# Operational Technology Asset Management (OTAM)

# ServiceNow Subscription Unit Overview

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## 1. Managed OTAM Resource Types

**"OT Supervisory System"** is any OT supervisory system that is represented as an asset in an Industrial Asset table under any OT Supervisory model category (see table below) and managed by OTAM.

**"OT Control System"** is any OT control system that is represented as an asset in an Industrial Asset table under any OT Control model category (see table below) and managed by OTAM.

**"OT Field Devices"** is any OT field device that is represented as an asset in an Industrial Asset table under any OT Field model category (see table below) and managed by OTAM.

**"OT End User Computers"** is any computer that is represented as an asset in a Hardware Asset table under any OT End User computers model category (see table below) and managed by OTAM.

**"OT Mobile Devices"** is any mobile device that is represented as an asset in a Hardware Asset table under any OT Mobile Device model category (see table below) and managed by OTAM.

**"OT Monitors"** is any monitor display device that is represented as an asset in a Hardware Asset table under any OT Monitor model category (see table below) and managed by OTAM.

**"OT Network Gear"** is any network device that is represented as an asset in a Hardware Asset table under any OT Network gear model category (see table below) and managed by OTAM.

**"OT Printer"** is any printer that is represented as an asset in a Hardware Asset table under any Printer model category (see table below) and managed by OTAM.

**"OT Servers"** is any server that is represented as an asset in a Hardware Asset table under any OT Servers model category (see table below) and managed by OTAM.

**"OT Storage**" is any storage device that is represented as an asset in a Hardware Asset table under any OT Storage model category (see table below) and managed by OTAM.

**"Operational Equipment"** is any Operational Equipment that is represented as an asset in an Industrial Asset table under any Operational Equipment model category (see table below) and managed by OTAM. An Operational Equipment is a non-Operational Technology asset that co-exists with, and is often controlled by, Operational Technology assets.

**"Industrial Consumable"** is any Operational Technology or Operational Equipment entity that is represented as an asset in a Consumable Asset table (see below) and managed by OTAM.

**"Unclassed OT"** is any non-classified Operational Technology entity that is represented as an asset in an Industrial Asset table or in a Consumable Asset table under a model category that is not associated with another Managed OTAM Resource Type.

**"Unclassed Hardware"** is device that is represented as an asset in a Hardware Asset table under the Hardware model category (see table below) and managed by OTAM.

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| OTAM Resource Types | Model Category | Asset Table |
|---|---|---|
| OT Supervisory System | OT Supervisory | Industrial Asset (sn_ent_industrial_asset) |
|  | OT Supervisory EWS |  |
|  | OT Supervisory Historian |  |
|  | OT Supervisory HMI |  |
|  | OT Supervisory OPC |  |
|  | OT Supervisory SCADA |  |
| OT Control System | OT Control | Industrial Asset (sn_ent_industrial_asset) |
|  | OT Control 3D Printer |  |
|  | OT Control CNC |  |
|  | OT Control DCS |  |
|  | OT Control DPU |  |
|  | OT Control IED |  |
|  | OT Control Module |  |
|  | OT Control PLC |  |
|  | OT Control RTU |  |
|  | OT Control SCADA |  |
|  | OT Control Server |  |
| OT Field Devices | OT Field Actuator | Industrial Asset (sn_ent_industrial_asset) |
|  | OT Field Device |  |
|  | OT Field Drive |  |
|  | OT Field Robot |  |
|  | OT Field Sensor |  |
| OT End User Computers | Computer | Hardware [alm_hardware] |
| OT Mobile Devices | Mobile Device | Hardware [alm_hardware] |
| OT Monitors | Monitor | Hardware [alm_hardware] |
| OT Network Gear | Network Gear | Hardware (alm_hardware) |
|  | IP Switch |  |
|  | IP Router |  |
| OT Printer | Printer | Hardware (alm_hardware) |
| OT Servers | UNIX Server | Hardware (alm_hardware) |
|  | Server |  |
|  | Solaris Server |  |
|  | HPUX Server |  |
|  | ESX Server |  |
|  | Linux Server |  |
|  | AIX Server |  |
|  | Windows Server |  |
|  | OS/X Server |  |
|  | Netware Server |  |
| OT Storage | Storage Device | Hardware (alm_hardware) |
| Operational Equipment | Operational Equipment | Industrial Asset (sn_ent_industrial_asset) |

| Industrial Consumable | Any model category under the Industrial (parent) model category | Consumable Asset (alm_consumable) |
|---|---|---|
| Unclassed OT | Any model category under the Industrial (parent) model category, beyond the above listed model categories. | Industrial Asset (sn_ent_industrial_asset) and Consumable Asset (alm_consumable) |
| Unclassed Hardware | Hardware | Hardware (alm_hardware) |

## 2. Subscription Unit Defined Ratios

Each asset that belongs to one of the OTAM Resource Types defined in Section 1 will be counted towards a Subscription Unit based on a predefined ratio of Subscription Unit to OTAM Resource Type per the table below:

| OTAM Resource Type | Subscription Unit : OTAM Resource Type |
|---|---|
| OT Supervisory System | 1:1 |
| OT Control System | 1:3 |
| OT Field Devices | 1:10 |
| OT End User Computers | 4:1 |
| OT Mobile Devices | 10:1 |
| OT Monitors | 15:1 |
| OT Network Gear | 5:1 |
| OT Printer | 10:1 |
| OT Servers | 1:1 |
| OT Storage | 3:1 |
| Operational Equipment | 1:1 |
| Industrial Consumable | 1:25 |
| Unclassed OT | 1:1 |
| Unclassed Hardware | 1:1 |