

ITAM for Financial Services – ServiceNow Subscription Unit Overview¹

¹ This Subscription Unit Overview applies to SKU PROD26855.

Table of Contents

1. ITAM for Financial Services 3

1.1. Managed Software Asset Management IT Resource Types 3

1.2. Managed Hardware Asset Management IT Resource Types 3

1.3. Subscription Unit Defined Ratios..... 5

1. ITAM for Financial Services

1.1. Managed Software Asset Management IT Resource Types

Software Asset Management (SAM) **“Server”** is any physical or virtual server that is represented as a configuration item (“CI”) in a CMDB table listed below and managed by the Software Asset Management application.

“End User Computing Device” is any physical or virtual non-Server CI in a CMDB table listed below and managed by the Software Asset Management application.

Servers and End User Computing Devices are managed by the Software Asset Management application when the installed software on the Managed IT Resources is represented in the cmdb_sam_sw_install table.

Servers	End User Computing Device
cmdb_ci_server	cmdb_ci_computer (Computers)
cmdb_ci_win_server	cmdb_ci_handheld_computing (Handheld Computing Devices)
cmdb_ci_linux_server	cmdb_ci_pc_hardware (Personal Computers)
cmdb_ci_aix_server	Any CMDB class derived from cmdb_ci_pc_hardware
cmdb_ci_esx_server	
cmdb_ci_solaris_server	
cmdb_ci_hyper_v_server	
cmdb_ci_hpux_server	
Any CMDB classes derived from the above listed class or cmdb_ci_hardware and not defined as another Managed IT Resource type.	

1.2. Managed Hardware Asset Management IT Resource Types

Hardware Asset Management (HAM) **“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”
- “Model category” with Parent Category of “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”

- "Model category" with Parent Category of "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 "IP Switch"
- "Model category" with Parent Category of "Network Gear", "IP Router", or "IP Switch"
- "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"
- "Model category" with Parent Category of "Mobile Device"
- "Class" is "Asset" or "Hardware"

"Monitor" is any physical asset represented in the "alm_asset" table and meets all the below criteria:

- "State" is not "Retired" or "Missing"
- "Model category" is "Monitor", or "Parent model category" is "Monitor"
- "Class" is "Asset" or "Hardware"

"Unclassified Hardware" is any physical asset represented in the "alm_asset" table and meets all the below criteria:

- "State" is not "Retired" or "Missing"
- "Model category" is "Hardware", or "Parent model category" is "Hardware"
- "Class" is "Asset" or "Hardware"

"Printer" is any physical asset represented in the "alm_asset" table and meets all the below criteria:

- "State" is not "Retired" or "Missing"
- "Model category" is "Printer", or "Parent model category" is "Printer"
- "Class" is "Asset" or "Hardware"

"Storage" is any physical asset represented in the "alm_asset" table and meets all the below criteria:

- "State" is not "Retired" or "Missing"
- "Model category" is "Storage Device", or "Parent model category" is "Storage Device"
- "Class" is "Asset" or "Hardware"

Common End User Computing Devices include desktops, laptops, thin-clients, tablets, etc. Common Mobile Devices include smartphones, cellular hotspot/WIFI hubs, mobile OS-based tablets, technology wearables, etc. Common Printer devices include label printers, desktop printers, multifunction printers, thermal printers, personal printers, etc.

Use of any custom configuration item classes and/or model categories that closely resemble, extend, or duplicate out of the box licensable classes, including sub-categorization of objects or models, will be counted as the respective model category parent, even when parent model category mapping is not populated.

1.3. Subscription Unit Defined Ratios

Each Managed IT Resource Type defined in Section 1.1 and Section 1.2 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
Monitor	1:15
Unclassified Hardware	1:1
Printer	1:10
Storage	1:3