

Service Mapping Fundamentals

Course Duration : 16 Hours

Course code : SN-SM-FND-101

1. Course Overview

The **Service Mapping Fundamentals** course introduces the basics of mapping business services and application dependencies using the ServiceNow Service Mapping module. This course helps organizations gain visibility into service relationships and improve incident, change, and impact analysis.

2. What you'll learn?

- Introduction to Service Mapping
- Business services and dependencies
- Basic discovery concepts
- CI relationships in CMDB
- Service maps and visualization
- Service Mapping best practices

3. Target Audience

- IT operations teams
- ServiceNow administrators
- CMDB administrators
- Application support teams
- IT service managers

4. Pre-Requisites

- Basic knowledge of ServiceNow platform
- Understanding of IT infrastructure concepts
- Familiarity with CMDB basics

5. Course Content (Modules)

Module 1: Introduction to Service Mapping

- Service Mapping overview
- Key benefits

Module 2: Business Services and Dependencies

- Service definitions
- Dependency relationships

Module 3: Discovery Basics

- Discovery overview
- Data collection

Module 4: CMDB and CI Relationships

- CI types
- Relationship management

Module 5: Service Maps and Visualization

- Creating service maps
- Using service views