IT Operations Management Overview

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 a ServiceNow 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.

"**Unresolved Monitored Object**" is any IT Resource for which the ITOM Health Application receives an event or performance metric 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".

Servers	PaaS Resources	Containers
cmdb_ci_server	cmdb_ci_cloud_appserver	cmdb_ci_oslv_container
cmdb_ci_vm_instance	cmdb_ci_cloud_database	Any CMDB classes derived from the above listed classes
cmdb_ci_ucs_rack_unit	cmdb_ci_dynamodb_table	
cmdb_ci_ucs_blade	cmdb_ci_cloud_directory	
cmdb_ci_mainframe_hardware	cmdb_ci_cloud_function	
Any CMDB classes derived from the above listed classes	cmdb_ci_cloud_gateway	
	cmdb_ci_cloud_messaging_service	
	cmdb_ci_cloud_webserver	
	Any CMDB classes derived from the above listed classes	

2. Subscription Unit Defined Ratios

Each Managed IT Resource Type defined in Section 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**
PaaS Resource	**1 : 3**
Container	**1 : 3**
Unresolved Monitored Object	**1 : 1**

3. Protocols and Spokes included with ITOM Packages

Each ITOM Operator Standard, Professional, and Enterprise package includes entitlement to the Protocols and Spokes listed below provided the Customer is separately entitled to the number of IntegrationHub Transactions required for usage.

A Protocol is the communication format or mechanism used when interacting with a third-party system. A Spoke is a predefined action, flow, and/or integration for connecting or automating third party systems or processes within Flow Designer.

Protocols	
Powershell	SSH

Spokes	
Jenkins	Microsoft Active Directory
Microsoft Azure Active Directory	Microsoft SCCM for Client Software Distribution
Kubernetes	F5 Networks