

## IT Service Management (ITSM) Fundamentals (ITSMF)

ID ITSMF Prix 1 513,- € (Hors Taxe) Durée 2 jours

### Important notes for the booking of ServiceNow trainings

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.

- 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

For more information, please refer to the [ServiceNow Terms and Conditions](#).

### Cette formation prépare à la/aux certifications

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

### Pré-requis

#### Recommended Prerequisites

- [ServiceNow Platform Implementation \(SNPI\)](#)

#### Mandatory Prerequisites

- [ServiceNow Administration Fundamentals \(SNAF\)](#)

### Objectifs

- Create and work records through each of the covered ITSM

# IT Service Management (ITSM) Fundamentals (ITSMF)

---

## Centres de formation dans le monde entier



## Fast Lane Institute for Knowledge Transfer (Switzerland) AG

Husacherstrasse 3  
CH-8304 Wallisellen  
Tel. +41 44 832 50 80

info@flane.ch, <https://www.flane.ch>