IT Service Management (ITSM) Fundamentals

1: Introduction to Core ITSM Applications
Objectives:

- 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

    o Lab 1.1 Verify the ITSM environment

2: Operate IT Services
Objectives:

- 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:

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

- o Closure
- Lab 2.2 Verify Request Fulfillment tracking capabilities

3: Maintain IT Services
Objectives:

- 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:

- Overview
- Incident Management

- o Creation and classification

Lab 3.1 Verify incident record creation capabilities

- Investigation and diagnosis
- 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

4: Improve IT Services

Objectives:

- Use the ServiceNow platform to create, manage, and close a change request
- Identify application roles, personas, and process lifecycles that support Change Management

Agenda:

- Overview
- Change Management

    o Record and review
    o Assess and evaluate
    o Authorize

Lab 4.1 Verify change creation and authorization capabilities

- Plan and implement
- Review and close

Lab 4.2 Verify change request tracking and closure capabilities

5: Mature IT Service Management

Objectives:

- 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