

Service Graph FAQ



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Audience: Customers

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What is Service Graph?

Service Graph is ServiceNow's next gen system of record for digital products and services. It implements the Common Service Data Model (CSDM) on the Now platform, incorporating the CMDB and associated lifecycle management capabilities.

Is Service Graph a product?

No. It is a set of core capabilities in the Now platform and underlies all ServiceNow products.

How is Service Graph related to the CMDB?

Service Graph extends the notion of a CMDB to include data types not traditionally found in the CMDB that encompasses the entire digital lifecycle of applications and services. Where CMDB has traditionally focused on operational concerns of managing infrastructure, assets and their relationships, Service Graph includes data from planning, design, application development and deployment as well. The data within Service Graph is more comprehensive than a CMDB alone.

To ensure your data provides value across the entire digital lifecycle, Service Graph provides design guidance and data governance tied to the Common Service Data Model (CSDM).

Why is ServiceNow providing Service Graph?

IT organizations are evolving to embrace new agile methods and modern technologies requiring a more modern approach than just a CMDB. Service Graph provides our own products, integrations, and customers data a natural, consistent approach that ties planning to development, deployment, business processes—the entire digital lifecycle from cradle to grave. The entire technology stack is addressed, from application to infrastructure, across traditional and modern cloud/microservices environments.

What outcomes can you expect from Service Graph?

Service Graph doesn't directly provide outcomes, it enables existing and future ServiceNow products to deliver on more comprehensive, connected outcomes for every stakeholder. Customers will be able to use Service Graph to answer holistic questions that tie business, people, process, technology, as well as cost, performance and risk. Service Graph makes it easier for teams to achieve data-driven outcomes such as application portfolio rationalization, DevOps pipeline automation, autonomous cloud operations, risk assessment and mitigation, product ROI assessment, and more.

What happens to the existing ServiceNow CMDB?

CMDB remains a key component of Service Graph. ServiceNow continues to invest in CMDB, and all existing investments are preserved. Within the broader Service Graph, all existing data becomes more valuable because it's used to make decisions across planning, application development, deployment, business processes, and more.

Will Service Graph require more work or investment?

Using Service Graph for existing CMDB functionality requires no additional work. Taking advantage of full Service Graph's capabilities will require additional enablement. However, since Service Graph makes it easier to create and maintain a single system of record as a shared component of ServiceNow Product, teams will see a reduction in required investment effort over time.

Is Service Graph available now?

Service Graph capabilities will continue to grow over the next several releases beginning in Paris.

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