knowledge17

http://clabs.link/lab131980

WORK at LIGHTSPEED

Learn how to write complex CMDB Query in less than 5 mins

Madhavi Puvvada

Director of Engineering

Brandon Turdel

Software Engineer

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servicenow

Agenda

- Request Your Lab Instance
- Overview of Query Builder
- Demo
- LAB 1.0 – Simple CMDB Query
- LAB 2.0 – Create a Chain relationship Query
- LAB 3.0 – Create an AND/OR Queries
- LAB 4.0 – CMDB Groups and Saved Queries

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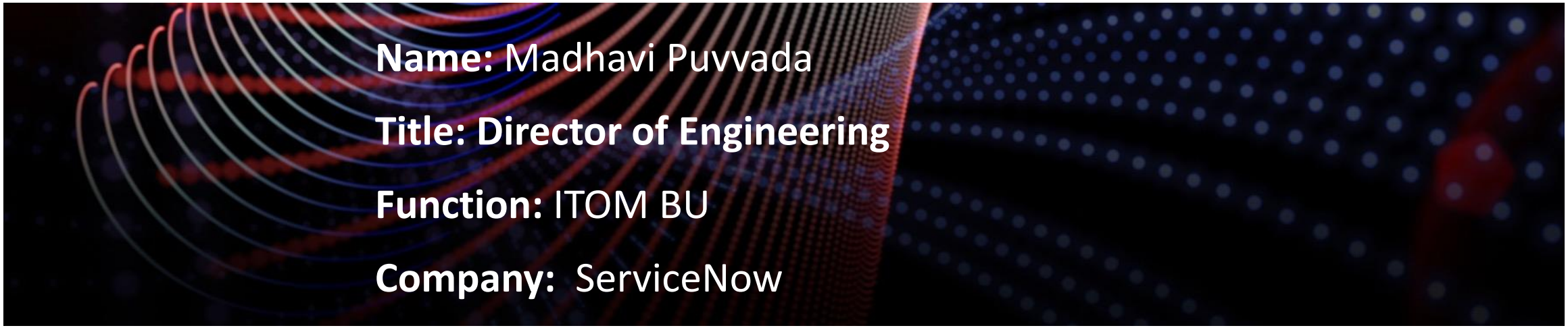
Request Your Lab Instance

- URL: http://clabs.link/lab131980

- LOGIN: admin
- PASSWORD: 131980W304#K17

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Speaker Introduction



Experience: 18 years in Software Product Development and management

Expertise: Enterprise Software, Distributed System Design, Web scale services

Current Projects: CMDB

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Speaker Introduction

Name: Brandon Trudel

Title: Software Engineer

Function: ITOM BU

Company: ServiceNow

Experience: 1.5 years with Service Now. Expert in UI development.

Expertise: UX Design and Development

Current: CMDB

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Objectives and What You Will Learn

Objectives

- Query CMDB using Query Builder

What you will learn

- What is a Query builder
- Use cases
- Capabilities
- Who would use typically?

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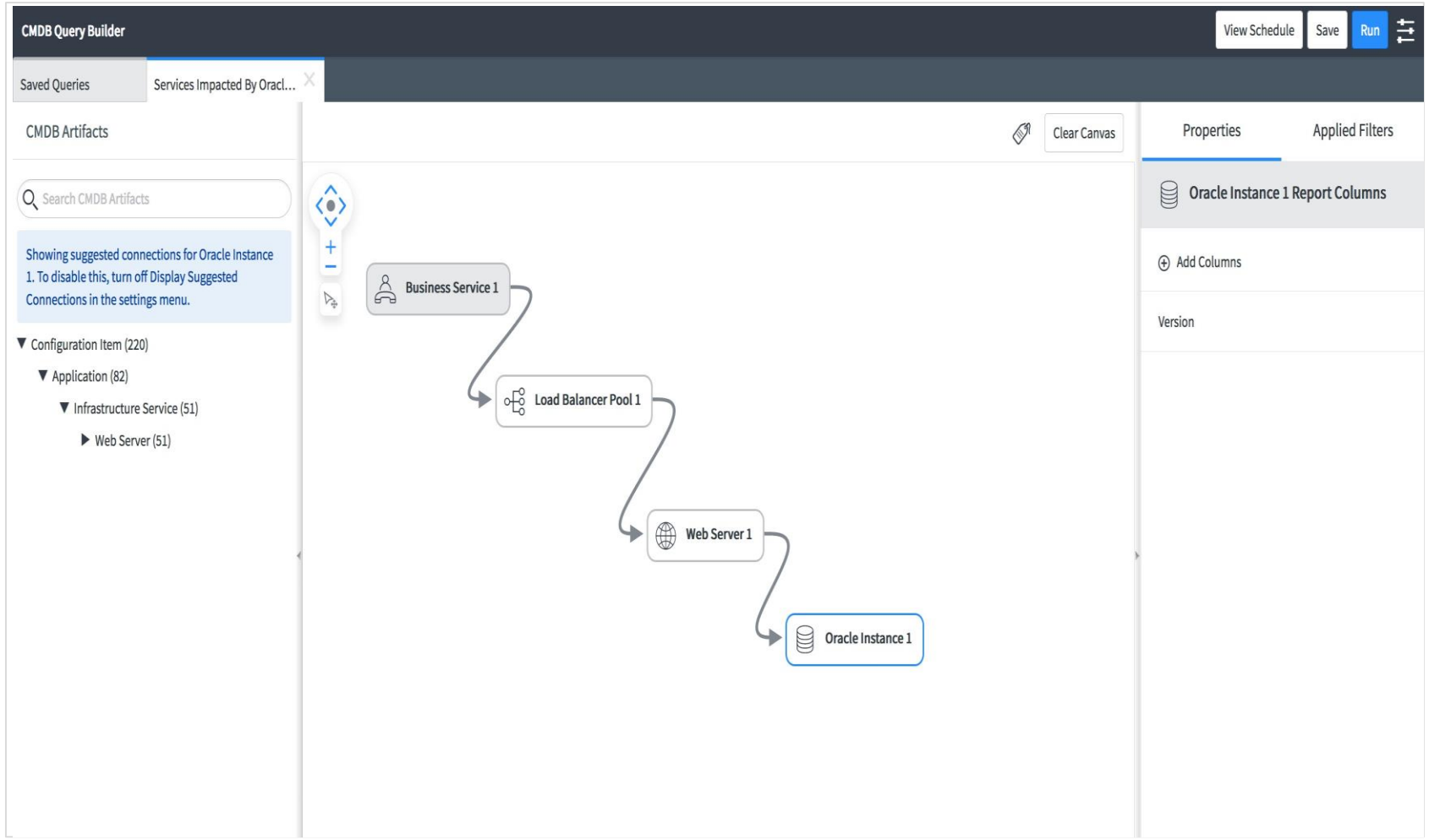
Sample customer requests

- Give me list of all servers in given data center (data center migration scenario)
- Give me list of all dependencies for my applications (application migration scenario)
- Give me the list of Database catalogs that doesn't connect to Database instance or Business applications (missing relationships)

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What Is a CMDB Query Builder?

A canvas to build query that spans across multiple CMDB classes, and that are connected by different relationships.



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Use cases

Patching





Impact Analysis



Migration



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Key Capabilities

- Ad-hoc queries
- complex queries
- Guided Experience
- Enables reuse
- Schedule reports

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Demo

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LAB 1.0

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LAB 1.0 – Create a Simple Query

- Create a Simple Query
- Apply filters
- Add Report columns
- Run the query

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LAB 2.0

Please follow the lab guide

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LAB 2.0 – Create chain Query

- Create a query to find Critical Business Services impacted by Oracle patch
  - Add Classes
  - Add connection between classes
  - Apply filters
  - Run the query
  - Export results
- Explore running partial query and Query builder settings

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LAB 3.0

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LAB 3.0 – Create AND/OR and No relationship queries

- Understand how to create different query conditions between classes based on relations
  - Create And query
  - Create OR query
  - Query for No relationship between classes.

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LAB 4.0

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LAB 4.0 – Saved Queries and CMDB Groups

- Understand how to create CMDB group using saved query
- Explore other Query Builder features
  - Tagging
  - Searching
  - Scheduling.

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Top Takeaways

1

Query Builder Simplifies the way to Query CMDB data

2

Queries can be saved and run on schedule or can be run ad-hoc

3

Query out put can be feed in to work flows using CMDB groups

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Future of Query Builder

- Grouping and Aggregation
- Support for * Queries
- Support platform Reporting
- Support for enhanced groups

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Thank You

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Madhavi Puvvada
Director of Engineering
ServiceNow

Brandon Trudel
Software Engineer
ServiceNow

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Q & A

Madhavi Puvvada
Director of Engineering
ITOM BU

Brandon Trudel
Software Engineer
ITOM BU

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Additional CMDB Links

- CMDB Documentation
  - https://docs.servicenow.com/bundle/istanbul-servicenow-platform/page/product/configuration-management/concept/c_ITILConfigurationManagement.html
- CMDB Strategy and Planning White Paper
  - https://hi.service-now.com/kb_view.do?sysparm_article=KB0552861
- CMDB Design Guidance White Paper
  - https://www.servicenow.com/content/dam/servicenow/documents/whitepapers/wp-cmdb-design-guidance.pdf
- Improving Configuration Item Data Quality White Paper
  - https://www.servicenow.com/content/dam/servicenow/documents/whitepapers/wp-cmdb-improving-configuration-item-data-quality.pdf
- CMDB Design
  - https://hi.service-now.com/kb_view.do?sysparm_article=KB0552867
- CMDB Health Dashboard Video
  - https://www.youtube.com/watch?v=CvMRT3NExIo

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