

Subscription Unit Overview

Operational Technology Asset Management (OTAM)

ServiceNow Subscription Unit Overview



Subscription Unit Overview February 7, 2025

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Operational Technology Asset Management (OTAM)

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 coexists 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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OT Supervisory WS	OTAM Resource Types	Model Category	Asset Table
OT Supervisory System OT Supervisory Hilstorian OT Supervisory HMI OT Supervisory OPC OT Supervisory SCADA Industrial Asset (sn_ent_industrial_asset) OT Supervisory SCADA OT Control Supervisory SCADA OT Control Supervisory SCADA OT Control Supervisory SCADA OT Control Supervisory SCADA Industrial Asset (sn_ent_industrial_asset) OT Control DPU OT Control DPU Industrial Asset (sn_ent_industrial_asset) OT Control System OT Control IBD OT Control PLC OT Control PLC OT Control RTU OT Control SCADA OT Control SCADA OT Control Server Industrial Asset (sn_ent_industrial_asset) OT Field Actuator OT Field Device OT Field Device Industrial Asset (sn_ent_industrial_asset) OT Field Device OT Field Sensor Industrial Asset (sn_ent_industrial_asset) OT Field Device OT Field Sensor Industrial Asset (sn_ent_industrial_asset) OT Field Device OT Field Sensor Industrial Asset (sn_ent_industrial_asset) OT Field Device OT Field Sensor Industrial Asset (sn_ent_industrial_asset) OT Field Device OT Field Sensor Industrial Asset (sn_ent_industrial_asset) OT Field Device OT Field Sensor Industrial Asset (sn_ent_industrial_asset) OT Field Device Hardware [alm_hardware]		OT Supervisory	
OT Supervisory HMI		OT Supervisory EWS	
OT Supervisory PMI	OT Suponison, System	OT Supervisory Historian	Industrial Asset (sp. opt. industrial asset)
OT Supervisory SCADA OT Control OT Control OT Control 3D Printer OT Control CNC OT Control DPU OT Control DPU OT Control DPU OT Control DPU OT Control Module OT Control Module OT Control SYstem OT Control Module OT Control Module OT Control SCADA OT Control SCADA OT Control Server OT Field Actuator OT Field Device OT Field Device OT Field Device OT Field Sensor OT Field Sensor OT Field Sensor OT Field Sensor OT Mobile Device Mobile Device Hardware [alm_hardware] OT Mothors Monitor Hardware [alm_hardware] OT Network Gear IP Switch IP Router Hardware (alm_hardware) OT Printer Hardware (alm_hardware) OT Printer Hours Server Hours Server Hours Server AlX Server Control Server OS/X Server Netware Server OT Storage Storage Device Hardware (alm_hardware) OT Storage OT Storage Hardware (alm_hardware) OT Storage OT Storage Hardware (alm_hardware) OT Storage Hardware (alm_hardware) OT Storage OT Storage Hardware (alm_hardware) OT Storage OT Storage Hardware (alm_hardware) OT Storage OT Storage Hardware (alm_hardwa	Of Supervisory System	OT Supervisory HMI	Industrial Asset (SII_erit_Industrial_asset)
OT Control		OT Supervisory OPC	
OT Control 3D Printer		OT Supervisory SCADA	
OT Control CNC		OT Control	
OT Control DCS OT Control DPU OT Control DPU Industrial Asset (sn_ent_industrial_asset) OT Control Module OT Control Module OT Control PLC OT Control PLC OT Control SCADA OT Control SCADA OT Control Server OT Field Actuator OT Field Device OT Field Device OT Field Device Industrial Asset (sn_ent_industrial_asset) OT Field Device Hardware [alm_hardware] OT Field Device Hardware [alm_hardware] OT Network Gear Industrial Asset (sn_ent_industrial_asset) OT Network Gear Industrial Asset (sn_ent_industrial_asset)		OT Control 3D Printer	
OT Control DPU OT Control DPU Industrial Asset (sn_ent_industrial_asset) OT Control Module OT Control PLC OT Control PLC OT Control RTU OT Control ScADA OT Control ScADA OT Control Server OT Field Actuator OT Field Device Industrial Asset (sn_ent_industrial_asset) OT Field Device OT Field Device Industrial Asset (sn_ent_industrial_asset) Industrial Asset (sn_ent_industrial_asset) OT Field Device OT Field Device Industrial Asset (sn_ent_industrial_asset) Industrial Asset (sn_ent_industrial_asset) OT Field Device OT Field Device Industrial Asset (sn_ent_industrial_asset) Industrial Asset (sn_ent_industrial_asset) OT Field Device OT Field Device Industrial Asset (sn_ent_industrial_asset) Industrial Asset (sn_ent_industrial_asset) OT Field Device OT Field Device Hardware [alm_hardware] Industrial Asset (sn_ent_industrial_asset) OT Field Device Mobile Device Hardware [alm_hardware] Industrial Asset (sn_ent_industrial_asset) OT Field Device Mobile Device Hardware [alm_hardware] Industrial Asset (sn_ent_industrial_asset) OT Mobile Devices Mobile Device Hardware [alm_hardware] Industrial Asset (OT Control CNC	
OT Control IED Industrial Asset (sn_ent_industrial_asset) OT Control Module OT Control Module OT Control PLC OT Control RTU OT Control SCADA OT Control Server OT Field Actuator OT Field Device OT Field Device Industrial Asset (sn_ent_industrial_asset) OT Field Device Hardware [alm_hardware] OT Field Device Hardware [alm_hardware] OT Mobile Devices Hardware (alm_hardware) OT Network Gear UNIX Server Server Hardware (alm_hardware) OT Printer Hardware (alm_hardware) OT Servers Hardware (alm_hardware) Hardware (alm_hardware) Hardwa		OT Control DCS	
OT Control Module		OT Control DPU	
OT Control PLC	OT Control System	OT Control IED	Industrial Asset (sn_ent_industrial_asset)
OT Control RTU		OT Control Module	, ,
OT Control SCADA OT Control Server OT Field Actuator OT Field Device OT Field Device OT Field Device OT Field Device OT Field Robot OT Field Sensor OT Mobile Devices Mobile Device OT Mobile Devices Mobile Device OT Monitors Monitor Network Gear Hardware [alm_hardware] IP Switch Hardware (alm_hardware) IP Router Hardware (alm_hardware) OT Printer Hardware (alm_hardware) OT Servers Solaris Server HPUX Server ESX Server Linux Server Hardware (alm_hardware) Hardware (alm_hardware) Hardware (alm_hardware)		OT Control PLC	
OT Control Server OT Field Actuator OT Field Device OT Field Device OT Field Device Industrial Asset (sn_ent_industrial_asset) OT Field Device Industrial Asset (sn_ent_industrial_asset) OT Field Device Industrial Asset (sn_ent_industrial_asset) OT Field Sensor Industrial Asset (sn_ent_industrial_asset) OT End User Computers Computer Hardware [alm_hardware] OT Mobile Devices Mobile Device Hardware [alm_hardware] OT Molitors Monitor Hardware [alm_hardware] OT Network Gear IP Switch Hardware (alm_hardware) OT Printer Hardware (alm_hardware) OT Printer Hardware (alm_hardware) OT Servers ESX Server Linux Server Linux Server AIX Server Windows Server OS/X Server Netware Server OT Storage Storage Device Hardware (alm_hardware)		OT Control RTU	
OT Field Actuator OT Field Device OT Field Device OT Field Drive OT Field Drive Industrial Asset (sn_ent_industrial_asset) OT Field Sensor OT Field Sensor OT Mobile Devices Mobile Device Hardware [alm_hardware] OT Monitors Monitor Hardware [alm_hardware] OT Network Gear IP Switch Hardware (alm_hardware) IP Router Hardware (alm_hardware) OT Printer Hardware (alm_hardware) OT Servers Solaris Server HPUX Server ESX Server Linux Server Hardware (alm_hardware) AIX Server Windows Server OS/X Server Netware Server OT Storage Storage Device Hardware (alm_hardware)		OT Control SCADA	
OT Field Device OT Field Device OT Field Devices OT Field Robot OT Field Sensor 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 IP Switch Hardware (alm_hardware) IP Router Hardware (alm_hardware) OT Printer Hardware (alm_hardware) OT Servers Solaris Server HPUX Server HPUX Server ESX Server Linux Server AIX Server Windows Server OS/X Server Netware Server OT Storage Storage Device Hardware (alm_hardware)		OT Control Server	
OT Field Devices OT Field Robot OT Field Sensor OT End User Computers OT Mobile Devices OT Mobile Devices OT Network Gear IP Switch IP Router OT Printer OT Printer OT Servers OT Servers OT Servers OT Storage OT Storage OT Field Drive OT Field Robot OT Hardware [alm_hardware] OT Hardware [alm_		OT Field Actuator	
OT Field Robot OT Field Sensor		OT Field Device	
OT Field Robot OT Field Sensor	OT Field Devices	OT Field Drive	Industrial Asset (sn_ent_industrial_asset)
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 IP Switch Hardware (alm_hardware) IP Router Hardware (alm_hardware) OT Printer Hardware (alm_hardware) UNIX Server Server Solaris Server HPUX Server HPUX Server ESX Server Linux Server Hardware (alm_hardware) Windows Server OS/X Server Netware Server Netware Server OT Storage Storage Device Hardware (alm_hardware)		OT Field Robot	
OT Mobile Devices Mobile Device Hardware [alm_hardware] OT Monitors Monitor Hardware [alm_hardware] OT Network Gear IP Switch Hardware (alm_hardware) IP Router Hardware (alm_hardware) OT Printer Hardware (alm_hardware) UNIX Server Server Solaris Server HPUX Server ESX Server Hardware (alm_hardware) Linux Server Windows Server OS/X Server Netware Server OT Storage Storage Device Hardware (alm_hardware)		OT Field Sensor	
OT Mobile Devices Mobile Device Hardware [alm_hardware] OT Monitors Monitor Hardware [alm_hardware] OT Network Gear IP Switch Hardware (alm_hardware) IP Router Hardware (alm_hardware) OT Printer Hardware (alm_hardware) UNIX Server Server Solaris Server HPUX Server ESX Server Hardware (alm_hardware) Linux Server Windows Server OS/X Server Netware Server OT Storage Storage Device Hardware (alm_hardware)	OT End User Computers	Computer	Hardware [alm_hardware]
OT Monitors Monitor Hardware [alm_hardware] OT Network Gear IP Switch Hardware (alm_hardware) IP Router Hardware (alm_hardware) OT Printer Hardware (alm_hardware) UNIX Server Server Solaris Server HPUX Server HPUX Server ESX Server Linux Server AlX Server Windows Server OS/X Server Netware Server Netware Server OT Storage Storage Device Hardware (alm_hardware)	OT Mobile Devices	Mobile Device	
Network Gear IP Switch Hardware (alm_hardware)	OT Monitors	Monitor	
IP Router		Network Gear	
IP Router	OT Network Gear	IP Switch	Hardware (alm_hardware)
UNIX Server Server Solaris Server HPUX Server ESX Server Linux Server AIX Server Windows Server OS/X Server Netware Server Netware Server Storage Device Hardware (alm_hardware) Hardware (alm_hardware) CT Storage Storage Device Hardware (alm_hardware) CT Storage CT		IP Router	,
UNIX Server Server Solaris Server HPUX Server ESX Server Linux Server AIX Server Windows Server OS/X Server Netware Server Netware Server Storage Device Hardware (alm_hardware) Hardware (alm_hardware) CT Storage Storage Device Hardware (alm_hardware) CT Storage CT	OT Printer	Printer	Hardware (alm_hardware)
Server Solaris Server HPUX Server ESX Server Linux Server AIX Server Windows Server OS/X Server Netware Server Storage Device Hardware (alm_hardware) Hardware (alm_hardware) Hardware (alm_hardware) Hardware (alm_hardware) OT Storage Storage Device Hardware (alm_hardware)		UNIX Server	
OT Servers ESX Server			Hardware (alm_hardware)
OT Servers ESX Server Hardware (alm_hardware) Linux Server AIX Server Windows Server OS/X Server Netware Server Netware Server OT Storage Storage Device Hardware (alm_hardware)		Solaris Server	
OT Servers Linux Server Hardware (alm_hardware) AIX Server Windows Server OS/X Server Netware Server OT Storage Storage Device Hardware (alm_hardware)		HPUX Server	
Linux Server			
AIX Server	OT Servers	Linux Server	
Windows Server			
OS/X Server Netware Server OT Storage Storage Device Hardware (alm_hardware)			
Netware Server OT Storage Storage Device Hardware (alm_hardware)			
OT Storage Storage Device Hardware (alm_hardware)			
<u> </u>	OT Storage		Hardware (alm_hardware)
Operational Equipment Operational Equipment Industrial Asset (SIT ent industrial asset)	Operational Equipment	Operational Equipment	Industrial Asset (sn_ent_industrial_asset)



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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