# SERVICENOW GRC: BUSINESS CONTINUITY MANAGEMENT (BCM) IMPLEMENTATION

Course Code: 835010

The ServiceNow® Business Continuity Management (BCM) application gives your organization the capability to continue to deliver products and services at an acceptable level following a disruptive incident.

The ServiceNow® Business Continuity Management (BCM) application gives your organization the capability to continue to deliver products and services at an acceptable level following a disruptive incident.

In this on demand course, attendees gain the skills for effective implementation of the Business Continuity Management application.

This course is designed for implementation specialists responsible for the set-up and configuration of the Business Continuity Management application. Attendees will build on existing knowledge and develop relevant skills by applying implementation best practices.

This course is designed for implementation specialists who are responsible for implementing the Business Continuity Management application.

## What You'll Learn

- Navigate the ServiceNow Business Continuity Management application
- Describe the BCM process, including its goals, objectives, components, and KPIs
- Define key terminology and personas in the BCM industry
- Create customized templates for Business Impact Analysis, Business Continuity Plans, and Disaster Recovery Plans
- Build a Business Impact Analysis, Business Continuity Plan, and Disaster Recovery Plan utilizing a customer's existing business continuity information.
- Configure reports and dashboards

## Who Needs to Attend

Business Continuity Manager, Business Manager

## Prerequisites

**Mandatory Prerequisites**

- [Welcome to ServiceNow](#)
- ServiceNow Administration Fundamentals
    - ☐ [Instructor-Led](#), or
    - ☐ [On Demand](#)
- Agent Workspace Fundamentals
- Agent Workspace
- Implementation

**Recommended Prerequisites**

- Project Portfolio Management Fundamentals
- Agile Development 2.0
- Test Management 2.0
- ServiceNow Platform Implementation
- Introduction to Now Experience UI Builder
- Now Experience UI Builder Fundamentals

# SERVICENOW GRC: BUSINESS CONTINUITY MANAGEMENT (BCM) IMPLEMENTATION

Course Code: 835010

| ON-DEMAND | $0 CAD |
|-----------|--------|

## On-Demand Outline

- BCMI: Workshop & Requirements Gathering
- BCMI: Crisis Management
- Instance Help
- BCMI: Introduction to BCM
- BCMI: General Configurations
- BCMI: Business Impact Analysis
- BCMI: Business Continuity Planning

## On-Demand Labs

- Lab Instructions - Exercise Events
- Lab Instructions - Crisis Events

Visit us at www.globalknowledge.com or call us at 1-866-716-6688.