Event Management Fundamentals (EMF)

ID EMF **Price** 1,786.— €(excl. VAT) **Duration** 2 days

Important notes for the booking of ServiceNow trainings

1. 1. So that we can finally process your registration, you will receive an enrollment request after booking the course. Please carry out the enrollment immediately, at the latest **three** working days before the start of the course, according to the following instructions at ServiceNow: Enrol for Instructor Led Training using Learning Credits
2. Please note that we must receive short-term bookings no later than five working days before the course begins.
3. If you are unable to attend the training date you have booked (e.g. illness, etc.) or if ServiceNow cancels the course, a credit note is not possible under any circumstances. If you cancel, you can name a replacement person. In both cases of cancellation, the validity of your credit remains for 12 months after the order.

For more information, please refer to the **ServiceNow Terms and Conditions**.

Who should attend

The ServiceNow Event Management Fundamentals course is for customers, partners, and employees who implement and administer features, functions, and data associated with events and alerts. An attendee is a good fit for this course if they perform or advise on any of the following roles or job responsibilities:

- ServiceNow Implementer
- ServiceNow System Administrator

You will receive an exam voucher as part of the course materials.

This course is part of the following Certifications

Certified Implementation Specialist – Event Management (CIS-EM)

Prerequisites

The following prerequisites are recommended, but not required:

ServiceNow Administration Fundamentals (SNAF)

Course Objectives

- Describe the capabilities and benefits of ITOM Health Event Management how it fits into the ITOM application suite
- Learn to navigate key Event Management application components (e.g., operator workspace, dashboards, alert intelligence)
- Capture and record events
- Generate meaningful alerts from events
- Create actionable tasks, such as incidents, from alerts
- Use Agent Client Collector monitoring

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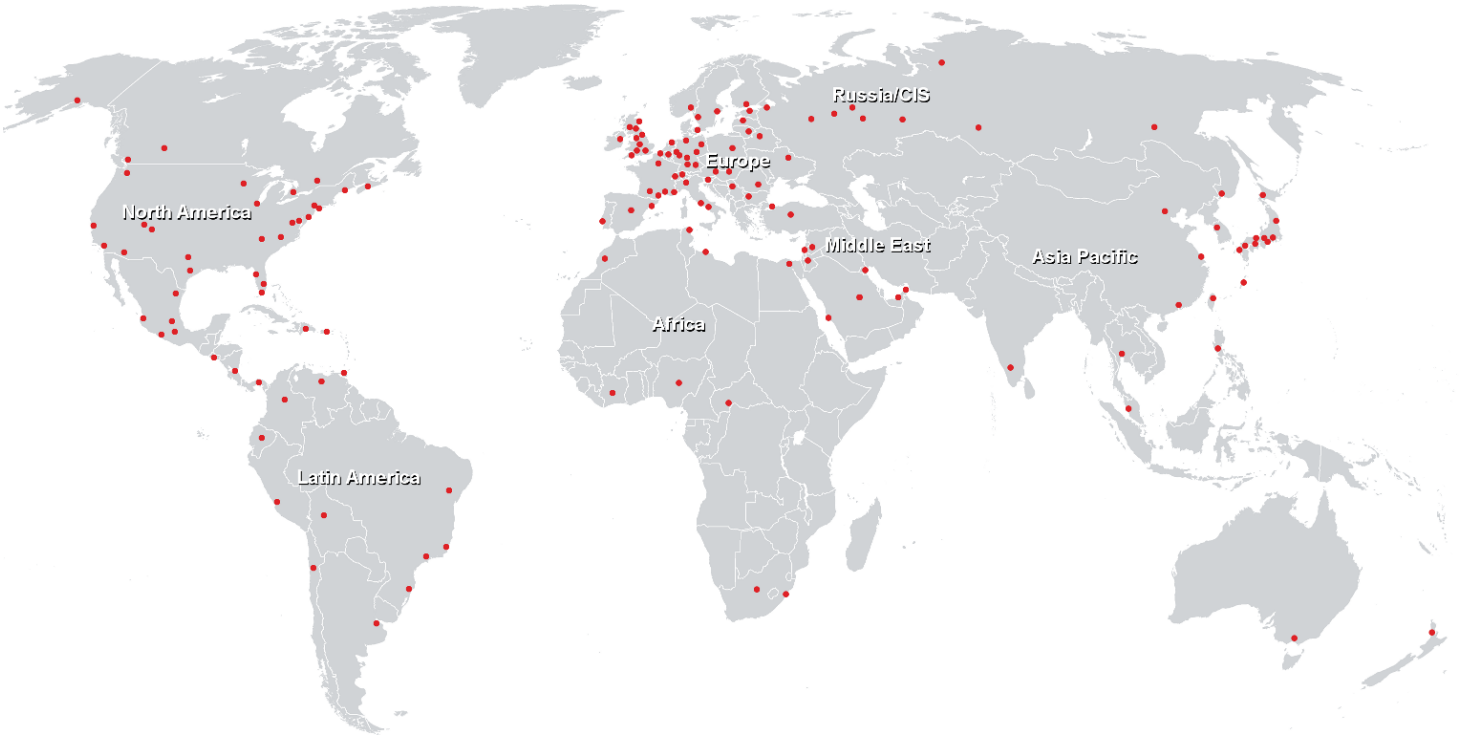
Training Centres worldwide



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