ServiceNow Service Mapping Advanced

16 Hours

Course Description

This advanced-level course dives deep into ServiceNow Service Mapping, a key component of the IT Operations Management (ITOM) suite. Participants will gain comprehensive knowledge and hands-on experience in advanced topics such as Discovery Patterns, Identification Rules, Security, and Engagement Readiness. Through practical labs, demos, and real-world scenarios, learners will master the skills required to enhance service visibility and streamline IT processes.\

Audience

This course is designed for IT professionals, system administrators, and ServiceNow enthusiasts seeking advanced proficiency in Service Mapping. Participants should have a solid understanding of IT Operations Management (ITOM) concepts and basic knowledge of ServiceNow.

Pre-requisite Knowledge/Skills

Participants should have completed the "ServiceNow Service Mapping Fundamentals" course or possess equivalent knowledge. Basic familiarity with ITOM principles and ServiceNow platform navigation is essential.

Course Objectives

- Develop an in-depth understanding of ServiceNow IT Operations Management (ITOM) and its role in service mapping.
- Gain hands-on experience in validating MID server functionality and setting up application service credentials.
- Master the creation and migration of service mapping patterns, utilizing regular expressions and custom pattern operations.
- Understand the importance of Identification Rules in Configuration Item (CI) management and reconciliation.
- Explore security aspects related to credential types, affinity, and external storage credentials in Service Mapping.
- Acquire insights into Engagement Readiness, leveraging sources of information, Now Create, and success packs.
- Apply knowledge through an extensive lab, discovering the Ticket Monster Service with detailed steps for pattern identification and connection setup.

Course Outline

The course comprises 16 hours of theory and labs. It's divided into 6 different modules.

Module 1: Introduction

- ITOM Overview
- Discovery vs Service Mapping
- ServiceNow Store
- Service Mapping Business Value
- Lab Instance Help
- Module 1 Knowledge Check

Module 2: Level Set ITOM Knowledge

- MID Server Overview
- Discovery Overview
- Service Mapping Overview
- Event Management Overview
- What is a Service?
- Labs and Demos: Validating MID server, Setup application service credentials, Quick Discovery, Discover a Service
- Module 2 Knowledge Check

Module 3: Discovery Patterns

- Service Mapping Patterns
- Migrating Patterns and Services
- Concatenating Variables, Useful Operations, and Custom Pattern Operations
- Regular Expressions
- Labs and Demos: Migrating Services, Custom Pattern Operations
- Module 3 Knowledge Check

Module 4: Identification Rules

- CI Types and the CMDB
- CMDB Identification and Reconciliation Overview
- Good and Bad Identification Rules
- Demo: Working with Identification Rules
- Module 4 Knowledge Check

Module 5: Security

- Credential Types
- Credential Affinity
- External Storage Credentials
- Credential and Connectivity Requirements
- Module 5 Knowledge Check

Module 6: Engagement Readiness

- Sources of Information and Insight
- What is Now Create?
- Success Packs and Assets
- Lab: Discover Ticket Monster Service
- Understanding the result of this simulator
- Demos and Labs: Discover Ticket Monster Service - Part 1, Part 2, Part 3, Part 4
- Certification Information and Closing Remarks