ServiceNow AI Implementation (SNAII)

ID SNAII **Price** 1,786.— €(excl. VAT) **Duration** 2 days

Important notes for the booking of ServiceNow trainings

1. 1. So that we can finally process your registration, you will receive an enrollment request after booking the course. Please carry out the enrollment immediately, at the latest **three** working days before the start of the course, according to the following instructions at ServiceNow: Enrol for Instructor Led Training using Learning Credits
2. Please note that we must receive short-term bookings no later than five working days before the course begins.
3. If you are unable to attend the training date you have booked (e.g. illness, etc.) or if ServiceNow cancels the course, a credit note is not possible under any circumstances. If you cancel, you can name a replacement person. In both cases of cancellation, the validity of your credit remains for 12 months after the order.

For more information, please refer to the **ServiceNow Terms and Conditions**.

Who should attend

This course is ideal for ServiceNow Administrators, AI Stewards, Application Developers, and IT Professionals who implement and manage ServiceNow's AI capabilities.

Prerequisites

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

Additionally, 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

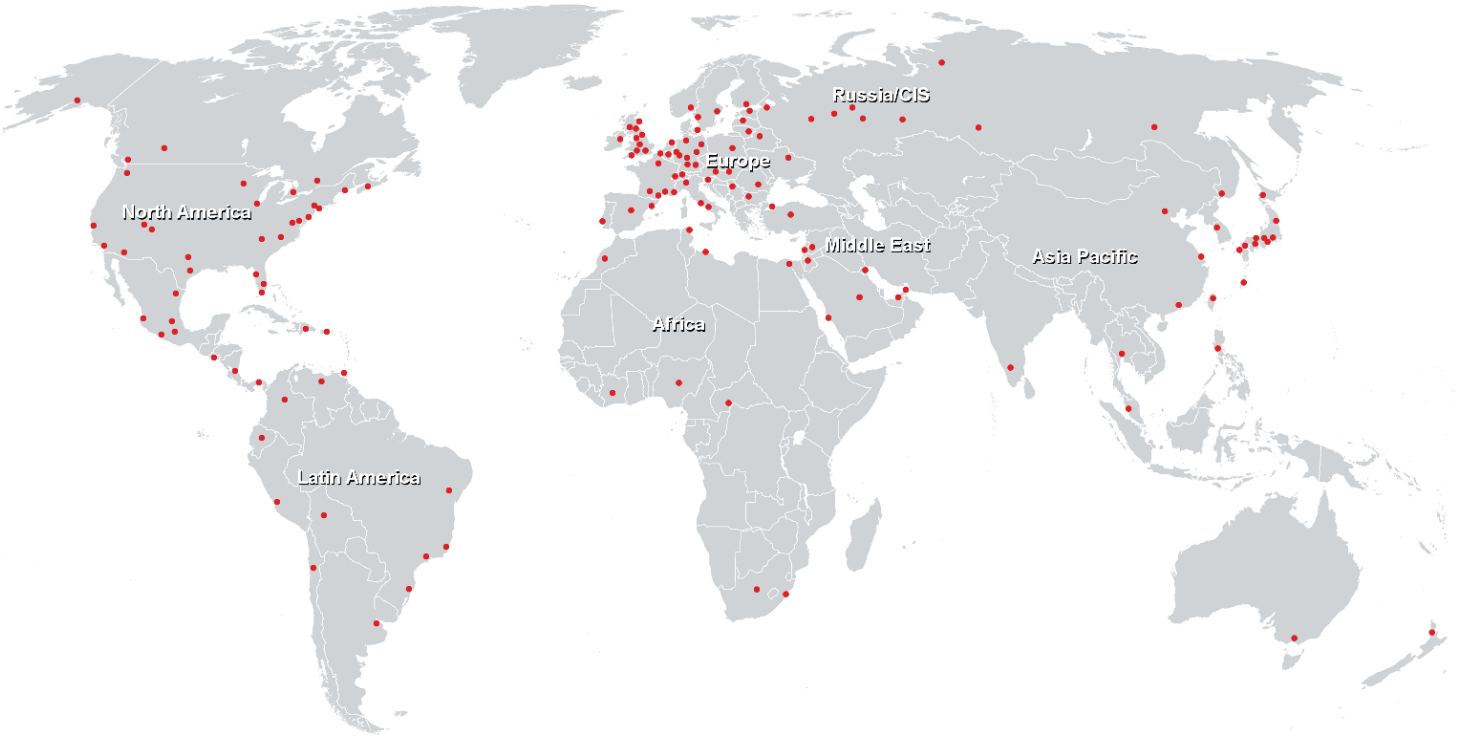
This course moves at a fast, advanced pace. Instructors are unable to pause for platform foundational walkthroughs, so meeting the prerequisites is important for your learning experience and for the overall class flow. If you're not yet comfortable with the skills listed above, please consider completing the recommended training first. It ensures you can fully engage with the deep technical material without slowing yourself or others down.

Course Objectives

- 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.

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Training Centres worldwide





Fast Lane Institute for Knowledge Transfer (Switzerland) AG

Husacherstrasse 3
CH-8304 Wallisellen
Tel. +41 44 832 50 80

info@flane.ch, https://www.flane.ch