# ServiceNow CIS-ITSM Training

## COURSE CONTENT

## About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

## About Course

The ServiceNow CIS-ITSM Training by Multisoft Systems is designed to provide professionals with comprehensive knowledge and practical skills in IT Service Management (ITSM) using the ServiceNow platform. This course is ideal for IT professionals, system administrators, and anyone looking to enhance their ITSM expertise to manage enterprise IT services effectively.

# Module 1: Introduction to ServiceNow & ITSM

- ✓ Overview of ServiceNow platform
- ✓ IT Service Management (ITSM) fundamentals
- ✓ ServiceNow interface and navigation
- ✓ Roles, responsibilities, and user permissions

# Module 2: Incident Management

- ✓ Introduction to Incident Management
- ✓ Creating, updating, and resolving incidents
- ✓ Prioritization, categorization, and assignment rules
- ✓ SLA tracking and reporting for incidents

# Module 3: Problem Management

- ✓ Understanding Problem Management
- ✓ Problem identification, analysis, and resolution
- ✓ Linking incidents to problems
- ✓ Root Cause Analysis (RCA) process
- ✓ Problem workflow configuration in ServiceNow

# Module 4: Change Management

- ✓ Change Management concepts and types
- ✓ Creating and managing change requests
- ✓ Change approval workflows and CAB (Change Advisory Board)
- ✓ Risk assessment and impact analysis

# Module 5: Service Request Management

- ✓ Request catalog and fulfillment process
- ✓ Creating and managing service requests
- ✓ Automation and workflow setup

✓ SLA and priority management in requests

## Module 6: Knowledge Management

✓ Creating and managing knowledge articles

✓ Knowledge workflows and publishing

✓ Linking knowledge with incidents and problems

## Module 7: Configuration Management (CMDB)

✓ CMDB concepts and configuration items (CIs)

✓ CI relationships and dependency mapping

✓ Data management and CMDB best practices

## Module 8: Reporting & Dashboards

✓ Creating reports and dashboards

✓ Performance analytics

✓ SLA and KPI tracking

✓ Monitoring ITSM performance metrics

## Module 9: Workflow & Automation

✓ Workflow design in ServiceNow

✓ Automation of ITSM processes

✓ Notification and approval workflows