



SERVICE MAPPING

OVERVIEW

The ServiceNow® Service Mapping application helps to discover and create Service Maps of business services by using Top-Down discovery method. Service Mapping maps dependencies, based on a connection between devices and applications. The top-down mapping helps you immediately see the impact of a problematic object on the rest of the business service operation. A business service is a set of interconnected applications and hosts, which are configured to offer a service to the organization.

Business services are of three types. **Discovered Service:** Business Service that is created using service mapping functionality and discovery patterns. **Manual Service:** Manual service that is a business service that created manually by selecting CIs to include in the service. **Technical Service:** **Technical service** that is a dynamic grouping of CIs, based on some common criteria.

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Top 5 Challenges



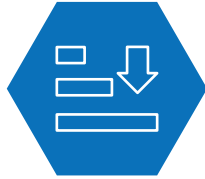
Permission

Permission issues to Service Account users.



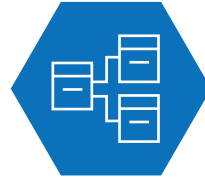
Understanding

Understanding of business service map due to lack of pictorial representation.



Top-Down Approach

Pattern customization for business services to perform a clean Top-Down approach.



Clusters

Identifying a cluster with Virtual IP Addresses.



Mid-server communication

Mid server network communication between different locations.

Best Practices Recommended by abhra



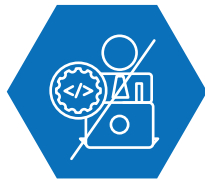
Sudo Permissions

Enablement of "sudo" permissions for documented commands to all service account users.



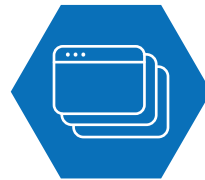
Communicate with Process Owners

Communication with Process Owners to understand business services Infrastructure.



Don't Hardcode CI Names

Connect Web servers & Databases in patterns by not hardcoding CI names/IP Addresses.



DNS Resolution as Multiple Applications

Maintenance of DNS resolution as multiple applications are sharing the same Load balancers with Virtual IP.



Individual Mid Servers

Maintain individual mid servers for each location to reduce load and network permissions.

CASE STUDY

Business Problem

A Major Capital Lender had poor visibility into their business services and also had difficulty in estimating impacted users from affected business applications.

Solution

- Approached customer with automated solution for understanding Business applications using Service Mapping Plugin.
- Provided BSM implementation plan.
- Discussed with Individual business owners to understand and plot a reliable and aggregate Business Application Maps.
- Service Mapping utilizes a "top-down" approach to map the underlying components that comprise a business service.
- The Business Service Map provides a visual representation of the configuration items and their relationship information about related issues.