

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 **two-day instructor-led training camp, Monday to Tuesday**. 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

- Implementation specialists configuring FSM
- ServiceNow administrators supporting field operations
- Field service operations leads
- Service members, veterans and military spouses using AF COOL, Army CA, MyCAA or VET TEC 2.0

EXAM

Exam	ServiceNow CIS - Field 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 two-day training camp comprised of two days of instructor-led learning that gives students the knowledge and skills needed to implement ServiceNow Field Service Management: foundational data, the field service lifecycle, work orders and tasks, assignment and dynamic scheduling, inventory, time recording and appointment booking.

CIS-FSM validates the skills to implement ServiceNow's field service workflows.

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

WHAT YOU WILL BE ABLE TO DO

- Identify implementation stakeholders and validate foundational data
- Configure the field service lifecycle and state flows
- Configure assignment and dynamic scheduling
- Build a work order approval workflow
- Automate transfer orders with Flow Designer
- Configure time recording and appointment booking

COURSE OBJECTIVES

Primary course objectives, following the official exam outline:

- Field Service Management Fundamentals
- Implementation Planning
- Implementing Field Service Processes
- Implementing Related Processes

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 Field Service Management Fundamentals

42% of exam

- › Topic A: Work orders and tasks
- › Topic B: Locations, customers and assets
- › Topic C: Agents and dispatchers

02 Implementation Planning

3% of exam

- › Topic A: Stakeholders
- › Topic B: Requirements

03 Implementing Field Service Processes

52% of exam

- › Topic A: Assignment and scheduling
- › Topic B: Parts and inventory
- › Topic C: Mobile and time recording

04 Implementing Related Processes

3% of exam

- › Topic A: Related applications and integrations

TERMS

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