

# **IT Operations Management (ITOM) – IoT ServiceNow Subscription Unit Overview**

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# 1. IT Operations Management (ITOM) - IoT

## 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.

“**End User Computing Device**” is any physical or virtual computing device that is not defined as another Managed IT Resource Type and has an Agent Client Collector installed. Agent Client Collector is a ServiceNow agent that is installed on infrastructure components. End User Computing Devices are 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”.

“**IoT**” is any physical or virtual device represented as a CI in a CMDB table listed below and managed by an ITOM application.

“**Networking Device**” is any networking equipment that is represented as a CI in a CMDB table listed below and managed by an application.

“**Networking Devices Advanced**” is any networking equipment that is represented as a CI in a CMDB table listed below and managed by an ITOM application.

Servers	PaaS Resources	Containers	End User Computing Devices	IoT	Networking Devices	Networking Devices Advanced
cmdb_ci_server	cmdb_ci_cloud_apps_server	cmdb_ci_oslv_container	Cmdb_ci_computer	cmdb_ci_iot	cmdb_ci_netgear	cmdb_ci_equipment_holder
cmdb_ci_vm_instance	cmdb_ci_cloud_data_base	Any CMDB classes derived from the above listed classes	Any CMDB classes derived from the above listed classes and not defined as another	cmdb_ci_converged_infra		cmdb_ci_ni_equipment_holder

			Managed IT Resource Type			
<b>cmdb_ci_ucs_rack_unit</b>	cmdb_ci_dynamodb_table			Any CMDB classes derived from the above listed classes		cmdb_ci_ni_interface
<b>cmdb_ci_ucs_blade</b>	cmdb_ci_cloud_directory					cmdb_ci_site
<b>cmdb_ci_mainframe_hardware</b>	cmdb_ci_cloud_function					cmdb_ci_ni_site
<b>Any CMDB classes derived from the above listed classes</b>	cmdb_ci_cloud_gateway					cmdb_ci_ni_physical_link
	cmdb_ci_cloud_messaging_service					cmdb_ci_ni_logical_path
	cmdb_ci_cloud_webserver					Any CMDB classes derived from the above listed classes
	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
Server	<b>1 : 1</b>
PaaS Resource	<b>1 : 3</b>
Container	<b>1 : 3</b>
Unresolved Monitored Object	<b>1 : 1</b>
End User Computing Devices	<b>1 : 4</b>
IoT Devices	<b>1 : 40</b>
Networking Device	<b>1 : 25</b>
Networking Devices Advanced	<b>1 : 25</b>