

# 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

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  - ☒ Lab 10.3: Hardware Configuration Management
  - ☒ Lab 10.4: Application Configuration Management

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

May 14 - 16, 2025 | 9:00 AM - 5:00 PM CDT

May 27 - 29, 2025 | 9:00 AM - 5:00 PM CDT

Jun 11 - 13, 2025 | 9:00 AM - 5:00 PM CDT

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

Jun 25 - 27, 2025 | 9:00 AM - 5:00 PM CDT

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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

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