

## ServiceNow Platform Implementation

Duration: 365 Days    Course Code: SNPI

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### Overview:

Learn how to implement ServiceNow platform functionality and applications.

This 3-day class is intended to prepare technical consultants for their first customer deployment projects. Students work from a backlog of stories (requirements) to complete configurations common to 80% of customer deployments while learning about implementation best practices and exploring newer features of the platform.

The course weaves a scenario throughout each module to present real world, relevant lab exercises. The class features lecture and group activities, as well as extensive hands-on practice and reinforcement delivered in a variety of labs.

### e-Learning

Interactive self-paced content that provides flexibility in terms of pace, place and time to suit individuals and organisations. These resources also consist of online books, educational podcasts and vodcasts, and video-based learning.

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### Target Audience:

The ServiceNow Platform Implementation course is for customers, partners, and employees in technical roles such as Implementer, Technical Consultant, Architect, and System Administrator who implement ServiceNow platform functionality and applications.

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### Objectives:

- Upon completion of this course students will be able to:
  - Judge accuracy, clarity, feasibility, and size of customer requirements.
  - Recognize, understand, and apply the primary platform building blocks to satisfy common requirements.
  - Examine the architecture – regardless of the product lines, the platform building blocks are the same. Design solutions that are supportable, maintainable, and upgradable.
  - Become familiar with common design patterns and configuration principles that maximize supportability, maintainability, and upgradability for long-term customer success.
  - Practice developing design solutions for customers that comply with common ServiceNow application design patterns and technical best practices.
  - Implement common tasks included as part of the initial setup of customer instances, including loading foundational data, CMDB and integrating with LDAP Directory Servers.
  - Apply experiences working as part of a scrum team in classroom simulations to accelerate the process of assimilating within actual ServiceNow implementation teams.
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### Prerequisites:

- SNF - ServiceNow Fundamentals
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## Content:

### Module 1: Overview of Now Create

#### Objectives:

- Recognize ServiceNow product offerings and associate customer needs with product offerings
- Identify the different Now Create phases
- Discover success packs and assets
- Describe a typical project flow and understand how the methodology fits
- Initiate phase overview
- Explain roles and responsibilities
- Describe the current architecture
- Identify the implementation team
- Discover and prepare the Kick-Off meeting
- Explain Agile board and how to plan and track sprints and stories
- Practice various instance configuration tasks
- Integrate ServiceNow with a Directory Server to manage authentication and user data
- State how you can drive a high quality solution with Architectural and Technical governance
- Describe CSDM
- Import structured data into an instance using Transform Maps
- Identify building blocks used in platform and custom applications
- Design solutions to maximize system quality attributes
- Use ServiceNow development tools to improve efficiency
- Explain deployment process and security operations for scoped vs. global applications
- Apply lessons learned to complete a mini-implementation
- Use Agile project management Sprints to segment and organize work
- Identify code deployment methods
- Test and UAT
- Explain the importance of process user training and change enablement
- Apply lessons learned to complete the go-live
- Identify reporting project benefits
- Plan on how to stay up to date with most current version of ServiceNow
- Ensure user awareness and training
- Explain the project close down

#### Activities and Labs:

- Lab 1.01 - Explore the Now Create Portal
- Activity – Kick-Off Meeting discussion
- Lab 2.01 – Create an Implementation Dashboard
- Lab 3.01 – Agile Planning and Tracking
- Activity – Class Discussion: Requirement Workshop
- Lab 3.02 - Security Admin Group Set up

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### Module 5: Deliver

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- Lab 3.01 – Agile Planning and Tracking
- Activity – Class Discussion: Requirement

- Lab 3.03 - Configure LDAP Authentication and Data Population
- Pick one:
- Lab 4.00: Activity: Sprint Planning
- Lab 4.01: Build HHD Application
- Lab 4.02: Add Delegated Developers
- Lab 4.03: Activity: Mini-implementation
- Activity – Go-Live

Module 2: Initiate

Objectives:

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- Practice various instance configuration tasks
- Integrate ServiceNow with a Directory Server to manage authentication and user data
- State how you can drive a high quality solution with Architectural and Technical governance
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Activities and Labs:

- Lab 1.01 - Explore the Now Create Portal

- Lab 3.03 - Configure LDAP Authentication and Data Population
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o Lab 3.04 -Configure CMDB and Load Data

o Lab 3.05 - Import Foundation Data

Module 4: Execute

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Workshop

- Lab 3.02 - Security Admin Group Set up
- Lab 3.03 - Configure LDAP Authentication and Data Population
- Pick one:
- Lab 4.00: Activity: Sprint Planning
- Lab 4.01: Build HHD Application
- Lab 4.02: Add Delegated Developers
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Module 6: Close

Objectives:

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- Pick one:
- Lab 4.00: Activity: Sprint Planning
- Lab 4.01: Build HHD Application
- Lab 4.02: Add Delegated Developers
- Lab 4.03: Activity: Mini-implementation
- Activity – Go-Live

Module 3: Plan

- Identify reporting project benefits
- Plan on how to stay up to date with most current version of ServiceNow
- Ensure user awareness and training
- Explain the project close down

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## Further Information:

For More information, or to book your course, please call us on Head Office Tel.: +974 40316639

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