ServiceNow Subscription Unit Overview - Digital End-User Experience (DEX) -

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1. Digital End-User Experience (DEX)

1.1. Managed IT Resource Types

"End User Computing Device" is any physical or virtual non-server device that is represented as a configuration items ("CI") in a CMDB table listed below and managed by the Digital End-User Experience (DEX) application.

End User Computing Devices
cmdb_ci_computer
Any CMDB classes derived from the above listed classes and not defined as another Managed IT Resource Type

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
End User Computing Devices	**1 : 4**