

ServiceNow Cloud Provisioning and Governance Fundamentals

16 Hours

Course Description

This comprehensive course provides a deep dive into the fundamentals of cloud provisioning and governance using ServiceNow. Participants will gain hands-on experience with key modules, including an introduction to the cloud user portal, administration with the cloud admin portal, AWS, resource profiles, identity and permissions, troubleshooting, templates and cloud catalog items, Terraform, policy enforcement, and cloud providers like Azure and VMware. Through a combination of theoretical concepts, practical simulations, and live demonstrations, participants will build a strong foundation in ServiceNow's cloud provisioning and governance capabilities.

Audience

This course is designed for IT professionals, cloud administrators, and service management professionals seeking to enhance their skills in cloud provisioning and governance. It is suitable for individuals working with ServiceNow or those interested in implementing ServiceNow for efficient cloud management.

Pre-requisite Knowledge/Skills

Basic understanding of cloud computing concepts and familiarity with ServiceNow platform fundamentals.

Course Objectives

- Understand the key concepts and components of cloud provisioning and governance.
- Gain proficiency in navigating and utilizing the ServiceNow cloud user portal and admin portal.
- Explore AWS, Azure, and VMware cloud providers and learn how to configure and manage them within ServiceNow.
- Master the creation and management of resource profiles, identity and permissions, and troubleshooting techniques.
- Develop expertise in working with templates, cloud catalog items, and Terraform for Infrastructure as Code (IaC).
- Implement and enforce policies to ensure governance and compliance.
- Acquire hands-on experience through simulators, demos, and knowledge checks.

Course Outline

The course comprises 16 hours of theory and labs. It's divided into 11 different modules.

Module 1: Introduction and the Cloud User Portal

- Overview of Cloud Models
- Cloud User Portal Overview
- Understand CPG Roles
- Simulator - Before you Begin
- Simulator - Explore Roles
- Definitions and Concepts
- Knowledge Check

Module 2: Administration and the Cloud Admin Portal

- Cloud Admin Portal Overview
- MID Server Architecture
- Simulator: Validate MID Server
- Knowledge Check

Module 3: AWS

- Overview of the AWS Cloud and Credentials
- Service and Cloud Accounts
- Simulator: Explore AWS Credentials
- Simulator: AWS Service Account Setup
- Simulator: AWS Cloud Account Setup
- Import Cloud Formation Templates
- Configure AWS Cloud Events
- Simulator: Create a Cloud Catalog Item
- Demo: Launch AWS CFT Ubuntu w Apache Stack
- Knowledge Check

Module 4: Resource Profiles

- Overview of Resource Profiles
- Simulator: Create a Schedule Profile
- Knowledge Check

Module 5: Identity and Permissions

- Understand the Identity Elements Used by CPG
- Knowledge Check

Module 6: Troubleshooting

- Troubleshooting
- Knowledge Check

Module 7: Templates and Cloud Catalog Items

- Overview of Templates - AWS CFT and Azure ARM
- Ingest and Publish Templates
- Update and Version Templates
- CFT and ARM Metadata
- Manage Catalog Item Attributes
- Improve the Presentation of Cloud Catalog Items
- Simulator: Version a CFT
- Simulator: Customize a CFT with Metadata
- Knowledge Check

Module 8: Terraform

- Overview of Terraform and Configuration Files
- Configure CPG for Terraform Open Source
- Simulator: Configure and Discover Cloud Provider
- Simulator: Create Catalog Item and Activate Template
- Configure CPG for Terraform Enterprise and Terraform Cloud
- Change Governance using IaC
- Knowledge Check

Module 9: Policy

- Understand Policy
- Simulator: Policy Naming Enforcement
- Knowledge Check

Module 10: Azure

- Overview of the Azure Cloud
- Credentials and Connecting to Azure
- Demo - Configure Azure Credentials
- Configure Service and Cloud Accounts
- Demo - Configure Azure Cloud Service Account
- Demo - Configure an Azure Discovery Schedule
- Configure Cloud Events
- Demo - Configure Azure Cloud Events
- Provision a Stack for Azure and Explore ARM Templates
- Demo - Create a stack using an ARM template
- Provision with Terraform
- Demo - Deploy an Azure VM with Terraform
- Knowledge Check

Module 11: VMware

- VMware Overview
- VMware Setup
- Demo - Connect VMware to ServiceNow
- Configure Cloud Events
- Demo - Configure the vCenter event collector
- Provision with Terraform
- Demo - Deploy a VMware VM with Terraform
- Knowledge Check