ServiceNow IT Service Management (ITSM) Fundamentals

16 Hours

Course Description

The ServiceNow IT Service Management (ITSM) Fundamentals course is designed to provide participants with a comprehensive understanding of the ServiceNow platform and its ITSM capabilities. This course covers various aspects of ITSM processes, including Incident Management, Problem Management, Change Management, Release Management, Knowledge Management, and Service Catalog and Request Management. Participants will learn how to navigate the ServiceNow interface, configure ITSM modules, manage incidents and requests, perform root cause analysis, handle changes, and utilize the CMDB. The course also introduces integration possibilities with ChatGPT for enhanced incident management

Audience

This course is ideal for IT professionals, service desk analysts, IT managers, and anyone interested in learning the fundamentals of ServiceNow ITSM. It is suitable for beginners who want to build a strong foundation in ITSM processes and the ServiceNow platform.

Pre-requisite Knowledge/Skills

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Course Objectives

By the end of this course, participants will be able to:

- Navigate the ServiceNow interface and understand platform components.
- Configure and manage Incident Management processes.
- Handle incidents, perform root cause analysis, and implement resolutions.
- Understand and apply Problem Management techniques.
- Manage Change Requests, including creation, assessment, and CAB processes.
- Explore Release Management and its importance.
- Utilize Knowledge Management for effective information sharing.
- Set up and manage the Service Catalog and Request Management.
- Work with the CMDB, including understanding baselines and health dashboards.
- Explore integration possibilities with ChatGPT for incident management enhancement.

Course Outline

The course comprises 16-hours of theory and labs. It's divided into 9 different modules.

1. Overview of ServiceNow ITSM and the ServiceNow Platform
   - Understanding ServiceNow ITSM and its significance
   - Navigating the ServiceNow interface
   - ITSM role requirement cheat sheet
2. Incident Management
   - Introduction to Incident Management process steps
   - Logging and handling incidents
   - Actions on the Incident form
   - Configuring Incident Management
   - Incident Management Reports and Dashboards
3. Problem Management
   - Introduction to Problem Management
   - Creating, confirming, and resolving problems
   - Configuring ServiceNow Problem Management
   - Problem Management KPIs and reports
4. Change Management
   - Introduction to Change Management
   - Change Request State Progression
   - Creating, assessing, and managing Change Requests
   - Working with CAB process and schedules
   - Managing Standard Changes
   - Change Management KPIs and reports
5. Release Management
   - Introduction to Release Management
   - Working with Release Management
6. Knowledge Management
   - Introduction to Knowledge Management
   - Searching the Knowledge Base
   - Setting up Knowledge Management
   - Creating and approving Knowledge Base Articles
   - Knowledge Management capabilities
7. Service Catalog and Request Management
   - Introduction to Service Catalog and Request Management
   - Walkthrough of the Service Catalog
   - Creating Service Catalog Items and Record Producers
   - Configuring Execution Plans and Order Guides

- Managing Service Requests using Agent Workspace

8. CMDB (Configuration Management Database)
   - Introduction to ServiceNow's CMDB
   - Working with CMDB Baselines
   - Understanding the CMDB Health Dashboard

9. Integration with ChatGPT for Incident Management
   - Introduction to ChatGPT integration with ServiceNow
   - Use Cases: Enhancing Incident Management with ChatGPT