ServiceNow Administration Fundamentals (SNAF)

ID SNAF **Price** US $ 2,700.—(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**..

Who should attend

This course is designed to be the introduction-to-intermediate point for those performing ServiceNow System Administration responsibilities within an organization.

This course is part of the following Certifications

Certified Implementation Specialist – Software Asset Management (CIS-SAM)
Certified Implementation Specialist – Application Portfolio Management (CIS-APM)
Certified Implementation Specialist – Hardware Asset Management (CIS-HAM)
Certified Implementation Specialist – Project Portfolio Management (CIS-PPM)
Certified Implementation Specialist – Vendor Risk Management (CIS-VRM)
Certified Implementation Specialist – Service Provider (CIS-SP)
Certified Implementation Specialist – Risk and Compliance (CIS-RC)
Certified Implementation Specialist – Vulnerability Response (CIS-VR)
Certified Implementation Specialist – Field Service Management (CIS-FSM)
Certified Implementation Specialist – Security Incident Response (CIS-SIR)
Certified Implementation Specialist – Human Resources (CIS-HR)
Certified Implementation Specialist – IT Service Management (CIS-ITSM)
Certified Implementation Specialist – Customer Service Management (CIS-CSM)
Certified Implementation Specialist – Cloud Provisioning and Governance (CIS-CM)
Certified System Administrator (CSA)
Certified Implementation Specialist – Service Mapping (CIS-SM)
Certified Implementation Specialist – Event Management (CIS-EM)
Certified Technical Architect (CTA)
Certified Implementation Specialist – Discovery (CIS-DISCO)
Certified Master Architect (CMA)
Certified Implementation Specialist – Data Foundations (CMDB and CSDM) (CIS-DF CMDB AND CSDM)

Prerequisites

This class is for people, who will be configuring the ServiceNow platform.

This course is not designed for people who will be creating and working tickets for their IT, HR, Field Service, or other jobs. If you are interested in learning more about using ServiceNow in your job, sign up for the free course - Welcome to ServiceNow

Course Objectives

Upon completion of this course, attendees will be able to:

- Gain functional awareness of base systems applications and modules
- Configure applications and modules
- Configure Self-Service
- Enable productivity

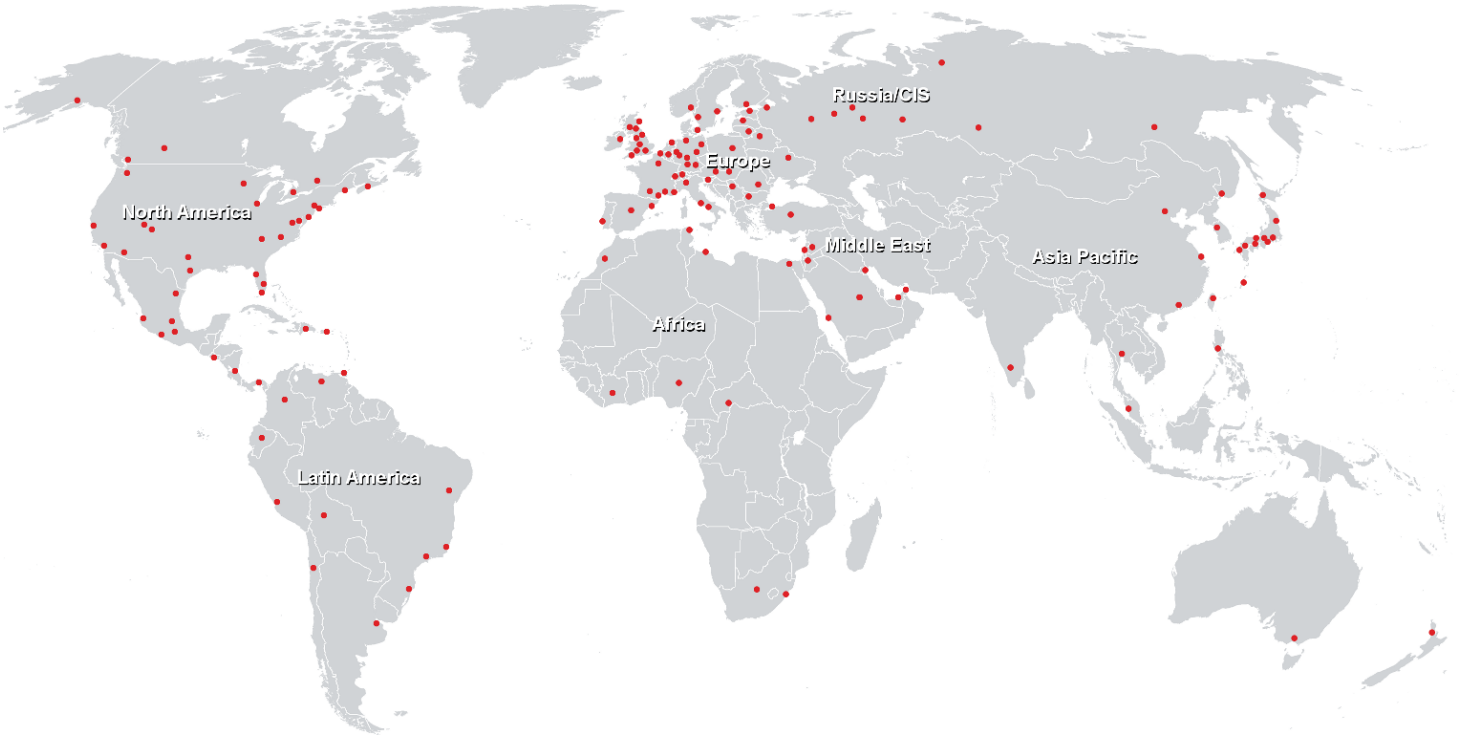
- Maintain an instance
- Enhance an instance
- Package enhancements for testing

Course Content

- Locate and download class resources
- Review the overall class scenario
- Explore the ServiceNow Platform
- Gain functional awareness and configuration of applications including ITSM, Service Operations Workspace, and Employee Center

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Training Centres worldwide





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