

# **ServiceNow + SAP AI Integration**

## *COURSE CONTENT*

### **GET IN TOUCH**



Multisoft Systems  
B - 125, Sector - 2, Noida



(+91) 9810-306-956



[info@multosoftsystems.com](mailto:info@multosoftsystems.com)



[www.multosoftsystems.com](http://www.multosoftsystems.com)

## **About Multisoft**

---

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with leading technologies to bring world-class one-on-one and certification training. Intending to empower professionals and businesses across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training, a comprehensive learning solution with lifetime e-learning access, after-training support and globally recognized training certificates.

## **About Course**

---

ServiceNow + SAP AI Integration Training focuses on integrating enterprise service workflows with SAP business processes while introducing AI as an intelligent layer across the integration landscape. The course brings together ServiceNow IntegrationHub and Flow Designer, SAP BTP and Integration Suite, enterprise APIs, SAP Business AI, Joule, Now Assist, and generative AI concepts.

Participants progress from platform connectivity and API integration to intelligent workflow orchestration, security, governance, monitoring, and practical cross-platform scenarios. The course is particularly relevant for professionals involved in enterprise integration, service management automation, SAP transformation, and AI-enabled business process initiatives.

## Module 1: ServiceNow + SAP AI Integration Fundamentals

- ✓ Introduction to ServiceNow and SAP integration
- ✓ Enterprise workflow integration concepts
- ✓ Role of AI in cross-platform business processes
- ✓ ServiceNow and SAP ecosystem overview
- ✓ Common enterprise integration requirements
- ✓ Synchronous vs. asynchronous integration
- ✓ API-driven and event-driven integration
- ✓ Understanding end-to-end integration architecture
- ✓ Typical ServiceNow–SAP AI use cases

## Module 2: ServiceNow Platform Architecture for Enterprise Integration

- ✓ ServiceNow platform architecture overview
- ✓ Tables, records, and application data
- ✓ ServiceNow APIs and web services
- ✓ Flow Designer fundamentals
- ✓ IntegrationHub architecture
- ✓ Spokes and integration actions
- ✓ Connections and credentials
- ✓ MID Server concepts
- ✓ Scripted REST APIs
- ✓ Import Sets and Transform Maps
- ✓ ServiceNow integration design considerations

## Module 3: SAP Landscape and Integration Architecture

- ✓ Understanding SAP enterprise landscapes
- ✓ SAP S/4HANA integration concepts
- ✓ Cloud and on-premises SAP environments
- ✓ SAP business objects and process data
- ✓ SAP communication scenarios
- ✓ SAP integration endpoints
- ✓ Introduction to SAP Integration Suite
- ✓ API-based integration patterns
- ✓ Event-driven SAP integration
- ✓ Integration considerations for hybrid landscapes
- ✓ Identifying SAP processes suitable for ServiceNow integration

## Module 4: ServiceNow IntegrationHub and Integration Patterns

- ✓ IntegrationHub components
- ✓ Configuring connections
- ✓ Credential aliases
- ✓ Creating reusable integration actions
- ✓ Using REST steps
- ✓ Building custom actions
- ✓ Designing subflows
- ✓ Triggering integrations through Flow Designer
- ✓ Data mapping between systems
- ✓ Handling integration responses

- ✓ Reusable integration patterns
- ✓ IntegrationHub transaction considerations

## Module 5: SAP APIs, OData, REST, Events, and Connectivity

- ✓ SAP API fundamentals
- ✓ Working with REST-based SAP services
- ✓ OData concepts
- ✓ OData entities and operations
- ✓ Query parameters and filtering
- ✓ CRUD operations
- ✓ SAP API payload structures
- ✓ JSON and XML handling
- ✓ SAP Business Accelerator Hub concepts
- ✓ Event-driven integration concepts
- ✓ SAP business events
- ✓ Connectivity considerations
- ✓ Calling SAP endpoints from ServiceNow
- ✓ Testing SAP API interactions
- ✓ Handling SAP API responses

## Module 6: Authentication and Secure ServiceNow–SAP Communication

- ✓ Enterprise authentication concepts
- ✓ Basic authentication considerations

- ✓ OAuth 2.0 fundamentals
- ✓ Token-based authentication
- ✓ Client credentials flow
- ✓ Certificate-based authentication concepts
- ✓ ServiceNow credential management
- ✓ SAP communication users and arrangements
- ✓ Secure API communication
- ✓ Managing secrets and credentials
- ✓ Role-based access control
- ✓ Least-privilege principles
- ✓ Securing integration endpoints
- ✓ Authentication troubleshooting

## Module 7: SAP Business AI, Joule, and AI Services

- ✓ Introduction to SAP Business AI
- ✓ AI within SAP business processes
- ✓ SAP Joule concepts
- ✓ Joule-supported enterprise experiences
- ✓ Generative AI scenarios in SAP environments
- ✓ SAP AI Core overview
- ✓ SAP AI Launchpad overview
- ✓ Generative AI Hub concepts
- ✓ AI model consumption patterns
- ✓ Grounding AI with enterprise context
- ✓ AI-enabled SAP business scenarios
- ✓ Considerations for consuming SAP AI capabilities externally

## Module 8: ServiceNow AI, Now Assist, and Generative AI

- ✓ ServiceNow AI capabilities overview
- ✓ Introduction to Now Assist
- ✓ Generative AI within ServiceNow workflows
- ✓ AI-assisted summarization
- ✓ Intelligent incident and case handling
- ✓ AI-assisted knowledge experiences
- ✓ Virtual Agent and conversational experiences
- ✓ Prompt-based enterprise workflows
- ✓ AI-powered recommendations
- ✓ Using enterprise context with Generative AI
- ✓ AI governance considerations in ServiceNow
- ✓ Identifying AI opportunities within integration workflows

## Module 9: Connecting ServiceNow Workflows with SAP Business Processes

- ✓ Designing ServiceNow-to-SAP workflows
- ✓ Triggering SAP operations from ServiceNow
- ✓ Sending request information to SAP
- ✓ Retrieving SAP data into ServiceNow
- ✓ Processing SAP responses
- ✓ Updating ServiceNow records with SAP information
- ✓ SAP-to-ServiceNow workflow initiation
- ✓ Approval orchestration
- ✓ Employee and HR-related scenarios

- ✓ Procurement request scenarios
- ✓ Finance-related integration scenarios
- ✓ Asset and maintenance scenarios
- ✓ Customer and service management scenarios
- ✓ Designing end-to-end process flows

## Module 10: AI-Driven Data Exchange and Intelligent Process Automation

- ✓ Adding AI to integration workflows
- ✓ AI-assisted request classification
- ✓ Extracting information from unstructured requests
- ✓ Intelligent data mapping
- ✓ AI-assisted routing
- ✓ Automated categorization
- ✓ Context-aware recommendations
- ✓ AI-supported decision points
- ✓ Summarizing SAP information in ServiceNow
- ✓ Enriching ServiceNow records with SAP context
- ✓ Human-in-the-loop workflows
- ✓ Combining deterministic automation with AI
- ✓ Managing confidence and exceptions

## Module 11: Generative AI and Cross-Platform Enterprise Use Cases

- ✓ Generative AI integration architecture
- ✓ Prompt orchestration concepts
- ✓ Passing enterprise context to AI services
- ✓ SAP-aware ServiceNow assistants
- ✓ ServiceNow-aware SAP workflow scenarios
- ✓ AI-generated incident summaries
- ✓ Intelligent service request processing
- ✓ AI-assisted procurement workflows
- ✓ AI-assisted employee service scenarios
- ✓ Knowledge retrieval across platforms
- ✓ Generating contextual recommendations
- ✓ Conversational interaction with enterprise processes
- ✓ Grounding and reducing hallucination risk
- ✓ Human validation of AI-generated outputs

## Module 12: Error Handling, Monitoring, Security, and Governance

- ✓ Integration exception handling
- ✓ HTTP status and API error management
- ✓ Retry strategies
- ✓ Timeout management
- ✓ Logging integration activities
- ✓ Monitoring ServiceNow flows

- ✓ Monitoring SAP integration endpoints
- ✓ Troubleshooting failed transactions
- ✓ Handling duplicate transactions
- ✓ Data validation
- ✓ Audit and traceability
- ✓ Integration security controls
- ✓ Protecting sensitive business information
- ✓ AI governance principles
- ✓ Responsible AI considerations
- ✓ Data privacy and access boundaries

## Module 13: Advanced Integration and AI Orchestration

- ✓ Multi-step integration workflows
- ✓ Combining multiple SAP services
- ✓ Chaining ServiceNow integration actions
- ✓ Event-driven workflow orchestration
- ✓ AI-assisted workflow branching
- ✓ Context management across systems
- ✓ Designing reusable integration services
- ✓ Handling long-running processes
- ✓ Asynchronous processing patterns
- ✓ Human approvals within AI-enabled workflows
- ✓ Integration scalability considerations
- ✓ Performance optimization
- ✓ Designing resilient enterprise integrations

## Module 14: Hands-on Implementation, Testing, and Capstone Scenarios

### Scenario 1: ServiceNow Request to SAP Process

- ✓ Capture a ServiceNow request
- ✓ Validate request information
- ✓ Invoke SAP API
- ✓ Process SAP response
- ✓ Update ServiceNow status
- ✓ Handle exceptions

### Scenario 2: SAP Event to ServiceNow Workflow

- ✓ Receive SAP business event
- ✓ Interpret event payload
- ✓ Initiate ServiceNow workflow
- ✓ Route tasks and approvals
- ✓ Track workflow completion

### Scenario 3: AI-Assisted Service Workflow

- ✓ Capture user request
- ✓ Apply AI-based classification
- ✓ Retrieve relevant SAP information
- ✓ Generate contextual summary
- ✓ Recommend next action
- ✓ Include human approval where required

## **Scenario 4: Intelligent Enterprise Integration**

- ✓ Combine ServiceNow workflow automation
- ✓ Connect SAP business data
- ✓ Introduce Generative AI
- ✓ Apply security and governance controls
- ✓ Configure exception handling
- ✓ Test the end-to-end integration

## **Testing and Deployment Considerations**

- ✓ API testing
- ✓ Flow testing
- ✓ Authentication testing
- ✓ Negative test scenarios
- ✓ AI output validation
- ✓ Integration performance checks
- ✓ Production readiness considerations
- ✓ Monitoring and post-deployment support