SERVICENOW CONFIGURATION MANAGEMENT DATABASE (CMDB) FUNDAMENTALS

Course Code: 821269

Learn the basic skills required to effectively design, configure, populate, and maintain the health of the ServiceNow CMDB.

This course has been designed to provide ServiceNow administrators, implementers, and architects with the basic skills required to effectively design, configure, populate, and maintain the health of the ServiceNow CMDB.

The course is based off the content of the CMDB Fundamentals eLearning currently available on NOW Learning. The course is designed to encourage student participation that will include individual and group planning and discussions plus hands on configuration led by an experienced ServiceNow CMDB facilitator.

What You'll Learn

In this instructor led three-day interactive CMDB Fundamentals course, attendees learn how to:

- Describe the CMDB and the attributes that provide enterprise-wide visibility
- Learn the stages for planning a successful CMDB deployment
- Explore best practices for configuring and implementing a CMDB, including the role of Health Scan
- Explain how the CI Class Manager provides a centralized place to create and edit CI classes
- Leverage the Identification and Reconciliation Engine for identifying and reconciling data from different data sources
- Enable and use the Multisource CMDB
- Populate the CMDB using ServiceNow Discovery, Service Mapping, third-party discovery tools, and IntegrationHub ETL
- Configure and use the CMDB Health Dashboard to drive improvement in completeness, compliance, and correctness of CI data
- Identify and manage duplicate CIs in the CMDB
- Create complex queries on CMDB data using Query Builder
- Remediate common issues with the CMDB

Who Needs to Attend

The CMDB Fundamentals course is for customers, partners, and employees who implement and administer the ServiceNow CMDB. An attendee is a good fit for this course if they perform or advise on any of the following roles or job responsibilities:

- ServiceNow system administrators, implementers, and architects

Prerequisites

- It is recommended students taking the course have working knowledge and experience of the NOW Platform including some basic understanding of the CMDB.
- It is also beneficial that students taking the course have an understanding of architecting solutions around a company CMDB to meet specific use cases required by the enterprise.

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CLASSROOM LIVE	$2,700 USD	3 Day

Classroom Live Outline

During this three-day interactive training course, students need to register on NOW Learning for the Configuration Management Database Fundamentals eLearning course as this will act as the student online guide for the course.
Attendees will have access to the NOW platform using an individual student instance, which is a "safe sandbox" plus receive a Windows Server that acts as a MID Server with access to targets used to run Discovery and Service Mapping. In addition, students receive simulator instances to work through a series of tasks designed to reinforce CMDB Configuration and Health principals.

- 1.0 Introduction to the Configuration Management Database (CMDB)
- 2.0 Design a successful Configuration Management Database (CMDB)
- 3.0 Configure the CMDB
- 4.0 Configure the CMDB Simulator
- 5.0 Populate the CMDB
- 6.0 Maintain the health of the CMDB
- 7.0 CMDB Health Simulator
- 8.0 CMDB Delta and supporting content

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VIRTUAL CLASSROOM LIVE	$2,700 USD	3 Day

Virtual Classroom Live Outline

During this three-day interactive training course, students need to register on NOW Learning for the Configuration Management Database Fundamentals eLearning course as this will act as the student online guide for the course.
Attendees will have access to the NOW platform using an individual student instance, which is a "safe sandbox" plus receive a Windows Server that acts as a MID Server with access to targets used to run Discovery and Service Mapping. In addition, students receive simulator instances to work through a series of tasks designed to reinforce CMDB Configuration and Health principals.

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Jul 9 - 11, 2025 | 9:00 AM - 5:00 PM CDT

Jul 16 - 18, 2025 | 9:00 AM - 5:00 PM CDT

Jul 28 - 30, 2025 | 9:00 AM - 5:00 PM CDT

Aug 6 - 8, 2025 | 9:00 AM - 5:00 PM CDT

Aug 20 - 22, 2025 | 9:00 AM - 5:00 PM CDT

Aug 26 - 28, 2025 | 9:00 AM - 5:00 PM CDT

Sep 3 - 5, 2025 | 9:00 AM - 5:00 PM CDT

Sep 15 - 17, 2025 | 9:00 AM - 5:00 PM CDT

Sep 24 - 26, 2025 | 9:00 AM - 5:00 PM CDT

Oct 6 - 8, 2025 | 9:00 AM - 5:00 PM CDT

Oct 20 - 22, 2025 | 9:00 AM - 5:00 PM CDT

Nov 3 - 5, 2025 | 9:00 AM - 5:00 PM CST

Nov 19 - 21, 2025 | 9:00 AM - 5:00 PM CST

Dec 3 - 5, 2025 | 9:00 AM - 5:00 PM CST

Dec 15 - 17, 2025 | 9:00 AM - 5:00 PM CST

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ON-DEMAND	$0 USD

On-Demand Outline

- 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 your 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 data sources
- Utilize ServiceNow Discovery to discover both 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

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PRIVATE GROUP TRAINING	3 Day

Visit us at www.globalknowledge.com or call us at 1-866-716-6688.