Service Mapping Fundamentals (SMF)

ID SMF **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

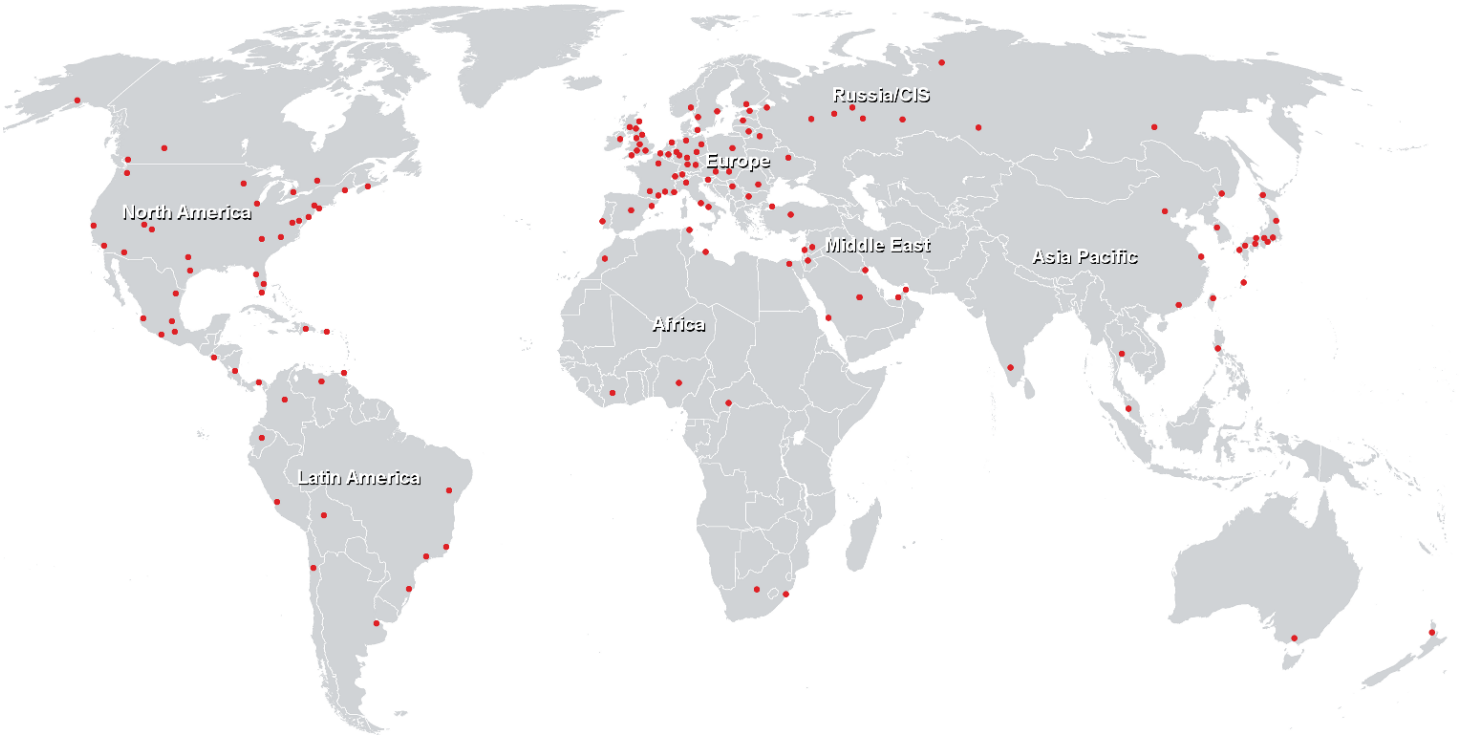
Certified Implementation Specialist – Service Mapping (CIS-SM)

Course Objectives

- Discover and model application services with various complexity
- Manage the application service modeling from initial Discovery to Operational
- Determine the business impact of infrastructure problems
- Simplify the root cause analysis of service issues
- Minimize the service impact of infrastructure changes

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Training Centres worldwide





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