

ServiceNOW Admin Training Course

Overview

ServiceNOW is an ITIL V3 based tool, designed to provide various functionality to support all type of Business Users of different needs like CIO Support, Asset Management and Incident Management etc. It provides the freedom to completely customize the instance and preserve the changes even after an upgrade. Being a software which is on cloud, it is easily accessible over different locations. It is built on a single platform and everything is provided as SaaS (Software as a Service).

ServiceNOW Admin Training

Following are the topics that will be covered under Admin training:-

Introduction to Service Now

What is Service Now
Why and who can use Service Now
Concept of cloud computing in Service Now
Introduction to ITIL foundation
Navigation and users

Incident Management

Overview
Incident management process
Continual service improvement to incident management

Change Management

Overview
Change management process (Raising, planning and Authorize)
Change management workflow and change task
Continual service improvement to change management

Problem Management

Overview
Problem management process (identify, Investigate, Resolve)
Problem management workflow and problem task types
Continual Service improvement to problem management
Context menu

Asset and Configuration management

Introduction to CI and Asset
Class and category CI
Model and type of assets
CMDB Plug-in and CI Relationships

Knowledge Management

Overview

Knowledge Management Roles
Application and Modules
Using Knowledge
Creating Knowledge
Translating Knowledge
Tracking and Reporting on Knowledge

SLA & SDLC

Introduction to SLA,OLA and UPC
SLA Workflow
Service Level Agreement
SDLC In Service now

Best Practices

Best Practices that should be kept in mind while doing Admin stuff example
Naming Conventions, data loading etc.