Questions addressed:

Page 1:
- What is the Unrestricted User model?
- Where can I check my license usage?
- How do I know if I’m compliant with the Unrestricted User model?

Page 2:
- What steps can I take to keep my user count in compliance with this model?
- How can I automate user activation/deactivation?
- How do I ensure the accuracy of user data imported from external sources?

What is the Unrestricted User model?

For certain applications, ServiceNow® offers a simplified user licensing model that has no restrictions on role assignment. The number of users allowed to be designated as “active” is determined by the number of Unrestricted User licenses purchased. Although Unrestricted User is a simplified model, you need proactive user administration to stay in compliance.

Where can I check my license usage?

With ServiceNow Subscription Management, you can view subscription details including purchased quantity versus consumed quantity for your production instance. Your system administrators should manage subscriptions, monitor application use, and update subscription levels as needed.

How do I know if I’m compliant with the Unrestricted User model?

The Subscription Management Dashboard has a summary of subscription products, including purchased and allocated quantities. To be in compliance, allocated subscriptions must not exceed purchased subscriptions.

Subscription Management dashboard

Overview of product subscriptions with start and end dates and allocated quantities
How do I manage Unrestricted User subscriptions? (Cont.)

What steps can I take to keep my user count in compliance with the Unrestricted User model?

• Check your number of purchased versus consumed Unrestricted User subscriptions using the Subscription Management application. If the number of used subscriptions exceeds the purchased number, you can either purchase additional licenses or reduce your number of used licenses by deactivating users.

• Use User Administration to deactivate individual users. In most cases, you should use User Administration to allocate users to groups and user sets. Activation, role assignment, and deactivation is managed by group administration.

How can I automate user activation/deactivation?

For large and complex organizations, user administration activities such as creation, assignment to groups and roles, and deactivation are performed by configuring automatic synchronization with a central user repository such as LDAP.

• LDAP integration allows your ServiceNow instance to use your existing LDAP server (e.g., Microsoft Active Directory) as the master source of user data.

• Schedule periodic scans of the LDAP server to pick up changes and keep the User Table synchronized.

• LDAP listener should be turned on to capture any changes to user data in LDAP.

How can I ensure the accuracy of user data imported from external sources?

LDAP integration and integration from other external data sources can sometimes lead to extraneous user entries set to “active” in the sys_user table. This can be due to:

• Imports of non-user data from LDAP, such as conference rooms or printers

• Imports of users who have left the organization but have not been deactivated

• Imports of users from outside the organization

ServiceNow offers several options to help with user administration and maintenance:

• While importing user data from LDAP, Xform Maps and Xform Scripts are used as filters to import data selectively.

• LDAP scans and an LDAP listener is used to ensure that sys_user data is always up to date.

If you have any questions on this topic or you would like to be a contributor to future ServiceNow best practice content, please contact us.