

ServiceNow: Event Management Fundamentals

8 Hours

Course Description

The course provides the latest information, including technical exercises, to help students gain hands-on experience with Event Management. Participants will receive their own ServiceNow instance and Windows server that will allow the student to go through the hands-on exercises provided in the lab guide. This course is designed to offer a comprehensive understanding of Event Management, enabling participants to effectively manage and optimize event-related processes within their organizations.

Audience

This course is suitable for:

- IT professionals responsible for event management and monitoring.
- System administrators looking to enhance their skills in event processing.
- ServiceNow users and administrators interested in understanding Event Management within the platform.
- Individuals seeking to earn the Certified Implementation Specialist – Event Management certification.

Pre-requisite Knowledge/Skills

Participants should have a fundamental understanding of IT concepts and basic knowledge of the ServiceNow platform. While not mandatory, prior exposure to event management or monitoring tools is beneficial.

Course Objectives

By the end of this course, participants will be able to:

- Understand the core principles of Event Management.
- Comprehend the architecture and components of Event Management.
- Efficiently process events and manage alerts and tasks.
- Identify and configure various event sources.
- Prepare for and navigate the Certified Implementation Specialist – Event Management certification process.

Course Outline

The course comprises 8 hours of theory and labs. It's divided into 5 different modules.

Module 1: Overview

- Event Management Overview
- Introduction to the course and its objectives

Module 2: Architecture

- Event Management Architecture
- In-depth exploration of the architecture of Event Management

Module 3: Event Management

- Event Management Event Processing
- Detailed coverage of event processing in Event Management

Module 4: Alerts and Tasks

- Event Management Alerts and Tasks
- Understanding how alerts and tasks are managed in Event Management

Module 5: Event Sources

- Event Management Event Sources
- Exploring different event sources and their role in Event Management