ABOUT THE COURSE:

TOTAL DURATION:	45 HRS
MODE OF DELIVERY	Virtual Instructor led by Industry Experts + Physical Session conducted by FDP faculty
TRAINER TO STUDENT RATIO:	1:50
TOTAL MARKS:	75
TABLE 1	
OVERALL COURSE OBJECTIVE:	• Analyze the ServiceNow platform architecture and evaluate its core components to determine effective deployment strategies. • Apply configuration techniques to provision and customize ServiceNow instances in alignment with organizational goals. • Create structured access management frameworks by configuring roles, authentication, and access controls within ServiceNow. • Design and implement service catalogs and SLAs that align with service delivery objectives. • Analyze and optimize incident and problem management workflows for effective service resolution using ServiceNow. • Create and evaluate change management processes and release strategies to improve deployment reliability in ServiceNow. • Apply asset and configuration management principles to build and maintain accurate CMDB structures. • Create and analyse ServiceNow dashboards and performance analytics to drive data-informed decisions. • Design and evaluate SLA/OLA frameworks to enhance accountability and performance in service delivery.

LEARNING OUTCOME:	• Analyze ServiceNow's architecture and apply instance setup strategies tailored to organizational objectives. • Create structured access control mechanisms by configuring user roles,

groups, and permissions within ServiceNow.
- Design and implement workflow-driven solutions for managing service catalogs, incidents, problems, and change processes.
- Apply asset and configuration management principles to build and maintain a robust CMDB and IT asset structure.
- Create and evaluate dashboards and analytics in ServiceNow to monitor KPIs and inform strategic decisions.
- Design, track, and evaluate SLA frameworks to optimize service performance and accountability.

TABLE 2: MODULE-WISE COURSE CONTENT AND OUTCOME				
SL.NO	MODULE NAME	MODULE CONTENT	MODULE LEARNING OUTCOME	DURATION (HRS)
1	Welcome To ServiceNow	1. NextExperience, Navigation, and Access 2. Lists and Filters 3. Forms 4. Tasks 5. Reporting 6. Knowledge Management 7. Service Catalog 8. Virtual Agent	Navigate ServiceNow proficiently with Next Experience, optimize data management with Lists and Filters, design efficient Forms, manage Tasks effectively, create insightful Reports, harness Knowledge Management tools, streamline services with Service Catalog, and enhance support using Virtual Agent capabilities, ensuring seamless user experience and operational efficiency across the platform.	
2	Welcome to ServiceNow Micro-Certification Assessment	1. Introduction to ServiceNow 2. ServiceNow Navigation 3. Platform Basics 4. Users and Roles	Learners will analyze the core purpose of ServiceNow as a cloud-based platform that enhances enterprise workflow automation. They will evaluate business challenges	

		5. Forms and Lists 6. Applications and Modules 7. Workflows and Automation 8. Instance and Tenancy 9. Preparation for Advanced Learning	such as task inefficiencies, system fragmentation, and inconsistent processes to determine how ServiceNow provides strategic solutions. Furthermore, learners will design approaches for transforming manual workflows into automated solutions, thereby creating frameworks that improve productivity and drive organizational efficiency.	
3	Introduction to Generative AI	1. What is Generative AI? 2. Key Concepts in Generative AI 3. Types of Generative Models 4. Generative AI Applications 5. Training Generative AI Models 6. Ethical and Responsible Use 7. Summary and Next Steps	Learners will analyse the foundational principles of Generative AI, examining its purpose, underlying mechanisms for generating new data, and distinctions from traditional AI approaches. They will evaluate the transformative potential of Generative AI in various contexts and begin to formulate exploratory strategies for applying this emerging technology effectively.	
4	ServiceNow Administration Fundamentals	1. Module Section 2. Introduction to ServiceNow 3. Navigating the ServiceNow Interface	The ServiceNow Administration Fundamentals module introduces administrators to the core aspects of the ServiceNow platform. It covers navigating the user interface, managing	

		4. ServiceNow Data Model 5. Managing Users and Groups 6. Configuring ServiceNow Tables 7. Managing ServiceNow Records 8. Managing Access Control 9. ServiceNow System Properties 10. Business Rules and Workflows 11. ServiceNow Reporting 12. ServiceNow Application Management 13. ServiceNow Security 14. ServiceNow Automation 15. ServiceNow Update Sets 16. ServiceNow Scripting Basics 17. Summary and Next Steps	users, groups, and security, and configuring tables and records. Administrators also learn to automate processes using business rules, create reports, and maintain system health. This module provides foundational knowledge for effectively managing and optimizing the ServiceNow platform for organizational	
5	IT ServiceManagement Fundamentals	1. Introduction to IT Service Management 2. ITSM Framework and ITIL 3. Service Management Lifecycle 4. Service Management Lifecycle 5. Problem Management 6. Change Management	The IT Service Management (ITSM) Fundamentals module introduces the key principles and practices of IT service management within the ServiceNow platform. It covers core ITSM processes such as incident, problem, change, and request management. Administrators learn	

		7. Service Request Management 8. Configuration Management 9. Service Level Management 10. Knowledge Management 11. ITSM Tools and Technologies	how to configure and manage these processes, automate workflows, and ensure efficient service delivery. The module provides a solid foundation for optimizing IT services and improving service management efficiency within an organization.	
6	Now Assist Essentials	1. Generative AI terminology 2. How Now Assist works in the platform 3. How to Install Now Assist 4. How to use the Generative AI Controller in Flow Designer and Virtual Agent 5. How data is used with Generative AI	Learners will analyze the benefits of Generative AI and evaluate its integration within enterprise workflows. They will apply their understanding to key components such as Now Assist applications, Now LLM Service, the Admin Console, Skills, and Usage. Additionally, learners will create informed strategies for utilizing the Generative AI Controller and managing AI data effectively to enhance operational efficiency.	
7	Now Assist for IT Service Management (ITSM) Essentials	1. Describe the purpose and benefits of Now Assist for ITSM 2. Understand how to navigate the Now Assist Admin console to manage	The Now Assist for IT Service Management Essentials course introduces learners to ServiceNow's powerful AI-driven tool, Now Assist, specifically designed to enhance IT Service Management (ITSM) processes. This course provides	

			settings and configurations	an in-depth understanding of how Now Assist integrates with the ServiceNow platform to streamline and automate service requests, incident management, problem resolution, and other key ITSM functions.	
		3.	Utilize the Now Assist panel in the Service Operations Workspace to interact with AI for summarization and resolution note generation		
		4.	Understand how Now Assist for IT Service Management improves operational efficiency, employee experience, and service quality		
8	Virtual Agent Fundamentals	1.	Introduction to Virtual Agent	By the end of the Virtual Agent Fundamentals module, learners will analyze the role and architecture of Virtual Agents in automating routine tasks and enhancing self-service interactions. They will evaluate key components such as the Virtual Agent Designer, Topics, NLU, and communication channels like Service Portal, Now Mobile, Microsoft Teams, and Slack. Learners will apply their knowledge to differentiate between out-of-the-box and	
		2.	Virtual Agent Architecture and Components		
		3.	How Virtual Agent Works		
		4.	Licensing and Activation		
		5.	Out-of-the-Box Virtual Agent Topics		

			custom topics and identify real-world scenarios for effective Virtual Agent implementation. Additionally, they will create structured conversational flows using core Virtual Agent concepts—including topics, utterances, entities, and topic blocks—and assess escalation processes involving live agents.	
9	Natural Language Understanding (NLU) Fundamentals	1.	Introduction to NLU in ServiceNow	By the end of the Natural Language Understanding (NLU) Fundamentals course in ServiceNow, learners will be able to clearly articulate the role and importance of NLU in enhancing automated conversations and self-service experiences. They will demonstrate the ability to create and configure NLU models within ServiceNow, including defining intents that capture user goals, associating diverse utterances that reflect natural language variations, and building entities to extract and structure key information from user inputs.	
		2.	NLU Architecture and Key Concepts		
		3.	Working with Intents		
		4.	Working with Entities		
		5.	Building and Managing NLU Models		
		6.	Training and Testing NLU Models		
		7.	Integrating NLU with Virtual Agent		
10	Virtual Agent Implementation	1.	Introduction to Virtual Agent in	Virtual Agent Implementation is an on-demand training available in different	

			ServiceNow	versions applicable to different ServiceNow releases. Please choose the release version applicable to your instance below. Note: on learning paths where Virtual Agent Implementation is a requirement, completing any of these courses will fulfill this requirement.	
		2.	Virtual Agent Architecture and Key Components		
		3.	Navigating the Virtual Agent Designer		
		4.	Creating and Managing Virtual Agent Topics		
		5.	Configuring Topic Blocks, Actions, and User Inputs		
		6.	Integrating Virtual Agent with ServiceNow Applications		
		7.	Configuring Escalation to Live Agents		
		8.	Deploying Virtual Agent on Multiple Channels		
		9.	Testing and Publishing Virtual Agent Conversations		
11	Virtual Agent Simulator	1.	Introduction to Virtual Agent Simulator	Virtual Agent Simulator course in ServiceNow, learners will be able to effectively utilize the Virtual Agent Simulator to test, validate, and optimize conversational flows before deploying	
		2.	Overview of Virtual Agent Simulation Features		

		3. Navigating the Virtual Agent Simulator Interface	them to end users. They will understand how to navigate the simulator interface, configure simulation scenarios, and execute comprehensive tests on Virtual Agent topics to identify issues and improve user interactions. Learners will gain the ability to analyze simulation results, interpret conversation paths, and troubleshoot errors or inefficiencies in topic flows. They will also be able to apply best practices for refining and optimizing Virtual Agent conversations based on simulator feedback, ensuring high-quality and seamless self-service experiences.	
		4. Creating and Configuring Simulation Scenarios		
		5. Testing Virtual Agent Topics with the Simulator		
		6. Analyzing Simulation Results and Insights		
		7. Troubleshooting and Debugging Virtual Agent Conversations		
		8. Optimizing Conversation Flows Based on Simulation Data		
		9. Best Practices for Using the Virtual Agent Simulator		
		10. Integrating the Simulator with ServiceNow Development Processes		
12	Now Assist Essentials	1. Generative AI terminology	Unleash the power of cutting-edge AI technology and streamline your workflow with Now Assist. Generate top-quality content effortlessly and	
		2. How Now Assist works in the platform		

		3. How to Install Now Assist 4. How to use the Generative AI Controller in Flow Designer and Virtual Agent 5. How data is used with Generative AI	experience the future of AI today.	
13	Now Assist for IT Service Management (ITSM) Essentials	1. Describe the purpose and benefits of Now Assist for ITSM 2. Understand how to navigate the Now Assist Admin console to manage settings and configurations 3. Utilize the Now Assist panel in the Service Operations Workspace to interact with AI for summarization and resolution note generation 4. Understand how Now Assist for IT Service Management improves operational efficiency, employee experience,	The Now Assist for IT Service Management Essentials course introduces learners to ServiceNow's powerful AI-driven tool, Now Assist, specifically designed to enhance IT Service Management (ITSM) processes. This course provides an in-depth understanding of how Now Assist integrates with the ServiceNow platform to streamline and automate service requests, incident management, problem resolution, and other key ITSM functions. Throughout this course, participants will explore how Now Assist leverages artificial intelligence and machine learning to provide contextual recommendations, improve decision-making, reduce manual efforts, and	

			and service quality	accelerate time to resolution. Key features such as predictive intelligence, natural language understanding (NLU), and automated workflows will be covered.	
14	AI Agents Delivery Accreditation	1.	Introduction to AI Agents in ServiceNow	AI Agents Delivery Accreditation course in ServiceNow equips learners with the skills and knowledge needed to design, configure, and deliver intelligent AI Agent solutions that streamline workflows and enhance user experiences. Participants will gain a deep understanding of AI Agent architecture, including capabilities of Virtual Agent, Natural Language Understanding (NLU), and Predictive Intelligence, and how these technologies integrate seamlessly within the ServiceNow platform.	
		2.	Understanding AI Agent Architecture and Capabilities		
		3.	Leveraging Virtual Agent for Intelligent Conversations		
		4.	Applying Natural Language Understanding (NLU) in AI Agents		
		5.	Integrating Predictive Intelligence for Smart Automation		
		6.	Designing End-to-End AI Agent Solutions		
		7.	Configuring AI Agent Workflows and Backend Integrations		
		8.	Ensuring Data Security,		

		Privacy, and Governance		
		9. Best Practices for AI Agent Design and Deployment		
		10. Managing the AI Agent Project Delivery Lifecycle		
		11. Testing, Validating, and Optimizing AI Agent Solutions		
		12. Driving User Adoption and Measuring Success		
		13. Troubleshooting and Continuous Improvement of AI Agents		
		14. Summary, Review, and Accreditation Assessment		
		15. Optional Hands-on Lab: Design and deploy an AI Agent Solution		

TABLE 3: OVERALL COURSE LEARNING OUTCOME ASSESSMENT CRITERIA AND USECASES		
LEARNING OUTCOME	ASSESSMENT CRITERIA	Lab practices
Add application files to applications	Create a new	Module: - ServiceNow Studio Overview

Design form layouts, including fields, views, and sections	ServiceNow application in Studio, adding scripts, stylesheets, and images. Design a form layout with fields, views, and sections following functional requirements. Document the process and rationale, test functionality, and present the application, incorporating feedback for improvement.	Objective This lab familiarizes participants with the key features and functionalities of ServiceNow Studio, the integrated development environment (IDE) for building and customizing applications on the ServiceNow platform. Through hands-on exercises, participants will learn how to navigate Studio, create and modify application artifacts, and leverage Studio's tools for efficient application development and customization.
In each course, you will find lessons and may watch short videos walking you through the ServiceNow Platform. Take a look at the list of topics below by selecting the plus sign (+) or use the left and right arrows to learn more about each. To move to the next item, you may either select the plus sign again to close	In this learning path you may engage in different types of hands-on practice using ServiceNow. There are no-pressure,	Module: - Welcome to ServiceNow Objective This lab is to introduce participants to the ServiceNow platform and its fundamental concepts. Through interactive instruction, learners will gain familiarity with navigating the ServiceNow interface, understanding key components of the platform, and grasping basic ServiceNow functionalities and terminologies.

the text box or use the left and right arrows in the top right corner of the text box.	guided "Now You Try" activities that you can find at the end of a lesson. Then you will be able to engage in knowledge checks where you can test what you've learned in each lesson. Finally, you will engage in tasks that require validation, which are part of the course simulator. See below to learn a little more the hands-on practice you will experience in this course.	
In this micro-certification exam, you will perform and complete 7 tasks as the Platform User in a simulator environment and must complete and validate all 7 tasks. Upon completion of this micro-certification, you will receive a badge to show off your skills in Now Learning. Use that accomplishment	In the micro-certification course "Welcome to ServiceNow," learners will embark on a journey to grasp the fundamental concepts and advantages of ServiceNow. They will	Module :- Micro-Certification - Welcome to ServiceNow Objective Through the "Micro-Certification - Welcome to ServiceNow," participants will embark on a journey to grasp the core essence of the ServiceNow platform. The session aims to immerse learners in interactive modules, facilitating their exploration of ServiceNow's interface, essential components, and introductory functionalities. Successful completion signifies readiness for deeper dives into ServiceNow's capabilities.

to drive you to your next learning opportunity within ServiceNow. Enjoy the journey!	adeptly navigate the ServiceNow interface, gaining familiarity with its various components. Through interactive learning modules, participants will develop a foundational understanding of ServiceNow's functionality and terminology. Assessment completion will validate their comprehension, marking their readiness to embark on further ServiceNow learning pathways.	
The "ServiceNow Administration Fundamentals On Demand" course equips learners with essential skills for proficiently administering ServiceNow instances. Participants gain expertise in system setup, user management, and configuration. They	The course encompasses adept navigation of the platform, comprehensive grasp of core ServiceNow principles, and proficient execution of essential administrativ	Module :- Welcome to ServiceNow Administration Fundamentals (On Demand) Objective Upon completion of this course, attendees will be able to: Configure applications and modules Build 'Self-Service' experiences Setup notifications Create reports/dashboards Manage data Enable productivity Maintain an instance Enhance an instance

master core administration tasks such as incident management, reporting, and customization. Upon completion, learners possess the knowledge to effectively manage ServiceNow implementations, ensuring optimal performance and usability.	e functions. Mastery of user management, incident resolution, and customization demonstrates readiness for roles in ServiceNow administration.	Package enhancements for testing

Task 1
The Modernized Work Experience
Objective
In the "The Modernized Work Experience" module, participants delve into the dynamic realm of workplace transformation facilitated by ServiceNow. Through this exploration, learners uncover the strategies and tools essential for streamlining processes, fostering collaboration, and maximizing productivity. By understanding ServiceNow's role in modernizing work experiences, participants are empowered to drive organizational success in today's digital landscape.

Task 2
Explore the Power of the ServiceNow Platform
Objective
The aim of "Explore the Power of the ServiceNow Platform" is to introduce participants to the capabilities and potential of the ServiceNow platform. Through guided exploration, learners will discover how ServiceNow can revolutionize workflows, optimize operations, and drive innovation across various business functions, enhancing overall organizational efficiency and effectiveness.

Task 3
Configure Applications for Business
Objective

The objective of "Configure Applications for Business" is to equip participants with the skills to customize and tailor ServiceNow applications to meet specific business needs. Through practical exercises and instruction, learners will learn how to configure applications, workflows, and user interfaces within the ServiceNow platform, ensuring alignment with organizational processes and objectives. |

		Task 4
		Manage Data
		Objective
		knowledge and skills necessary to proficiently handle and manipulate data within the platform. Through hands-on training, learners will develop proficiency in tasks such as data import, export, cleansing, and manipulation, ensuring data accuracy, integrity, and accessibility to support informed decision-making and efficient business operations.
		Task 5
		Configure Self Service
		Objective
		In "Configure Self-Service," participants will learn to customize and improve self-service portals on the ServiceNow platform. Through hands-on practice, they'll gain skills to enhance user interfaces, automate tasks, and empower users for independent issue resolution, aiming to boost efficiency and user satisfaction.
		Task 6
		Enable Productivity
		Objective
		The goal of "Enable Productivity" is to empower participants with the means to boost efficiency through the ServiceNow platform. Through hands-on activities, learners will discover methods to optimize workflows, automate tasks, and streamline processes, fostering a more productive work environment for all users.
		Task 7
		Package Enhancements for Testing
		Objective
		Participants will learn to prepare and test software upgrades and improvements in the ServiceNow platform. Through guided activities, they'll develop skills to package modifications effectively, ensuring smooth integration and functionality while preserving system stability and reliability.

TABLE 4: LIST OF FINAL PROJECTS (20 PROJECTS THAT COMPREHENSIVELY COVER ALL THE LEARNING OUTCOME)	
SL. No	FINAL PROJECT
1	ServiceNow Sandbox Initialization
2	Getting started with ServiceNow
3	Micro-Certification - Welcome to ServiceNow
4	ServiceNow Administration Fundamentals
5	The Modernized Work Experience
6	Explore the Power of the ServiceNow Platform
7	Configure Applications for Business
8	Package Enhancements for Testing
9	Capstone project - 1 ServiceNow Instance Optimization
10	Capstone project - 2 ServiceNow Security Compliance Implementation

TABLE 5: COURSE ASSESSMENT RUBRICS (TOTAL MARKS: 75)				
ASSESSMENT CRITERIA	DESCRIBE THE CRITERIA OF THE BELOW CATEGORY PERFORMANCE			TOTAL MARKS
	FAIR	GOOD	EXCELLENT	
Problem Definition & Design Thinking	3	5	8	10
Innovation & Problem Solving	1	2	4	5
Implementation of Project	6	12	18	20
Performance of the Project	1	2	4	5
Project Demonstration & Documentation	3	5	8	10
MCQ-based assessment 25 Questions				25

Category	Assessment Criteria	Performance Levels	Weightage (Marks)
Practical Skills Proficiency	Demonstrates ability to perform job-specific tasks effectively, using relevant tools, techniques, or methodologies (e.g., Tally for accounting, consignment tracking).	Fair, Good, Excellent	20
Technical Knowledge Application	Applies theoretical concepts to practical scenarios with accuracy and relevance (e.g., compliance with GST laws, financial planning, or logistics protocols).	Fair, Good, Excellent	15
Project Execution	Completes assigned projects or use cases demonstrating innovation, thoroughness, and skill application relevant to industry standards.	Fair, Good, Excellent	30
Communication and Reporting	Clearly presents findings, solutions, or project outcomes using professional communication and documentation standards (e.g., reports, presentations).	Fair, Good, Excellent	10