

Now Assist for Hardware Asset Management (HAM) Implementer

8-Hour Course Table of Contents
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Module 1	Introduction to Generative AI	45 Minutes
Module 2	Now Assist Essentials	1 Hour
Module 3	Now Assist for Hardware Asset Management (HAM) Overview	45 Minutes
Module 4	Implementing Now Assist for HAM	1 Hour 30 Minutes
Module 5	HAM Data Management and AI Use Cases	45 Minutes
Module 6	Introduction to Agentic AI	45 Minutes
Module 7	AI Agents Essentials	1 Hour
Module 8	AI-Powered HAM Scenarios and Practical Labs	1 Hour
Module 9	Best Practices, Governance, and Troubleshooting	30 Minutes

Module 1: Introduction to Generative AI (45 Minutes)

- Overview of Generative AI concepts
- AI and Machine Learning fundamentals
- Use cases of Generative AI in ITSM and HAM
- Benefits and limitations of AI

Module 2: Now Assist Essentials (1 Hour)

- Overview of Now Assist
- Now Assist architecture
- Licensing and prerequisites
- Core AI capabilities in ServiceNow

Module 3: Now Assist for Hardware Asset Management (HAM) Overview (45 Minutes)

- Security and governance
- AI best practices

- Troubleshooting common issues
- Course summary and Q&A;

Module 4: Implementing Now Assist for HAM (1 Hour 30 Minutes)

- Enabling Now Assist for HAM
- Configuration steps
- Roles and permissions
- Testing AI capabilities
- Hands-on lab exercises

Module 5: HAM Data Management and AI Use Cases (45 Minutes)

- Asset normalization
- Managing hardware inventory
- AI recommendations for asset optimization
- Reporting and dashboards

Module 6: Introduction to Agentic AI (45 Minutes)

- Introduction to Agentic AI
- Autonomous AI systems
- AI orchestration concepts
- Future of AI in enterprise platforms

Module 7: AI Agents Essentials (1 Hour)

- Understanding AI Agents
- Agent workflows
- Practical use cases
- AI-driven automation

Module 8: AI-Powered HAM Scenarios and Practical Labs (1 Hour)

- Real-time HAM implementation scenarios
- Incident and asset use cases
- AI-assisted troubleshooting
- Lab demonstrations

Module 9: Best Practices, Governance, and Troubleshooting (30 Minutes)

- Security and governance
- AI best practices
- Troubleshooting common issues
- Course summary and Q&A;