ServiceNow ESM 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

Multisoft Systems offers comprehensive ServiceNow Enterprise Service Management (ESM) training designed to equip professionals with the knowledge and skills needed to optimize IT service delivery and management.

Module 1: Introduction to Enterprise Service Management (ESM)

- ✓ Understanding the concept of ESM
- ✓ Evolution of IT Service Management (ITSM) to ESM
- ✓ Key components and benefits of ESM
- ✓ Role of ServiceNow in ESM transformation

Module 2: ServiceNow Platform Overview

- ✓ Overview of the ServiceNow platform architecture
- ✓ Introduction to ServiceNow modules and applications
- ✓ Navigating the ServiceNow user interface
- ✓ Understanding ServiceNow data model and tables

Module 3: Configuration Management Database (CMDB) Fundamentals

- ✓ Introduction to CMDB and its importance in ESM
- ✓ Configuration Item (CI) types and relationships
- ✓ CMDB population strategies and best practices
- ✓ Integrating external data sources with CMDB

Module 4: Incident Management

- ✓ Understanding incident management process in ServiceNow
- ✓ Incident lifecycle stages and workflows
- ✓ Incident categorization, prioritization, and assignment
- ✓ SLA management and escalation in incident resolution

Module 5: Change Management

- ✓ Overview of change management process in ServiceNow

- ✓ Change lifecycle stages and change models
- ✓ Creating, assessing, and implementing changes
- ✓ Change scheduling, approval, and rollback procedures

Module 6: Problem Management

- ✓ Introduction to problem management in ServiceNow
- ✓ Problem identification, investigation, and diagnosis
- ✓ Root cause analysis techniques
- ✓ Problem resolution and knowledge management

Module 7: Service Catalog Management

- ✓ Overview of Service Catalog and its role in ESM
- ✓ Designing and publishing service offerings
- ✓ Service Catalog request fulfillment process
- ✓ Catalog item variables, workflows, and approvals

Module 8: Service Level Management (SLM)

- ✓ Introduction to SLM and its objectives
- ✓ Defining SLAs, OLAs, and UCs in ServiceNow
- ✓ Monitoring and reporting SLA performance
- ✓ Continuous improvement of service levels

Module 9: Reporting and Analytics

- ✓ Utilizing reporting tools and dashboards in ServiceNow
- ✓ Creating custom reports and performance analytics
- ✓ Leveraging data visualization for informed decision-making
- ✓ Identifying trends, patterns, and areas for improvement

Module 10: Integration and Automation

- ✓ Integration capabilities of ServiceNow platform
- ✓ Automating repetitive tasks with ServiceNow Orchestration
- ✓ ServiceNow IntegrationHub for connecting external systems
- ✓ Best practices for secure and efficient integrations

Module 11: Advanced Topics in ESM

- ✓ Advanced customization and scripting in ServiceNow
- ✓ Extending ServiceNow capabilities with plugins and applications
- ✓ ServiceNow mobile application development
- ✓ Emerging trends and future directions in ESM

Module 12: Capstone Project

- ✓ Hands-on project to apply ESM concepts and skills learned
- ✓ Design and implement a comprehensive ESM solution using ServiceNow
- ✓ Presentation and evaluation of capstone projects