

ServiceNow Discovery Fundamentals

Course Description

The ServiceNow Discovery Fundamentals course is designed to equip IT professionals, system administrators, and ServiceNow platform users with the essential skills to effectively configure and utilize the Discovery module within the ServiceNow ecosystem. This comprehensive training covers fundamental concepts, MID Server configuration, running Discovery processes, managing credentials and behaviors, application mapping, asset discovery, and horizontal/application discovery patterns. Participants will also delve into configuration management principles, utilizing the Configuration Management Database (CMDB) to enhance IT service management.

Audience

This course is tailored for individuals seeking a foundational understanding of the ServiceNow Discovery module. IT professionals, system administrators, and ServiceNow platform users who aim to optimize IT service management processes, improve asset visibility, and streamline configuration management will find this course beneficial.

Pre-requisite Knowledge/Skills

Participants are expected to have a basic understanding of the ServiceNow platform and general IT concepts. While familiarity with configuration management and IT service management practices is helpful, it is not a mandatory prerequisite.

Course Objectives

Upon completion of the course, participants will be able to:

- Grasp the fundamental concepts and role of Discovery within the ServiceNow platform.
- Configure and validate MID Servers for efficient Discovery operations.
- Run Discovery processes and perform quick discoveries for efficient IT asset management.
- Effectively manage credentials and behaviors, including credential-less discovery.
- Explore and implement application mapping for improved visibility.
- Implement asset discovery and leverage agent client collectors for enhanced asset management.
- Design and extend horizontal and application discovery patterns.
- Apply configuration management principles within the CMDB for streamlined IT service management.

Course Outline

Module 1: Discovery Fundamentals Overview

- Introduction to Discovery
- Navigation Information
- Discovery Fundamentals Overview
- Before You Start
- Navigate Discovery

Module 2: MID Servers

- MID Server Installation and Configuration
- Validate MID Server

Module 3: Running Discovery

- Running Discovery
- Running Discovery Demo - Video
- Run Quick Discovery

Module 4: Credentials and Behaviors

- Credentials and Behaviors
- Discovery Schedules and Credentials Demo - Video
- Credential-less Discovery - Video
- Credentials and Affinity Demo - Video
- Behaviors Demo - Video
- Router Discovery - Video
- Create Credentials
- Create Discovery Schedule
- Create a Windows Only Behavior
- Reconfigure and Test Discovery Schedule with New Behavior

Module 5: Phases, Probes, and Classifications

- Phases, Probes, and Classifications
- Ports, Probes, and IP Services Demo - Video

Module 6: Application Mapping

- Application Mapping
- Classification Demo - Video
- Create iTunes Process Classifier

Module 7: Asset Discovery and Agent Client Collector for Visibility

- Asset Discovery and Agent Client Collector for Visibility
- Asset and CI Relationships Demo - Video
- Create Asset Record

Module 8: Horizontal Discovery Patterns

- Horizontal Discovery Patterns
- Extend Windows Pattern Demo - Video

Module 9: Application Discovery Patterns

- Application Discovery Patterns
- Application Discovery Pattern Demo - Video
- Create iTunes Discovery Pattern (Part 1)
- Create iTunes Discovery Pattern (Part 2)
- Extend Windows OS - Servers Pattern

Module 10: Configuration Management

- Configuration Management
- Activate CMDB Health Dashboard

Certified Implementation Specialist – Discovery Voucher Info

- Details on certification voucher for Discovery specialization.