IT Service Management (ITSM) Implementation (ITSMI)

ID ITSMI   **Price** 2,256.— €(excl. tax)   **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.**.

Course Overview

Attend IT Service Management Implementation to learn about ITSM applications and related functionality, which may be configured during an implementation using a low-code or no-code approach. IT Service Management (ITSM) is a concept that involves the delivery of IT services to customers and users. Most IT services are centered around technology and the support and maintenance activities that must occur to operate and maintain the technology. The ServiceNow ITSM Implementation course puts those basic capabilities to use. It provides practical skills that may be applied immediately to accelerate ITSM implementations.

This course aligns with common and practical implementation scenarios and challenges when configuring a ServiceNow instance for implementation, using a low-code or no-code approach.

This course focuses on the baseline capabilities, security and architecture of these ITSM applications and processes:

- Incident Management
- Problem Management
- Change Management
- Service Catalog and Request Management
- Service Portfolio Management

Information on Configuration Management (including Common Service Data Model), Knowledge Management, and Release Management, and how they are used to support the ITSM applications listed above, is also provided.

An exam voucher is included in the course price.

This course is part of the following Certifications

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

Prerequisites

Mandatory Prerequisites

- ServiceNow Fundamentals
- ServiceNow Get Started with Now Create
- ServiceNow Platform Implementation
- IT Service Management (ITSM) Fundamentals

Recommended Experience

- Familiarity with navigating through ServiceNow
- ServiceNow user interface (UI), iconography, and user settings
- Integrations
- List management
- Platform security model that explains how ServiceNow roles determine what a user can access, create, update, and delete.
- ServiceNow platform implementation
- ServiceNow system administration

Course Objectives

- Baseline application functionality, security, and architecture
- Design solutions to meet requirements that maximize system quality attributes, such as upgradability, maintainability, and scalability
- How to implement configurations common to 80% of customer deployments

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.

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✓ E-Learning
✓ Blended & Hybrid Learning
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