ServiceNow IT Service Management (ITSM) Fundamentals

Duration: 2 Days   Course Code: SNITSMF

Overview:

Learn core ServiceNow ITSM process lifecycles and the value of ServiceNow ITSM applications for managing IT Services.
IT Service Management (ITSM) is a concept that involves delivery of IT services to customers and users. Most IT services are centered around technology and the support and maintenance activities that must occur to operate and maintain the technology.
In this course users will learn core ServiceNow ITSM process lifecycles and the value of ServiceNow ITSM applications for managing IT Services.
This Course focuses on the baseline capabilities and the touch points between these

ITSM applications and processes: Service Catalog and Request Fulfillment Incident Management Problem Management Change Management
This course also provides general information on ITSM supporting applications, such as Configuration Management and Knowledge Management, as well as ITSM Professional applications.

Target Audience:

This IT Service Management (ITSM) Fundamentals course is designed for customers, partners, and ServiceNow employees who will be administering ServiceNow and/or working on a ServiceNow implementation of ITSM applications and need to understand the lifecycle and inter-dependencies of ServiceNow ITSM applications from a persona perspective.

Objectives:

- At the end of this course, students will have the resources, knowledge, and experience necessary to:

- Create and work records through each of the covered ITSM application lifecycles

- Demonstrate each application lifecycle from a persona viewpoint

- Articulate the value and baseline features of each of the ITSM applications

- Begin considering key decisions to be made during the implementation of ServiceNow ITSM applications

- Start thinking about the long-term goal of maturing an ITSM practice in ServiceNow

- Demonstrations

- Multiple demonstrations are provided throughout the course to aid students in visualizing the lecture concepts.

- Structured Discussions

- Though classroom discussion will occur throughout the course, several specific discussion points have been identified within the course to aid students in increasing comprehension of the material as well as to aid in applying the concepts learned to their individual roles and organizations.

- Hands-On

- Extensive hands-on exercises are included with each course module to reinforce the lecture concepts and provide practical experience. Exercises are performed in a personal dedicated training instance.

- Group Activities

- Several instructor-led group activities such as knowledge checks, concept reviews, and open discussions are embedded throughout the course flow. Participants are able to validate their newly acquired knowledge as well as benefit from real-life business scenarios shared by fellow students.

- Differentiators

- Unlike ServiceNow Fundamentals, which has a broader focus on the platform, the ServiceNow ITSM Fundamentals course is focused on providing attendees with the skills necessary to manage service requests, changes, incidents, and problems within the ServiceNow platform.

- Unlike videos on YouTube, which offer no student interaction or hands-on exercises and may reflect older versions of the platform, the ServiceNow ITSM Fundamentals course is up-to-date, in-depth, and aligned with common and practical configuration and usage scenarios and challenges.

- Course Flow

- During this two-day interactive training course, students access the ServiceNow platform and the ITSM applications in their own student instance, which is a <safe sandbox loaded with demo and test data.

■ The course weaves a scenario throughout to present real-world application of ITSM practices. The class features lecture, demonstrations, structured and open discussions, as well as extensive hands-on practice and reinforcement delivered in a variety of labs.

Prerequisites:

■ SNF - ServiceNow Fundamentals + Exam

Content:

Module 1: Introduction to Core ITSM Applications

Objectives of Module 1:

- Define applications, roles, and personas used to support IT service management (ITSM) processes on the ServiceNow platform
- Identify how the ServiceNow ITSM applications support IT services and end-user customer experiences

Agenda:

- IT Service Management Overview
- IT Service Management Process Architecture
- IT Service Management Applications Overview
- Overview
- Service Catalog
- Overview
- Incident Management
- Overview
- Change Management

o Lab 1.1 Verify the ITSM environment

Module 2: Operate IT Services

Objectives of Module 2:

- Explain the Service Catalog and its relationship to Request Management
- Use the ServiceNow platform to submit, approve, fulfill, and close a request
- Identify the data structure and roles that support the Request Management process

Agenda:

- IT Service Management Overview
- IT Service Management Process Architecture
- IT Service Management Applications Overview
- Overview
- Service Catalog
- Overview
- Incident Management
- Overview
- Change Management

o Activity: Find the ITSM Elements

- Request Management

o Submittal

Lab 2.2 Verify Request Fulfillment tracking capabilities

Module 3: Maintain IT Services

Objectives of Module 3:

- Explain Incident Management and Problem Management and their relationship to other key ITIL processes
- Use the ServiceNow platform to create, manage, and resolve incidents and problems
- Identify the application roles, personas, and architecture that support Incident and Problem Management

Agenda:

- IT Service Management Overview
- IT Service Management Process Architecture
- IT Service Management Applications Overview
- Overview
- Service Catalog
- Overview
- Incident Management
- Overview
- Change Management

o Creation and classification

Lab 3.1 Verify incident record creation capabilities

o Investigation and diagnosis

o Resolution and closure

Lab 3.2 Verify incident tracking and resolution capabilities

- Problem Management

o Detection and logging

o Investigation and diagnosis

o Resolution and closure

Lab 3.3 Verify problem tracking capabilities

Module 4: Improve IT Services

Objectives of Module 4:

- Use the ServiceNow platform to create, manage, and close a change request
- Identify application roles, personas, and process lifecycles that support Change Management

Agenda:

- IT Service Management Overview
- IT Service Management Process Architecture
- IT Service Management Applications Overview
- Overview
- Service Catalog
- Overview
- Incident Management
- Overview
- Change Management

o Record and review

o Assess and evaluate

o Authorize

Lab 4.1 Verify change creation and authorization capabilities

o Plan and implement

o Review and close

Lab 4.2 Verify change request tracking and closure capabilities

Module 5: Mature IT Service Management

Objectives of Module 5:

- Identify other platform features that increase the productivity and efficiency of the ITSM solution
- Recognize ITSM Professional applications and their value in maturing and ITSM solution

o Approval

Lab 2.1 Verify Service Catalog request and approval capabilities

o Fulfillment

o Closure

Further Information:

For More information, or to book your course, please call us on 0800/84.009

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