

Operational Technology (OT) - ServiceNow Subscription Unit Overview

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Operational Technology (OT)

1. Managed OT 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 Operational Technology (OT) application.

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

“**End User Computing Device**” is any physical or virtual computing device that is not defined as another Managed OT 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 OT application.

“**OT Supervisory System**” is any OT supervisory system that is represented as a configuration item (“CI”) in a CMDB table listed below and managed by OT.

“**OT Control System**” is any OT control system that is represented as a configuration item (“CI”) in a CMDB table listed below and managed by OT.

“**OT Field Device**” is any OT field device that is represented as a CI in a CMDB table listed below and managed by OT.

“**Unclassified OT**” is any non-classified Operational Technology entity that is represented as a configuration item (“CI”) in a CMDB table listed below and managed by OT using the `cmdb_ci_ot` class or any class derived from the `cmdb_ci_ot` class not defined as another Managed OT Resource Type.

Servers	Containers	End User Computing Devices
<code>cmdb_ci_server</code>	<code>cmdb_ci_oslv_container</code>	<code>Cmdb_ci_computer</code>
<code>cmdb_ci_vm_instance</code>	Any CMDB classes derived from the above listed classes	Any CMDB classes derived from the above listed classes and not defined as another Managed OT Resource Type
<code>cmdb_ci_ucs_rack_unit</code>		
<code>cmdb_ci_ucs_blade</code>		
<code>cmdb_ci_mainframe_hardware</code>		
Any CMDB classes derived from the above listed classes		

OT Supervisory System	OT Control System	OT Field Device
cmdb_ci_ot_supervisory	cmdb_ci_ot_control	cmdb_ci_ot_field_device
cmdb_ci_ot_hmi	cmdb_ci_ot_control_module	cmdb_ci_ot_industrial_sensor
cmdb_ci_ot_scada_client	cmdb_ci_ot_plc	cmdb_ci_ot_industrial_drive
cmdb_ci_ot_historian	cmdb_ci_ot_scada_server	cmdb_ci_ot_industrial_robot
cmdb_ci_ot_ews	cmdb_ci_ot_rtu	cmdb_ci_ot_industrial_actuator
Any CMDB classes derived from the above listed classes	cmdb_ci_ot_dpu	Any CMDB classes derived from the above listed classes
	cmdb_ci_ot_ied	
	cmdb_ci_ot_dcs	
	cmdb_ci_ot_cnc	
	Any CMDB classes derived from the above listed classes	

2. Subscription Unit Defined Ratios

Each Managed OT Resource Type defined in Section 1 will be counted towards a Subscription Unit based on a predefined ratio of Subscription Unit to Managed OT Resource per the table below:

Managed OT Resource Type	Subscription Unit : Managed OT Resource Ratio
Server	1 : 1
Container	1 : 3
End User Computing Devices	1 : 4
OT Supervisory System	1 : 1
OT Control System	1 : 3
OT Field Device	1:10
Unclassed OT	1 : 1