

ServiceNow: Configuration Management Database (CMDB) Fundamentals

24 Hours

Course Description

The ServiceNow Configuration Management Database (CMDB) Fundamentals course provides comprehensive insights into the essential concepts and practices associated with managing assets and services within an organization. The CMDB serves as a centralized data repository, containing information about servers, network devices, applications, and services. This course covers the foundational aspects of the CMDB, its integration with the NOW Platform, and its role in enhancing various Configuration Management capabilities across ServiceNow modules.

Audience

This course is designed for IT professionals, ServiceNow administrators, and anyone involved in the planning, configuration, and maintenance of the CMDB. It is suitable for individuals aiming to gain expertise in enterprise-wide visibility, planning successful CMDB deployments, and utilizing ServiceNow for effective Configuration Management.

Pre-requisite Knowledge/Skills

- Welcome to ServiceNow
- ServiceNow Administration Fundamentals
- Certified System Administrator preferred

Course Objectives

- Upon completion of this course, participants will be able to:
- Show the CMDB and the attributes that provide enterprise-wide visibility.
- Outline the stages for planning a successful CMDB deployment.
- Discover best practices for configuring and implementing the CMDB, including the role of HealthScan.
- Explain how the CI Class Manager provides a centralized place to create and edit CI classes.
- Make use of the Identification and Reconciliation Framework to identify and reconcile data from different sources.
- Utilize ServiceNow Discovery for on-premise and cloud infrastructure, applications, and relationships.
- Populate the CMDB using manual import and third-party discovery tools.
- Examine and remediate the health of the CMDB.

Course Outline

Module 1 - Introduction to the CMDB

- IT challenges
- CMDB overview
- Terminology
- Configuration management capabilities
- Stakeholders

Module 2 - Design a Successful CMDB Implementation Strategy

- Plan a successful CMDB
- Set direction
- Build a team and governance model
- Design a configuration plan
- Show value to other stakeholders

Module 3 - Configure the CMDB

- Implementation best practices
- CI Class Manager
- Identification & Reconciliation overview
- Identification rules
- Reconciliation and data source precedence rules
- Multisource CMDB

Module 4 - Configure the CMDB Simulator

- Task 1: Validate MID Server
- Task 2: Create New Class
- Task 3: Test Identification Rule
- Task 4: Test Identification Rule For Version Upgrade
- Task 5: Test Identification Rule For 2nd Mongoose App Deployed On Same Host
- Task 6: Test Integration From Second Discovery Source
- Task 7: Enable Multisource CMDB
- Task 8: Verify Multisource CMDB Data
- Task 9: Configure Reconciliation Rule

- Task 10: Test Reconciliation Rule For ServiceNow
- Task 11: Test Reconciliation For LANDesk
- Task 12: Create Data Refresh Rule
- Task 13: Test Data Refresh Rule
- Task 14: Create Dynamic Reconciliation Rule
- Task 15: Test Dynamic Reconciliation Rule

Module 5 - Populate the CMDB

- Introduction and navigation
- ServiceNow Discovery
- Service mapping discovery
- Amazon web services discovery
- VMware discovery
- Importing into the CMDB
- Storage discovery
- Microsoft SCCM integration using plugins
- Microsoft SCCM integration using service graph connector
- ServiceNow store & Google Cloud Discovery
- Kubernetes discovery

Module 6 - Maintain the Health of the CMDB

- CMDB health dashboard
- Manage duplicate configuration items
- Configuration item reclassification
- Remediation capabilities
- CMDB query builder

Module 7 - CMDB Health Simulator

- Task 1: Activate Health Dashboard
- Task 2: Create CMDB Group
- Task 3: Configure Schedule For Health Dashboard Job
- Task 4: Configure Recommended Fields
- Task 5: Configure Desired State Audit Rule
- Task 6: Display Audit Results On Compliance Scorecard
- Task 7: Create Orphan Rule
- Task 8: Create Staleness Rules
- Task 9: Remediate Duplicates.

- Task 10: Configure Reclassification System Property
- Task 11: Build Simple Query
- Task 12: Build Query With Non-CMDB Table
- Task 13: Configure Remediation

Module 8 - CMDB Delta and Supporting Content

- CMDB New York delta features
- CMDB Orlando delta features
- CMDB Paris delta feature
- CMDB Quebec delta feature
- CMDB Rome delta feature
- CMDB San Diego delta feature
- CMDB Tokyo delta feature
- CMDB Utah delta feature