

IT Problem Mgmt related ServiceNow roles and trainings

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The following roles are considered to be relevant for Problem Management in ServiceNow.

Service Desk AgentSupport AgentService Manager / Problem (Area) Manager / Support group
leadDirector / Line Manager

You need to request access using the Service Catalog item and attach a training certificate in order to gain access to Problem Mgmt related functionality in ServiceNow.

Please perform the following steps:

Open the training registration page using the link provided for the desired role in the table belowRegister and perform the trainingOnce you received your certificate, open the Catalog Item and send the requestAttach the certificate to the request form

RoleTraining

Service Desk Agent

Service Desk Agents need to have a brief understanding of what problems are and how they relate to incidents as well as Knowledge Articles. In order to be authorized to see problem tickets, please attend the Problem Mgmt Foundation training.

FDT employees may find the foundation training in Workday:

FDT Problem Management Foundation Training in Workday

CapGemini experts may register and perform the training in Fresenius Learning Center:

FDT Problem Mgmt Foundation Training in FLC

Support Agent

As second line or third line support agent you need to understand the basics, which are presented in the foundation training. But you need to have more insights and knowledge about the process and how problem tickets are handled in every aspect. This is covered in an advanced training building on top of the foundation.

So you need to attend the Foundation as well as the Support Agent related training.

FDT employees shall use the training sources in Workday:

FDT Problem Management Foundation Training in Workday

FDT Problem Mgmt Support Agent training in Workday

CapGemini experts please register and perform the two trainings in Fresenius Learning Center:

FDT Problem Mgmt Foundation Training in FLC

FDT Problem Mgmt Support Agent Training in FLC

Service Manager /

Problem (Area) Manager /

Support group lead

FDT internal staff shall use Workday:

FDT Problem Management – Service Manager & Problem Area Manager in Workday

CapGemini experts need to use Fresenius Learning Center:

FDT Problem Mgmt - Service Manager and Problem Area Manager Training in FLC

Director / Line Manager

training content is under construction