# IT Service Management (ITSM) Implementation (ITSMI)

**ID** ITSMI **Price** 2,538.— €(excl. VAT) **Duration** 3 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

### Mandatory Prerequisites

- ServiceNow Fundamentals
- ServiceNow Get Started with Now Create
- ServiceNow Platform Implementation
- IT Service Management (ITSM) Fundamentals

### Recommended Experience

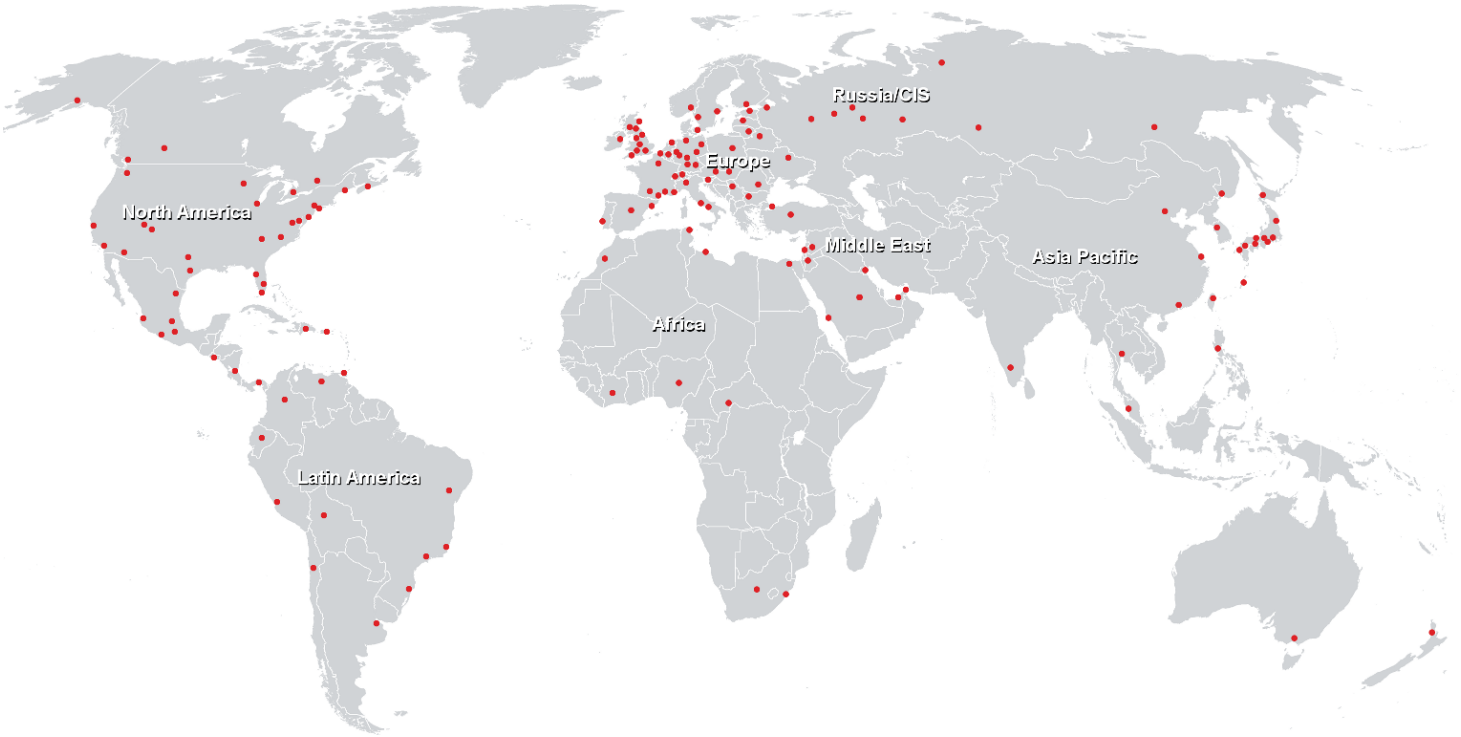
- Familiarity with navigating through ServiceNow
- ServiceNow user interface (UI), iconography, and user settings
- Integrations
- List management
- Platform security model that explains how ServiceNow roles determine what a user can access, create, update, and delete.
- ServiceNow platform implementation
- ServiceNow system administration

## Course Objectives

- Baseline application functionality, security, and architecture
- Design solutions to meet requirements that maximize system quality attributes, such as upgradability, maintainability, and scalability
- How to implement configurations common to 80% of customer deployments

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**Training Centres worldwide**






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