**Service Operation > Service Desk > Incident Management**

**Service Operation > Problem Management**

**Service Transition > Service, Asset, and Configuration Management**

**CI (Configuration Item):** An item that needs to be managed to deliver a service. Ex: Software such as the operating system on an email server, or hardware, such as the email server itself

* Tracked for the relationships between other Cis – this is what allows us to track problems.

**CMDB (Configuration management Database):** stores the CIs

**Asset:** May or may not be a CI; must have a financial value; tracked for financial purposes and has no relationships

**Auto-Discovery:** Is a tool that gathers information about Cis such as CPU type, amount of ram, software versions, ect. It does this through a “discovery server” onsite and an integration via web services.

The CMDB assists in incident management by providing the service desk with info on affected Cis. The CMDB assists in problem management by associating affected Cis to the incident, problem, and change management processes. The CMDB assists in change management by recording which Cis have been changed, when, and how.

**Service Transition > Change Management**

[Official docs with overview video](https://docs.servicenow.com/bundle/vancouver-it-service-management/page/product/change-management/concept/change-types.html)

**Change:** the addition, modification, or removal of anything that could have an effect on IT services.

Three types of changes:

* Standard change = a pre-authorized change that is low risk, relatively common, and follows a procedure or work instruction
* Emergency change = a change that must be implemented as soon as possible, for example to resolve a major incident or implement a security patch
* Normal change: any service change that is not a standard or an emergency change. These are low risk

[**Service Transition > Knowledge Management**](https://docs.servicenow.com/bundle/tokyo-servicenow-platform/page/product/knowledge-management/reference/setup-knowledge-admin.html)