

# ServiceNow IT Service Management (ITSM) Fundamentals

## Course Description

The ServiceNow IT Service Management (ITSM) Fundamentals course provides a comprehensive understanding of IT Service Management concepts and practices. Participants will delve into the lifecycle and process steps for essential ITSM applications, including Service Catalog, Request Management, Incident Management, Problem Management, and Change Management. The course also covers Configuration Management, Knowledge Management, and their roles in supporting the ITSM applications. Designed with a focus on the Vancouver release of the Now Platform®, this course is essential for IT professionals seeking to enhance their skills in delivering efficient and effective IT services.

## Audience

This course is designed for IT professionals, service desk analysts, system administrators, and individuals involved in managing IT services. It is suitable for those who are looking to gain a foundational understanding of ServiceNow IT Service Management and its applications.

## Pre-requisite Knowledge/Skills

- Welcome to ServiceNow
- ServiceNow Administration Fundamentals

## Course Objectives

By the end of the course, participants will:

- Understand the core ITSM applications and their lifecycle.
- Demonstrate proficiency in Service Catalog, Request Management, Incident Management, Problem Management, and Change Management processes.
- Gain insights into Configuration Management, including the Common Service Data Model.
- Acquire knowledge on how Knowledge Management supports ITSM applications.
- Validate their skills through hands-on labs and knowledge checks.
- Apply the concepts learned to operate, maintain, and improve IT services effectively.

## Course Outline

## **Module 1: Welcome to IT Service Management (ITSM) Fundamentals**

- Request participant guide and a lab instance
- Instance Help
- Introduction to ITSM Applications
- Overview and core ITSM applications
- Navigating ServiceNow overview (demo)
- Lab 1.1: Verify ITSM Environment
- Supporting applications and architecture
- Knowledge check: Introduction to ITSM applications

## **Module 2: Operate IT Services**

- Operate IT Services - Overview
- Service Catalog
- Service Catalog (demo)
- Lab 2.1: Verify Service Catalog request and approval
- Request Management
- Request Management (demo)
- Lab 2.2: Verify request fulfillment and tracking
- Knowledge check: Operate IT Services

## **Module 3: Maintain IT Services**

- Maintain IT Services overview
- Incident Management - Creation and classification
- Incident Management - Creation and classification (demo)
- Lab 3.1: Verify incident record creation capabilities
- Incident Management - Investigation and resolution
- Incident Management - Investigation and resolution (demo)
- Lab 3.2: Verify incident tracking and resolution capabilities
- Problem Management - Detection and logging
- Problem Management - Detection and logging (demo)
- Lab 3.3: Verify problem record creation capabilities
- Problem Management - Investigation and resolution
- Problem Management - Investigation and resolution (demo)
- Lab 3.4: Verify problem tracking and resolution capabilities
- Knowledge check: Maintain IT services

## **Module 4: Improve IT Services**

- Improve IT Services overview
- Change Management - Creation and scope
- Change Management - Creation and scope (demo)
- Change Management - Approval
- Change Management - Approval (demo)
- Lab 4.1: Verify change creation and authorization capabilities
- Change Management - Implementation and closure
- Change Management - Implementation and closure (demo)
- Lab 4.2: Verify change request tracking and closure capabilities
- Mature ITSM
- Knowledge check: Improve IT Services

## **Module 5: Summary and Recap**

- Recap and next steps