

# SERVICENOW AI IMPLEMENTATION (SNAII)

Course Code: 835011

SNAII: Learn how to implement, configure, and customize Generative and Agentic AI experiences in the ServiceNow platform.

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.

## What You'll Learn

After completing this course, learners should be able to:

- 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.

## Who Needs to Attend

- This course is ideal for ServiceNow Administrators, AI Stewards, Application

Developers, and IT Professionals who implement and manage ServiceNow's AI capabilities.

## Prerequisites

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.

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 (on demand free course [Common Service Data Model \(CSDM\) Fundamentals - ServiceNow University](#))

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

If you're not yet comfortable with the skills listed, 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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VIRTUAL CLASSROOM LIVE

\$1,900 USD

2 Day

## Virtual Classroom Live Outline

- Module 1: Introduction to Generative AI
- Module 2: Now Assist Data Readiness
- Module 3: Introduction to Now Assist
- Module 4 Model Provider Strategy
- Module 5: Now Assist Administration
- Module 6: AI Governance and Guardrails
- Module 7: Extending ServiceNow with the Now Assist Skill Kit
- Module 8: Now Assist Agents
- Module 9 Evaluating Agentic Workflows
- Module 10 AI Agentic Fabric and MCP
- Module 11 AI Control Tower

Jun 22 - 23, 2026 | 9:00 AM - 5:00 PM CDT

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

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