

## ServiceNow AI Implementation

**Duration: 2 Days**    **Course Code: SNAII**    **Delivery Method: Virtual Learning**

### Overview:

This course gives you a practical introduction to implementing, managing, customizing, and governing AI-powered solutions on the ServiceNow AI Platform. It's designed for Implementers, System Administrators, Application Developers, and AI Practitioners who want to deploy generative and agentic AI capabilities, create workflows, and extend ServiceNow with advanced functionality.

By the end of the course, you'll be able to design, implement, and scale AI solutions in the platform with confidence, technical depth, and a strong grounding in governance best practices.

### Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

### Target Audience:

This course is ideal for ServiceNow Administrators, AI Stewards, Application Developers, and IT Professionals who implement and manage ServiceNow's AI capabilities.

### Objectives:

- Understand foundational AI and Generative AI concepts and their relevance to ServiceNow.
- Evaluate organizational readiness for AI implementation, including data, foundational applications, and governance.
- Identify the components of the Now Assist framework and configure AI-powered end-user experiences.
- Explain ServiceNow's model provider strategy and how models are selected, routed, and governed.
- Administer Now Assist deployments and manage settings through the Admin Console.
- Implement governance and responsible AI controls using the Now Assist Guardian capabilities.
- Extend the platform by building custom AI Skills with the Now Assist Skill Kit.
- Design and implement Agentic Workflows and AI Agents to automate and accelerate business processes.
- Enable cross-platform Agentic interaction using Agentic Fabric and the Model Context Provider (MCP) protocol.
- Monitor AI adoption, utilization, and value in the AI Control Tower.

### Prerequisites:

To ensure you're prepared for the advanced material in this course, the following courses are strongly recommended:

- Application Development Fundamentals
  - Common Service Data Model (CSDM) Fundamentals
- Additionally, please ensure you have at least 6+ months of experience with the following ServiceNow features. These topics will NOT be reviewed during class, and you'll be expected to use them comfortably:

- AI Search
- Integration Hub
- Scripting in ServiceNow
- Virtual Agent
- Workflow Studio

- Knowledge Base
- Service Catalog

### Participant Expectations

This course moves at a **fast, advanced pace**. Instructors are unable to pause for platform foundational walkthroughs, so meeting the prerequisites is important for your learning experience and for the overall class flow. If you're not yet comfortable with the skills listed above, please consider completing the recommended training first. It ensures you can fully engage with the deep technical material without slowing yourself or others down.

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## Content:

### Course Format

16 hours of instructor-led training over 2 consecutive days, featuring:

- Interactive lectures and demonstrations
- Hands-on labs, exercises, and instruction-free challenges
- Real-world use case scenarios
- Q;A sessions and peer collaboration

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## Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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