

ServiceNow Configuration Management Database (CMDB) Fundamentals

Durée: 3 Jours **Réf de cours: SNCMDBF** **Méthodes d'apprentissage: Intra-entreprise & sur-mesure**

Résumé:

Learn the basic skills required to effectively design, configure, populate, and maintain the health of the ServiceNow CMDB. This course has been designed to provide ServiceNow administrators, implementers, and architects with the basic skills required to effectively design, configure, populate, and maintain the health of the ServiceNow CMDB. The course is based off the content of the CMDB Fundamentals eLearning currently available on NOW Learning. The course is designed to encourage student participation that will include individual and group planning and discussions plus hands on configuration led by an experienced ServiceNow CMDB facilitator.

Company Events

These events can be delivered exclusively for your company at our locations or yours, specifically for your delegates and your needs. The Company Events can be tailored or standard course deliveries.

Public visé:

The CMDB Fundamentals course is for customers, partners, and employees who implement and administer the ServiceNow CMDB. An attendee is a good fit for this course if they perform or advise on any of the following roles or job responsibilities: ServiceNow system administrators, implementers, and architects

Objectifs pédagogiques:

- In this instructor led three-day interactive CMDB Fundamentals course, attendees learn how to:
 - Describe the CMDB and the attributes that provide enterprise-wide visibility
 - Learn the stages for planning a successful CMDB deployment
 - Explore best practices for configuring and implementing a CMDB, including the role of Health Scan
 - Explain how the CI Class Manager provides a centralized place to create and edit CI classes
 - Leverage the Identification and Reconciliation Engine for identifying and reconciling data from different data sources
- Enable and use the Multisource CMDB
- Populate the CMDB using ServiceNow Discovery, Service Mapping, third-party discovery tools, and IntegrationHub ETL
- Configure and use the CMDB Health Dashboard to drive improvement in completeness, compliance, and correctness of CI data
- Identify and manage duplicate CIs in the CMDB
- Create complex queries on CMDB data using Query Builder
- Remediate common issues with the CMDB

Pré-requis:

It is recommended students taking the course have working knowledge and experience of the NOW Platform including some basic understanding of the CMDB.

It is also beneficial that students taking the course have an understanding of architecting solutions around a company CMDB to meet specific use cases required by the enterprise.

- SNF - ServiceNow Fundamentals
- SNPI - ServiceNow Platform Implementation
- SNDF - ServiceNow Discovery Fundamentals

Contenu:

During this three-day interactive training course, students need to register on NOW Learning for the Configuration Management Database Fundamentals eLearning course as this will act as the student online guide for the course.

Attendees will have access to the NOW platform using an individual student instance, which is a "safe sandbox" plus receive a Windows Server that acts as a MID Server with access to targets used to run Discovery and Service Mapping. In addition, students receive simulator instances to work through a series of tasks designed to reinforce CMDB Configuration and Health principals.

- Introduction to the Configuration Management Database (CMDB)
- Design a successful Configuration Management Database (CMDB)
- Configure the CMDB
- Configure the CMDB Simulator
- Populate the CMDB
- Maintain the health of the CMDB
- CMDB Health Simulator
- CMDB Delta and supporting content

Autres moyens pédagogiques et de suivi:

- Compétence du formateur : Les experts qui animent la formation sont des spécialistes des matières abordées et ont au minimum cinq ans d'expérience d'animation. Nos équipes ont validé à la fois leurs connaissances techniques (certifications le cas échéant) ainsi que leur compétence pédagogique.
- Suivi d'exécution : Une feuille d'émargement par demi-journée de présence est signée par tous les participants et le formateur.
- En fin de formation, le participant est invité à s'auto-évaluer sur l'atteinte des objectifs énoncés, et à répondre à un questionnaire de satisfaction qui sera ensuite étudié par nos équipes pédagogiques en vue de maintenir et d'améliorer la qualité de nos prestations.

Délais d'inscription :

- Vous pouvez vous inscrire sur l'une de nos sessions planifiées en inter-entreprises jusqu'à 5 jours ouvrés avant le début de la formation sous réserve de disponibilité de places et de labs le cas échéant.
- Votre place sera confirmée à la réception d'un devis ou ""booking form"" signé. Vous recevrez ensuite la convocation et les modalités d'accès en présentiel ou distanciel.
- Attention, si cette formation est éligible au Compte Personnel de Formation, vous devrez respecter un délai minimum et non négociable fixé à 11 jours ouvrés avant le début de la session pour vous inscrire via moncompteformation.gouv.fr.

Accueil des bénéficiaires :

- En cas de handicap : plus d'info sur globalknowledge.fr/handicap
- Le Règlement intérieur est disponible sur globalknowledge.fr/reglement