Foladvand

PRINCE2 Foundation

Skilled and excellent at explaining with good examples that are easy to remember when connecting them to the theory. He seemed genuinely eager to teach as much as possible during the time available, while still taking the time to answer all questions with great patience. It was three great and educational days with a talented and engaged instructor :-)

- Mythili Manoharan

ITIL® 4 Foundation

I would like to highlight our course instructor, Rolf. With extensive experience in the industry and exceptional meeting management skills, he creates an inclusive and positive learning atmosphere. His good humor and professionalism make each session both informative and engaging.

- Yngve Olsen

Discover the Opportunities with Copilot for Microsoft 365

Very satisfied with the instructor, excellent ability to explain and answer questions.

- Eirik Pettersen, NORDLANDSSYKEHUSET HF

Certified Scrum Master (CSM)

Great pedagogical approach. Refreshing to use paper instead of PowerPoint. Nice balance between listening and being active, theory and practice. The instructor was excellent at answering questions.

- Kristin Sandberg, UTDANNINGSFORBUNDET

EVALUATIONS

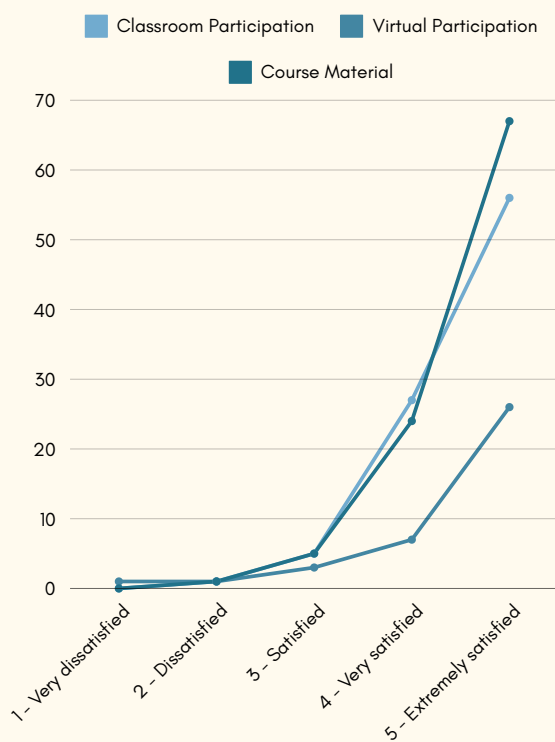## Results from Course Evaluation

We have collected feedback from our customers. The results from this year's evaluation show the following:
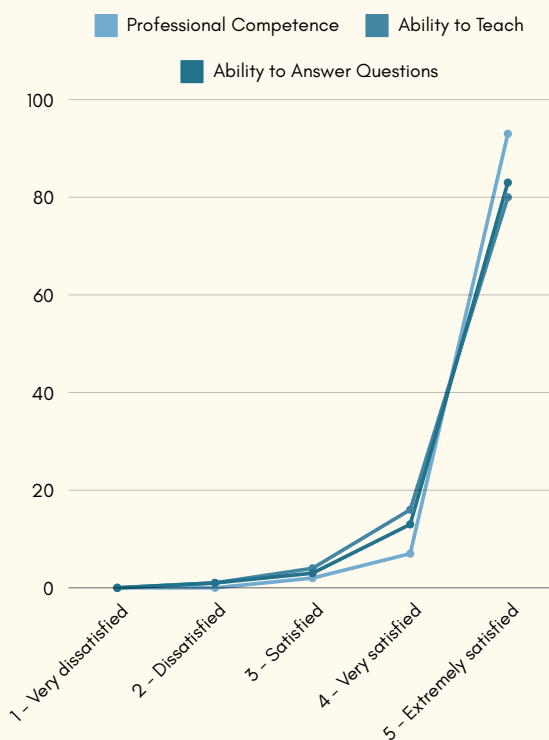
How satisfied are you with:
1 star = Very dissatisfied, 5 stars = Very satisfied
The figures are listed in percentages.

Overall experience of the course:

Instructor

Average score:

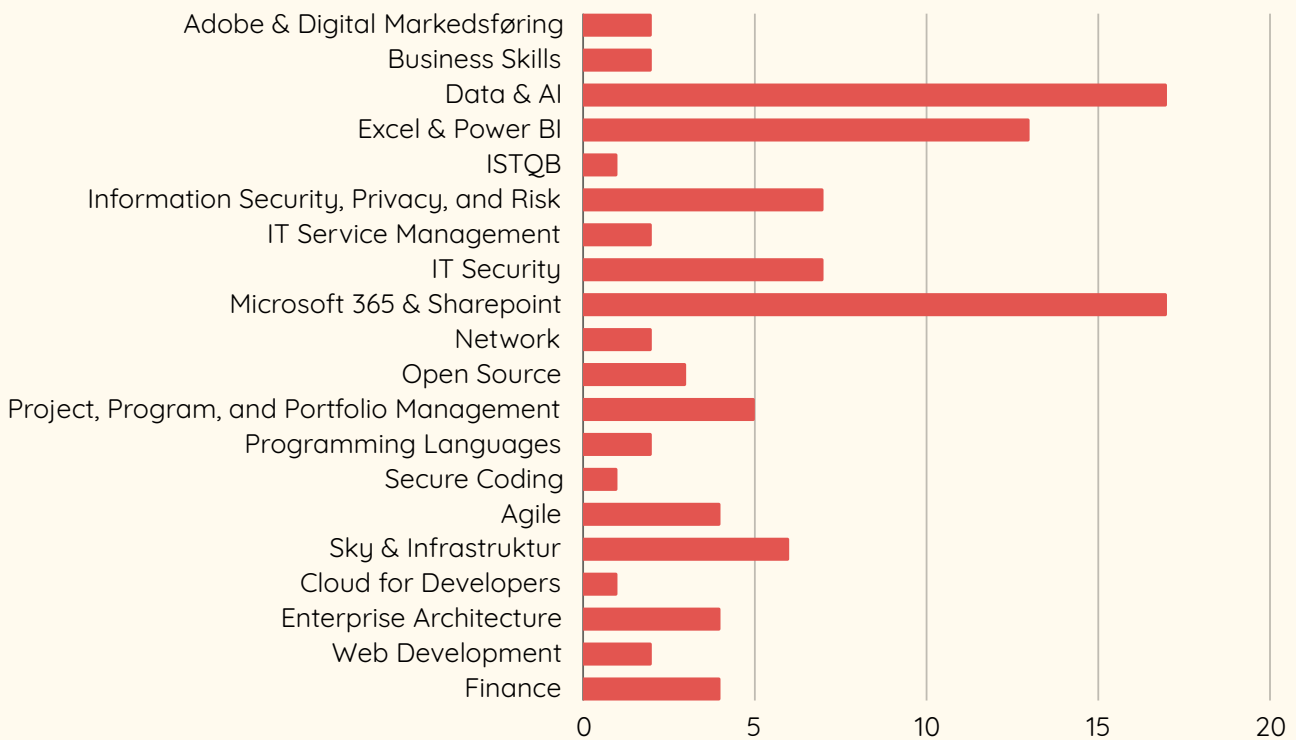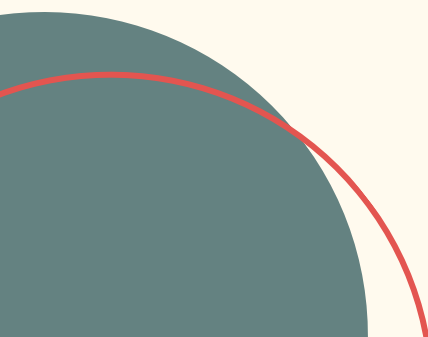| Instructor	Classrom	Virtual	Course content	Total
4,7	4,4	4,6	4,5	4,6

Source: Course Evaluations from 2024

EVALUATIONS

Course Participants' Areas of Interest

When it comes to the areas where our course participants plan to enhance their skills in the future, we clearly see that **Data & AI** and user courses within **Microsoft 365** are the most popular. Additionally, there is significant interest in **information security, cloud and infrastructure,** as well as **IT security.**

Are you planning to enhance your skills? See which subject areas our course participants are interested in: (figures provided in %)

Source: Course Evaluations from 2024

EVALUATIONS

Selection of Course Evaluations

The course provided valuable insights into how to effectively implement changes and continuously improve work processes. Furthermore, the examples made it easy to understand complex concepts and how they can be applied in practice. I now feel equipped with the necessary tools to contribute to improvements in my organization. Thank you for a well-structured and relevant course!

ITIL® 4 Foundation

The course provided valuable insights into how to effectively implement changes and continuously improve work processes. The practical examples made it easy to understand complex concepts and how to apply them in practice. I now feel equipped with the necessary tools to drive improvements in my organization. Thank you for a well-structured and highly relevant course!

Kom i gang med Power BI

The instructor was awesome and has an incredible level of knowledge. Her ability to answer any question on the fly is very impressive.

Masterclass: Hacking and Securing Windows Infrastructure

This was a great introductory course, easy to follow even for someone with limited knowledge of AI and perhaps some skepticism towards it. The examples of how AI can be used were excellent – it was an eye-opener. The use of simple language makes it accessible to everyone.

Oppdag mulighetene: Kunstig intelligens (KI)

The labs were essential, and brought about a hands-on look and feel that is crucial. The skill level and pedagogical skills of Paul were exceptionally good.

GIT Essentials

TRENDS 2025

2025 is just around the corner, and trends in IT and skill development point decisively in one direction: security, cloud technology, and artificial intelligence will dominate. Regardless of the field, the need for continuous learning and strategic skill development is greater than ever. At the same time, recruitment trends provide a clear picture of the most sought-after skills in the coming year. Here are the key trends for 2025!

IT Infrastructure 2025: Security, Cloud, and AI in Harmony

IT infrastructure is rapidly evolving, and 2025 trends highlight several key areas. Security and compliance take center stage, with growing demand for expertise in Microsoft Security, particularly Microsoft Entra (Identity), Azure Security, and Microsoft Sentinel. General IT security is also expanding in areas such as threat management, governance, and security operations (SecOps). Interest in courses on Azure Infrastructure as a Service (IaaS), Azure Networking, and modernizing hybrid cloud solutions is on the rise.

AI expertise in integration and automation within IT infrastructure, especially through Microsoft Copilot, is a major focus for the future. AI-driven automation will play a key role in managing and monitoring both on-premises and cloud-based environments. In 2025, Copilot solutions, integrated across platforms such as Azure AI Services, Microsoft 365, and Power Platform, will provide users with smarter tools for work and decision-making.
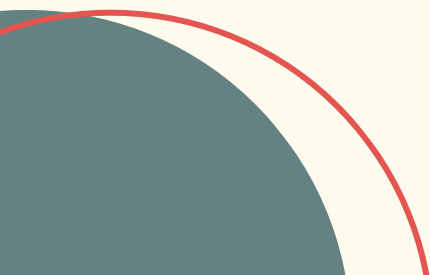
2025 will be a year focused on strengthening both technical skills and strategic approaches to IT infrastructure.
At Glasspaper, investing in competence is the key to success!

Developer Skills 2025: Cloud, Security, and Generative AI in Focus

The technologies and everyday challenges developers face are evolving at an ever-increasing pace, driving a growing need for skill development.
Cloud technology, artificial intelligence, and security have been key focus areas for our customers. Organizations continue to migrate to cloud platforms, with Azure leading the way, AWS as a strong second, and Google Cloud in third place.

The focus on the security aspect of AI applications and generative AI is a trend we are carrying into 2025.

TRENDS 2025

Governance, Security, and Strategy: Project Management and Methodology in 2025

Working according to best practices remains popular, with strong growth in training and certifications in security and governance. Many companies are prioritizing the security of their own and their customers' data. Key areas such as information security, NIS2, DORA, and GDPR experienced the most growth last year, and continued expansion is expected in 2025. At the same time, traditional frameworks for project management and IT Service Management showed steady growth in 2024 and are expected to remain popular in 2025.

Enterprise Architecture, supported by the well-known framework TOGAF, holds a strong position in Norway. There is also growing interest in the modeling language ArchiMate.

A significant focus on leadership development and team building will drive the creation of many exciting training programs and workshops in 2025.

AI and Automation: The Key to Digital Maturity in 2025

In 2024, we observed a strong focus on enhancing employees' digital skills, particularly in Artificial Intelligence (AI). This need will grow even more in 2025.
Many employees still require basic knowledge about AI, including relevant use cases and how to use AI responsibly and securely. Additionally, there is a rising demand for learning to utilize various AI tools such as Copilot and understanding how these can be applied to boost productivity in specific industries, roles, and tasks.

In 2025, we will also see an increased need for understanding automation and how to leverage low-code/no-code platforms like Power Platform to develop custom solutions and create automated processes. Given the rapid pace of technological development, continuous training will be essential to keep employees updated on new features and best practices.

Improving understanding and motivation to adopt new technology, along with adapting skills, will be critical for many companies in 2025!

TRENDS 2025

Recruitment 2025: Trends, Needs, and AI Competence

Two years ago, newly graduated IT students were practically headhunted straight out of school. However, 2024 marked the year when competition for jobs among newly graduated IT students became intense. Many companies used 2024 as a pause year in recruiting graduates and juniors.
The demand for senior professionals has remained relatively steady throughout 2024 across most disciplines, and we expect this trend to continue going forward.

AI has been a hot topic on everyone's lips, but purely AI-focused positions are still relatively few.

In 2025, we believe we will see increasing demand for AI competence in many roles, both within the IT industry and beyond.

The first major AI studies from the USA show that system developers who use AI are 25% more productive than those who do not. At the same time, companies and developers have not acquired enough knowledge around secure AI development and secure coding. When we start seeing stories in the media about companies not taking this seriously enough, we can expect secure coding to become an increasingly important skill requirement and area of focus.
And speaking of development, developers were the most recruited professionals in the market in 2024, and we expect the same in 2025. Additionally, we believe the job market for IT specialists will experience a slight improvement in 2025.

Beyond the competencies mentioned above, we do not anticipate significant changes in skill requirements compared to 2024.

Future Learning through Global Collaboration

Glasspaper is part of 'The Leading Learning Partner Association' (LLPA), a consortium of renowned training centers, each a leading IT training company in its respective country. Together, we deliver comprehensive training solutions for multiple vendors, anytime, in any language – anywhere in the world.

Together, we are developing the training solutions of tomorrow, which we at Glasspaper look forward to sharing with our customers in 2025.

TRENDS 2025

What does artificial intelligence say about the trends for 2025?

We asked ChatGPT and Copilot about which course areas will be most popular in 2025 across different industries and target groups. Here are their responses:

ChatGPT

In 2025, the following course areas are expected to be the most popular across different industries and target groups:

1. **Artificial Intelligence (AI) and Machine Learning**
- Why: The explosive growth of AI tools like ChatGPT, Copilot, and automation solutions makes AI expertise relevant for all professions.
2. **Cybersecurity and Data Security**
- Why: Increasing cyber threats, stricter regulations like NIS2 and GDPR, and the need for risk management make security a top priority.
3. **Data Analysis and Data Visualization**
- Why: More data than ever before requires expertise in extracting insights and presenting data in an understandable way.
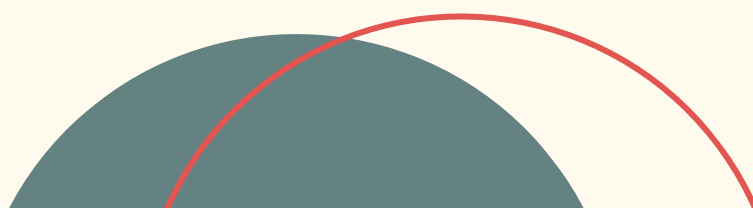4. **Sustainability and ESG (Environmental, Social, Governance)**
- Why: Increased focus on sustainability goals and new reporting requirements are driving demand for expertise in ESG.
5. **Project Management with AI and Agile Methods**
- Why: The need for efficient project management combined with AI tools that provide better insights and automation.

Conclusion:

The most popular course areas in 2025 will be driven by the AI revolution, security challenges, and sustainability goals. Skill development will be essential to adapt to these shifts and succeed in an increasingly digital and data-driven society.

TRENDS 2025

Copilot

In 2025, several course areas are expected to be particularly popular, based on current trends and future needs:

1. **Artificial Intelligence and Machine Learning**: The demand for expertise in AI and ML continues to grow as these technologies become increasingly integrated into various industries.
2. **Cybersecurity**: With rising threats to data security, courses in cybersecurity will be highly sought after to protect organizations from cyberattacks.
3. **Sustainability and Green Technology**: Courses focusing on sustainable practices and green technology will gain popularity as businesses and individuals seek to reduce their carbon footprint.
4. **Data Analysis**: Expertise in data analysis will be critical for interpreting and using large volumes of data effectively, which is essential for decision-making in many sectors.
5. **Digital Marketing**: With the increasing digitalization of marketing, courses covering SEO, social media, and digital advertising will be in high demand.

These areas reflect the technological and societal changes that are influencing the job market.