

# SERVICENOW PLATFORM IMPLEMENTATION

Course Code: 821290

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.

## What You'll Learn

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.

## Who Needs to Attend

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.

# SERVICENOW PLATFORM IMPLEMENTATION

Course Code: 821290

CLASSROOM LIVE

\$2,700 USD

3 Day

## Classroom Live Outline

### 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

#### Activities and Labs:

- Lab 1.01 - Explore the Now Create Portal

### Module 2: Initiate

#### Objectives:

- Initiate phase overview
- Explain roles and responsibilities
- Describe the current architecture
- Identify the implementation team
- Discover and prepare the Kick-Off meeting

#### Activities and Labs:

- Activity – Kick-Off Meeting discussion
- Lab 2.01 – Create an Implementation Dashboard

### Module 3: Plan

#### Objectives:

- 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

#### **Activities and Labs:**

- Lab 3.01 – Agile Planning and Tracking
- Activity – Class Discussion: Requirement Workshop
- Lab 3.02 - Security Admin Group Set up
- Lab 3.03 - Configure LDAP Authentication and Data Population

#### **Pick one:**

- Lab 3.04 -Configure CMDB and Load Data
- Lab 3.05 - Import Foundation Data

#### **Module 4: Execute**

##### **Objectives:**

- 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

##### **Activities and Labs:**

- Lab 4.00: Activity: Sprint Planning
- Lab 4.01: Build HHD Application
- Lab 4.02: Add Delegated Developers
- Lab 4.03: Activity: Mini-implementation

#### **Module 5: Deliver**

##### **Objectives:**

- 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

##### **Activities and Labs:**

- Activity – Go-Live

#### **Module 6: Close**

##### **Objectives:**

- 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



# SERVICENOW PLATFORM IMPLEMENTATION

Course Code: 821290

VIRTUAL CLASSROOM LIVE

\$2,700 USD

3 Day

## Virtual Classroom Live Outline

### 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

#### Activities and Labs:

- Lab 1.01 - Explore the Now Create Portal

### Module 2: Initiate

#### Objectives:

- Initiate phase overview
- Explain roles and responsibilities
- Describe the current architecture
- Identify the implementation team
- Discover and prepare the Kick-Off meeting

#### Activities and Labs:

- Activity – Kick-Off Meeting discussion
- Lab 2.01 – Create an Implementation Dashboard

### Module 3: Plan

#### Objectives:

- 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

#### **Activities and Labs:**

- Lab 3.01 – Agile Planning and Tracking
- Activity – Class Discussion: Requirement Workshop
- Lab 3.02 - Security Admin Group Set up
- Lab 3.03 - Configure LDAP Authentication and Data Population

#### **Pick one:**

- Lab 3.04 -Configure CMDB and Load Data
- Lab 3.05 - Import Foundation Data

#### **Module 4: Execute**

##### **Objectives:**

- 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

##### **Activities and Labs:**

- Lab 4.00: Activity: Sprint Planning
- Lab 4.01: Build HHD Application
- Lab 4.02: Add Delegated Developers
- Lab 4.03: Activity: Mini-implementation

#### **Module 5: Deliver**

##### **Objectives:**

- 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

##### **Activities and Labs:**

- Activity – Go-Live

#### **Module 6: Close**

##### **Objectives:**

- 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

Jul 8 - 10, 2026 | 9:00 AM - 5:00 PM CDT

Jul 29 - 31, 2026 | 9:00 AM - 5:00 PM CDT

Aug 11 - 13, 2026 | 9:00 AM - 5:00 PM CDT

Aug 25 - 27, 2026 | 9:00 AM - 5:00 PM CDT

Sep 15 - 17, 2026 | 9:00 AM - 5:00 PM CDT

Sep 29 - Oct 1, 2026 | 9:00 AM - 5:00 PM CDT

Oct 13 - 15, 2026 | 9:00 AM - 5:00 PM CDT

Oct 27 - 29, 2026 | 9:00 AM - 5:00 PM CDT

Nov 4 - 6, 2026 | 9:00 AM - 5:00 PM CST

Nov 18 - 20, 2026 | 9:00 AM - 5:00 PM CST

Dec 7 - 9, 2026 | 9:00 AM - 5:00 PM CST

# SERVICENOW PLATFORM IMPLEMENTATION

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ON-DEMAND

\$0 USD

## On-Demand Outline

### **SNPI: Course Introduction (Tokyo)**

- Welcome to ServiceNow Platform Implementation (Tokyo)
- SNPI - Simulator Intro (Tokyo)

### **SNPI: Now Create (Tokyo)**

- Now Create Overview (Tokyo)
- SNPI - Explore Now Create (Tokyo)

### **SNPI: Initiate Your Project (Tokyo)**

- Initiate Your Project (Tokyo)

### **SNPI: Plan Your Project (Tokyo)**

- Plan Your Project - Workshops and Release Planning (Tokyo)
- SNPI - Agile Planning (Tokyo)
- Plan Your Project - Architecture and Setup Environment (Tokyo)
- SNPI - LDAP Server Setup (Tokyo)
- SNPI - LDAP User Import (Tokyo)
- Plan Your Project - Connectivity and Foundation Data (Tokyo)
- SNPI - Load Foundation Data (Tokyo)
- Plan Your Project - CMDB and CSDM (Tokyo)
- SNPI - Configure CMDB (Tokyo)
- SNPI - Import CMDB Data (Tokyo)
- Plan Your Project - Test Strategy and Lessons Learned (Tokyo)

### **SNPI: Execute Your Project (Tokyo)**

- Execute Your Project - Design and Develop Solutions (Tokyo)
- SNPI Story 1 - Build a Scoped HHD Application (Tokyo)
- SNPI: Execute Phase - Attend a Sprint Standup (Tokyo)
- SNPI Story 2 - Configure List and Form Layout (Tokyo)
- SNPI Story 3 - Configure Groups for HHD Users (Tokyo)
- SNPI Story 4 - Make HHD Form Dynamic (Tokyo)

- SNPI Story 5 - Build a Flow for HHD (Tokyo)
- SNPI Story 6 - Create a Record Producer for HHD Requests (Tokyo)
- SNPI: Execute Phase - Attend a Sprint Review (Tokyo)
- SNPI: Execute Phase - Design Support Model (Tokyo)

**SNPI: Deliver Your Project (Tokyo)**

- SNPI: Deliver Phase Overview (Tokyo)

**SNPI: Close Your Project (Tokyo)**

- Close Your Project (Tokyo)

**SNPI: Course Summary (Tokyo)**

- SNPI: Course Conclusion (Tokyo)
- SNPI: Course Survey (Tokyo)



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PRIVATE GROUP TRAINING

3 Day

Visit us at [www.globalknowledge.com](http://www.globalknowledge.com) or call us at 1-866-716-6688.

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