ServiceNow ITOM
24-Hour Course Curriculum

8 Modules | 24 Training Hours | ITOM Consultant • Discovery Engineer • CMDB Specialist

Module	Hours
1. ITOM Fundamentals and Architecture	2
2. CMDB, CSDM and Configuration Management	3
3. MID Server Installation and Configuration	3
4. Discovery Implementation and Troubleshooting	5
5. Service Mapping and Application Dependencies	3
6. Event Management and Alert Correlation	3
7. ITOM Health, Automation and Modern Capabilities	2
8. Enterprise Implementation Scenarios and Interview Preparation	3
Total	24

Module 1. ITOM Fundamentals and Architecture — 2 Hours

- ITOM architecture, business value and implementation phases
- ITOM Visibility, Health and Optimization
- Discovery, Service Mapping and Event Management
- ITOM, ITSM, CMDB and ITAM relationships
- Infrastructure monitoring and service health
- ITOM Guided Setup and Configuration Console overview

Module 2. CMDB, CSDM and Configuration Management — 3 Hours

- CMDB architecture and CI class hierarchy
- Configuration items and relationships
- Identification and Reconciliation Engine (IRE)
- CMDB Health: completeness, correctness and compliance
- Common Service Data Model (CSDM)
- Business applications, application services and technical services
- Data ownership, governance and duplicate-CI troubleshooting

Module 3. MID Server Installation and Configuration — 3 Hours

- MID Server architecture and communication
- Requirements and deployment planning
- Installation prerequisites and Java configuration
- Service installation and validation
- Credentials, credential aliases and security
- ECC Queue fundamentals
- MID Server capabilities and selection
- Logs, connectivity, authentication and firewall troubleshooting

Module 4. Discovery Implementation and Troubleshooting — 5 Hours

- Horizontal Discovery architecture and phases
- Scanning, classification, identification and exploration
- Discovery schedules and IP ranges
- Windows, Linux and network credentials
- SSH, WMI, SNMP and cloud discovery concepts
- Probes, sensors and patterns
- Pattern Designer fundamentals
- Discovery status, logs and CI reconciliation
- Duplicate CIs, failed authentication and unreachable devices
- Performance, credential and network readiness validation

Module 5. Service Mapping and Application Dependencies — 3 Hours

- Service Mapping architecture and business value
- Application services and dependency relationships
- Top-down service mapping
- Entry points and application boundaries
- Pattern-based service mapping
- CI relationships and service impact
- Missing dependencies and mapping errors
- Maintenance and validation

Module 6. Event Management and Alert Correlation — 3 Hours

- Event Management architecture
- Events versus alerts
- Event ingestion and connector concepts
- Event field mapping and event rules
- Alert creation and CI binding
- Alert correlation, grouping and severity
- Alert lifecycle and thresholds
- Alert-to-incident integration

- Service impact and troubleshooting

Module 7. ITOM Health, Automation and Modern Capabilities — 2 Hours

- ITOM Health architecture and dashboards
- Agent Client Collector (ACC) overview
- Health Log Analytics fundamentals
- Predictive AIOps and anomaly detection concepts
- Now Assist for ITOM use cases
- Alert noise reduction and remediation design
- Operational KPIs and optimization

Module 8. Enterprise Implementation Scenarios and Interview Preparation — 3 Hours

- Project: Infrastructure Discovery and Service Health Implementation
- Gather subnets, devices, credentials and firewall requirements
- Prepare MID Server deployment checklist
- Design Discovery schedules and credential mappings
- Review CI classification and reconciliation
- Design application dependency map
- Define event-to-alert and alert-to-incident mapping
- Troubleshoot failed Discovery and missing relationships
- Prepare implementation design and test plan
- Interview scenarios: MID Server, Discovery, IRE, Mapping and Events