

ServiceNow AI Implementation (SNAII)

OEM: ServiceNow • Duration: 2 Days (16 hrs) • Code: SNAII

COURSE MODULES & TOPICS

Module 1: Introduction to the ServiceNow AI Platform

Objectives

- In this introductory module, you'll master the foundational concepts behind why ServiceNow is the platform for AI transformation. You will review common AI adoption challenges and explore the core ServiceNow architectural layers that power AI across workflows and data. In the end, you'll walk away with a clear view of how ServiceNow embeds AI into workflows, setting it apart from standalone chatbots and solutions that layer AI on top rather than building it in.

Lab work

- Prepare for a Now Assist implementation

Module 2: AI Readiness

Objectives

- In this module, you'll learn how to assess data and application readiness and estimate the effort required to implement Now Assist and Agentic Workflows in your platform. You'll use guided checklists and practical evaluation criteria to verify that key components -- such as the Knowledge Base, AI Search, Service Catalog, and Virtual Agent -- are correctly configured and identify and address any gaps that could impact AI effectiveness.

Lab work

- Perform Now Assist Readiness Assessment

Module 3: AI Control Tower

Objectives

- Review core solution pillars and key personas. Explore how AI asset discovery and inventory management provide the data foundation of AICT. Understand asset visibility and distinguish between managed and unmanaged assets. Explain the AI asset lifecycle, from deployment to retirement. Review data sharing, approvals, automated rules, playbooks, and model management configurations.

Lab work

- Request an AI system, conduct Impact and Risk assessment, implement controls, and transition AI assets through lifecycle phases from Intake to Deployment.

Module 3.5: Conversational Assistance with Now Assist

Objectives

- Define Now Assist, its key components, and how it supports enterprise users. You'll explore the Now Assist foundation and core platform capabilities that power generative AI experiences, understand how Enterprise AI Search enhances discovery, answers, and self-service across ServiceNow workflows, and discover how Now Assist Skills extend the platform with custom generative AI behaviors tailored to your organization. You'll also see how Now Assist enhances Virtual Agent with conversational intelligence and natural language interactions.

Lab work

- Configure Now Assist in Virtual Agent, Now Assist Panel, and Knowledge Graph in Search

Module 4: Model Provider Strategy

Objectives

- Explore the ServiceNow model provider strategy and how it supports enterprise AI. Review model deployment options, understand how integrated model providers are used across workflows, and examine how model selection and governance are managed through the AI Control Tower and Now Assist Admin Console. Discuss model deployment strategies and the related cost of ownership.

Lab work

- Explore Model Selection in the AI Control Tower and the Now Assist Admin Console

Module 5: Now Assist Administration

Objectives

- Manage Now Assist solutions across your platform using the Now Assist Admin Console and the Now Assist Center workspace. Configure Now Assist Skills, set up experiences, enable data sharing and language support, explore performance dashboards.

Lab work

- Now Assist Admin Console Walkthrough, Now Assist Skill Activation, Now Assist Context Menu Configuration, Now Assist Center workspace

Module 6: AI Governance and Guardrails

Objectives

- Configure Now Assist Guardian guardrails for content moderation, understand how content moderation and data masking work together, and set up Now Assist privacy rules in the Admin Console.

Lab work

- Configure Content Moderation and Privacy Rules

Module 7: Extend ServiceNow with the Now Assist Skill Kit

Objectives

- Create and manage skills using the Now Assist Skill Kit, craft effective prompts to drive AI interactions, augment skills with integrated tools, evaluate skill performance for accuracy and reliability, and publish and activate skills to augment existing and create new workflows leveraging Gen AI functionality.

Lab work

- Build, test, evaluate, and deploy custom Now Assist skills in the Now Assist Skill Kit

Module 8: Now Assist Agents

Objectives

- Explore the core building blocks of agentic workflows, AI agents, and the tools that power them. Build AI agents that perform reasoning-based tasks within agentic workflows. Navigate the AI Agent Studio to design, configure, and manage agents and workflows, and track agentic usage, outcomes, and overall value.

Lab work

- Design and build Agentic Workflows and AI Agents

Module 9: Evaluating Agentic Workflows

Objectives

- Select evaluation metrics, such as task completion, performance, and tool execution. Configure evaluation runs to assess the agentic workflow's quality, performance, and reliability. Analyze results and discuss agentic deployment readiness.

Lab work

- Assess Agentic Workflow effectiveness

Module 10: AI Action Fabric

Objectives

- Define AI Action Fabric and its benefits, discuss common protocols to enable agentic interoperability. Explore use cases for augmenting AI agents with MCP and A2A-powered capabilities. Configure ServiceNow AI Agents to use the MCP Client Tool. Review the MCP Server Console and available MCP console tools. Discuss MCP governance through the AI Gateway.

Lab work

- Enable agentic interoperability with MCP and A2A