ServiceNow IT Service Management (ITSM) Implementation

24 Hours

Course Description

The ServiceNow IT Service Management (ITSM) Implementation course is designed to equip IT professionals with the practical skills necessary to efficiently manage IT services and deliver exceptional customer experiences. Focused on foundational capabilities and utilizing a low-code or no-code methodology, this course addresses common implementation scenarios and challenges. Participants will gain expertise in configuring a ServiceNow instance for ITSM, covering key applications and processes such as Incident Management, Problem Management, Change and Release Management, Service Catalog, and Service Portfolio Management. The course also delves into Configuration Management and Release Management to provide a comprehensive understanding of ITSM implementation.

Audience

This course is suitable for IT professionals, administrators, and individuals involved in IT service delivery. It is ideal for those looking to enhance their skills in configuring and implementing ServiceNow ITSM applications. Participants should have prior knowledge of ServiceNow basics, administration fundamentals, and a foundational understanding of ITSM concepts.

Pre-requisite Knowledge/Skills

- Welcome to ServiceNow
- ServiceNow Administration Fundamentals
- ServiceNow Get Started with Now Create
- ServiceNow Platform Implementation
- IT Service Management (ITSM) Fundamentals

Recommended Experience

Familiarity with navigating through ServiceNow, understanding the ServiceNow user interface (UI), iconography, user settings, integrations, list management, platform security model, ServiceNow platform implementation, and system administration.

Course Objectives

Upon completion of the course, participants will be able to:

- Understand baseline ITSM core application functionality, security, and architecture.
- Design solutions to meet requirements that maximize system quality attributes, such as upgradability, maintainability, and scalability.
- Implement configurations common to 80% of customer ITSM deployments.

Course Outline

Module 1: Welcome to IT Service Management (ITSM) Implementation

- Request participant guide and a lab instance
- Instance Help

Module 2: Overview and Foundation Data

- Overview and foundation data
- Supporting course materials
- Activities: Review backlog and knowledge base, Save button

Module 3: CMDB and CSDM

- Configuration Management Database (CMDB)
- Common Service Data Model (CSDM)
- Dynamic CI groups and Principal CI classes (Demo)
- Labs: Create a CMDB class with attributes, Configure and import configuration items
- Knowledge check: Foundation, CMDB, and CSDM

Module 4: Service Portfolio Management

- Service Portfolio Management
- Digital Portfolio Management
- Digital Portfolio Management Workspace and service portfolios (Demo)
- Lab: Create a Service Portfolio and taxonomy
- Knowledge check: Service Portfolio Management

Module 5: Operate IT Services

- Architecture and scoping
- Create catalogs and build items
- Labs: Create a service catalog, Create a catalog item, Create an order guide
- Configuration - Define fulfillment
- Catalog Builder and step-based fulfillment (Demo)
- Labs: Create a dynamic flow, Fulfillment in Catalog Builder, Catalog items and service offerings
- Catalog item interfaces and Employee Center taxonomy (Demo)

- Service Catalog integrations with demo
- Labs: Service catalog access, Configure an Employee Center taxonomy
- Knowledge check: Operate IT Services

Module 6: Incident Management

- Architecture and scoping
- Creation and classification
- Labs: Configure incident entry points, Configure SLAs, Configure incident notifications
- Investigation and diagnosis
- Labs: Configure incident surveys
- Integrations and recap
- Knowledge check: Incident Management

Module 7: Problem Management

- Architecture overview and scoping requirements
- From detection to diagnosis
- Labs: Configure problem task types, Known errors and communicating workaround, Create problem tasks using Flow Designer
- Resolution and recap
- Problem Assess View and Problem properties (Demo)
- Knowledge check: Problem Management

Module 8: Change and Release Management

- Change and Release Management Overview
- Architecture and scoping
- Labs: Create a change model, Configure risk assessment, Change models and state transitions (Demo)
- Change approvals and Change approval policies (Demo)
- Labs: Configure change approvals, Change flows
- Labs: Setup recurring CAB meetings, Configure standard (pre-approved) changes
- Core components of Release Management and module recap
- Knowledge check: Change Management

Module 9: Metrics, Maintenance, and Evolution

- Metrics, maintenance, and evolution

- Labs: CMDB Health Dashboard
- Addendum: Defining and measuring ITSM outcomes
- Certified Implementation Specialist – IT Service Management Voucher Info