HorizonNow

ITOM & AIOps
Simulation Lab

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CURIOUS
ABOUT
WHAT **ITOM**
CAN DO
FOR YOU?

› Seize the opportunity to train staff with live exercises & hands-on

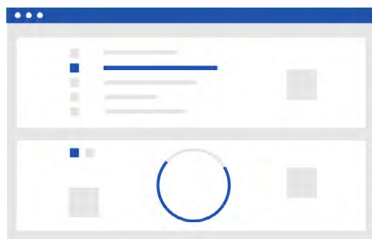› Select from our portfolio of simulation experiences

› Customized simulation blueprint depending on your needs

› Alternatively, select from our pre-made tracks

› Expert consultants & coaches in ITOM & AIOps

REAL DATA   REALISTIC SCENARIOS   LEARNING BY DOING

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WHY THE SIMULATION **LAB?**

> More focus on concept and mindset rather than tool
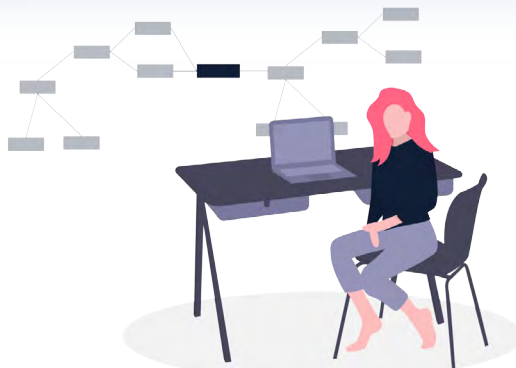
> A way to bridge theory into practice

> Space for interesting discussions and learning by doing

> Emphasis on practical hands-on exercises and real-life scenarios

> Gives an in-depth understanding of how ITOM realistically can be used

ServiceNow training courses teaches the point and click in our lab you understand the philosophy

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SELECT SIMULATION EXPERIENCES FROM OUR PORTFOLIO

1

GET CUSTOMIZED PACKAGE TAILORED FOR YOUR NEEDS

2

SCHEDULE SESSIONS WITH OUR COACHES

3

ENJOY AN IMMERSIVE & REALISTIC SIMULATION EXPERIENCE

4

ITOM Simulation

DISCOVERY FROM SCRATCH

- Setup discovery & MID-servers
- Discover cloud- & on-prem infra
- Learn about the discovery process and see it in action
- Scaling discovery – how does a rollout look?
- Common pitfalls to avoid
- Live challenges guided by our teachers

MAP APPLICATION LAYERS & GET SERVICE ORIENTED

- Use Service Mapping to map real application stacks
- See how to connect infrastructure to services
- Introduction to the service-oriented way of working
- Operator workspace for service owners
- Learn how to map on-prem infra, cloud resources and containers
- Get insights into measuring availability, SLA's and outages

CONSOLIDATE EVENTS & ALERTS

- Learn how to work with event management
- Setup of monitoring tools and connecting to the CMDB
- See how machine learning assists with monitoring
- See the alert process in ServiceNow and how it can unlock creativity for monitoring teams
- Planning for event management – crash course

CLOUD MANAGEMENT AUTOMATE CLOUD OPERATIONS

- Setup cloud management in ServiceNow from scratch
- Create your own cloud-service catalogue
- Configure governance, rules and compliance
- See how cloud management can be used for developers
- Bridge theory into practice
- Learn about the relation between cloud mgmt and CMDB
- Second day operations and automation
- Working with tags, meta-data and business context

ITOM Simulation

AUTOMATION & INTEGRATION

- Learn how to make flows with flow-designer
- Automate infrastructure and deployments
- User and access-rights
- Get an insight into the quick-wins of ServiceNow IntegrationHub
- Optimize ROI for automation, how to automate smarter and more efficient
- Live automation exercises on real systems

COMMON SERVICE DATA-MODEL

- See how business and IT can connect in one platform
- Learn what the CSDM really means and why it's important
- Create business services, infrastructure services & KPI's
- Learn about the different roles & personas
- See how CSDM can help an organization become more structured
- CSDM scenarios and discussions

CMDB GOVERNANCE

- Crash course in CMDB Governance
- How to define roles & responsibilities
- Measuring CMDB compliance
- Working with meta-data and tags
- Enable process owners, CI owners and service owners in the CMDB
- Forum for asking open questions
- Change the way you think about CMDB

CUSTOMIZED TRAINING TRACK

- Do you have a specific area in ITOM that is not covered?
- Ask us and we'll try to facilitate it

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PREPARATION AND PRE-REQUISITES

> Participants should have been exposed to ServiceNow platform before

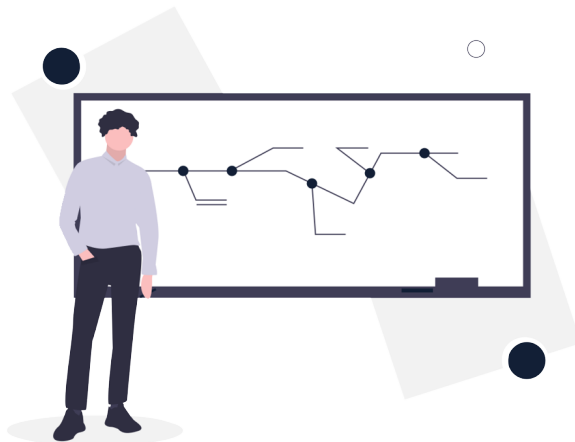> Basic knowledge of their area of interest
E.g. If simulating cloud management experiences having a basic understanding of Azure/AWS is beneficial

> Bring specific use-cases before hand or topics that deserve extra attention

> **RECOMMENDED:** Read about the modules/concepts before-hand to have a high level understanding

CONTACT US

Claude Baumann
Head of Group Sales

E-Mail: sales@itsmgroup.com
Tel: +49 6135 93 34 13

iTSM Group
Am Kuemmerling 21-25
55294 Bodenheim
Tel: +49 61 35 93 34 0
E-Mail: info@itsmgroup.com

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