

ServiceNow Administration Fundamentals (SNAF)

ID SNAF Prix US \$ 2 400,- (Hors Taxe) Durée 3 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.

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

A qui s'adresse cette formation

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

Cette formation prépare à la/aux certifications

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 – 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)

Pré-requis

It is critical you are familiar with ServiceNow platform basics, terminology, and how to navigate around in the system prior to attending System Administration Fundamentals. These concepts are taught in our flagship Welcome to ServiceNow course.

Objectifs

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

- Configure applications and modules
- Build 'Self-Service' experiences
- Setup notifications
- Create reports/dashboards
- Manage data
- Enable productivity
- Maintain an instance
- Enhance an instance
- Package enhancements for testing

ServiceNow Administration Fundamentals (SNAF)

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>