

Now Assist for IT Operations Management (ITOM) Implementer

Table of Contents

Total Duration: 8 Hours

Format: Instructor-Led / Self-Paced

Course Modules

MODU LE 01	Introduction to Generative AI	~45 min
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Core foundational content — see course materials for detailed topics.

MODU LE 02	Now Assist Essentials	~60 min
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Core foundational content — see course materials for detailed topics.

MODU LE 03	Now Assist for ITOM Implementation	~3 hr 30 min
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1. Install

- 1.1 Introduction
- 1.2 Alert Assist
- 1.3 Alert Investigation
- 1.4 Alert Simplification
- 1.5 Alert Analysis
- 1.6 Install Now Assist for ITOM

2. Activate

- 2.1 Activate Now Assist for ITOM

3. Demo

3.1 Try Now Assist for ITOM

MODU
LE
04

Introduction to Agentic AI

~60 min

Core foundational content — see course materials for detailed topics.

MODU
LE
05

AI Agents Essentials

~45 min

Core foundational content — see course materials for detailed topics.

Total Course Duration

8 Hours