ServiceNow Platform Implementation

24 Hours

Course Description

The ServiceNow Platform Implementation (SNPI) training equips participants to successfully implement core Now Platform functionality. Serving as a prerequisite for learning specific ServiceNow product lines, SNPI covers the technical aspects of implementation using the Now Create methodology. The course provides a deep dive into understanding the roles and responsibilities of a deployment team through interactive lessons, use cases, and hands-on activities. The on-demand format allows participants to progress at their own pace.

Audience

This course is designed for IT professionals, system administrators, and project managers involved in ServiceNow platform implementation. Whether you're new to ServiceNow or seeking to enhance your skills, SNPI caters to individuals looking to gain a comprehensive understanding of core implementation principles.

Pre-requisite Knowledge/Skills

Participants should have a basic understanding of IT service management concepts. Familiarity with the ServiceNow platform is recommended but not mandatory. This course is suitable for those who are ready to engage in hands-on activities and virtual teaming exercises.

Course Objectives

Upon completion of SNPI, participants will gain proficiency in:

- Hands-on implementation based on functional requirements
- Now Create methodology
- Virtual teaming
- End-to-end sprint cycles, including planning, execution, and review
- Configuration best practices and design principles
- Core system setup, including Configuration Management Database (CMDB)
- Supported authentication options
- Application security and encryption
- Instance Management and data hygiene
- Integrations (including LDAP and Single Sign-On)
- Deployment of code to a test instance
- Go-live preparations

Course Outline

The course comprises 24 hours of theory and labs. It's divided into 6 different modules.

Module 1: Course Introduction

- SNPI Overview
- ServiceNow Platform Introduction

Module 2: Platform Implementation Basics

- Simulator Intro
- Now Create Overview
- Explore Now Create

Module 3: Project Initiation

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

Module 4: Project Execution

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

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

Module 5: Project Delivery and Closure

- Deliver Your Project Overview
- Deliver Phase Overview
- Close Your Project

Module 6: Course Conclusion

- Course Summary
- Course Survey