servicenow

ITOM (I T Operation Management)

TRAINING CURRICULUM

Method of Teaching:
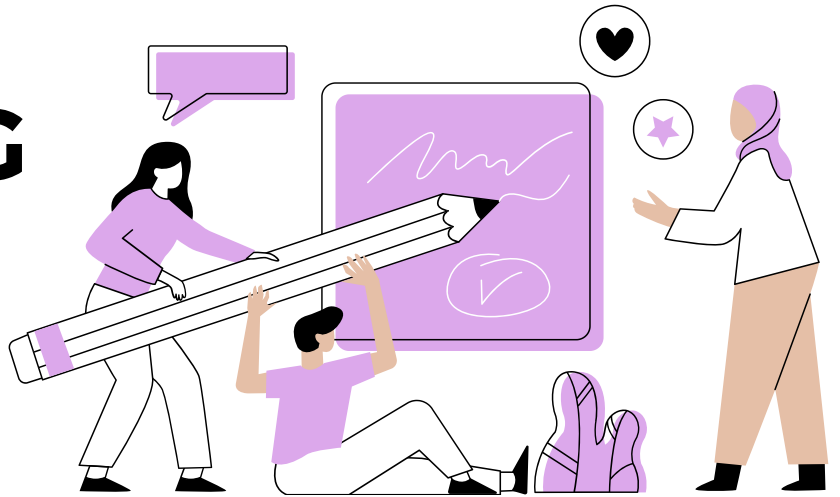
Online

Trainer :

Beemani Shiva Prasad

Varshitha Education

TRAINING TOPICS

01 Introduction

- ServiceNow ITOM comprises the ServiceNow application and plugins.

- Not all the applications and plug-ins come out-of-the-box.

- some of the plugins, and applications have license restrictions that

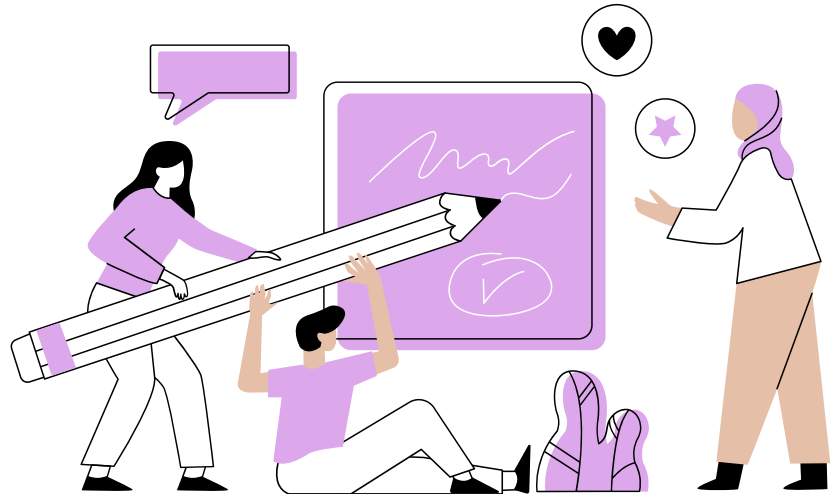 require separate licensing or subscriptions to be purchased.

02 MID Server Essentials

- MID server architecture.

- MID server Communication.

- MID server Configuration and Setup.

- MID server Installation.

- Setting IP Ranges for MID server.

- MID server Capabilities.

- MID server Clustering.

TRAINING TOPICS

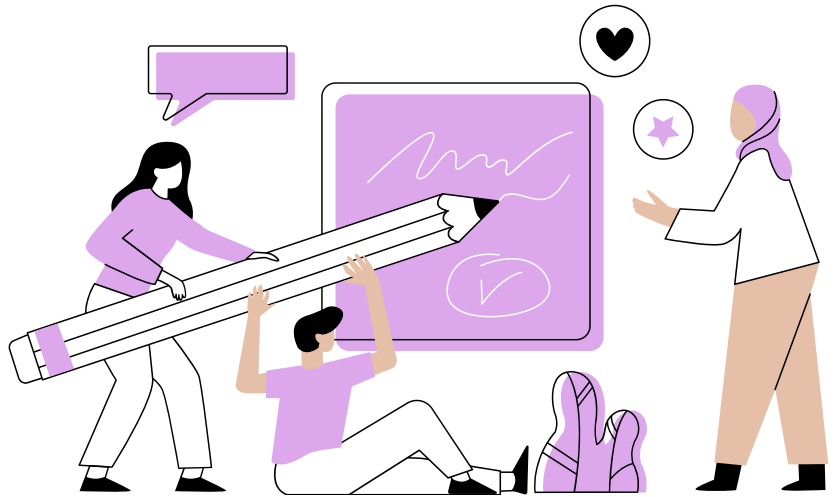## 03 Configuration Management using ServiceNow Discovery.

- What is servicenow Discovery.
- Discovery capabilities.
- Required servicenow applications/plugins.
- Roles Requirement.
- Licence Requirement.
- Discovery Credential setup.
- Discovery Schedule.
- Discovery Phases.
- Scanning or port scanning phases.
- Identification Probes and sensors.
- Setups and Modifications of probes.
- About Sensors.
- About ECC Queue.
- Discovery pattern designer.

04 Creating and Managing Dependency Views.

- What are Dependency Views.

- Tables in Dependency Views.

- Properties in Dependency Views.

- Dependency Views Map indicators.

- Creating a new Map indicator.

- How to view dependency Views.

- How to save or load dependency map views.

- How to filter a view of a dependency view map.
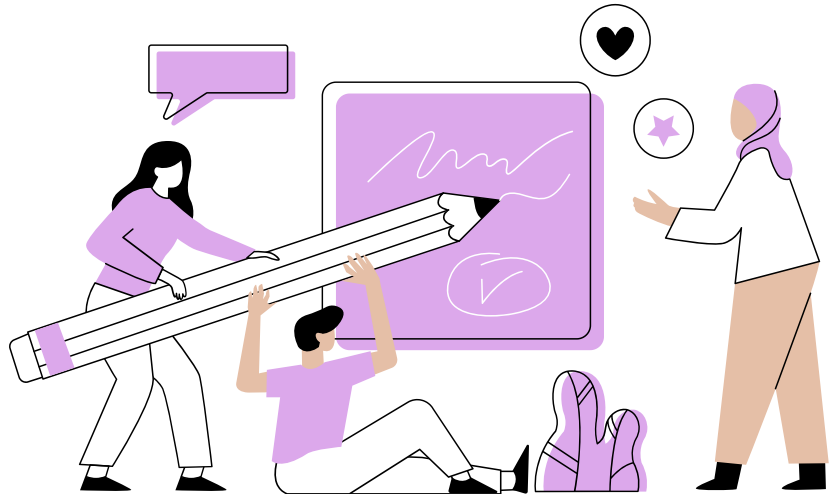
TRAINING TOPICS

05 Cloud Management.

- What is cloud management application?

- Exploring integration with different cloud providers.

- Cloud Operations Portal configuration.

- How to create and customize an image permission.

- Discover and view AWS resources.

- Integrating the service catalogs with cloud provisioning.

06 ServiceNow Orchestration.

- What is Orchestration.

- Orchestration Prerequisites.

- Orchestration workflow.

- Exploring Different types of Orchestration applications.

- Orchestration and Powershell probes.

- Active Directory Orchestration.

- Creating a service catalog using Orchestration wokflow

TRAINING TOPICS

07 Service Mapping.

- Service Mapping Architecture.

- Operating systems supported by Service Mapping.

- Applications supported by Service Mapping.

- What is business Service?

- How to use service maps.

- Service mapping credentials.

- Business service population.

- Service mapping traffic-based discovery.

- Identifying and fixing issues with service maps.

08 Event Management.

- What is Event Management?

- ServiceNow Event Management architecture.

- Setting and configuring event management.

- Event mapping rules and filters.

- Creating event field mappings.

- Event Management Dashboards and overview.

- Setting up the event management application with guided setup.

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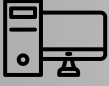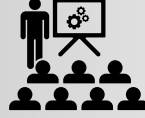
Why Us

- Up-Gradation of courses
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Director Message

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