

Telecommunication Service Operations Management – ServiceNow Subscription Unit Overview

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1. Telecommunication Service Operations Management

1.1. 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 Service Operations Management (“TSOM”) application.

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

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

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

“Networking Devices Advanced” is any networking equipment that is represented as a CI in a CMDB table listed below and managed by a TSOM application.

“End User Computing Device” is any physical or virtual computing device that is not defined as another Managed IT Resource Type and has an Agent Client Collector installed. Agent Client Collector is a ServiceNow agent that is installed on infrastructure components. End User Computing Devices are represented as a CI in a CMDB table listed below and managed by an TSOM application.

“Unresolved Monitored Object” is any Telecommunications Resource for which the TSOM 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	
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	

Networking Devices	Networking Devices Advanced	End User Computing Devices
cmdb_ci_netgear	cmdb_ci_equipment_holder	Cmdb_ci_computer
cmdb_ci_network_function	cmdb_ci_ni_equipment_holder	Any CMDB classes derived from the above listed classes and not defined as another Managed Telecommunications Resource Type
Any CMDB classes derived from the above listed classes	cmdb_ci_ni_interface	
	cmdb_ci_site	
	cmdb_ci_ni_site	
	cmdb_ci_ni_physical_link	
	cmdb_ci_ni_logical_path	
	cmdb_ci_ni_telco_equipment	
	Any CMDB classes derived from the above listed classes	

1.2. Subscription Unit Defined Ratios

Each Managed Telecommunications Resource Type defined in Section 1.1 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 Devices	1 : 25
Networking Devices Advanced	1 : 25
Unresolved Monitored Object	1 : 1
End User Computing Devices	1 : 4