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 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.

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

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.

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.

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.

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.

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.

Target Audience:

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:

- **After you complete this course you will be able 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

Prerequisites:

Attendees should meet the following prerequisites:

- SNSAF - ServiceNow Administration Fundamentals

Content:

Introduction to Core ITSM Applications

- 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
- IT Service Management Overview
- IT Service Management Process Architecture
- IT Service Management Applications Overview
- Lab 1.1 Verify the ITSM environment

Operate IT Services

- 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
- Overview
- Service Catalog
- o Activity: Find the ITSM Elements
- Request Management
- Submittal
- Approval
- Fulfillment
- Closure
- Lab 2.1 Verify Service Catalog request and approval capabilities
- Lab 2.2 Verify Request Fulfillment tracking capabilities

Maintain IT Services

- 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
- Overview
- Incident Management
- Creation and classification
- Investigation and diagnosis
- Resolution and closure
- Problem Management
- Detection and logging
- Investigation and diagnosis
- Resolution and closure
- Lab 3.1 Verify incident record creation capabilities
- Lab 3.2 Verify incident tracking and resolution capabilities
- Lab 3.3 Verify problem tracking capabilities

Improve IT Services

- Use the ServiceNow platform to create, manage, and close a change request
- Identify application roles, personas, and process lifecycles that support Change Management
- Overview
- Change Management
- Record and review
- Assess and evaluate
- Authorize
- Plan and implement
- Review and close
- Lab 4.1 Verify change creation and authorization capabilities
- Lab 4.2 Verify change request tracking and closure capabilities

Mature IT Service Management

- 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

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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