

## ServiceNow IT Service Management (ITSM) Implementation

**Duration: 3 Days    Course Code: SNITSMI    Delivery Method: Company Event**

### 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 Incident Management, Problem Management, Change Management, Service Catalog and Request Management, Service Portfolio Management

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.

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 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.

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.

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:

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|-----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| ■ <b>After you complete this course you will be able to:</b>                | ■ Design solutions to meet requirements that maximize system quality attributes, such as upgradability, maintainability, and scalability |
| ■ Understand baseline application functionality, security, and architecture | ■ Implement configurations common to 80% of customer deployments                                                                         |

### Prerequisites:

**Attendees should meet the following 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
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## Content:

### Overview and Context

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

### Foundation Data, CMDB / CSDM and Knowledge Management

- Identify foundation data leveraged by ITSM applications
- Explore uses of Configuration Management data within ITSM applications
- Review the key Knowledge Management components and structure
- Foundation Data
- Knowledge Management
- Configuration Management Database (CMDB)
- Lab 2.1 Create a CMDB Class with Attributes
- Lab 2.2 Configure and Import Configuration Items
- Lab 2.3 Create a Knowledge Base and add it to Now Mobile
- Lab 2.4 Import Knowledge Articles

### Incident Management

- 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
- Architecture Overview
- Scoping and Requirements
- Incident Lifecycle Configuration
- Operations and Administration
- Integrations
- 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
- Lab 3.5 Configure Incident Surveys
- Lab 3.6 Agent Workspace
- Lab 3.7 Reports and Homepages

### Problem Management

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

### Change Management, Release Management, and DevOps

- 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
- Overview of Change and Release Management
- Change Management o Architecture Overview
- Scoping and Requirements
- Change Management Lifecycle Configuration
- Operations and Administration
- Integrations
- Release Management
- Overview and Process Integrations
- Architecture
- End to End Lifecycle
- 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
- Lab 5.5 Setup Recurring CAB Meetings

### Service Catalog and Request Management

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

### Service Portfolio Management

- 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.
- Overview

### Maintenance and Evolution

- Identify resources to establish proper governance and development practices
- Evaluate value of requirements versus maintenance burden and risk
- Use Platform capabilities to establish good data hygiene

Use Benchmarks to measure performance and progress

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

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

#### ITSM Professional

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

#### 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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