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.

Target Audience:

ServiceNow Implementer, ServiceNow System Administrator

Objectives:

■ **After you complete this course you will be able to:**

■ Understand the big picture of the ServiceNow Discovery solution

■ Configure MID Servers

■ Work with Credentials

■ Configure Discovery to find Linux and Windows Servers, Network Devices, Applications

■ Extend Discovery with custom Horizontal Discovery Patterns and Application Discovery Patterns

■ Learn common troubleshooting techniques

Prerequisites:

Attendees should meet the following prerequisites:

■ Certified System Administrator preferred
■ Completion of ServiceNow CMDB fundamentals is highly recommended
■ Scripting in ServiceNow is highly recommended
■ SNSAF - ServiceNow Administration 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:

Overview

- Lab 1.1: Discovery and CMDB Tour

MID Server

- Lab 2.1: MID Server Installation Validation

Running Discovery

- Lab 3.1: Running Discovery

Credentials and Behaviors

- Lab 4.1: Windows Discovery
- Lab 4.2: Linux Discovery
- Lab 4.3: Behaviors
- Lab 4.4: Router Discovery

Phases, Probes, and Classifications

- Lab 5.1: Ports Probes and IP Services
- Lab 5.2: Classifications and Trigger Probes
- Lab 5.3: CI Identification Troubleshooting

Application Mapping

- Lab 6.1: Process Classification
- Lab 6.2: Process Classification and Identification
- Lab 6.3: Application to Application Mapping

Asset, CI, and File-based Discovery

- Lab 7.1: Asset and CI Relationships

Horizontal Discovery Patterns

- Lab 8.1: Extend Windows OS – Servers Pattern
- Lab 8.2: Extend Linux Server Pattern
- Lab 8.3: New SNMP Classifier and Discovery Pattern
- Lab 8.4: Remaining Firewall Requirements

Application Discovery Patterns

- Lab 9.1: Application Discovery Pattern
- Lab 9.2: More Mongoose Requirements
- Lab 9.3: Troubleshooting the Pattern

Configuration Management

- Lab 10.1: CMDB Health Properties
- Lab 10.2: CMDB Health Dashboard
- Lab 10.3: Hardware Configuration Management
- Lab 10.4: Application Configuration Management

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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