

ServiceNow ITSM Fundamentals

ITSM Fundamentals is a 2-day course in which users will learn the lifecycles and value of the ITSM applications from the viewpoint of stakeholders and daily users.

Course focuses on the baseline capabilities and the touch points between these ITSM applications:

- Incident Management
- Problem Management
- Knowledge Management
- Change Management
- Request Fulfillment and Service Catalog
- Configuration Management