

ServiceNow Subscription Unit Overview

Table of Contents

1. IT Operations Management (ITOM)	3
1.1. Managed IT Resource Types	3
1.2. Subscription Unit Defined Ratios	4
1.3. Protocols and Spokes included with ITOM Packages	4
2. Software Asset Management	5
2.1. Managed IT Resources	5
2.2. Subscription Unit Defined Ratios	5
3. Hardware Asset Management	6
3.1. Managed IT Resources	6
3.2. Subscription Unit Defined Ratios	6
4. Telecommunication Network Performance Management	7
4.1. Managed Telecommunications Resource Types	7
4.2. Subscription Unit Defined Ratios	8

1. IT Operations Management (ITOM)

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.

“**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”.

Servers	PaaS Resources	Containers
cmdb_ci_server	cmdb_ci_cloud_appserver	cmdb_ci_oslv_container
cmdb_ci_vm_instance	cmdb_ci_cloud_database	Any CMDB classes derived from the above listed classes
cmdb_ci_ucs_rack_unit	cmdb_ci_dynamodb_table	
cmdb_ci_ucs_blade	cmdb_ci_cloud_directory	
cmdb_ci_mainframe_hardware	cmdb_ci_cloud_function	
Any CMDB classes derived from the above listed classes	cmdb_ci_cloud_gateway	
	cmdb_ci_cloud_messaging_service	
	cmdb_ci_cloud_webserver	
	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	1 : 1
PaaS Resource	1 : 3
Container	1 : 3
Unresolved Monitored Object	1 : 1

1.3. Protocols and Spokes included with ITOM Packages

Each ITOM Operator Standard, Professional, and Enterprise package includes entitlement to the Protocols and Spokes listed below provided the Customer is separately entitled to the number of IntegrationHub Transactions required for usage.

A Protocol is the communication format or mechanism used when interacting with a third-party system. A Spoke is a predefined action, flow, and/or integration for connecting or automating third party systems or processes within Flow Designer.

Protocols	
Powershell	SSH

Spokes	
Jenkins	Microsoft Active Directory
Microsoft Azure Active Directory	Microsoft SCCM for Client Software Distribution
Kubernetes	F5 Networks

2. Software Asset Management

This Section applies to Software Asset Management within the Now Buying Program only. For all other Software Asset Management customers on the 'Computer' model, Subscription Units do not apply.

2.1. Managed IT Resources

“**Server**” is any physical or virtual server that is represented as a configuration item (“CI”) in a CMDB table listed below and managed by the Software Asset Management application.

“**End User Computing Device**” is any physical or virtual non-Server CI in a CMDB table listed below and managed by the Software Asset Management application.

Servers and End User Computing Devices are managed by the Software Asset Management application when the installed software on the Managed IT Resources is represented in the cmdb_sam_sw_install table.

Servers	End User Computing Device
cmdb_ci_server	cmdb_ci_computer
cmdb_ci_vm_instance	Any CMDB classes derived from the above listed classes
cmdb_ci_ucs_rack_unit	
cmdb_ci_ucs_blade	
Any CMDB classes derived from the above listed classes	

2.2. Subscription Unit Defined Ratios

Each Managed IT Resource Type defined in Section 2.1 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	1 : 1
End User Computing Device	1 : 4

3. Hardware Asset Management

3.1. Managed IT Resources

“**Server**” is any physical asset represented in the “alm_asset” table and meets all the below criteria:

- “State” is not in “Retired” or “Missing”
- “Model category” contains “Server”
- “Class” is “Asset” or “Hardware”

“**End User Computing Device**” is any physical asset represented in the “alm_asset” table and meets all the below criteria:

- “State” is not in “Retired” or “Missing”
- “Model category” is “Computer”
- “Class” is “Asset” or “Hardware”

“**Networking Device**” is any physical asset represented in the “alm_asset” table and meets all the below criteria:

- “State” is not in “Retired” or “Missing”
- “Model category” is “Network Gear”, “IP Router”, or “IP Switch”
- “Class” is “Asset” or “Hardware”

3.2. Subscription Unit Defined Ratios

Each Managed IT Resource Type defined in Section 3.1 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	1 : 1
End User Computing Device	1 : 4
Networking Device	1 : 5

4. Telecommunication Network Performance Management

4.1. Managed Telecommunications 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 a Telecommunication Network Performance Management (“TNPM”) application.

“**PaaS Resource**” is any cloud-based platform service represented as a CI in a CMDB table listed below and managed by a TNPM application.

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

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

“**Unresolved Monitored Object**” is any Telecommunications Resource for which the TNPM 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”.

Servers	PaaS Resources	Containers	Networking Device
cmdb_ci_server	cmdb_ci_cloud_appserver	cmdb_ci_oslv_container	cmdb_ci_netgear
cmdb_ci_vm_instance	cmdb_ci_cloud_database	Any CMDB classes derived from the above listed classes	Any CMDB classes derived from the above listed classes
cmdb_ci_ucs_rack_unit	cmdb_ci_dynamodb_table		
cmdb_ci_ucs_blade	cmdb_ci_cloud_directory		
cmdb_ci_mainframe_hardware	cmdb_ci_cloud_function		
Any CMDB classes derived from the above listed classes	cmdb_ci_cloud_gateway		
	cmdb_ci_cloud_messaging_service		
	cmdb_ci_cloud_webserver		
	Any CMDB classes derived from the above listed classes		

4.2. Subscription Unit Defined Ratios

Each Managed Telecommunications Resource Type defined in Section 4.1 will be counted towards a Subscription Unit based on a predefined ratio of Subscription Unit to Managed Telecommunications Resource per the table below:

Managed Telecommunications Resource Type	Subscription Unit : Managed Telecommunications Resource Ratio
Server	1 : 1
PaaS Resource	1 : 3
Container	1 : 3
Networking Device	1 : 5
Unresolved Monitored Object	1 : 1