SERVICENOW IT SERVICE MANAGEMENT (ITSM) IMPLEMENTATION

Course Code: 821277

Learn practical skills that may be applied immediately to accelerate ITSM implementations.

IT Service Management (ITSM) is a concept that involves delivery of IT services to customers and users. Most IT services are centered around technology and the support and maintenance activities that must occur to operate and maintain the technology. The ServiceNow ITSM Implementation course puts those basic capabilities to use. It provides practical skills that may be applied immediately to accelerate ITSM implementations.

This course aligns with common and practical implementation scenarios and challenges when configuring a ServiceNow instance for implementation, using a low-code or no-code approach.
This course focuses on the baseline capabilities, security and architecture of these ITSM applications and processes:

- Incident Management
- Problem Management
- Change Management
- Service Catalog and Request Management
- Service Portfolio Management

Information on Configuration Management (including Common Service Data Model), Knowledge Management, and Release Management, and how they are used to support the ITSM applications listed above, is also provided. Class participants will also receive an introduction to the ITSM Professional suite, including Performance Analytics, Continual Improvement, Vendor Manager Workspace, and Machine Learning.

What You'll Learn

At the end of this course, for each ITSM application, students will be able to:

- Understand baseline 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 deployments

Demonstrations

Multiple demonstrations are provided throughout the course to aid students in visualizing the lecture concepts. These demonstrations may be presented live by the instructor or via pre-recorded video demonstrations.

Structured Discussions

Though classroom discussion will occur throughout the course, several specific discussion points have been identified within the course to aid students in increasing comprehension of the material as well as to aid in applying the concepts learned to their individual roles and organizations.

Hands-On

Extensive hands-on exercises are included with each course module to reinforce the lecture concepts and provide practical experience. Exercises are performed in a personal dedicated training instance.

Group Activities
Several instructor-led group activities such as knowledge checks, concept reviews, and open discussions are embedded throughout the course flow. Participants are able to validate their newly acquired knowledge as well as benefit from real-life business scenarios shared by fellow students.

Differentiators

Unlike ITSM Fundamentals, which focuses on the "what" ITSM applications are and their purpose, the ServiceNow ITSM Implementation course is focused on the "how" and "why", by providing attendees with the skills and information necessary to configure ITSM applications to fit the needs of an organization.

Unlike videos on YouTube, which offer no student interaction or hands-on exercises and may reflect older versions of the platform, the ServiceNow ITSM Implementation course is up-to-date, in-depth, and aligned with common and practical configuration and usage scenarios and challenges.

Course Flow

During this three-day interactive training course, students access the ServiceNow platform and the ITSM applications in their own student instance, which is a "safe sandbox" loaded with demo and test data.

The course weaves a scenario throughout to present real-world application of ITSM practices. The class features lecture, demonstrations, structured and open discussions, as well as extensive hands-on practice and reinforcement delivered in a variety of labs.

Who Needs to Attend

The ServiceNow IT Service Management (ITSM) Implementation course is for Customers, Partners, and Employees in technical roles such as Technical Consultant, Architect, and System Administrator who implement ITSM applications such as Incident Management, Problem Management, Change Management, Knowledge Management, Configuration Management, and Service Catalog / Request Management.

Prerequisites

Recommended experience:

- Familiarity with navigating through ServiceNow
- ServiceNow user interface (UI), iconography, and user settings
- Integrations
- List management
- Platform security model that explains how ServiceNow roles determine what a user can access, create, update, and delete.
- ServiceNow platform implementation
- ServiceNow system administration

SERVICENOW IT SERVICE MANAGEMENT (ITSM) IMPLEMENTATION

Course Code: 821277

CLASSROOM LIVE	$4,050 CAD	3 Day

Classroom Live Outline

Module 1: Overview and Context

Objectives:

- Review basic concepts needed to be successful in this course
- Outline resources to supplement efforts to learn how to implement ITSM in ServiceNow
- Introduce the course framework and approach

Agenda:

- IT Service Management Positioning within the ServiceNow Framework
- Source of Information and Insight
- Customer Profile and Scenario

Module 2: Foundation Data, CMDB / CSDM and Knowledge Management

Objectives:

- Identify foundation data leveraged by ITSM applications
- Explore uses of Configuration Management data within ITSM applications
- Review the key Knowledge Management components and structure

Agenda:

- Foundation Data
- Configuration Management Database (CMDB)
    - ▢ Lab 2.1 Create a CMDB Class with Attributes
    - ▢ Lab 2.2 Configure and Import Configuration Items
- Knowledge Management
    - ▢ Lab 2.3 Create a Knowledge Base and add it to Now Mobile

▯ Lab 2.4 Import Knowledge Articles

Module 3: Incident Management

Objectives:
- Identify baseline application functionality, security, and architecture
- Design solutions to meet requirements that maximize system quality attributes
- Implement configurations common to 80% of customer deployments

Agenda:
- Architecture Overview
- Scoping and Requirements
- Incident Lifecycle Configuration
    - ▯ Lab 3.1 Configure Incident Entry Points
    - ▯ Lab 3.2 Load Incident Categories
    - ▯ Lab 3.3 Configure SLAs and Incident Notifications
    - ▯ Lab 3.4 Major Incident Management and On-Call Scheduling
- Operations and Administration
    - ▯ Lab 3.5 Configure Incident Surveys
    - ▯ Lab 3.6 Agent Workspace
- Integrations
    - ▯ Lab 3.7 Reports and Homepages

Module 4: Problem Management

Objectives:
- Identify baseline application functionality and application architecture
- Identify key configurations and customer decisions required for Implementation
- Implement common configurations

Agenda:
- Architecture Overview
- Scoping and Requirements
- Problem Lifecycle Configuration
    - ▯ Lab 4.1 Create Problem Tasks Using Flow Designer
- Operations and Administration

Module 5: Change Management, Release Management, and DevOps

Objectives:
- Identify baseline application functionality, security, and architecture for Change Management
- Design Change Management solutions to meet requirements that maximize system quality attributes
- Understand the key components of Release Management

Agenda:
- Overview of Change and Release Management
- Change Management o Architecture Overview

- Scoping and Requirements
- Change Management Lifecycle Configuration
  - ⬚ Lab 5.1 Configure Standard Changes
  - ⬚ Lab 5.2 Configure Risk Assessment
  - ⬚ Lab 5.3 Configure Change Approvals
  - ⬚ Lab 5.4 Configure Change Task Completion Requirement
- Operations and Administration
  - ⬚ Lab 5.5 Setup Recurring CAB Meetings
- Integrations
- Release Management o Overview and Process Integrations
- Architecture
- End to End Lifecycle

Module 6: Service Catalog and Request Management

Objectives:
- Identify baseline application functionality, security, and architecture
- Design solutions to meet requirements that maximize system quality attributes
- Implement configurations common to 80% of customer deployments

Agenda:
- Architecture Overview
- Scoping and Requirements
- Configuration
  - ⬚ Lab 6.1 Create a Service Catalog
  - ⬚ Lab 6.2 Create a Catalog Item
- Operations and Administration
- Integrations and Testing
  - ⬚ Lab 6.3 Create an Order Guide
  - ⬚ Lab 6.4 Create a Dynamic Flow
  - ⬚ Lab 6.5 Create a Content Item

Module 7: Service Portfolio Management

Objectives:
- Discuss an overview of Service Portfolio Management features available in the ITSM Standard package.
- Review the SPM user and organizational roles.
- Understand the components of a Service Portfolio in the Now Platform.
- Review the Service Owner Workspace available with the ITSM Professional suite.

Agenda:
- Overview
- Roles
- Taxonomy
- Components and Relationships
  - ⬚ Lab 7.1 Create a Service Portfolio and Taxonomy

- Service Owner Workspace
- Metrics

Module 7: ITSM Professional

Objectives:

- Discuss an overview of each of the ITSM Professional applications and their key features
- Understand how the ITSM Professional applications integrate with and complement one another
- Define the plugin and activation requirements for each of the ITSM Professional applications
- Discover where to find additional information on each of the ITSM Professional applications

Agenda:

- Performance Analytics
    - Lab 8.1 Performance Analytics
- Continual Improvement Management
- Vendor Manager Workspace
- Best Practice
- Machine Learning
- Predictive Intelligence
- Virtual Agent

Module 9: Maintenance and Evolution

Objectives:

- Identify resources to establish proper governance and development practices
- Evaluate value of requirements versus maintenance burden and risk
- Use Platform capabilities to establish good data hygiene
- Use Benchmarks to measure performance and progress

SERVICENOW IT SERVICE MANAGEMENT (ITSM) IMPLEMENTATION

Course Code: 821277

VIRTUAL CLASSROOM LIVE	$4,050 CAD	3 Day

Virtual Classroom Live Outline

Module 1: Overview and Context

Objectives:

- Review basic concepts needed to be successful in this course
- Outline resources to supplement efforts to learn how to implement ITSM in ServiceNow
- Introduce the course framework and approach

Agenda:

- IT Service Management Positioning within the ServiceNow Framework
- Source of Information and Insight
- Customer Profile and Scenario

Module 2: Foundation Data, CMDB / CSDM and Knowledge Management

Objectives:

- Identify foundation data leveraged by ITSM applications
- Explore uses of Configuration Management data within ITSM applications
- Review the key Knowledge Management components and structure

Agenda:

- Foundation Data
- Configuration Management Database (CMDB)
    - Lab 2.1 Create a CMDB Class with Attributes
    - Lab 2.2 Configure and Import Configuration Items
- Knowledge Management
    - Lab 2.3 Create a Knowledge Base and add it to Now Mobile

▯ Lab 2.4 Import Knowledge Articles

Module 3: Incident Management

Objectives:
- Identify baseline application functionality, security, and architecture
- Design solutions to meet requirements that maximize system quality attributes
- Implement configurations common to 80% of customer deployments

Agenda:
- Architecture Overview
- Scoping and Requirements
- Incident Lifecycle Configuration
    - ▯ Lab 3.1 Configure Incident Entry Points
    - ▯ Lab 3.2 Load Incident Categories
    - ▯ Lab 3.3 Configure SLAs and Incident Notifications
    - ▯ Lab 3.4 Major Incident Management and On-Call Scheduling
- Operations and Administration
    - ▯ Lab 3.5 Configure Incident Surveys
    - ▯ Lab 3.6 Agent Workspace
- Integrations
    - ▯ Lab 3.7 Reports and Homepages

Module 4: Problem Management

Objectives:
- Identify baseline application functionality and application architecture
- Identify key configurations and customer decisions required for Implementation
- Implement common configurations

Agenda:
- Architecture Overview
- Scoping and Requirements
- Problem Lifecycle Configuration
    - ▯ Lab 4.1 Create Problem Tasks Using Flow Designer
- Operations and Administration

Module 5: Change Management, Release Management, and DevOps

Objectives:
- Identify baseline application functionality, security, and architecture for Change Management
- Design Change Management solutions to meet requirements that maximize system quality attributes
- Understand the key components of Release Management

Agenda:
- Overview of Change and Release Management
- Change Management o Architecture Overview

- Scoping and Requirements
- Change Management Lifecycle Configuration
    - ▢ Lab 5.1 Configure Standard Changes
    - ▢ Lab 5.2 Configure Risk Assessment
    - ▢ Lab 5.3 Configure Change Approvals
    - ▢ Lab 5.4 Configure Change Task Completion Requirement
- Operations and Administration
    - ▢ Lab 5.5 Setup Recurring CAB Meetings
- Integrations
- Release Management o Overview and Process Integrations
- Architecture
- End to End Lifecycle

Module 6: Service Catalog and Request Management

Objectives:

- Identify baseline application functionality, security, and architecture
- Design solutions to meet requirements that maximize system quality attributes
- Implement configurations common to 80% of customer deployments

Agenda:

- Architecture Overview
- Scoping and Requirements
- Configuration
    - ▢ Lab 6.1 Create a Service Catalog
    - ▢ Lab 6.2 Create a Catalog Item
- Operations and Administration
- Integrations and Testing
    - ▢ Lab 6.3 Create an Order Guide
    - ▢ Lab 6.4 Create a Dynamic Flow
    - ▢ Lab 6.5 Create a Content Item

Module 7: Service Portfolio Management

Objectives:

- Discuss an overview of Service Portfolio Management features available in the ITSM Standard package.
- Review the SPM user and organizational roles.
- Understand the components of a Service Portfolio in the Now Platform.
- Review the Service Owner Workspace available with the ITSM Professional suite.

Agenda:

- Overview
- Roles
- Taxonomy
- Components and Relationships
    - ▢ Lab 7.1 Create a Service Portfolio and Taxonomy

- Service Owner Workspace
- Metrics

Module 7: ITSM Professional

Objectives:

- Discuss an overview of each of the ITSM Professional applications and their key features
- Understand how the ITSM Professional applications integrate with and complement one another
- Define the plugin and activation requirements for each of the ITSM Professional applications
- Discover where to find additional information on each of the ITSM Professional applications

Agenda:

- Performance Analytics
  - ▢ Lab 8.1 Performance Analytics
- Continual Improvement Management
- Vendor Manager Workspace
- Best Practice
- Machine Learning
- Predictive Intelligence
- Virtual Agent

Module 9: Maintenance and Evolution

Objectives:

- Identify resources to establish proper governance and development practices
- Evaluate value of requirements versus maintenance burden and risk
- Use Platform capabilities to establish good data hygiene
- Use Benchmarks to measure performance and progress

May 20 - 22, 2025 | 9:00 AM - 5:00 PM CDT

Jun 11 - 13, 2025 | 9:00 AM - 5:00 PM CDT

Jun 30 - Jul 2, 2025 | 9:00 AM - 5:00 PM CDT

SERVICENOW IT SERVICE MANAGEMENT (ITSM) IMPLEMENTATION

Course Code: 821277

ON-DEMAND	$0 CAD

On-Demand Outline

Welcome to IT Service Management (ITSM) Implementation

- Welcome to IT Service Management (ITSM) Implementation
- Request participant guide and a lab instance
- Instance Help

Overview and Context

- Overview and context
- Learning resources and support materials (Demo)
- Activity: Review backlog and knowledge base

Foundation Data and CMDB/CSDM

- Foundation data, CMDB, and CSDM
- Dynamic CI groups (Demo)
- Principal CI classes (Demo)
- Knowledge Check: Foundation data + CMDB & CSDM

Service Portfolio Management

- Service Portfolio Management
- Digital Portfolio Management Workspace and Service Portfolios (Demo)
- Knowledge Check: Service Portfolio Management

Service Catalog and Request Management

- Architecture and scoping
- Employee Center Taxonomy and catalog items (Demo)
- Create catalogs and build catalog items
- Employee Center categories and user criteria (Demo)
- Define fulfillment

- Catalog Builder and step based fulfillment (Demo)
- Operations and integrations
- Service Catalog API (Demo)
- Knowledge Check: Service Catalog and Request Management

Knowledge Management

- Knowledge Management
- Employee Center, knowledge article versioning, and user criteria (Demo)
- Knowledge Check: Knowledge Management

Incident Management

- Architecture and scoping
- Lifecycle: Creation and classification
- Incident record producer (Demo)
- Incident properties (Demo)
- Lifecycle: Investigation and diagnosis; Resolution and closure
- Assignment and group types (Demo)
- Operations, administration, and integrations
- Service Operations Workspace (Demo)
- Knowledge Check: Incident Management

Problem Management

- Architecture and overview
- Scoping requirements; Lifecycle and administration
- Problem Assess view (Demo)
- Problem properties (Demo)
- Knowledge check: Problem Management

Change and Release Management

- Change and Release overview
- Architecture and scoping
- Change creation and scope
- Change models and state transitions (Demo)
- Configuration: Approvals
- Change flows (Demo)
- Change approval policies (Demo)
- Configuration: Change tasks and closure
- Release Management
- Knowledge check: Change and Release Management

Maintenance and evolution

- Maintenance and evolution

Certified Implementation Specialist – IT Service Management Voucher Info

On-Demand Labs

- Lab: 2.1 - Create a CMDB class with attributes

- Lab: 2.2 - Configure and import Configuration Items
- Lab: 3.1 - Create a service portfolio
- Lab: 4.1 - Create an Employee Center taxonomy
- Lab: 4.2 - Create a Service Catalog
- Lab: 4.3 - Create a catalog item
- Lab: 4.4 - Create an order guide
- Lab: 4.5 - Create a dynamic flow
- Lab: 4.6 - Fulfillment in Catalog Builder
- Lab: 4.7 -Service catalog access
- Lab: 4.8 - Catalog items and service offering
- Lab: 5.1 – Create a knowledge base
- Lab: 5.2: Import knowledge articles
- Lab: 6.1 - Configure incident entry points
- Lab: 6.2 - Configure SLAs
- Lab: 6.3 - Configure incident notifications
- Lab: 6.4 - Configure incident surveys
- Lab: 7.1 - Create problem tasks using Flow Designer
- Lab: 7.2 - Known errors and communicating workaround
- Lab: 8.1 - Configure standard (preapproved) changes
- Lab: 8.2 - Configure risk assessment
- Lab: 8.3 - Create a change model
- Lab: 8.4A - Configure change approvals
- Lab: 8.4B - Change flows
- Lab: 8.5 - Setup recurring CAB meetings
- Lab: 9.1 - CMDB Health Dashboard

SERVICENOW IT SERVICE MANAGEMENT (ITSM) IMPLEMENTATION

Course Code: 821277

PRIVATE GROUP TRAINING	3 Day

Visit us at www.globalknowledge.com or call us at 1-866-716-6688.