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WORK at LIGHTSPEED

Panel: ITSM Self-Service Best Practices

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Session Overview



Objectives

- Panel of ServiceNow customers discussing their approaches to deploying and enabling Self-Service to their end users. They will provide some key do's and don'ts in a panel session.



What You Will Learn

- What Self Service really means to ITSM and organizations today
- Best practices around Self Service rollout, adoption, and metrics
- Guidance and direction from ITSM experts

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Q & A

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