

## Event Management Fundamentals (EMF)

ID EMF Price 1,598.— €<sub>excl. tax</sub> Duration 2 days

### 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](#).

### Course Overview

Learn how to enable service-centric operations management by configuring Event Management in ServiceNow. Event Management starts with an event generated from a monitoring solution and ends with automated remediation of an infrastructure issue. As a standard piece of the IT Operations Management Suite, this ITOM application is a manager of managers recording events generated in native and third-party monitoring systems acted upon as alerts, and other tasks, in ServiceNow. In this two-day Event Management Fundamentals course, attendees learn how to enable service-centric operations management by configuring Event Management in ServiceNow.

An exam voucher is included in the course price.

### Who should attend

The ServiceNow Event Management Fundamentals course is for customers, partners, and employees who implement and administer features, functions, and data associated with events and alerts. An attendee is a good fit for this course if they perform or advise on any of the following roles or job responsibilities:

- ServiceNow Implementer
- ServiceNow System Administrator

You will receive an exam voucher as part of the course materials.

### This course is part of the following Certifications

Certified Implementation Specialist – Event Management (CIS-EM)

### Prerequisites

The following prerequisites are recommended, but not required:

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

### Course Objectives

- Describe the capabilities and benefits of ITOM Health Event Management how it fits into the ITOM application suite
- Learn to navigate key Event Management application components (e.g., operator workspace, dashboards, alert intelligence)
- Capture and record events
- Generate meaningful alerts from events
- Create actionable tasks, such as incidents, from alerts
- Use Agent Client Collector monitoring

# About Fast Lane



Fast Lane is a global, award-winning specialist in technology and business training as well as consulting services for digital transformation. As the only global partner of the three cloud hyperscalers- Microsoft, AWS and Google- and partner of 30 other leading IT vendors, Fast Lane offers qualification solutions and professional services that can be scaled as needed. More than 4,000 experienced Fast Lane professionals train and advise customers in organizations of all sizes in 90 countries worldwide in the areas of cloud, artificial intelligence, cyber security, software development, wireless and mobility, modern workplace, as well as management and leadership skills, IT and project management.

## Fast Lane Services

- ✓ High End Technology Training
- ✓ Business & Soft Skill Training
- ✓ Consulting Services
- ✓ Managed Training Services
- ✓ Digital Learning Solutions
- ✓ Content Development
- ✓ Remote Labs
- ✓ Talent Programs
- ✓ Event Management Services

## Training Methods

- ✓ Classroom Training
- ✓ Instructor-Led Online Training
- ✓ FLEX Classroom – Classroom & Online Hybrid
- ✓ Onsite & Customized Training
- ✓ E-Learning
- ✓ Blended & Hybrid Learning
- ✓ Mobile Learning

## Technologies & Solutions

- ✓ Digital Transformation
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