

ServiceNow Service Mapping Fundamentals

16 Hours

Course Description

This comprehensive course provides a deep dive into the fundamentals of Service Mapping within the ServiceNow platform. Participants will gain a thorough understanding of the key concepts, processes, and tools involved in mapping services, discovering dependencies, and managing the Service Lifecycle. Through a combination of theoretical insights, hands-on labs, and real-world demonstrations, participants will develop the skills needed to effectively utilize Service Mapping in their organizations.

Audience

This course is designed for IT professionals, system administrators, and ServiceNow platform users who are responsible for managing and optimizing IT services. It is also suitable for individuals seeking to enhance their knowledge of Service Mapping for improved IT service management.

Pre-requisite Knowledge/Skills

Basic familiarity with IT service management concepts and a foundational understanding of the ServiceNow platform are recommended prerequisites for this course.

Course Objectives

Upon completion of this course, participants will:

- Understand the core concepts and components of Service Mapping.
- Differentiate between Discovery and Service Mapping processes.
- Navigate and utilize Service Mapping tools effectively.
- Gain proficiency in Horizontal Discovery and MID Server validation.
- Master the Service Mapping Lifecycle and its associated processes.
- Learn to map individual services, interpret mapping results, and manage data structures.
- Explore advanced topics such as Dynamic CI Groups, Tag-based Mapping, and Extending Patterns.
- Acquire hands-on experience in building Identification and Connection Sections.
- Understand the principles of CMDB Reconciliation and apply identification and reconciliation rules effectively.

Course Outline

The course comprises 16 hours of theory and labs. It's divided into 8 different modules.

Module 1: Service Mapping Overview

- Overview
- Introduction to Service Mapping
- Service Mapping Solution
- Lab: Navigate Service Mapping

Module 2: Discovery vs. Service Mapping

- Discovery vs. Service Mapping
- Demo: Discovery vs. Service Mapping
- Architecture

Module 3: Horizontal Discovery

- Horizontal Discovery
- MID Servers
- Lab: MID Server Validation
- Horizontal Discovery Process Flow
- Lab: Run Horizontal Discovery
- Application Dependency Mapping

Module 4: Service Mapping

- Service Mapping Overview: Knowledge Check
- Service Mapping Lifecycle Flow and Readiness
- Map Service
- Mapping Results
- Lab: Map an Individual Service
- Data Structure and Mapping Process Flow
- Fix Service and Error Handling
- Dynamic CI Groups
- Lab: Dynamic CI Groups
- Tag-Based Mapping
- Lab: Tag-based Mapping

- Service Mapping: Knowledge Check
- Service Lifecycle
- Service Mapping Lifecycle Flow
- Fix Stage Review
- Review and Approve Stage
- Service Lifecycle: Knowledge Check

Module 5: Extending Patterns

- CI Type/Class Definition
- Pattern Structure
- Parsing Strategies
- Lab: Delimited Text Parsing Strategy
- Lab: Regular Expression Parsing Strategy
- Extending Patterns: Knowledge Check

Module 6: Building Identification Sections

- Discovery Pattern Execution
- Demo: Pattern Execution Filtering
- Building Identification Sections
- Generic Applications and Identification Process
- Demo: Create a Pattern from a Generic Application
- Building Identification Sections: Knowledge Check

Module 7: Building Connection Sections

- Connection Section Overview
- Connection Parameters and Operation
- Service Mapping Process Flow
- Demo: Connection Sections
- Lab: Build Connection Section
- Building Connection Sections: Knowledge Check

Module 8: CMDB Reconciliation

- Overview
- Identification Rules
- Demo: Identification Rules
- Reconciliation Rules

- Demo: Reconciliation Rules
- De-duplication Tasks and Reclassification
- CMDB Reconciliation: Knowledge Check