

Enterprise Asset Management (EAM)

ServiceNow Subscription Unit Overview

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Enterprise Asset Management (EAM)

1. Managed EAM Resource Types

“Consumable” is any entity that is represented as an asset in a Consumable Asset table with model type as “Consumable” and is managed by EAM. A Consumable asset can be a standalone asset or part of an asset hierarchy.

“Simple” is any entity that is represented as an asset in an Enterprise Asset table with model type as “Simple” and is managed by EAM. A Simple asset can be a standalone asset or part of an asset hierarchy.

“Parent” is any entity that is represented as an asset in an Enterprise Asset table with related child asset records and is managed by EAM.

“Linear asset” is any entity that is represented as an asset in an Enterprise Asset table with class as “Linear asset” and is managed by EAM.

“Linear asset segment” is any entity that is part of a linear asset, is represented in an Enterprise Asset table with class as “Linear segment” and is managed by EAM.

EAM Resource Types	Asset Table	Condition
Consumable	Consumable (alm_consumable)	Model type = Consumable It can be a standalone asset (parent field is not populated) or part of an asset hierarchy (parent field is populated)
Simple	Enterprise Asset (sn_ent_asset)	Model type = Simple It can be a standalone asset (parent field is not populated) or part of an asset hierarchy (parent field is populated)
Parent	Enterprise Asset (sn_ent_asset)	Model type = Simple, Pre-assembled, or User-assembled A Parent asset has related child asset records and can be a child of another Parent asset.
Linear asset	Enterprise Asset (sn_ent_asset)	Class = Linear asset
Linear asset segment	Enterprise Asset (sn_ent_asset)	Class = Linear segment

2. Subscription Unit Defined Ratios

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

EAM Resource Type	Subscription Unit : EAM Resource Type
Consumable	25:1
Simple	5:1
Parent	1:1
Linear asset	1:1
Linear asset segment	2:1