

ServiceNow Configuration Management Database (CMDB) Fundamentals

Duration: 3 Days **Course Code: SNCMDBF** **Delivery Method: Virtual Learning**

Overview:

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.

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.

Target Audience:

ServiceNow system administrators, implementers, and architects

Objectives:

- **After you complete this course you will be able 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

Prerequisites:

Attendees should meet the following prerequisites:

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.

- SNSAF - ServiceNow Administration Fundamentals

- SNPI - ServiceNow Platform Implementation
 - SNDF - ServiceNow Discovery Fundamentals
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Content:

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| ■ Introduction to the Configuration Management Database (CMDB) | ■ Configure the CMDB Simulator | ■ CMDB Health Simulator |
| ■ Design a successful Configuration Management Database (CMDB) | ■ Populate the CMDB | ■ CMDB Delta and supporting content |
| ■ Configure the CMDB | ■ Maintain the health of the CMDB | |
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Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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