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SERVICENOW SERVICE MAPPING FUNDAMENTALS

Course Code: 821286

Learn how to discover and model application services to manage service health, determine the business impact of infrastructure problems, simplify the root cause analysis of service issues

Learn how to discover and model application services to manage service health, determine the business impact of infrastructure problems, simplify the root cause analysis of service issues, and minimize the service impact of infrastructure changes.

A combination of course content and lab work will help attendees learn to gain a clear understanding of the ServiceNow Service Mapping solution and its capabilities and how it differs from the ServiceNow Discovery solution. Learn the concepts and value of ServiceNow Service Mapping top down discovery that allows ServiceNow administrators to model an entire service by providing a single entry point to the service such as a web URL or host address and port.

What You'll Learn

Students will learn to,

- Navigate the Service Mapping user interface
- Learn where to configure Service Mapping credentials
- Configure Service Mapping to discover and model a service from a top down approach including all the applications, network devices, and servers that support it
- Gain in-depth knowledge on how to configure Service Mapping patterns to allow administrators to model proprietary applications and connections unknown to ServiceNow Service Mapping
- Review the Identification and Reconciliation application to understand how inserts and updates are performed to configuration items in the CMDB
- Learn common troubleshooting techniques

Who Needs to Attend

Students who wish to gain in depth knowledge and practice in configuring and using ServiceNow Service Mapping

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On-Demand Outline

Module 1: Service Mapping Overview

- Service Mapping Introduction
- Service Mapping Solution
- Lab: Navigate Service Mapping
- Discovery vs. Service Mapping
- Demo: Discovery vs. Service Mapping
- Architecture
- Service Mapping Overview: Knowledge Check

Module 2: Horizontal Discovery

- MID Servers
- Lab: MID Server Validation
- Horizontal Discovery Process Flow
- Lab: Run Horizontal Discovery
- Application Dependency Mapping
- Horizontal Discovery: Knowledge Check

Module 3: Service Mapping

- Service Mapping Lifecycle Flow and Readiness
- Map Service
- Mapping Results
- Lab: Map an Individual Service
- Data Structure and Mapping Process Flow
- Fix Service and Error Handling
- Dynamic CI Groups
- Lab: Dynamic CI Groups
- Tag Based Mapping

- Lab: Tag-based Mapping
- Service Mapping: Knowledge Check

Module 4: Service Lifecycle

- Service Mapping Lifecycle Flow
- Fix Stage Review
- Review and Approve Stage
- Service Lifecycle: Knowledge Check

Module 5: Extending Patterns

- CI Type/Class Definition
- Pattern Structure
- Parsing Strategies
- Gathering Data
- Lab: Delimited Text Parsing Strategy
- Lab: Regular Expression Parsing Strategy
- Extending Patterns: Knowledge Check

Module 6: Building Identification Sections

- Discovery Pattern Execution
- Demo: Pattern Execution Filtering
- Building Identification Sections
- Generic Applications and Identification Process
- Demo: Create a Pattern from a Generic Application
- Building Identification Sections: Knowledge Check

Module 7: Building Connection Sections

- Connection Section Overview
- Connection Parameters and Operation
- Service Mapping Process Flow
- Demo: Connection Sections
- Lab: Build Connection Section
- Building Connection Sections: Knowledge Check

Module 8: CMDB Reconciliation

- Overview
- Identification Rules
- Demo: Identification Rules
- Reconciliation Rules
- Demo: Reconciliation Rules
- De-duplication Tasks and Reclassification
- CMDB Reconciliation: Knowledge Check

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

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