

## ServiceNow IT Service Management (ITSM) Fundamentals

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

### 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.

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.

### 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:
  - Hands-On
- Create and work records through each of the covered ITSM application lifecycles
  - 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.
- Demonstrate each application lifecycle from a persona viewpoint
  - Group Activities
- Articulate the value and baseline features of each of the ITSM applications
  - 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.
- Begin considering key decisions to be made during the implementation of ServiceNow ITSM applications
  - Differentiators
- Start thinking about the long-term goal of maturing an ITSM practice in ServiceNow
  - 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.
- Demonstrations
  - 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.
- Multiple demonstrations are provided throughout the course to aid students in visualizing the lecture concepts.
- Structured Discussions
  - Course Flow
- 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.

- 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.

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## Prerequisites:

- SNSAF - ServiceNow Administration Fundamentals
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## 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 an ITSM solution

o Approval

Lab 2.1 Verify Service Catalog request and approval capabilities

o Fulfillment

o Closure

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### 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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