Service Mapping & Modeling Course

Quick-Start Solutions • Lasting Results

Overview

This course is designed to provide students with an understanding of the fundamental concepts of service mapping and business service modeling within the ServiceNow Configuration Management Database module. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This course will cover the creation, management, utilization and optimization of service maps.

Objectives

- Understand the foundational concepts of service mapping and business service modeling
- Learn about best practices as it relates to the service mapping process
- Understand and create business service models
- Understand the end-to-end service mapping process
- Understand how the reporting features can support other ITSM functions

Intended Audience

- *Configuration Managers*
- *CMDB Administrators*
- *CMDB Users*
- *Service owners*
- *Service mapping analysts*

Requirements

- There is no minimum mandatory requirement but 2 to 4 years professional experience working in IT Service Management is highly desirable
- Familiarity with the ITIL Foundations subject area and the Configuration Management System in particular
- General knowledge of IT operations, familiarity with business services, and configuration management

Materials

LIST OF ITEMS NEEDED FOR COURSE, IF ANY

- *Projector and access to conference room/class room*
- *Individual work stations for each student*
- *Internet Connectivity and VPN access*

Duration

- 3 days