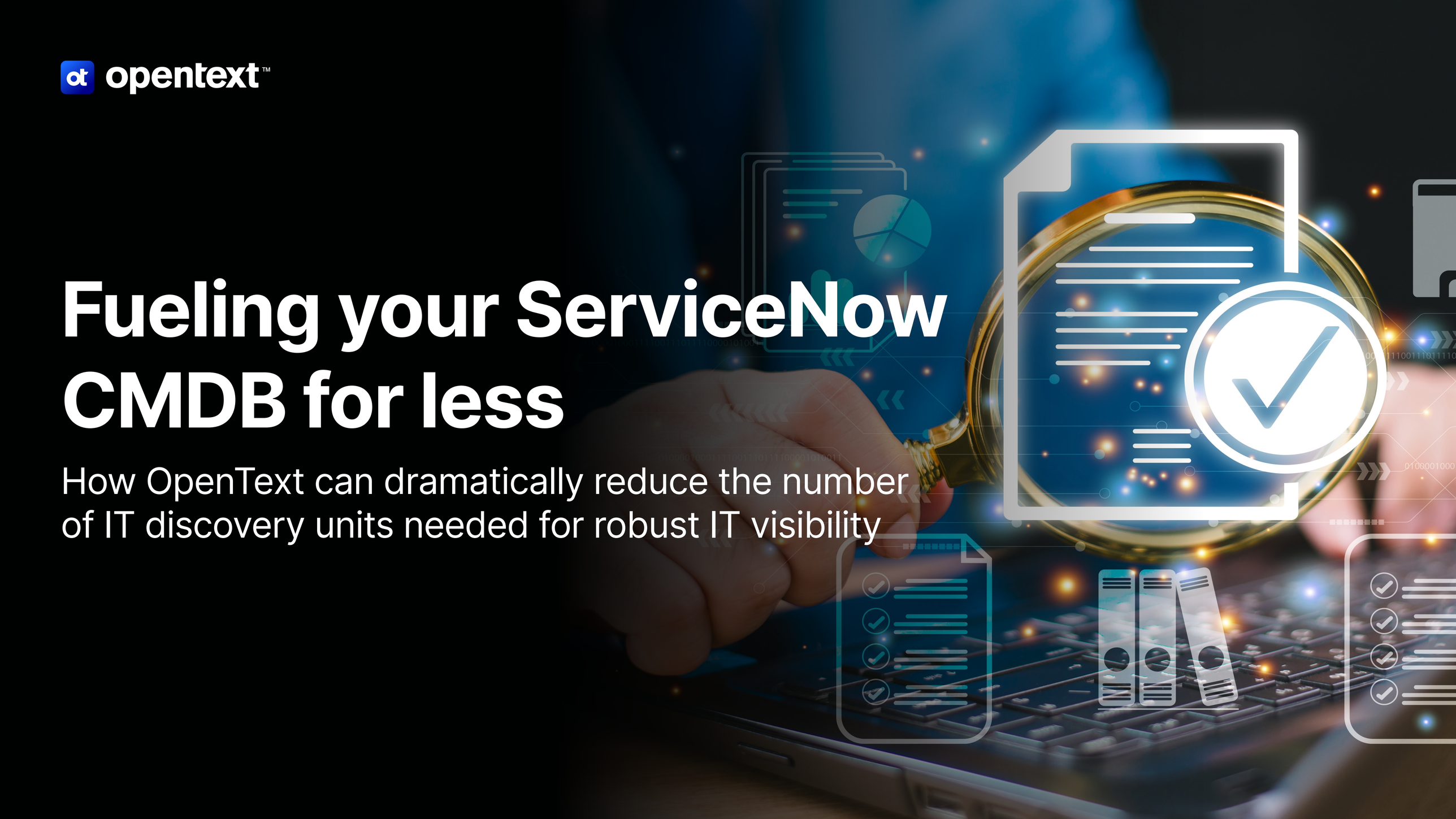
opentext™

Fueling your ServiceNow CMDB for less

How OpenText can dramatically reduce the number of IT discovery units needed for robust IT visibility



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Introduction

Everyone needs more visibility into what hardware and software is in their IT environment, how it is configured, and what happens to service delivery when things change. That is the core reason most companies have adopted the use of a configuration management database (CMDB) in conjunction with their IT Service Management (ITSM) platform.

This guide will explore the differences in licensing between ServiceNow Discovery and OpenText™ Universal Discovery and CMDB. With a use-case based scenario it will demonstrate how using OpenText's discovery solution can result in dramatically less unit consumption while delivering more accurate, reliable, and timely information to your ServiceNow CMDB.

The ServiceNow CMDB can use OpenText Universal Discovery and CMDB for its discovery capabilities only. In this mode, the OpenText Universal CMDB is a database used to hold discovered data, which is then transferred to the ServiceNow CMDB.

In the context of this guide, we refer to OpenText Universal Discovery and CMDB only for its discovery capabilities.

Understanding ServiceNow subscription unit consumption for ITOM Visibility or Discovery

Most ServiceNow customers consume either ITOM Visibility or Discovery units when creating and maintaining configuration items (CIs) in their ServiceNow CMDB. The following outlines what those two products are and how they consume subscription units to power their CMDB.

ServiceNow ITOM Visibility

The ServiceNow ITOM Visibility product consists of ServiceNow Discovery, ServiceNow Service Mapping, Certificate Inventory and Management, Service Graph Connectors, CMDB 360, and Firewall Audits and Reporting. Many ServiceNow customers purchase subscription units for ITOM Visibility because it provides all the capabilities needed to do full-featured configuration management for the ServiceNow platform.

ServiceNow Discovery

It is also possible to purchase individual configuration management capabilities outside of the ITOM Visibility offering. The ServiceNow Discovery and ServiceNow Service Mapping capabilities can be consumed as separate subscriptions, stand-alone from the ITOM Visibility product. The use of Service Graph Connectors can be paid for or free, depending on what Service Graph Connector is used.

No matter which approach is used to meet your configuration management needs, the creation and updating of certain CIs will consume subscription units in ServiceNow.

What consumes a subscription unit in ServiceNow

Based on the latest information available from ServiceNow, the following CI types consume either ITOM Visibility or Discovery subscription units.

What is being discovered?	Ratio of consumption*
Servers	1:1
PaaS Resources	1:3
Containers	1:10
End User Computing Devices	1:4
IoT	1:40
Networking Devices	1:25
Networking Devices Advanced	1:25
FaaS Resource	1:20

*Ratio of consumption (subscription units to configuration item)

What these terms mean for ServiceNow

While each licensing model may differ in its terminology and some may exclude the more intricate details of what consumes a subscription unit, the information below is a general summary of what will consume a subscription unit in ServiceNow.

- “Server” is any physical or virtual server that is represented as a configuration item (“CI”) in the CMDB
- “PaaS Resource” is any cloud-based platform service represented as a CI in the CMDB
- “Container” is any operating system-level virtualization represented as a CI in the CMDB
- “End User Computing Device” is any physical or virtual computing device that is represented as a CI in the CMDB and not defined as another Managed IT Resource Type and has an ITOM component installed on it
- “IoT” is any physical or virtual device represented as a CI in the CMDB
- “Networking Device” is any networking equipment that is represented as a CI in the CMDB - the “Advanced Networking Devices” include information about physical and logical links, network interfaces, and sites
- “FaaS” is any serverless compute function-as-a-service instance represented as a CI in the CMDB

Source: IT Operations Management (ITOM) – IoT ServiceNow Subscription Unit Overview

Understanding OpenText unit consumption for discovery

OpenText also uses a “unit-based” consumption model when determining how many discovery licenses you would need. An on-premises deployment of OpenText Universal Discovery and CMDB generates the most “like to like” comparison between licenses needed, but deploying OpenText Universal Discovery and CMDB in a SaaS model is also possible.

What is being discovered?	Ratio of consumption*
Servers (Premium Discovery)	1:1
Servers (Express Discovery)	1:10
PaaS Resources	(Included with Premium Discovery of Servers)
Containers	1:10 (Containers) 1:1 (Nodes)
End User Computing Devices	1:10
IoT	(No charge)
Networking Devices	Basic Layer 2 discovery of common network devices is no charge
Networking Devices Advanced	Much of what ServiceNow considers “Advanced” is included at no charge, but may require the purchase of Advanced Discovery of Networks
FaaS Resource	(Included with Premium Discovery)

*Ratio of consumption (subscription units to configuration item)

OpenText offers two different unit consumption models for servers—Premium discovery and Express discovery. The key difference between the two relates to the information discovered and stored in the CMDB about that server. Express discovery collects the data needed to support the IT Asset Management (ITAM) and Software Asset Management (SAM) use cases—namely it collects the configuration details of the server and the software installed on it, without the relational dependency data needed for creating any sort of service, connection, or application dependency map.

License optimization tip

Understand the level of detail your use cases require of your discovered environment and discover that information only. Your discovery tool should provide this flexibility to ensure a more cost-effective approach.

What use cases map to what unit consumption model: Premium or Express?

Which method of unit consumption you need should be determined by your organization's uses cases and information needs.

Premium Discovery: Used for more advanced IT Service Management and IT Operations use cases, such as improved MTTR and better troubleshooting by service desk agents, as they can see how CIs are connected and used to deliver applications or services. Proactive impact analysis of change, for instance, requires Premium Discovery as a dependency map is needed.

Express Discovery: Used for basic ITSM functions requiring accurate data about what hardware and software are in the environment, along with supporting IT Asset Management use cases primarily.

What’s included with OpenText’s discovery solution?

While it is not a simple one-to-one capability comparison, OpenText Universal Discovery and CMDB and ServiceNow’s ITOM Visibility product are most aligned. Many capabilities requiring a ServiceNow ITOM Visibility subscription are included with OpenText’s discovery solution. For example, service mapping with OpenText requires Premium Discovery to get the topology information for building maps, but doesn’t require a stand-alone license or product as with ServiceNow.

You can create service maps and topologies with OpenText Universal Discovery and CMDB and have those appear in the ServiceNow CMDB without any additional cost. The OpenText discovery solution also provides certificate visibility, and basic network discovery (including basic firewall discovery) without consuming additional units or requiring any additional licenses.

Use case

Discovery unit comparison - OpenText vs ServiceNow

In this fictional use case, Jeff Morgan is a configuration manager for APEX Incorporated responsible for supporting multiple IT departments. His CIO has several initiatives she wants to accomplish this year, including better reliability of critical business services tied directly to revenue generation, increased security for its IT environment, and smarter use of its IT assets and budgets as they failed a software vendor audit last year. She would also like her IT departments to be more agile and effective, with less IT spend where possible.

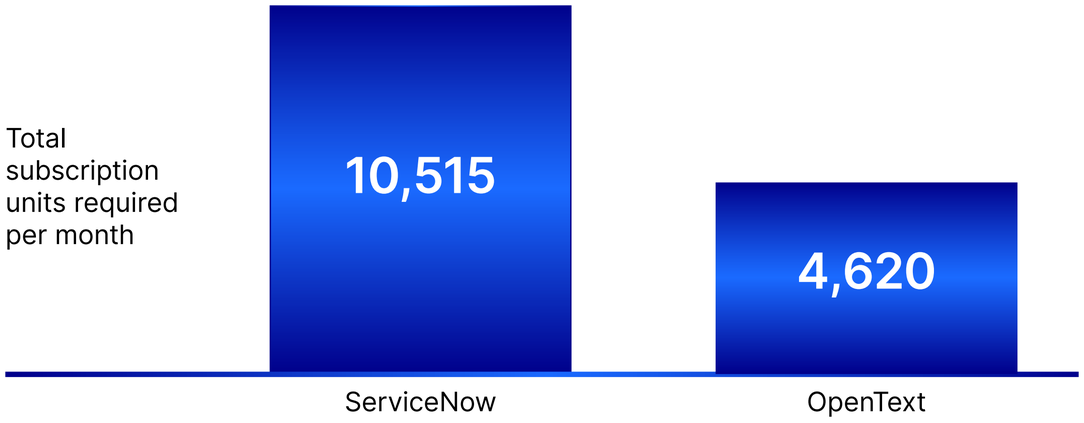
Currently, APEX Inc. has a robust IT estate spread across several physical data centers and corporate offices and labs including:

- 5,000 company laptops and desktops issued to employees
- 2,000 company mobile phones and tablets
- 5,000 servers across physical, virtual, and cloud environments for production, testing, and app development
- 500 networking hubs, switches, and routers
- 200 wireless access points supporting WiFi in three different company offices

Jeff is responsible for delivering timely and correct configuration information to support IT and the tools they use.

Jeff is very comfortable with ServiceNow and wants to protect this investment but struggles to fuel his ServiceNow CMDB with current and accurate configuration data. This frustration is amplified by escalating costs of the discovery licenses required to get the level of information APEX needs.

The following identifies how Jeff can get the clarity and information he needs to power his organization's ServiceNow solutions by using OpenText Universal Discovery and CMDB, and doing so without replacing the ServiceNow CMDB or impacting the ServiceNow ITSM functionality.



Why the difference in unit consumption matters

Jeff identified how many current subscription units APEX is consuming to get configuration information into the ServiceNow CMBD (much more than he thought!) and compared this to how OpenText would determine his consumption.

Over the course of a year, using ServiceNow Discovery or ServiceNow ITOM Visibility to fuel the ServiceNow CMDB with the same configuration information APEX will require 70,740 more units. Using OpenText Universal Discovery and CMDB to populate the ServiceNow CMDB with the required configuration information, Jeff realizes he could significantly reduce the number of units needed without replacing the ServiceNow CMDB or ITSM solution.

ServiceNow requires 70,740 more units per year

The following outlines how Jeff determined his consumption rates.

Server discovery

Jeff identifies that of the 5,000 servers in the APEX environment 1,000 servers do not currently need dependency maps. These servers are running in testing/development labs and he only needs accurate records of their configurations, and installed software for asset management purposes.

ServiceNow unit consumption	OpenText unit consumption
5,000 units	**4,100 units** (4,000 servers using Premium Discovery and 1,000 servers using Express Discovery)

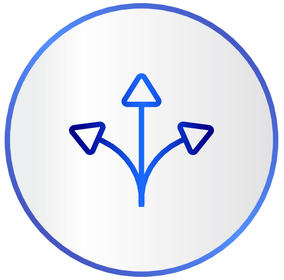
With OpenText, Jeff would immediately consume 900 fewer units for server discovery.

PaaS services discovery

Jeff has 2,500 production servers in different clouds and is using an average of 5 PaaS services on each discoverable cloud server. That means 12,500 PaaS CIs will be required.

ServiceNow unit consumption	OpenText unit consumption
4,167 units (12,500 CIs/ 3)	**0 units** because PaaS is included with Premium Discovery and the cloud servers were already discovered as servers.

With OpenText, Jeff would need 4,167 fewer subscription units to cover his PaaS discovery needs.



Container discovery

APEX is in the process of adopting more containers and microservices as part of its IT strategy. The company currently has 10 container nodes and 100 containers, and plan to expand this dramatically as part of its goal to become more agile.

ServiceNow unit consumption	OpenText unit consumption
10 units to cover the nodes as virtual servers	**10 units** to cover the nodes
10 units to cover the 100 containers	**10 units** to cover the 100 containers

Currently, the number of units needed from either ServiceNow or OpenText to cover the discovery of its containers is the same.

End-user computing (laptops and desktops) discovery

Jeff has 5,000 laptops and desktops he needs to account for, particularly the software that is installed on them since APEX wants to avoid the pain of a failed software audit again.

ServiceNow unit consumption	OpenText unit consumption
1,250 units (5,000 CIs/ 4)	**500 units** (5,000/10)

Jeff could save 750 units by using OpenText for his end-user computing discovery needs.

IoT (mobile devices) discovery

APEX provides company-owned mobile phones and tablets for some employees and Jeff needs to account for these, and the software installed on them, for his IT asset managers. They currently manage all these devices through Intune and Jamf.

ServiceNow unit consumption	OpenText unit consumption
50 units (2,000 CIs/ 40)	**0 units** ingesting IoT device information through integration is free

Jeff can save 50 units managing IoT devices when using OpenText.

Networking devices discovery

Jeff simply wants to account for his networking equipment and how it is configured.

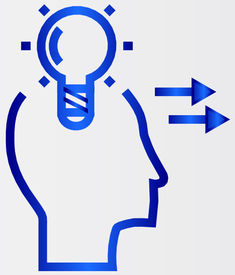
ServiceNow unit consumption	OpenText unit consumption
28 units (700 CIs/ 25)	**0 units** basic discovery of networking devices is free

Jeff can save 28 units managing IoT devices when using OpenText discovery, he can also be confident of having access to the necessary capabilities for advanced network discovery when needed.

The basic level of discovery from ServiceNow meets his needs today—as would OpenText's solution, but eventually he will need more detailed cross-vendor topology maps and virtual networking information. ServiceNow is not able to provide the deep and detailed network discovery required. OpenText provides this capability with the Advanced Discovery of Networks for OpenText Universal Discovery and CMDB add-on.

LOOKING FORWARD

More detailed networking configuration information



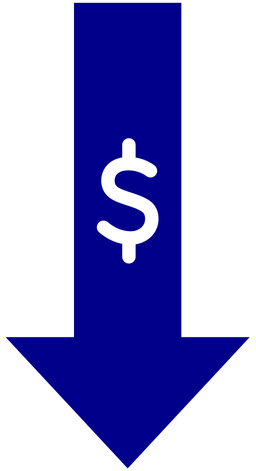
OpenText Advanced Discovery of Networks for OpenText Universal Discovery and CMDB extends your network visibility, integrating comprehensive network discovery and topology insights across physical, virtual, and software-defined (SDx) environments.

This add-on capability leverages controller-based discovery, real-time topology updates when directly discovering network content, and extensive protocol support to enhance IT visibility, improving change success and accelerating troubleshooting when network elements are involved.

The result

Meeting the objective of APEX's CIO to reduce IT spend, Jeff can demonstrate that OpenText Universal Discovery and CMDB is a viable way to keep and protect its ServiceNow investment while consuming tens of thousands less discovery licenses per year.

	ServiceNow (unit consumption/mth)	OpenText (unit consumption/mth)
Server discovery	5,000 units	4,100 units
Pass services discovery	4,167 units	0 units
Container discovery	10 units for virtual servers 10 units for containers	10 units for virtual servers 10 units for containers
End-user computing discovery	1,250 units	500 units
IoT discovery	50 units	0 units
Networking devices discovery	28 units	0 units
Total	**10,515**	**4,620**



56%
annual
saving with
OpenText

More than cost savings

Boost your ServiceNow success through better discovery with OpenText

With OpenText discovery not only can you reduce costs, you can also stop filling your ServiceNow CMDB with mediocre and unreliable configuration data—impacting the effectiveness of your ServiceNow solution.

It's time to see what you've been missing.

OpenText Universal Discovery and CMDB provides the IT visibility you need in ServiceNow for today's multicloud, hybrid IT environments by delivering:

- Constantly up-to-date, real-time dynamic views of configuration management data.
- Multicloud and on-premises discovery to understand complex, hybrid IT.
- Reliable and automated discovery across any security constraints, network requirements, or compute platforms.
- Out-of-the-box and easily customizable configurations for faster time to value.
- More reliable data with only changed data discovered and processed, minimizing network traffic by replicating discovered changes only.
- Easy-to-use and easy-to-share configuration data across all of IT for improved change management, incident response, monitoring, and compliance.
- Deep and reliable software discovery and utilization across all devices and environments, including cloud, containers, and endpoints backed by decades of development.
- Advanced network discovery with recognition and full dependency results of more than 3,500 network devices from more than 250 vendors.

Learn more about OpenText Universal Discovery and how it can give your ServiceNow CMDB the data it deserves.

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit opentext.com.

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