

## ServiceNow Field Service Management (FSM) Implementation

Durée: 365 Jours    Réf de cours: SNFSMI    Méthodes d'apprentissage: E-learning

### Résumé:

ServiceNow<sup>®</sup> Field Service Management (FSM) helps companies efficiently manage location-based work tasks. Field Service Management Implementation focuses specifically on field service management applications and related functionality, most of which may be configured during an implementation using a low-code or no-code approach. Field Service Management Implementation provides practical skills to accelerate field service management implementations.

### e-Learning

Interactive self-paced content that provides flexibility in terms of pace, place and time to suit individuals and organisations. These resources also consist of online books, educational podcasts and vodcasts, and video-based learning.

### Public visé:

The ServiceNow<sup>®</sup> Field Service Management Implementation course is for Customers, Partners, and Employees who implement features, functions, and data associated with field service management.

### Objectifs pédagogiques:

- In this two-day interactive course attendees gain the skills for the effective implementation of the ServiceNow Field Service Management application. This course is designed for Implementation Specialists responsible for set-up and configuration of the Field Service Management applications. A combination of lecture, group discussions, group activities, and lab work helps attendees develop skills to achieve the following:
  - Configure central dispatch and dynamic scheduling
  - Automate transfer order line task assignment using flow designer
  - Configure appointment booking service
  - Configure advanced time recording and time sheet policy
  - Create a targeted communication
  - Configure contextual knowledge for work orders and work order tasks
  - Configure field service mobile application
- Validate foundational data
- Analyze and implement customer business requirements
- Use industry good practice for field service management implementation
- Discuss common field service management integration scenarios and good practices
- Set-up field service business and assignment configuration
- Configure work order form and mandatory skills
- Create advanced maintenance plans and maintenance schedules

### Pré-requis:

- SNF - ServiceNow Fundamentals
- SNFSMF - ServiceNow Field Service Management (FSM) Fundamentals

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## Contenu:

### 1: Field Service Management Implementation Planning

- FSM features, process, and data review
- Field service industry good practices
- FSM implementation good practices
- Process Integrations
- Foundation data planning

### Lab 1.1 Prepare to Implement Field Service Management

### Module 2: Implementing Field Service Processes

- Validate Foundation Data
- Configure Field Service Process, Assignment, and Add-ons
- Configure Work Order Creation
- Configure Time Recording

### Lab 2.1 Validate Foundation Data

### Lab 2.2a Configure Approval Workflow

### Lab 2.2b Field Service Configuration

### Lab 2.3a Configure Mandatory Skills

### Lab 2.3b Create a Work Order Template

### Lab 2.4 Create an Advanced Maintenance Plan

### Lab 2.5 Configure Advanced Time Recording

### Module 3: Optimizing Inventory ; Scheduling Operations

- Scheduling and Dispatch Configurations
- Dynamic Scheduling Configuration
- Parts Sourcing and Transfer Process automation

### Lab 3.1a Configure Central Dispatch

### Lab 3.1b Configure Dynamic Scheduling

### Lab 3.2 Automate Transfer Order Line Task Assignment using Flow Designer

### Module 4: Implementing Field Service Mobile

- Agent Mobile Application Overview
- Field Service Mobile Configurations
- Mobile Migration Considerations

### Lab 4.1 Configure VIP Tasks Applet

### Module 5: Implementing Related Processes

- Customer Experience Configurations
- Appointment Booking Configuration
- Configure Targeted Communications
- Configure Field Service Knowledge Base and Contextual Search

### Lab 5.1a Configure Appointment Booking

### Lab 5.1b Appointment Booking – Advanced Availability Configuration

### Lab 5.2 Create a Targeted Communication and Notification

### Lab 5.3 Configure Contextual Knowledge for the Field Service Knowledge Base