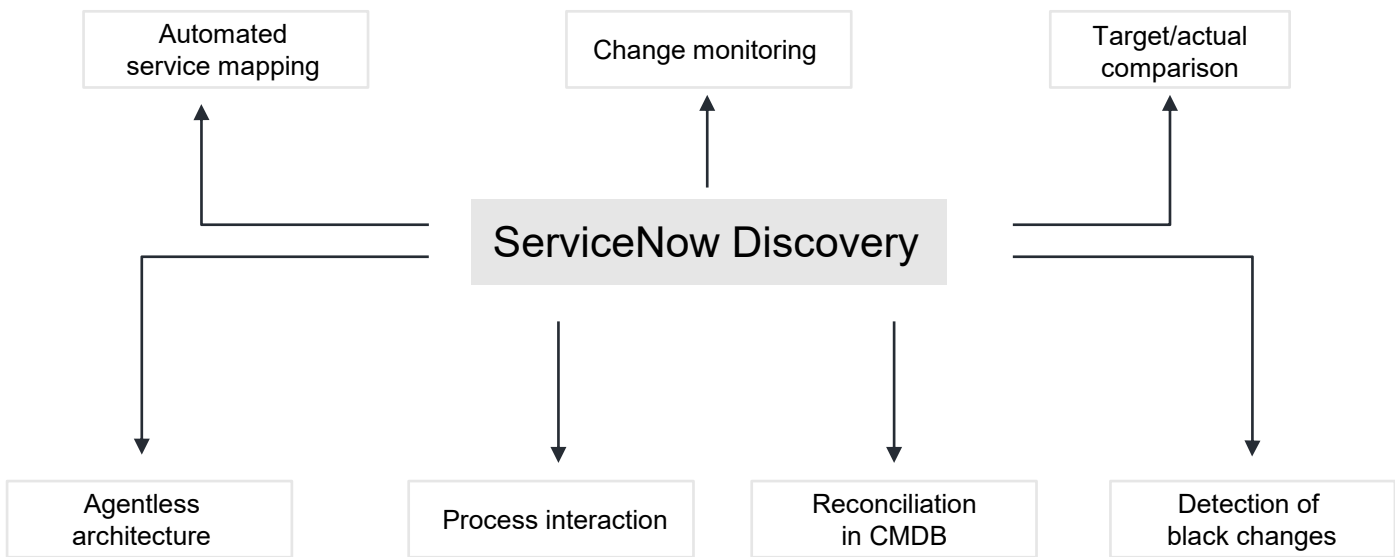The ITOM module Discovery offers companies complete and up-to-date system records in the CMDB. All devices and applications set up within an IT network are identified in an automated process. ServiceNow Discovery then updates the database with all previously collected information.

ServiceNow Discovery elements

Automated service mapping		Change monitoring		Target/actual comparison

ServiceNow Discovery

Agentless architecture		Process interaction	Reconciliation in CMDB	Detection of black changes

Discovery life cycle

Scan	Classification	Identification	Specification
• Devices in the network are found via a port scan • Open ports allow conclusions to be drawn about the device type	• Additional queries are carried out to accurately classify the device type or operating system	• Further queries are carried out to obtain detailed information about the device	• Results are compared with the CDMB • New devices are added; existing ones are updated

Details about the Discovery solution

Components

Probes
Examine third-party systems and deliver information about the changes found

Sensors
Receive and process the data provided by the probes and use it to update the CMDB

Patterns
A series of operations to collect, process, and update data in CMDB

Benefits

- Comprehensive overview of IT infrastructure on-premises and in the cloud

- CMDB is kept up to date with anautomated process

- Wider range of information on which to make decisions

- Improved root cause analysis

ServiceNow Dependency view
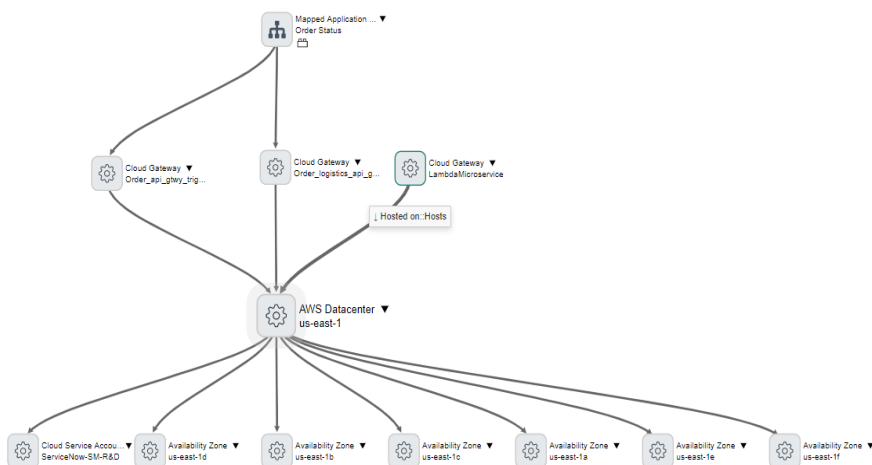
- Visualizes hierarchical connections between various IT infrastructure elements

- Automatic identification of dependencies

- Shows the status of configuration items (CI)

- Enables access to CI-related warnings and tickets

About us

Agile and new but with more than 30 years of experience—that's agineo, the largest partner of the platform provider ServiceNow in the DACH region. As an Enterprise Service Management specialist, we design business processes and implement them in software for well-known clients. To do this, we can draw on the broad technological expertise of the entire Materna Group, which is delegated across over 4,000 employees.

Our promise to deliver

With unwavering dedication and flexibility, we passionately take on responsibility for our customers. Our mission is their success, and we pull out all the stops to make it happen, both on time and on budget.