CURSO SERVICENOW ONLINE

DURACIÓN: 50 Horas

Modalidad: Online Teleformación

Público

perfiles que participan en la gestión de incidencias, problemas, cambios y catálogos de servicio, técnicos de soporte, administradores de ServiceNow, consultores, analistas de procesos, especialistas en automatización y responsables de mejorar la eficiencia operativa en departamentos de IT.

Objetivos

- Conocer ServiceNow.
- Conocer los distintos roles del sistema.
- Conocer los distintos servicios que ofrece el sistema.
- Aprender a crear flujos de trabajo flexibles.

TEMARIO

UNIDAD DIDÁCTICA 1. INCIDENT MANAGEMENT

- Open an Incident
    a. Incident Templates
    b. Record Producer
    c. Email integration
- Automation
    a. Business Rules
    b. Assignment Rules
    c. Linked fields (Ex: Category/Subcategory)
    d. VIP users
- Monitoring and Reporting
    a. Incident Lifecycle Management
- Lab: Setup the Incident Management Application for a customer

UNIDAD DIDÁCTICA 2. PROBLEM MANAGEMENT

- Open a Problem
    - Problem Templates
    - Know Error State
- Related Lists & Items
    - Change from a Problem
    - Close incidents from a Problem

  - Outage from a Task
- Automation
  - Problem management Workflow
  - AssignementRules
- Lab: Setup the Problem Management Application for a customer

UNIDAD DIDÁCTICA 3. CHANGE MANAGEMENT

- Open a Change
  - Change types
  - Change Templates
  - Change State Model
  - Risk Analysis
- Automation
  - StandarChange Catalog
  - Assignment Rules
  - Approval Management
- Monitoring and Reporting
- Lab: Setup the Change Management Application for a costumer

UNIDAD DIDÁCTICA 4. OTHER APPLICATIONS

- SLA Integration
- Schedules Integration and Management
- Virtual Agent
- Introduction to Scripting in ServiceNow

UNIDAD DIDÁCTICA 5. SERVICE PORTAL DESIGNER

- Portal Editor & Portal Branding
- Pages & Widgets
- Service Catalogs & Service Portal
- Surveys
- Lab: Setup a Portal for your client