

IT Service Management Implementation

Course Duration : 24 Hours

Course code : ITSM-IMP-301

1. Course Overview

The **IT Service Management Implementation** course focuses on configuring and implementing ITSM processes using the ServiceNow platform. This course helps organizations design, deploy, and optimize IT service workflows to improve service delivery and operational efficiency.

2. What you'll learn?

- ITSM implementation framework
- Incident, problem, and change configuration
- Service catalog and request setup
- SLA and workflow configuration
- ITSM automation and integrations
- Reporting and dashboards

3. Target Audience

- ServiceNow implementers
- ITSM consultants
- IT operations managers
- Service desk leads
- Technical architects

4. Pre-Requisites

- Knowledge of IT Service Management fundamentals
- Experience with ServiceNow platform
- Understanding of ITIL processes

5. Course Content (Modules)

Module 1: ITSM Implementation Overview

- ITSM architecture
- Implementation best practices

Module 2: Incident and Problem Management Setup

- Process configuration
- Workflow customization

Module 3: Change and Release Management Configuration

- Change models
- Approval workflows

Module 4: Service Catalog and Request Management

- Catalog setup
- Request fulfillment

Module 5: Reporting, Automation, and Optimization

- Dashboards
- Process optimization