

# SERVICENOW SERVICE MAPPING ADVANCED

Course Code: 821287

Take Service Mapping in ServiceNow to the next level.

This training is an Advanced Level course that covers the necessary skills to enable successful delivery of Service Mapping deployments. The course is an extension of the Service Mapping Fundamentals prerequisite course and provides additional best practices that are centered around implementing in order to best interact with the customer. Advanced topics are reviewed and a challenging set of labs are assigned based on common customer scenarios, in order to provide a realistic learning experience.

**Note:** The expectation is that the Service Mapping Fundamentals course has been completed prior to attending this training. The topics and labs covered in this course do not review foundational topics required to successfully complete the advanced labs that will be worked on by the student.

## What You'll Learn

Students will learn to,

- Describe the capabilities and benefits of Service Mapping
- Overview of ITOM knowledge including MID Servers, Discovery, Service Mapping, and Event Management
- Learn best practices for defining Service Mapping Patterns
- Explain how the Identification and Reconciliation framework relates to Service Mapping
- Understand credential and connectivity requirements in Service Mapping
- Explore key elements for a Service Mapping engagement

## Who Needs to Attend

For technical consultants and partners that will be responsible for implementing Service Mapping.

## Prerequisites

- Intermediate Windows and Unix administration skills
- Acquaintance with various IT infrastructure technologies (web servers, application servers, load balancers, databases, and virtualization technologies)
- Scripting capabilities
- Familiarity with network concepts (routers, switches, firewalls, NAT, load

balancing)

- Understanding of protocols such as HTTP, TCP, SNMP, SOAP, REST
- Understanding of concepts such as XML, Regex, Delimited text, and JSON

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ON-DEMAND

\$0 USD

## On-Demand Outline

### **SMA Module 1: Introduction**

- ITOM Overview
- Discovery vs Service Mapping
- ServiceNow Store
- Service Mapping Business Value
- [Simulator] Before you start
- [Simulator] Understanding the result of this simulator
- Module 1 Knowledge Check

### **SMA Module 2: Level Set ITOM Knowledge**

- MID Server Overview
- Discovery Overview
- Service Mapping Overview
- Event Management Overview
- What is a Service?
- Discover a Service - Demo Part 1
- Discover a Service - Demo Part 2
- Discover a Service - Demo Part 3
- Discover a Service - Demo Part 4
- [Simulator] Validate the MID server
- [Simulator] Setup application service credentials in the instance
- [Simulator] Test credentials by running Quick Discovery
- Module 2 Knowledge Check

### **SMA Module 3: Discovery Patterns**

- Service Mapping Patterns
- Migrating Patterns and Services
- Concatenating Variables, Useful Operations and Custom Pattern Operations
- Regular Expressions
- Migrating Services - Demo

- Custom Pattern Operations - Demo
- [Simulator] Create an application service and entry point for Ticket-Monster
- [Simulator] Verify discovery with entry point
- Module 3 Knowledge Check

#### **SMA Module 4: Identification Rules**

- CI Types and the CMDB
- CMDB Identification and Reconciliation Overview
- Good and Bad Identification Rules
- Work with Identification Rules - Demo
- [Simulator] Create a CI Type and Identification Rule for JBoss WildFly application server
- [Simulator] Create a CI Type and Identification Rule for JBoss WildFly Module
- [Simulator] Create a CI Type and Identification Rule for the JBoss WildFly Entry Point
- Module 4 Knowledge Check

#### **SMA Module 5: Security**

- Credential Types
- Credential Affinity
- External Storage Credentials
- Credential and Connectivity Requirements
- Module 5 Knowledge Check

#### **SMA Module 6: Engagement Readiness**

- Sources of Information and Insight
- What is Now Create?
- Success Packs and Assets

#### **Discover Ticket Monster Service**

- Discover Ticket Monster Service - Demo Part 1
- [Simulator] Create a new view for additional attributes on the Service map
- Discover Ticket Monster Service - Demo Part 2
- [Simulator] Create a discovery pattern for JBoss WildFly
- [Simulator] Create Pattern Identification section for JBoss WildFly Part 1
- [Simulator] Create Pattern Identification section for JBoss WildFly Part 2
- [Simulator] Create Pattern Identification section for JBoss WildFly Part 3
- Discover Ticket Monster Service - Demo Part 3
- [Simulator] Create Pattern Identification section for JBoss WildFly Part 4
- [Simulator] Create Pattern Identification section for JBoss WildFly Part 5
- Discover Ticket Monster Service - Demo Part 4
- [Simulator] Create Custom Discovery Pattern for JBoss WildFly Module
- [Simulator] Create New Connection Section to JBoss WildFly Module
- [Simulator] Create Identification Steps for JBoss WildFly Module
- [Simulator] Create Connection Section to PostgreSQL
- [Simulator] View Results of the database discovery

#### **Certified Implementation Specialist – Service Mapping Voucher Info**

Visit us at [www.globalknowledge.com](http://www.globalknowledge.com) or call us at 1-866-716-6688.

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