

# Service Mapping Advanced

**Course Duration : 24 Hours**

**Course code : SN-SM-ADV-401**

## 1. Course Overview

The Service Mapping Advanced course focuses on advanced techniques for discovering, mapping, and maintaining complex business services using the ServiceNow Service Mapping module. This course helps organizations improve service visibility, dependency accuracy, and impact analysis for large and dynamic environments.

## 2. What you'll learn?

- Advanced service mapping concepts
- Complex application and service mapping
- Discovery patterns and probes
- CI relationship management
- Troubleshooting and optimization
- Best practices for service mapping

## 3. Target Audience

- ServiceNow implementers
- IT operations teams
- CMDB administrators
- Infrastructure and application owners
- Technical consultants

## 4. Pre-Requisites

- Service Mapping Fundamentals knowledge
- Experience with ServiceNow Discovery
- Basic understanding of CMDB concepts

## 5. Course Content (Modules)

### **Module 1: Advanced Service Mapping Concepts**

- Advanced mapping techniques
- Service topology design

### **Module 2: Discovery and Mapping Configuration**

- Patterns and probes
- Advanced discovery settings

### **Module 3: CI Relationships and CMDB Accuracy**

- Relationship modeling
- Data normalization

### **Module 4: Troubleshooting and Optimization**

- Resolving mapping issues
- Performance tuning

### **Module 5: Impact Analysis and Best Practices**

- Service impact visibility
- Operational best practices