

ServiceNow Discovery Fundamentals

Duration: 3 Days **Course Code: SNDF**

Overview:

Lay the groundwork for mature infrastructure operations management.

ServiceNow Discovery lays the groundwork for mature infrastructure operations management. Using probes, sensors, and discovery patterns, this ITOM application captures IP-enabled configuration items (CIs), and maps their relationships and dependencies, in your ServiceNow CMDB.

e-Learning

Interactive self-paced content that provides flexibility in terms of pace, place and time to suit individuals and organisations. These resources also consist of online books, educational podcasts and vodcasts, and video-based learning.

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.

Target Audience:

The ServiceNow Discovery Fundamentals course is for customers, partners, and employees who implement and administer features, functions, and data associated with Discovery. An attendee is a good fit for this course if they perform or advise on any of the following roles or job responsibilities: ServiceNow Implementer, ServiceNow System Administrator.

Objectives:

- A combination of course content and lab work will help attendees learn to:
 - - Network Devices
 - - Applications
 - Extend Discovery with custom
 - - Horizontal Discovery Patterns
 - - Application Discovery Patterns
 - Learn common troubleshooting techniques
- Understand the big picture of the ServiceNow Discovery solution
- Configure MID Servers
- Work with Credentials
- - Configure Discovery to find
- - Linux and Windows Servers

Prerequisites:

It is recommended that students taking the course have working knowledge and experience of ServiceNow.

- Certified System Administrator preferred
- Completion of ServiceNow CMDB fundamentals is highly recommended
- Scripting in ServiceNow is highly recommended
- SNF - ServiceNow Fundamentals
- SNPI - ServiceNow Platform Implementation
- SNSSF - ServiceNow Scripting in ServiceNow Fundamentals
- SNCMDBF - ServiceNow Configuration Management Database (CMDB) Fundamentals

Testing and Certification

At the end of the course, students will receive a voucher that enables them, if desired, to take the exam to become a ServiceNow Certified Implementation Specialist in Discovery.

Content:

Module 1: Overview	Lab 5.1: Ports Probes and IP Services	Lab 8.3: New SNMP Classifier and Discovery Pattern
Lab 1.1: Discovery and CMDB Tour	Lab 5.2: Classifications and Trigger Probes	Lab 8.4: Remaining Firewall Requirements
Module 2: MID Server	Lab 5.3: CI Identification Troubleshooting	Module 9: Application Discovery Patterns
Lab 2.1: MID Server Installation Validation	Module 6: Application Mapping	Lab 9.1: Application Discovery Pattern
Module 3: Running Discovery	Lab 6.1: Process Classification	Lab 9.2: More Mongoose Requirements
Lab 3.1: Running Discovery	Lab 6.2: Process Classification and Identification	Lab 9.3: Troubleshooting the Pattern
Module 4: Credentials and Behaviors	Lab 6.3: Application to Application Mapping	Module 10: Configuration Management
Lab 4.1: Windows Discovery	Module 7: Asset, CI, and File-based Discovery	Lab 10.1: CMDB Health Properties
Lab 4.2: Linux Discovery	Lab 7.1: Asset and CI Relationships	Lab 10.2: CMDB Health Dashboard
Lab 4.3: Behaviors	Module 8: Horizontal Discovery Patterns	Lab 10.3: Hardware Configuration Management
Lab 4.4: Router Discovery	Lab 8.1: Extend Windows OS – Servers Pattern	Lab 10.4: Application Configuration Management
Module 5: Phases, Probes, and Classifications	Lab 8.2: Extend Linux Server Pattern	

Further Information:

For More information, or to book your course, please call us on Head Office Tel.: +974 40316639

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