

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 **five-day instructor-led training camp, Monday to Friday**. 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

- ServiceNow CIS - Data Foundations (required by ServiceNow)
- Certified System Administrator recommended

TARGET AUDIENCE

- ServiceNow administrators and implementers
- ITSM process owners
- Consultants delivering ITSM implementations
- Service members, veterans and military spouses using AF COOL, Army CA, MyCAA or VET TEC 2.0

EXAM

Exam	ServiceNow CIS - IT 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 five-day training camp comprised of five days of instructor-led learning that gives students the knowledge and skills needed to implement ServiceNow IT Service Management: incident, problem and change management, Service Catalog and request management, service portfolio management and the CMDB, plus the implementation decisions that keep an instance upgradable.

CIS-ITSM is the most requested ServiceNow implementation credential and requires CIS - Data Foundations.

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

WHAT YOU WILL BE ABLE TO DO

- Work records through each ITSM process lifecycle
- Configure incident, problem and change management
- Build Service Catalog items and request fulfillment
- Explain the value and baseline features of each ITSM application
- Make the key implementation decisions
- Design for upgradability, maintainability and scale

COURSE OBJECTIVES

Primary course objectives, following the official exam outline:

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

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

CIS - Data Foundations (CMDB and CSDM)

Required prerequisite

This Implementation Specialist credential

Professional

COURSE MODULES

01 Incident Management

25% of exam

- › Topic A: Incident lifecycle
- › Topic B: Assignment and SLAs
- › Topic C: Major incident management

02 Problem Management

15% of exam

- › Topic A: Problem lifecycle
- › Topic B: Known errors
- › Topic C: Root cause

03 Change Management

25% of exam

- › Topic A: Change models and types
- › Topic B: CAB and approvals
- › Topic C: Risk and conflict detection

04 Service Catalog and Request Management

25% of exam

- › Topic A: Catalog items and variables
- › Topic B: Request fulfillment
- › Topic C: Employee Center

05 Service Portfolio Management

5% of exam

- › Topic A: Services and offerings
- › Topic B: Portfolio structure

06 Configuration Management Database

5% of exam

- › Topic A: CMDB and CSDM in ITSM processes

TERMS

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