

ServiceNow Cloud Provisioning and Governance Advanced

Course Description

The ServiceNow Cloud Provisioning and Governance Advanced course delves deep into the intricacies of customizing catalog items, creating and managing custom resource pools and filters, implementing advanced policies, mastering expressions, extending cloud provisioning and governance capabilities, and conducting day-2 operations using CAPI (Cloud Automation and Provisioning Interface), Workflow, and Integration Hub. Participants will also gain expertise in software deployment strategies, including the use of Cloud Script, Configuration Management, and Ansible Tower.

Audience

This course is tailored for cloud administrators, system architects, and IT professionals responsible for provisioning and governing resources within a ServiceNow environment. Individuals seeking advanced knowledge in cloud automation, customization, and governance within the ServiceNow platform will benefit from this course.

Pre-requisite Knowledge/Skills

Should complete all of the below courses.

- **ServiceNow Fundamentals: Welcome to ServiceNow**
- **ServiceNow Administration Fundamentals**
- **Cloud Provisioning and Governance Fundamentals**

Course Objectives

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

- Customize catalog items, including static and dynamic form customization.
- Create and manage custom resource pools and filters for efficient resource allocation.
- Implement advanced policies, including property overrides and approval management.
- Utilize expressions effectively within the ServiceNow platform.
- Extend cloud provisioning and governance capabilities through CMDB (Configuration Management Database) integration.
- Conduct day-2 operations using CAPI, Workflow, and Integration Hub.
- Understand software deployment strategies, including Cloud Script, Configuration Management, and Ansible Tower.

Course Outline

Module 1: Catalog Item Customization

- Catalog Item Customization Overview
- Form UI Overview
- Static Form Customization
- Field Validation
- Dynamic Form Customization
- Cloud Catalog Item Customization Knowledge Check

Module 2: Custom Resource Pools and Filters

- Introduction to Resource Pools and Filters
- Resource Pool Overview
- Query Filters
- Scripted Filters
- Custom Resource Pools and Filters Knowledge Check

Module 3: Advanced Policies

- Introduction to Advanced Policies
- Policies Overview
- Property Overrides
- Approval Management
- Policy Script
- Advanced Policies Knowledge Check

Module 4: Expressions

- Expressions
- Expressions Knowledge Check

Module 5: Extend Cloud Provisioning and Governance

- Extend Cloud Provisioning and Governance
- Using the CMDB
- Populating a New CI Class
- Extend CPG Knowledge Check

Module 6: Day-2 Operations - CAPI

- Day-2 Operations - CAPI Overview
- REST API
- Introduction to CAPI
- CAPI Provider
- CAPI Interface
- CAPI API
- Resource Block
- Response Processor
- Testing and Troubleshooting
- Day-2 Operations - CAPI Knowledge Check

Module 7: Day-2 Operations - Workflow and Integration Hub

- Day-2 Operations with Workflow and Integration Hub Overview
- Day-2 Operations with Workflow
- Day-2 Operations with Integration Hub
- Day-2 Operations - Workflow and Integration Hub Knowledge Check

Module 8: Software Deployment

- Software Deployment Overview
- Cloud Script and Cloud Script Template
- Configuration Management Overview
- Configure Ansible Tower as a Configuration Management Provider
- Create an Application Profile and Mapping
- Create Post Provision Operations for Software Deployment
- Modify a Resource Block to Accept Input Data
- Modify Catalog Item to Pass Data to the Resource Block Operation
- Software Deployment Knowledge Check

Certified Implementation Specialist – Cloud Provisioning and Governance Voucher Info

- Congratulations on completing the ServiceNow Cloud Provisioning and Governance Advanced On Demand! Please read the information below to understand the voucher terms and conditions as well as how to receive your certification exam voucher. NOTE: Voucher may require payment.