

Introduction to Service Now

- What is Service Now
- Why and who can use Service Now
- Concept of cloud computing in Service Now
- Introduction to ITIL foundation
- Navigation and users
- Helpful portals, releases

Incident Management

- Overview
- Incident management process
- Continual service improvement to incident management

Change Management

- Overview
- Change management process (Raising, planning and Authorize)
- Change management workflow and change task
- Continual service improvement to change management

Problem Management

- Overview
- Problem management process (identify, Investigate, Resolve)
- Problem management workflow and problem task types
- Continual Service improvement to problem management
- Context menu

Asset and Configuration management

- Introduction to CI and Asset
- Class and category CI
- Model and type of assets
- CMDB Plug-in and CI Relationships

Knowledge Management

- Overview

- Knowledge Management Roles
- Application and Modules
- Using Knowledge
- Creating Knowledge
- Translating Knowledge
- Tracking and Reporting on Knowledge

SLA & SDLC

- Introduction to SLA,OLA and UPC
- SLA Workflow
- Service Level Agreement
- SDLC In Service now