

OUR LEARNING EXCLUSIVE

- Custom exam prep software and materials
- Course-specific thinQtank® Learning publications to make the learning fun and engaging
- Hands-on exercises in a ServiceNow Personal Developer Instance (PDI) every day
- We do not teach the test. We always deliver valuable hands-on experience
- All reading material and study guides sent to you when you register
- Every course taught by experienced ServiceNow-certified practitioners
- Six months mentoring access to our engineers after the course

TRAINING CAMP FORMAT

thinQtank® Learning delivers this course as a **three-day instructor-led training camp, Monday to Wednesday**. About 60% lecture and 40% hands-on labs and practice exams. Hands-on work is set to suit the group and the delivery method. Contact us for the schedule covering your dates.

PREREQUISITES

- No certification prerequisite - Certified System Administrator recommended

TARGET AUDIENCE

- CSM and ServiceNow administrators
- Technical and solution consultants
- Implementation project managers
- Service members, veterans and military spouses using AF COOL, Army CA, MyCAA or VET TEC 2.0

EXAM

Exam	ServiceNow CIS - Customer Service Management
Exam fee	\$450 USD per attempt, set by ServiceNow; retakes \$225
Format	60 multiple-choice questions, 90 minutes
Passing	Not published by ServiceNow
Delivery	Testing center or online proctored; we help you schedule

DELIVERY METHODS

- Instructor-led training
- Immersive live-online training
- On-site and custom delivery

COURSE OVERVIEW

thinQtank® Learning is offering a unique three-day training camp comprised of three days of instructor-led learning that gives students the knowledge and skills needed to implement ServiceNow Customer Service Management: the CSM data model, configuration, case management, workspaces, portals and catalogs, analytics, and knowledge best practices.

CIS-CSM validates the skills to implement ServiceNow's customer service and CRM workflows.

This course prepares you for the **ServiceNow CIS - Customer Service Management** exam.

WHAT YOU WILL BE ABLE TO DO

- Explain CSM features, benefits and architecture
- Manage accounts, contacts, contracts, entitlements and install base
- Configure case types and service definitions
- Resolve issues with cases, escalations and major issue management
- Use the CSM Configurable Workspace and Advanced Work Assignment
- Track process health with CSM analytics

COURSE OBJECTIVES

Primary course objectives, following the official exam outline:

- CSM Foundational Data Model
- CSM Configuration
- Case Management
- CSM Workspace, Portals, Service Catalog, Analytics and Reporting
- CSM Best Practices and Knowledge Management

EXCLUSIVE LEARNING PACKAGE

- thinQtank® Learning Accelerated Custom Exam Study Guide for this exam
- Practice exams built to the official exam outline
- Additional hours of remote lab access
- Custom video recordings for review
- Retake any or all of the course, in person or live online, for 24 months

SERVICENOW CERTIFICATION PATH

Certified System Administrator (CSA)

Recommended first

This Implementation Specialist credential

Professional

Certified Technical / Master Architect

Expert programs

COURSE MODULES

01 CSM Foundational Data Model

27% of exam

- › Topic A: Accounts and contacts
- › Topic B: Install base
- › Topic C: Contracts and entitlements

02 CSM Configuration

38% of exam

- › Topic A: Case types
- › Topic B: Service definitions
- › Topic C: Advanced Work Assignment

03 Case Management

17% of exam

- › Topic A: Case lifecycle
- › Topic B: Escalation
- › Topic C: Major issue management

04 CSM Workspace, Portals, Service Catalog, Analytics and Reporting

8% of exam

- › Topic A: Configurable workspace
- › Topic B: Customer portal
- › Topic C: Dashboards

05 CSM Best Practices and Knowledge Management

10% of exam

- › Topic A: Knowledge
- › Topic B: Implementation best practice

TERMS

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