

Hardware Asset Management – ServiceNow Subscription Unit Overview

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1. Hardware Asset Management

1.1. Managed IT Resource Types

“**Server**” is any physical asset represented in the “alm_asset” table and meets all the below criteria:

- “State” is not in “Retired” or “Missing”
- “Model category” contains “Server”
- “Class” is “Asset” or “Hardware”

“**End User Computing Device**” is any physical asset represented in the “alm_asset” table and meets all the below criteria:

- “State” is not in “Retired” or “Missing”
- “Model category” is “Computer”
- “Class” is “Asset” or “Hardware”

“**Networking Device**” is any physical asset represented in the “alm_asset” table and meets all the below criteria:

- “State” is not in “Retired” or “Missing”
- “Model category” is “Network Gear”, “IP Router”, or “IPSwitch”
- “Class” is “Asset” or “Hardware”

“**Mobile Device**” is any physical asset represented in the “alm_asset” table and meets all the below criteria:

- “State” is not in “Retired” or “Missing”
- “Model category” is “Mobile Device”
- “Class” is “Asset” or “Hardware”

1.2. Subscription Unit Defined Ratios

Each Managed IT Resource Type defined in Section 1.1 will be counted towards a Subscription Unit based on a predefined ratio of Subscription Unit to Managed IT Resource per the table below:

Managed IT Resource Type	Subscription Unit : Managed IT Resource Ratio
Server	1 : 1

End User Computing Device	1 : 4
Networking Device	1 : 5
Mobile Device	1:10