

Comprehensive ServiceNow Administration, Customer Service Management, GRC, and Field Service Management Fundamentals

Course Description:

This all-in-one comprehensive course covers critical ServiceNow domains to empower learners with expertise in platform administration, customer service management, integrated risk management (GRC/IRM), and field service management (FSM). Participants will dive deep into ServiceNow administration basics including configuration, security, workflows, reporting, and instance management. The course also covers Customer Service Management for effective case, account, and service lifecycle handling. Furthermore, learners will explore the GRC suite to manage governance, risk, compliance, policies, and controls, along with continuous monitoring and risk assessments. Finally, the course covers FSM essentials including work order management, scheduling, dispatch, and field agent productivity with real-world scenarios and hands-on labs. This course is suited for IT administrators, service managers, GRC professionals, and field service teams aiming to harness the full power of ServiceNow platform capabilities.

Audience Profile:

- IT Administrators and ServiceNow System Administrators
- Customer Service Management Administrators and ServiceNow System Administrators
- Governance, Risk, and Compliance Professionals
- Risk Managers, Internal Auditors, Compliance Officers
- Field Service Managers, Supervisors, Technicians, Dispatchers
- IT Support Staff, Service Desk Analysts, and Process Owners
- Technical Consultants, Solution Architects, and Implementers
- Service Delivery Professionals and IT Managers
- Application Developers and Configuration Management Personnel
- ITIL and ITSM Practitioners

Prerequisites:

- Basic knowledge of IT service management and ServiceNow platform fundamentals
- Familiarity with governance, risk, and compliance principles (recommended for GRC module)
- No prior experience required for FSM module; beginners welcome

Course Objectives:

Upon completing this course, learners will be able to:

- Navigate, configure, and administer the core functionality of the ServiceNow platform
- Customize forms, workflows, access controls, notifications, and reports
- Manage Customer Service Management features including case, account, and contract management
- Implement and maintain governance, risk, and compliance frameworks using ServiceNow GRC applications
- Perform policy management, risk assessment, control compliance, and continuous monitoring
- Understand and execute field service management processes including work order lifecycle, scheduling, dispatch, and field agent management
- Utilize ServiceNow reporting and dashboards to drive operational insights
- Apply practical skills via hands-on labs, exercises, and simulations across all modules

Table of Contents**Module 1: ServiceNow Administration Fundamentals (24 Hours)**

- Welcome and Orientation
- The Modernized Work Experience: User Access, Personas, Incidents
- Explore the Power of the ServiceNow Platform & Instance Configuration
- Configure Applications: List Views, Form Configuration, Advanced Settings
- Manage Data: Table Administration, Access Control, Data Import, CMDB, CI Relationships
- Configure Self-Service: Knowledge Base, Service Catalog, Flow Designer

- Enable Productivity: Reporting, Dashboards, Notifications, Additional Configurations
- Package Enhancements: UI Policies, Business Rules, System Update Sets, Migration
- Capstone Project and Additional Resources

Module 2: ServiceNow Customer Service Management (CSM) Essentials (24 Hours)

- Introduction to ServiceNow CSM and Technical Implementation Considerations
- Customer Business Models: B2C, B2B, B2B2C, B2B2E
- Interaction Management: Live Agent, Virtual Agent, Routing, Assignment, Agent Chat
- Product Model Management and Install Base Management
- Contract and Entitlement Management
- Case Management: Case Lifecycle, State Flows, SLAs, Special Handling Notes
- CSM Workspace Navigation and Case Types Administration
- Case Initiation and Routing, Advanced Work Assignment (AWA)
- Case Progress: Tasks, Escalations, Summaries
- Case Resolution and Closure
- Major Case Management and Targeted Communications
- Metric Strategy: Persona-Based Dashboards and Customer Service Metrics

Module 3: ServiceNow GRC – Integrated Risk Management Fundamentals (8 Hours)

- Request and Use IRMF Lab Instance
- Introduction to ServiceNow GRC Suite and Integrated Risk Management
- Create Entity Framework: Types, Filters, Classes
- Compliance Management Concepts and Controls Generation
- Manage Internal Policies and Policy Acknowledgements
- Continuous Compliance Monitoring and Policy Exception Handling
- Risk Management: Risk Statements, Identification, Assessments, and Responses
- Advanced Risk Processes and Indicators for Monitoring
- GRC Reporting and Dashboards for Enterprise Visibility

Module 4: ServiceNow Field Service Management (FSM) Fundamentals (8 Hours)

- Introduction: Field Titans Scenario and FSM Overview
- FSM Personas, Roles, and End-to-End Process
- Work Order Initiation: Creation and Workflow Management
- Work Order Qualification Processes
- Scheduling and Dispatch: Team and Task Management
- Delivery and Confirmation: Field Agent Processes and Features
- Field Service Agents Overview and Role Infographics
- Practical Application: Desktop and Mobile Task Management, Time Reporting
- Analysis and Improvement of FSM Operations
- Field Service Reporting and Performance Analytics
- Hands-on FSM Process Simulator and Lab Instance Usage