ServiceNow IT Service Management (ITSM) Implementation

Duration: 365 Days **Course Code: SNITSMI** **Delivery Method: Elearning (Self-paced)**

Overview:

Learn practical skills that may be applied immediately to accelerate ITSM implementations.
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. The ServiceNow ITSM Implementation course puts those basic capabilities to use. It provides practical skills that may be applied immediately to accelerate ITSM implementations.
This course aligns with common and practical implementation scenarios and challenges when configuring a ServiceNow instance for implementation, using a low-code or no-code approach.
This course focuses on the baseline capabilities, security and architecture of these ITSM applications and processes:
Incident Management
Problem Management
Change Management
Service Catalog and Request Management
Service Portfolio Management

Information on Configuration Management (including Common Service Data Model), Knowledge Management, and Release Management, and how they are used to support the ITSM applications listed above, is also provided. Class participants will also receive an introduction to the ITSM Professional suite, including Performance Analytics, Continual Improvement, Vendor Manager Workspace, and Machine Learning.

Objectives:

- At the end of this course, for each ITSM application, students will be able to:
- Understand baseline application functionality, security, and architecture
- Design solutions to meet requirements that maximize system quality attributes, such as upgradability, maintainability, and scalability
- Implement configurations common to 80% of customer deployments
- Demonstrations
- Multiple demonstrations are provided throughout the course to aid students in visualizing the lecture concepts. These demonstrations may be presented live by the instructor or via pre-recorded video demonstrations.
- 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 ITSM Fundamentals, which focuses on the “what” ITSM applications are and their purpose, the ServiceNow ITSM Implementation course is focused on the “how” and “why”, by providing attendees with the skills and information necessary to configure ITSM applications to fit the needs of an organization.
- Unlike videos on YouTube, which offer no student interaction or hands-on exercises and may reflect older versions of the platform, the ServiceNow ITSM Implementation course is up-to-date, in-depth, and aligned with common and practical configuration and usage scenarios and challenges.
- Course Flow
- During this three-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:

- Familiarity with navigating through ServiceNow
- ServiceNow user interface (UI), iconography, and user settings
- Integrations
- List management
- Platform security model that explains how ServiceNow roles determine what a user can access, create, update, and delete.
- ServiceNow platform implementation
- ServiceNow system administration
- SNITSMF - ServiceNow IT Service Management (ITSM) Fundamentals

Content:

Module 1: Overview and Context

Objectives 1:

- Review basic concepts needed to be successful in this course
- Outline resources to supplement efforts to learn how to implement ITSM in ServiceNow
- Introduce the course framework and approach

Agenda 1:

- IT Service Management Positioning within the ServiceNow Framework
- Source of Information and Insight
- Customer Profile and Scenario

Module 2: Foundation Data, CMDB / CSDM and Knowledge Management

Objectives 2:

- Identify foundation data leveraged by ITSM applications
- Explore uses of Configuration Management data within ITSM applications
- Review the key Knowledge Management components and structure

Agenda 2:

- Foundation Data
- Configuration Management Database (CMDB)
- Lab 2.1 Create a CMDB Class with Attributes
- Lab 2.2 Configure and Import Configuration Items
- Knowledge Management
- Lab 2.3 Create a Knowledge Base and add it to Now Mobile
- Lab 2.4 Import Knowledge Articles

Module 3: Incident Management

Objectives 3:

- Identify baseline application functionality, security, and architecture
- Design solutions to meet requirements that maximize system quality attributes
- Implement configurations common to 80% of customer deployments

Agenda 3:

- Architecture Overview
- Scoping and Requirements
- Incident Lifecycle Configuration

Module 4: Problem Management

Objectives 4:

- Identify baseline application functionality and application architecture
- Identify key configurations and customer decisions required for Implementation
- Implement common configurations

Agenda 4:

- Architecture Overview
- Scoping and Requirements
- Problem Lifecycle Configuration
- Lab 4.1 Create Problem Tasks Using Flow Designer
- Operations and Administration

Module 5: Change Management, Release Management, and DevOps

Objectives 5:

- Identify baseline application functionality, security, and architecture for Change Management
- Design Change Management solutions to meet requirements that maximize system quality attributes
- Understand the key components of Release Management

Agenda 5:

- Overview of Change and Release Management
- Change Management o Architecture Overview
- Scoping and Requirements
- Change Management Lifecycle Configuration
- Lab 5.1 Configure Standard Changes
- Lab 5.2 Configure Risk Assessment
- Lab 5.3 Configure Change Approvals
- Lab 5.4 Configure Change Task Completion Requirement
- Operations and Administration
- Lab 5.5 Setup Recurring CAB Meetings
- Integrations
- Release Management
- Overview and Process Integrations
- Architecture
- End to End Lifecycle

Module 6: Service Catalog and Request Management

Objectives 6:

Module 7: Service Portfolio Management

Objectives 7:

- Discuss an overview of Service Portfolio Management features available in the ITSM Standard package.
- Review the SPM user and organizational roles.
- Understand the components of a Service Portfolio in the Now Platform.
- Review the Service Owner Workspace available with the ITSM Professional suite.

Agenda 7:

- Overview
- Roles
- Taxonomy
- Components and Relationships
- Lab 7.1 Create a Service Portfolio and Taxonomy
- Service Owner Workspace
- Metrics

Module 8: ITSM Professional

Objectives 8:

- Discuss an overview of each of the ITSM Professional applications and their key features
- Understand how the ITSM Professional applications integrate with and complement one another
- Define the plugin and activation requirements for each of the ITSM Professional applications
- Discover where to find additional information on each of the ITSM Professional applications

Agenda 8:

- Performance Analytics
- Lab 8.1 Performance Analytics
- Continual Improvement Management
- Vendor Manager Workspace
- Best Practice
- Machine Learning
- Predictive Intelligence
- Virtual Agent

Module 9: Maintenance and Evolution

Objectives 9:

- Identify resources to establish proper governance and development practices
- Evaluate value of requirements versus

- Lab 3.1 Configure Incident Entry Points
- Lab 3.2 Load Incident Categories
- Lab 3.3 Configure SLAs and Incident Notifications
- Lab 3.4 Major Incident Management and On-Call Scheduling
- Operations and Administration
- Lab 3.5 Configure Incident Surveys
- Lab 3.6 Agent Workspace
- Integrations
- Lab 3.7 Reports and Homepages

- Identify baseline application functionality, security, and architecture
- Design solutions to meet requirements that maximize system quality attributes
- Implement configurations common to 80% of customer deployments

Agenda 6:

- Architecture Overview
- Scoping and Requirements
- Configuration
- Lab 6.1 Create a Service Catalog
- Lab 6.2 Create a Catalog Item
- Operations and Administration
- Integrations and Testing
- Lab 6.3 Create an Order Guide
- Lab 6.4 Create a Dynamic Flow
- Lab 6.5 Create a Content Item

maintenance burden and risk
- Use Platform capabilities to establish good data hygiene

Use Benchmarks to measure performance and progress

Further Information:

For More information, or to book your course, please call us on 00 20 (0) 2 2269 1982 or 16142

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