

# Field Service Management Fundamentals

**Course Duration : 16 Hours**

**Course code : FSM-FND-101**

## 1. Course Overview

The **Field Service Management Fundamentals** course introduces the basic concepts of managing field service operations using the ServiceNow FSM module. This course helps organizations plan, schedule, and deliver on-site services efficiently while improving customer satisfaction.

## 2. What you'll learn?

- Overview of Field Service Management
- FSM workflows and processes
- Work orders and task handling
- Scheduling and dispatch basics
- Mobile workforce overview
- Reporting fundamentals

## 3. Target Audience

- Field service coordinators
- ServiceNow users and administrators
- IT operations professionals
- Support and maintenance teams
- Service delivery managers

## 4. Pre-Requisites

- Basic knowledge of ServiceNow platform
- Understanding of IT service operations
- Familiarity with ITSM concepts

## 5. Course Content (Modules)

### **Module 1: Introduction to Field Service Management**

- FSM overview
- Key benefits

### **Module 2: Work Order Management Basics**

- Work order lifecycle
- Task assignment

### **Module 3: Scheduling and Dispatch Overview**

- Scheduling concepts
- Dispatch tools

### **Module 4: Mobile Workforce Basics**

- Mobile application overview
- Technician support

### **Module 5: Reporting and Monitoring**

- Dashboards
- Performance tracking