Configuration Management Database (CMDB) Fundamentals (CMDB)

ID CMDB **Price** 2,538.— €(excl. VAT) **Duration** 3 days

Important notes for the booking of ServiceNow trainings

1. 1. So that we can finally process your registration, you will receive an enrollment request after booking the course. Please carry out the enrollment immediately, at the latest **three** working days before the start of the course, according to the following instructions at ServiceNow: Enrol for Instructor Led Training using Learning Credits
2. Please note that we must receive short-term bookings no later than five working days before the course begins.
3. If you are unable to attend the training date you have booked (e.g. illness, etc.) or if ServiceNow cancels the course, a credit note is not possible under any circumstances. If you cancel, you can name a replacement person. In both cases of cancellation, the validity of your credit remains for 12 months after the order.

For more information, please refer to the **ServiceNow Terms and Conditions**..

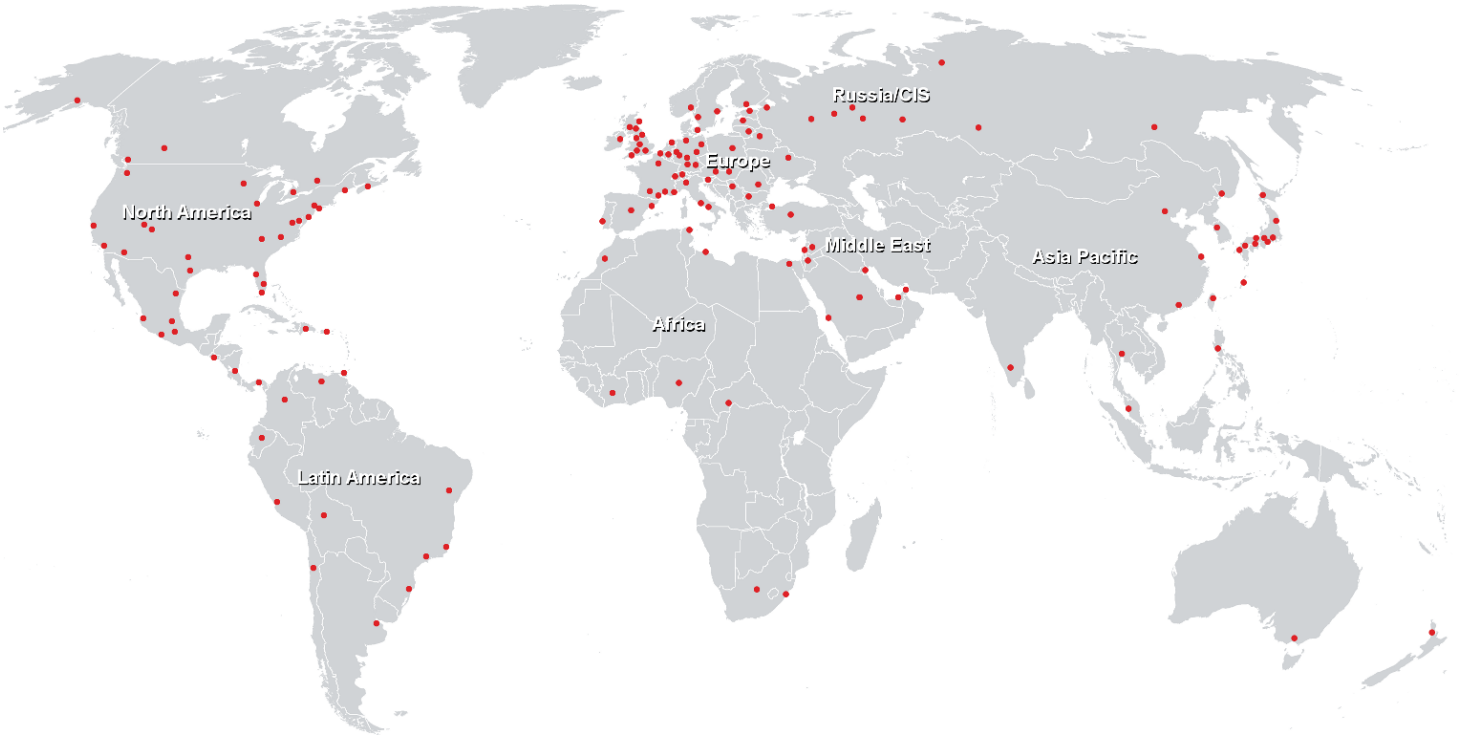
This course is part of the following Certifications

Certified Implementation Specialist – Risk and Compliance (CIS-RC)
Certified Implementation Specialist – Data Foundations (CMDB and CSDM) (CIS-DF CMDB AND CSDM)

Course Objectives

- Understand the CMDB architecture including classes, attributes, and class hierarchy that provide enterprise-wide visibility
- Learn the stages for planning and designing a successful CMDB deployment
- Explore best practices for configuring and implementing your CMDB, including the role of the HealthScan
- Use the CI Class Manager as a centralized place to create and edit CI classes, identification, and reconciliation rules
- Work with the Identification and Reconciliation Engine (IRE) for identifying and reconciling data from different sources
- Use ServiceNow Discovery and Service Mapping to discover hardware, applications, and relationships
- Populate the CMDB using the IntegrationHub ETL
- Configure the CMDB Health Dashboard to drive visibility around completeness, compliance, and correctness
- Improve the health of the CMDB by identifying and remediating duplicates
- Remedy Configuration Items (CIs) by building workflows and remediation rules
- Complete an end of class capstone project to solidify your knowledge

Training Centres worldwide





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