

DVS Technologies

ServiceNow Service Management Course Content

INTRODUCTION TO SERVICENOW

- What is ServiceNow ?
- Benefits of ServiceNow
- Who can Learn ServiceNow & FAQ's ?
- Who uses ServiceNow ?
- Why ServiceNow ?

ServiceNow Dev Instance Creation

- Creating Dev Instance
- Updating Roles
- Introduction to ServiceNow tool
- ServiceNow tool Demo

INTRODUCTION TO CLOUD

- What is Cloud?
- Types of Cloud service
- Software as a service (SAAS)
- Platform as a service (PAAS)
- Infrastructure as a service (IAAS)

MODULE 1: INTRODUCTION TO ITIL

- What is ITIL?
- Why ITIL?
- What are the uses of ITIL?
- What are the phases of ITIL?
- Explaining each phase of ITIL.
- Differences between ITIL V3 and V4.
- Service desk
- Monitoring and event management
- Release management concept
- Important definition in ITIL
- What is ITSM?

MODULE 2: REQUEST MANAGEMENT

- Request
- Request management
- Some roles of request management
- Request / Request Item / sctask
- Catalog
- Request management SLA's

- Request reports
- How to create dashboard and add reports into dashboard
- Practicals on request management
- KPI's (Key performance indicator)
- Your roles and responsibilities as request manager.
- Q&A

MODULE 3: INCIDENT MANAGEMENT / MAJOR INCIDENT MANAGEMENT

- Incident
- Incident management
- What is the object of Incident
- Roles in Incident management
- Workflow of Incident
- Incident Life cycle
- Types of Incidents
- Create incident
- States of Incidents
- Escalation points
- SLA's for Incident
- SLA breach
- What is MTTR
- VIP User
- Age Incidents
- Duplicate incident concept
- Dependency on Problem and change
- KPI's for incident
- What is your role as a incident manager / Major incident manager
- Reports and dashboards
- Live Scenarios practice.
- Q&A

MODULE 4: PROBLEM MANAGEMENT

- Problem
- Problem Management
- Why Problem management is required.
- Types of Problem Management
- What is Known error
- Problem Life cycle
- Process flow of Problem
- RCA
- RCA Techniques
- RCA Template
- CAPA (Corrective action and preventive Action)
- What is your role as Problem Manager?
- Reports on Problem

- KPI's of Problem tickets.

MODULE 5: CHANGE MANAGEMENT

- Change
- Change management
- Types of changes
- Why do we need change management
- KPI's of change
- Change flow
- Change states
- Change reports
- CAB
- ECAB
- TCAB
- Iterations
- Change roles and responsibilities
- How it will affect Problem and Incident
- Cause by change in Incident

MODULE 6: JIRA TOOL INTRODUCTION

- Jira Introduction

MODULE 7: MONITORING TOOL INTRODUCTION

MODULE 8: ADDITIONAL SUPPORT

- Providing Self Introduction for Interview, Interview questions & Answers
- Providing resumes for your respective years of experience
- Guiding on interview scheduling & Resume uploading into Job portals
- 1 Moc Interview