IT Operations Management

Create or modify pattern

Enter values and variables in pattern

Port scan phase

Classification

Identification exploration

Probes and sensor’s from phases

See video on saba

Troubleshooting

Cmdb

Identification reconciliation, life cycle, dashboard for health, CM and CMDB

CI class manager

Creating class

Mid server

Installation

Troubleshooting

Set up

Active issue

Knowledge Art

ECC queue

Capabilities

Parameter what you can change

Threads

Find different things from Discovery status

Port scan

Mid server inside

How interact with cmdb

Discovery schedule

Benefits of discovery

CI class manager

Reconciliation identification

Ci types

Customer discovery product benefits -> snow.com

ITOM

**Move IT operations from a reactive team to one that works intelligently for the business. Gain visibility into your operations footprint, manage service health, and optimize service delivery and spend.**

## Discovery

Get complete visibility into your on‑premise and cloud resources. Keep track of changes occurring within your on‑premise, cloud, and serverless infrastructure in the Configuration Management Database (CMDB). Set a strong foundation with accurate data and relationship views for ITSM change management, Software Asset Management, Customer Service Management, Security Operations, and more.

Benefits

https://www.servicenow.com/content/dam/servicenow/images/jakarta/products/image/icon/icon-green-check-mark.png

**Realize fast time to value**when you rapidly configure and launch secure, agentless discovery of hardware, software, virtual and cloud resources, Kubernetes clusters, and their relationships

https://www.servicenow.com/content/dam/servicenow/images/jakarta/products/image/icon/icon-green-check-mark.png

**Enable service impact analysis**with hybrid infrastructure inventory and relationship information for automated service maps

https://www.servicenow.com/content/dam/servicenow/images/jakarta/products/image/icon/icon-green-check-mark.png

**Extend discovery throughout IT:** resources with out of the box patterns or customize for multi-cloud environments, like AWS and Azure, or server less infrastructure, like Dockers and Kubernetes

Improve efficiency in the change process: Change management comes integrated with Discovery to ensure CI changes are accurate and updated in CMDB.

## Feature Details

 All

* **Secure, Agentless Architecture**
* **Probes, Sensors, and Patterns**
* **Dependency Views**
* **Customization and Integrations**
* **Quick and Easy Setup**
* **Integrated Change Management**

De duplaction task

CMDB dashboard

Storage device mapping