

ServiceNow Discovery Fundamentals

Duration: 3 Days **Course Code: SNDF** **Delivery Method: Virtual Classroom**

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.

Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

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:

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| 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 00 966 92000 9278

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