

# ServiceNow: Event Management Fundamentals

## 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

## 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