

Field Service Management Implementation

Course Duration : 24 Hours

Course code : FSM-IMP-301

1. Course Overview

The **Field Service Management Implementation** course focuses on implementing and configuring the ServiceNow FSM module to manage complete field service operations. This course helps organizations design workflows for work orders, scheduling, dispatching, and mobile technician enablement.

2. What you'll learn?

- FSM implementation framework
- Work order and task configuration
- Scheduling and dispatch setup
- Mobile workforce enablement
- Integration with ITSM processes
- Reporting and optimization

3. Target Audience

- ServiceNow implementers
- FSM consultants
- Field service managers
- IT operations professionals
- Technical architects

4. Pre-Requisites

- Knowledge of Field Service Management fundamentals
- Experience with ServiceNow platform
- Understanding of service operations workflows

5. Course Content (Modules)

Module 1: FSM Implementation Overview

- FSM architecture
- Implementation best practices

Module 2: Work Order and Task Setup

- Work order configuration
- Task workflows

Module 3: Scheduling and Dispatch Configuration

- Scheduling rules
- Dispatch console

Module 4: Mobile Workforce Configuration

- Mobile app setup
- Technician enablement

Module 5: Reporting, Integration, and Optimization

- Dashboards
- Performance improvement