

# Administration, Customer Service Management, GRC, and Field Service Management Fundamentals Training

**Course Duration : 40 Hours**

**Course code : ACGFSM-101**

## 1. Course Overview

This training provides a strong foundation in multiple ServiceNow modules, including Administration, Customer Service Management (CSM), Governance Risk and Compliance (GRC), and Field Service Management (FSM). The course helps learners understand how these modules work together on the ServiceNow platform to improve service delivery, compliance, and operational efficiency.

## 2. What you'll learn?

- Basics of ServiceNow platform administration
- Core concepts of Customer Service Management
- Fundamentals of Governance, Risk, and Compliance
- Introduction to Field Service Management workflows
- How different ServiceNow modules integrate with each other
- Best practices for managing services and operations

## 3. Target Audience

- ServiceNow beginners
- IT service management professionals
- Customer service and field service teams
- GRC and compliance professionals
- IT professionals looking to build ServiceNow fundamentals

## 4. Pre-Requisites

- Basic understanding of IT services
- General awareness of business processes
- No prior ServiceNow experience required

## 5. Course Content (Modules)

### **Module 1: ServiceNow Administration Fundamentals**

- ServiceNow platform overview
- User, role, and group management
- Basic configuration and navigation

### **Module 2: Customer Service Management Fundamentals**

- CSM concepts and case management
- Customer workflows and service processes
- Basic reporting and dashboards

### **Module 3: GRC Fundamentals**

- Introduction to governance, risk, and compliance
- Risk identification and assessment basics
- Policy and compliance overview

### **Module 4: Field Service Management Fundamentals**

- FSM concepts and use cases
- Work orders and task management
- Scheduling and field operations basics