

SERVICENOW DISCOVERY FUNDAMENTALS

Course Code: 821270

Lay the groundwork for mature infrastructure operations management.

ServiceNow Discovery lays the groundwork for mature infrastructure operations management. Using probes, sensors, and discovery patterns, this ITOM application captures IP-enabled configuration items (CIs), and maps their relationships and dependencies, in your ServiceNow CMDB.

What You'll Learn

A combination of course content and lab work will help attendees learn to:

- Understand the big picture of the ServiceNow Discovery solution
- Configure MID Servers
- Work with Credentials
- Configure Discovery to find
- Linux and Windows Servers
- Network Devices
- Applications
- Extend Discovery with custom
- Horizontal Discovery Patterns
- Application Discovery Patterns
- Learn common troubleshooting techniques

Who Needs to Attend

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

- ServiceNow Implementer
- ServiceNow System Administrator

Prerequisites

It is recommended that students taking the course have working knowledge and experience of ServiceNow.

- Certified System Administrator preferred
- Completion of ServiceNow CMDB fundamentals is highly recommended
- Scripting in ServiceNow is highly recommended

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CLASSROOM LIVE

\$4,050 CAD

3 Day

Classroom Live Outline

- Module 1: Overview
 - ☒ Lab 1.1: Discovery and CMDB Tour
- Module 2: MID Server
 - ☒ Lab 2.1: MID Server Installation Validation
- Module 3: Running Discovery
 - ☒ Lab 3.1: Running Discovery
- Module 4: Credentials and Behaviors
 - ☒ Lab 4.1: Windows Discovery
 - ☒ Lab 4.2: Linux Discovery
 - ☒ Lab 4.3: Behaviors
 - ☒ Lab 4.4: Router Discovery
- Module 5: Phases, Probes, and Classifications
 - ☒ Lab 5.1: Ports Probes and IP Services
 - ☒ Lab 5.2: Classifications and Trigger Probes
 - ☒ Lab 5.3: CI Identification Troubleshooting
- Module 6: Application Mapping
 - ☒ Lab 6.1: Process Classification
 - ☒ Lab 6.2: Process Classification and Identification
 - ☒ Lab 6.3: Application to Application Mapping
- Module 7: Asset, CI, and File-based Discovery
 - ☒ Lab 7.1: Asset and CI Relationships
- Module 8: Horizontal Discovery Patterns
 - ☒ Lab 8.1: Extend Windows OS - Servers Pattern
 - ☒ Lab 8.2: Extend Linux Server Pattern
 - ☒ Lab 8.3: New SNMP Classifier and Discovery Pattern
 - ☒ Lab 8.4: Remaining Firewall Requirements
- Module 9: Application Discovery Patterns
 - ☒ Lab 9.1: Application Discovery Pattern
 - ☒ Lab 9.2: More Mongoose Requirements
 - ☒ Lab 9.3: Troubleshooting the Pattern

- Module 10: Configuration Management
 - ☒ Lab 10.1: CMDB Health Properties
 - ☒ Lab 10.2: CMDB Health Dashboard
 - ☒ Lab 10.3: Hardware Configuration Management
 - ☒ Lab 10.4: Application Configuration Management

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VIRTUAL CLASSROOM LIVE

\$4,050 CAD

3 Day

Virtual Classroom Live Outline

- Module 1: Overview
 - ☒ Lab 1.1: Discovery and CMDB Tour
- Module 2: MID Server
 - ☒ Lab 2.1: MID Server Installation Validation
- Module 3: Running Discovery
 - ☒ Lab 3.1: Running Discovery
- Module 4: Credentials and Behaviors
 - ☒ Lab 4.1: Windows Discovery
 - ☒ Lab 4.2: Linux Discovery
 - ☒ Lab 4.3: Behaviors
 - ☒ Lab 4.4: Router Discovery
- Module 5: Phases, Probes, and Classifications
 - ☒ Lab 5.1: Ports Probes and IP Services
 - ☒ Lab 5.2: Classifications and Trigger Probes
 - ☒ Lab 5.3: CI Identification Troubleshooting
- Module 6: Application Mapping
 - ☒ Lab 6.1: Process Classification
 - ☒ Lab 6.2: Process Classification and Identification
 - ☒ Lab 6.3: Application to Application Mapping
- Module 7: Asset, CI, and File-based Discovery
 - ☒ Lab 7.1: Asset and CI Relationships
- Module 8: Horizontal Discovery Patterns
 - ☒ Lab 8.1: Extend Windows OS - Servers Pattern
 - ☒ Lab 8.2: Extend Linux Server Pattern
 - ☒ Lab 8.3: New SNMP Classifier and Discovery Pattern
 - ☒ Lab 8.4: Remaining Firewall Requirements
- Module 9: Application Discovery Patterns
 - ☒ Lab 9.1: Application Discovery Pattern
 - ☒ Lab 9.2: More Mongoose Requirements
 - ☒ Lab 9.3: Troubleshooting the Pattern

- Module 10: Configuration Management
 - ☒ Lab 10.1: CMDB Health Properties
 - ☒ Lab 10.2: CMDB Health Dashboard
 - ☒ Lab 10.3: Hardware Configuration Management
 - ☒ Lab 10.4: Application Configuration Management

Jun 16 - 18, 2026 | 9:00 AM - 5:00 PM CDT

Jul 8 - 10, 2026 | 9:00 AM - 5:00 PM CDT

Aug 12 - 14, 2026 | 9:00 AM - 5:00 PM CDT

Sep 1 - 3, 2026 | 9:00 AM - 5:00 PM CDT

Oct 12 - 14, 2026 | 9:00 AM - 5:00 PM CDT

Nov 2 - 4, 2026 | 9:00 AM - 5:00 PM CST

Dec 21 - 23, 2026 | 9:00 AM - 5:00 PM CST

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ON-DEMAND

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On-Demand Outline

Instance Help (U) - Optional

Module 1: Discovery Fundamentals Overview

- Navigation Information
- Introduction to the Configuration Management Database (CMDB)
- Discovery Fundamentals Overview
- Task: Before You Start
- Task: Navigate Discovery

Module 2: MID Servers

- MID Server Installation and Configuration
- Task: Validate MID Server
- Module 3: Running Discovery
- Running Discovery

Module 3: Running Discovery Demo - Video

- Task: Run Quick Discovery

Module 4: Credentials and Behaviors

- Credentials and Behaviors
- Module 4.1: Discovery Schedules and Credentials Demo - Video
- Module 4.1.1: Credential-less Discovery - Video
- Module 4.1.2 Credentials and Affinity Demo - Video
- Module 4.3 Behaviors Demo - Video
- Module 4.4 Router Discovery - Video
- Task: Create Credentials
- Task: Create Discovery Schedule
- Task: Create a Windows Only Behavior
- Task: Reconfigure and Test Discovery Schedule with New Behavior

Module 5: Phases, Probes, and Classifications

- Phases, Probes, and Classifications

- Module 5.1 Ports, Probes, and IP Services Demo - Video

Module 6: Application Mapping

- Application Mapping
- Module 6: Classification Demo - Video
- Task: Create iTunes Process Classifier

Module 7: Asset Discovery and Agent Client Collector for Visibility

- Asset Discovery and Agent Client Collector for Visibility
- Module 7 Asset and CI Relationships Demo - Video
- Task: Create Asset Record

Module 8: Horizontal Discovery Patterns

- Horizontal Discovery Patterns
- Module 8.1 Extend Windows Pattern Demo - Video

Module 9: Application Discovery Patterns

- Application Discovery Patterns
- Module 9.1 Application Discovery Pattern Demo - Video
- Task: Create iTunes Discovery Pattern (Part 1)
- Task: Create iTunes Discovery Pattern (Part 2)
- Task: Extend Windows OS - Servers Pattern

Module 10: Configuration Management

- Configuration Management
- Task: Activate CMDB Health Dashboard

Certified Implementation Specialist – Discovery Voucher Info



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PRIVATE GROUP TRAINING

3 Day

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

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