IT Service Management (ITSM) Fundamentals (ITSMF)

ID ITSMF **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**..

This course is part of the following Certifications

Certified Master Architect (CMA)
Certified Implementation Specialist – IT Service Management (CIS-ITSM)

Prerequisites

Recommended Prerequisites

- ServiceNow Platform Implementation (SNPI)

Mandatory Prerequisites

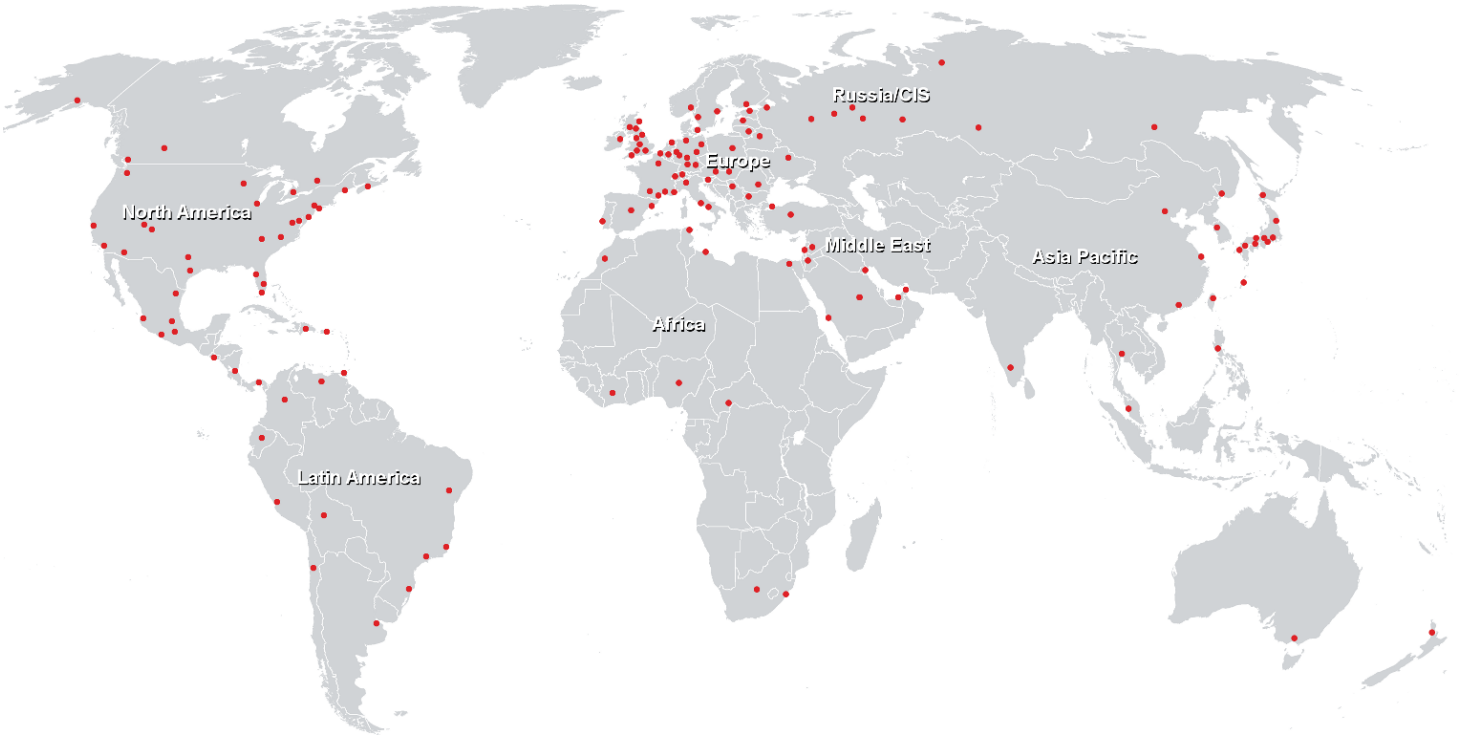
- ServiceNow Administration Fundamentals (SNAF)

Course Objectives

- Create and work records through each of the covered ITSM application lifecycles
- Demonstrate each application lifecycle from a persona viewpoint
- Articulate the value and baseline features of each of the ITSM applications
- Begin considering key decisions to be made during the implementation of ServiceNow ITSM applications
- Start thinking about the long-term goal of maturing an ITSM practice in ServiceNow

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Training Centres worldwide





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