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ServiceNow Platform Administration Practitioner Training Course: Now Assist and Automation

13 – 17 September 2027
Dhahran

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ServiceNow Platform Administration Practitioner work is the hands-on upkeep of a live ServiceNow instance: its tables, access rules, automated flows and generative AI features, here centred on Now Assist and automation. This one-week practitioner course is for working admins and process owners who already navigate an instance, and delegates leave with an Instance Automation and Now Assist Runbook for one helpdesk scenario.

Introduction

The course rests on three ServiceNow capabilities. Now Assist is the family of generative AI features on the ServiceNow AI Platform, each packaged as a skill that an admin activates and assigns. Workflow Studio, formerly Flow Designer, builds flows from a trigger, actions and flow logic. Virtual Agent is the conversational interface whose topics can call Workflow Studio actions. The level is practitioner: delegates already know basic navigation and now build and govern working features. Teaching runs as guided labs in a sandbox instance, each followed by an inspection walkthrough of the result.

Course Objectives

- Distinguish flows from subflows and select the right one for a reusable automation step
- Compare record-based and schedule-based triggers when automating incident and request handling
- Apply Now Assist Admin console settings to activate a skill and limit it to chosen user groups
- Interpret Now Assist for ITSM outputs, such as incident summaries and resolution notes, before agents rely on them
- Select between LLM and NLU/keyword topic types when building a Virtual Agent conversation
- Justify access control rules and update set boundaries before moving changes between instances

Target Audience

- Instance admins responsible for the daily upkeep of a ServiceNow environment, deciding which changes belong in which update set
- Process owners responsible for incident and request handling, deciding which steps to automate with Workflow Studio
- Helpdesk leads responsible for agent productivity, judging whether Now Assist summaries are fit for agents to use
- Self-help channel owners responsible for the employee portal and chat, choosing which requests a Virtual Agent topic should handle
- Integration specialists responsible for loading records from other tools, deciding how transform maps match incoming fields

Course Outline

Day 1: Instance Foundations Revisited

- Tables vs Extended Tables: How Task Records Inherit Fields and Behaviour
- Access Control Rules: Role and Condition Checks on Tables and Fields
- Import Sets: Staging Tables That Receive Raw Records Before Transformation
- Transform Maps: Matching Incoming Fields to Incident or User Tables
- Update Sets: Grouping Changes to Move Between Development and Production Instances

Day 2: Building Automation in Workflow Studio

- Flows vs Subflows: Triggered Automation Compared With Reusable Called Logic
- Record-Based vs Schedule-Based Triggers: Choosing When an Incident Flow Starts
- Core Actions and Spokes: Create Record and Added Integration Steps
- Flow Logic: Conditions, Loops and Output Variables Inside a Subflow
- Business Rules vs Flows: Retiring Conflicting Logic Before a Flow Goes Live

Day 3: Conversational Self-Help With Virtual Agent

- Virtual Agent Designer: Central View of Topics, Subflows and Actions
- LLM Topics vs NLU/Keyword Topics: Matching Requester Phrasing to Conversations
- Topic Flow Tab: Defining User Inputs, Bot Responses and Utilities
- Action Utility: Calling a Workflow Studio Action From a Topic
- Catalogue Request and Incident Creation: Topics That Open Records Securely

Day 4: Activating and Governing Now Assist

- Now Assist Skills: Generative AI Features Packaged for Specific Agent Tasks
- Now Assist Admin Console: Installing Plugins, Activating Skills and Assigning Users
- Incident Summarisation vs Resolution Notes Generation: Two Now Assist for ITSM Skills
- Chat Summarisation and Reply Recommendation: Agent Help During Virtual Agent Handover
- Generative AI Controller and Usage Review: Monitoring Skill Consumption on an Instance

Day 5: Practice: Building the Instance Automation Runbook

- Lab: Loading Requester Records Through an Import Set and Transform Map
- Lab: Building an Incident Triage Flow With a Reusable Subflow
- Lab: Linking a Virtual Agent Topic to the Triage Flow
- Agent Review vs Automatic Use: Testing Now Assist Summaries on Lab Incidents
- Capstone: Completing the Instance Automation and Now Assist Runbook

Skills You Will Gain

- Workflow Studio flow design
- Subflow reuse and flow logic
- Virtual Agent topic building
- Now Assist skill activation
- Generative AI output review
- Access control rule design
- Import set and transform map setup
- Update set promotion

Why Attend This Course

- From fixing tickets by hand to routing them with record-triggered flows and reusable subflows
- From a static portal to Virtual Agent topics that open incidents and requests through Workflow Studio actions
- From switching on Now Assist skills for everyone to activating them for chosen groups and checking their output
- From scattered instance changes to an Instance Automation and Now Assist Runbook carried in update sets

Conclusion

Practitioner-level ServiceNow work means building and governing the parts of an instance that act on their own: flows, conversational topics and generative AI skills. The course makes three distinctions clear: flows against subflows, LLM against NLU/keyword topics, and incident summaries against generated resolution notes. It suits admins and process owners who already know basic navigation and now need to automate and govern an instance, rather than delegates preparing for an entry-level credential.

Course FAQs

What is ServiceNow Platform Administration at practitioner level?

It is the hands-on work of building, securing and maintaining a running ServiceNow instance beyond first navigation: designing Workflow Studio flows, Virtual Agent topics and access rules, and activating and checking Now Assist skills for agents.

What is the difference between a flow and a subflow in ServiceNow Workflow Studio?

A flow starts from a trigger, such as a record being created or a schedule, and then runs its actions. A subflow has no trigger and runs only when another flow or a script calls it, so it suits reusable steps with defined inputs and outputs.

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Which ServiceNow features does ServiceNow Platform Administration Practitioner training follow?

The training follows documented ServiceNow features: Now Assist skills and the Now Assist Admin console, Now Assist for ITSM, Workflow Studio flows and subflows, Virtual Agent Designer, import sets, transform maps and update sets.

Is ServiceNow Now Assist and automation training right for a helpdesk lead?

Yes, where the lead is responsible for agent productivity and must judge whether incident summaries, resolution notes and chat summaries are reliable enough for agents. Leads with no hands-on access to an instance gain less from the labs.

What does a delegate produce in ServiceNow Platform Administration Practitioner training?

Each delegate produces an Instance Automation and Now Assist Runbook for one helpdesk scenario: the import and transform setup, the triage flow and subflow, the Virtual Agent topic, the activated Now Assist skills with their review checks, and the update set that carries the build.

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