

IT Operations Management (ITOM) - ServiceNow Subscription Unit Overview (Tanium)

Table of Contents

1. IT Operations Management (ITOM)	3
1.1. Managed IT Resource Types	3
1.2. Subscription Unit Defined Ratios	Error! Bookmark not defined.
1.3. Protocols and Spokes included with ITOM Packages.....	5

1. IT Operations Management (ITOM)

1.1 Managed IT Resource Types

“Server” is any physical or virtual server that is represented as a configuration item (“CI”) in a CMDB table listed below and managed by an IT Operations Management (“ITOM”) application.

“PaaS Resource” is any cloud-based platform service represented as a CI in a CMDB table listed below and managed by an ITOM application.

“Container” is any operating system-level virtualization represented as a CI in a CMDB table listed below and managed by an ITOM application.

“Container Image” is any operating system-level virtualization image represented as a CI in a CMDB table listed below and managed by an ITOM application.

“End User Computing Device” is any physical or virtual computing device that is not defined as another Managed IT Resource Type. End User Computing Devices are represented as a CI in a CMDB table listed below and managed by an ITOM application (and has an ITOM component installed, such as Agent Client Collector) or is managed by Tanium.

“FaaS” is any serverless compute function-as-a-service instance represented as a CI in a CMDB table listed below and managed by an ITOM application.

“GPU” is any Graphics Processing Unit represented as a CI in a CMDB table listed below and managed by an ITOM application.

“APIs” are any application programming interfaces (“APIs”) represented as a configuration (“CI”) in a CMDB table listed below and managed by an IT Operations Management (“ITOM”) application.

“AI Agent” is any service for machine learning, data processing, and AI-driven tasks represented as a CI in a CMDB table listed below and managed by an ITOM application

“Service Instance” is a set of interconnected applications and IT resources that are configured to offer a digital service, represented as a CI in a CMDB table listed below and managed by an ITOM application

“Unresolved Monitored Object” is any IT Resource for which the ITOM Application receives an event or performance metric or log which is not represented as a CI in a CMDB table. Unresolved Monitored Objects are recorded in the “em_unique_nodes” table with the “type” field equal to “unknown”.

Resource Types	CMDB Classes	CMDB Child Classes
----------------	--------------	--------------------

Servers	cmdb_ci_server cmdb_ci_vm_instance cmdb_ci_ucs_rack_unit cmdb_ci_ucs_blade cmdb_ci_mainframe_hardware	Any CMDB classes derived from the above listed classes
PaaS Resources	cmdb_ci_cloud_appserver cmdb_ci_cloud_database cmdb_ci_dynamodb_table cmdb_ci_cloud_directory cmdb_ci_cloud_gateway cmdb_ci_cloud_messaging_service cmdb_ci_cloud_webserver	Any CMDB classes derived from the above listed classes
Containers	cmdb_ci_oslv_container	Any CMDB classes derived from the above listed classes
Container Images	cmdb_ci_oslv_image cmdb_ci_oslv_local_image cmdb_ci_openshift_images	Any CMDB classes derived from the above listed classes
End User Computing Devices	cmdb_ci_computer	Any CMDB classes derived from the above listed classes and not defined as another Managed IT Resource Type
FaaS Resources	cmdb_ci_cloud_function	Any CMDB classes derived from the above listed classes
GPUs	cmdb_ci_gpu	Any CMDB classes derived from the above listed classes
APIs	cmdb_ci_api	Any CMDB classes derived from the above listed classes
AI Agents	cmdb_ci_function_ai	Any CMDB classes derived from the above listed classes
Service Instances	cmdb_ci_service_auto	Any CMDB classes derived from the above listed classes

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
Servers	1 : 1

PaaS Resources	1 : 3
Containers	1 : 10
Container Images	1 : 3
End User Computing Devices	1 : 4
FaaS Resources	1 : 20
GPUs	1 : 1
APIs	1 : 1
AI Agents	1 : 3
Service Instances	1 : 1
Unresolved Monitored Object	1 : 4

1.3 Protocols and Spokes included with ITOM Packages

The ServiceNow subscription includes entitlement to all Integration Hub Protocols and Spokes. Transactions from included Spokes count as Integration Hub Transactions and require an Automation Engine license, unless explicitly excluded in the [BU Spokes List](#).

The current available protocols and Spokes are listed at:

- [Integration Hub Spokes](#)
- [Protocols and Features](#)
- [Integration Solutions](#)