

IT Service Management Fundamentals

Course Duration : 24 Hours

Course code : ITSM-FND-101

1. Course Overview

The IT Service Management Fundamentals course introduces the basic concepts of delivering and managing IT services using industry best practices and the ServiceNow platform. This course helps learners understand how IT teams support business services efficiently.

2. What you'll learn?

- Introduction to IT Service Management
- ITIL concepts and terminology
- Incident, problem, and change management
- Service request and catalog basics
- Service level management
- Reporting and continuous improvement

3. Target Audience

- IT support professionals
- Service desk analysts
- ServiceNow beginners
- IT operations teams
- Students and freshers

4. Pre-Requisites

- Basic understanding of IT concepts
- No prior ITSM experience required
- Familiarity with ServiceNow is helpful

5. Course Content (Modules)

Module 1: Introduction to IT Service Management

- ITSM overview
- ITIL framework basics

Module 2: Incident and Request Management

- Incident lifecycle
- Service requests

Module 3: Problem and Change Management

- Problem management basics
- Change processes

Module 4: Service Level Management

- SLAs and KPIs
- Service quality tracking

Module 5: Reporting and Continuous Improvement

- Reports and dashboards
- Continuous improvement practices