ServiceNow ITSM Implementer

Overview

During this three-day interactive training course, students will work from a backlog of stories (requirements) to configure IT Service Management applications in ServiceNow. These stories represent the most common implementation requirements for each application, providing students with practical experience that may be leveraged immediately for ServiceNow implementations.

Who Should Attend

The ServiceNow ITSM Implementation course is for customers, Partners, and employees in technical roles such as Technical Consultant, Architect, and System Administrator, who implement ITSM applications such as Incident Management, Problem Management, Change Management, Knowledge Management, Configuration Management, and Request Fulfillment / Service Catalog.

Upon Completion You Will Be Able To

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

- Understand baseline application functionality, security, and architecture of each ITSM application
- Design solutions to meet requirements that maximize system quality attributes, such as upgradability, maintainability, and scalability
- Implement configurations common to 80% of customer ITSM deployments

Prerequisites

Either

- Completed Platform Implementation
- Completed Platform Implementation Certification (high-stakes)

AND

- Completed ITSM Fundamentals training

Certification

Following this course, ServiceNow recommends that attendees have at least two to three months of hands-on experiences with ServiceNow before attempting the Certification Exam.

Further details regarding this exam, including an exam blueprint, can be found on the Certified Implementation Specialist page.

Class Schedule

- Class Schedule (includes 1-hour lunch break)
- Three days (9:00am – 5pm)