

Software Asset Management – ServiceNow Subscription Unit Overview

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1. Software Asset Management

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 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.

“**SaaS Subscription User**” is any unique User Principal Name in the SaaS Subscription User table listed below 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	SaaS Subscription User
<code>cmdb_ci_server</code>	<code>cmdb_ci_computer</code>	<code>samp_sw_subscription</code>
<code>cmdb_ci_vm_instance</code>	Any CMDB classes derived from the above listed classes and not defined as another Managed IT Resource Type	
<code>cmdb_ci_ucs_rack_unit</code>		
<code>cmdb_ci_ucs_blade</code>		
Any CMDB classes derived from the above listed classes		

1.2. 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
SaaS Subscription User	1:15