

CMDB Fundamentals

Course Duration : 24 Hours

Course code : ITSM-FND-101

1. Course Overview

The **CMDB Fundamentals** course introduces the basics of the Configuration Management Database (CMDB) and its role in managing IT assets and services. This course helps learners understand how configuration items (CIs) and relationships support IT service management and operations.

2. What you'll learn?

- Introduction to CMDB
- Configuration items (CIs)
- CI relationships and dependencies
- CMDB data model basics
- Data quality and governance
- CMDB best practices

3. Target Audience

- ServiceNow administrators
- CMDB administrators
- IT operations teams
- Asset and configuration managers
- IT service managers

4. Pre-Requisites

- Basic knowledge of ServiceNow platform
- Understanding of IT infrastructure concepts
- Familiarity with ITSM processes

5. Course Content (Modules)

Module 1: Introduction to CMDB

- CMDB overview
- Importance of configuration management

Module 2: Configuration Items (CIs)

- CI classes
- CI attributes

Module 3: CI Relationships and Dependencies

- Relationship types
- Dependency mapping

Module 4: CMDB Data Model and Governance

- Data model structure
- CMDB governance

Module 5: CMDB Best Practices and Use Cases

- Data accuracy
- Operational use cases