

ServiceNow Discovery Fundamentals

Duration: 365 Days Course Code: SNDF Delivery Method: Elearning (Self-paced)

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.

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:
- 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
- - Application Discovery Patterns
- Learn common troubleshooting techniques

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
- 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:

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 01189 123456 / Northern Office 0113 242 5931

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