ServiceNow: Configuration Management Database (CMDB) Fundamentals

Course Description

This on-demand course provides intermediate-level training to effectively configure and implement robust CMDB in ServiceNow. Learners will explore the foundations of CMDB, perform configuration using CI Class Manager and reconciliation rules, ingest data using discovery and integrations, govern CMDB health, and extract actionable insights. Interactive adaptive simulators and micro-certification blueprints are included to reinforce practical skills and prepare for CMDB-related certifications.

Audience Profile

- ServiceNow administrators and platform owners

- ITSM / ITOM professionals managing configuration and asset data

- Technical consultants and developers implementing CMDB solutions

- Data governance and compliance managers preparing for CMDB & CSDM certifications

Prerequisite

- Familiarity with IT infrastructure and ITSM principles

- Basic knowledge of ServiceNow platform navigation and administration

Course Objectives

- Understand CMDB fundamentals and lifecycles

- Configure CI classes, identification, and reconciliation rules

- Ingest data into CMDB using ServiceNow Discovery, Service Mapping, and integrations

- Govern CMDB health using dashboards, rules, and remediation processes

- Gain insights with Query Builder, Unified Maps, and Data Foundations dashboards

- Prepare for ServiceNow CMDB Micro-Certifications and Data Foundations certification

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Module 1: Introduction to the CMDB

- IT Challenges

- CMDB Overview and Basics

- Asset & Configuration Management Lifecycles

- Deploying a CMDB: Why Implement a CMDB?

- Steps to Deploying a Trustworthy CMDB

- CMDB Management Tools

- Knowledge Check

- Summary

Module 2: Configure the CMDB

- CI Class Manager

- Identification & Reconciliation Engine

  - Overview

  - Identification Rules

  - Reconciliation Rules

- CMDB 360 / Multisource CMDB

- Dynamic Reconciliation Rules

- Knowledge Check

- Summary

Simulator Tasks (Adaptive Simulator)

- Task 01: Validate MID Server

- Task 02: Create New Class

- Task 03: Test Identification Rule

- Task 04: Test Identification Rule for Version Upgrade

- Task 05: Test Identification Rule for 2nd Mongoose App Deployed on Same Host

- Task 06: Test Integration from Second Discovery Source

- Task 07: Enable Multisource CMDB

- Task 08: Verify Multisource CMDB Data

- Task 09: 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

Optional Resources

- Configure the CMDB Micro-Certification Simulator (Yokohama)

- Instance Help

- Micro-Certification Blueprint – Configure the CMDB

- Adaptive Simulator Overview

Module 3: Ingest Data into the CMDB

- ServiceNow Discovery

- Service Mapping Discovery

- Agent Client Collector

- IntegrationHub ETL

- ServiceNow Store

- Service Graph Connectors

- Import Sets and Transform Maps

- Populate Foundational Group Data

- Knowledge Check

- Summary

Module 4: Govern the CMDB

- Introduction to CMDB Health Dashboard

  - o Completeness Scorecard

  - o Compliance Scorecard

  - o Correctness Scorecard

- Manage & Remediate Duplicates

- CI Reclassification

- Restriction Rules

- Remediation Capabilities

- Lifecycle Management & Field Synchronization

- Data Manager

- Knowledge Check

- Summary

Simulator Tasks (Adaptive Simulator)

- Task 01: Activate Health Dashboard

- Task 02: Create CMDB Group

- Task 03: Configure Schedule for Health Dashboard Job

- Task 04: Configure Recommended Fields

- Task 05: Configure Desired State Audit Rule

- Task 06: Display Audit Results on Compliance Scorecard

- Task 07: Create Orphan Rule

- Task 08: Create Staleness Rules

- Task 09: 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

Optional Resources

- CMDB Health Micro-Certification Simulator (Yokohama)

- Instance Help

- Micro-Certification Blueprint – CMDB Health

- Adaptive Simulator Overview

Module 5: Gain Insight from the CMDB

- CMDB Query Builder

- Unified Map

- CMDB and CSDM Data Foundations Dashboards

- Intelligent Search

- Product Views

- Knowledge Check

- Summary

Certification & Voucher Information

- Certified Implementation Specialist – Data Foundations (CMDB & CSDM) Voucher Info