

Top 10 Technologies ITOM Won't Discover Automatically

'ike (knowledge) level: Novice

Rev. February 9, 2025

ServiceNow IT Operations Management (ITOM) is a powerful suite for managing and automating the operational aspects of IT services, but there are several technology stacks and systems that it **does not** automatically discover **Out-of-the-Box (OOB)**. These systems usually require additional integration, custom configuration, or third-party discovery tools to ensure full visibility. Below is a list of **10 common technology stacks** that ServiceNow ITOM **does not** discover OOB and the associated methods for discovery:

1. Cloud Platforms (AWS, Azure, Google Cloud Platform)

- **What's the Deal?** ServiceNow does a pretty decent job at discovering **cloud instances** from platforms like AWS and Azure, but it's not going to dive into the deep end and pull in all the nitty-gritty cloud services OOB.
- **The Fix:** To really go full cloud mode, you'll want to grab the **Cloud Discovery** plugin or use the ServiceNow connectors for AWS, Azure, or GCP. **Cloud Management** on the ServiceNow Store is your ticket to full-on cloud discovery.

2. Containers (Docker, Kubernetes)

- **What's the Deal?** ServiceNow ITOM doesn't just **automagically** discover containers or Kubernetes clusters like it does with other stuff. Containers need a little extra TLC.
- **The Fix:** If you're running **Docker** or **Kubernetes**, you'll want to roll out the **Container Discovery** application. You can also use the **Kubernetes Discovery Integration** from the **ServiceNow Store** for a smoother experience.

3. Virtualized Environments (VMware ESXi, Hyper-V)

- **What's the Deal?** VMware and Hyper-V are like the virtual pets of the IT world. ServiceNow can handle some basic **VM discovery**, but when it comes to full-on **virtualization environments** like **ESXi** or **Hyper-V**, it needs a little help.
- **The Fix:** Get the **VMware vSphere Integration** or go with **Microsoft SCVMM** integration to pull in all the virtual goodness. Both are available in the **ServiceNow Store**.

4. Network Devices (Routers, Switches, Firewalls)

- **What's the Deal?** ServiceNow can't just pluck your **network devices** out of thin air (though that'd be nice, right?). Routers, switches, and firewalls need some specific discovery setups to be fully visible.
- **The Fix:** Configure **SNMP-based Discovery** and set up **Network Discovery** for your network devices. You can also grab **Network Automation** from the **ServiceNow Store** to simplify things a lot.

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5. Databases (SQL Server, Oracle, MySQL, etc.)

- **What's the Deal?** While ServiceNow can discover your **database servers**, it doesn't go all Sherlock Holmes on the **databases themselves** — you'll have to dig a little deeper for schema, tables, or stored procedures.
 - **The Fix:** Use the **Database Discovery** functionality to go beyond just the servers and pull in that detailed database goodness. Or grab **Database Management** from the **ServiceNow Store** to get a bit more magic with your database world.
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6. Mainframes (IBM z/OS, IBM iSeries)

- **What's the Deal?** Mainframes: the mysterious old legends of IT. ServiceNow doesn't natively discover these behemoths like **IBM z/OS** or **IBM iSeries (AS/400)** OOB.
 - **The Fix:** If you've got a mainframe, you'll need a **custom integration** or third-party tools like **Zowe**. No easy plug-and-play for mainframes, unfortunately.
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7. Legacy Systems (HP NonStop, AIX, Solaris)

- **What's the Deal?** Legacy systems like **HP NonStop**, **AIX**, and **Solaris** are kinda like the cool vintage cars of the IT world — they're classic, but not easy to discover.
 - **The Fix:** You'll need to put in some elbow grease here with **custom probes** or use third-party integrations. For those legacy gems, you can also check the **ServiceNow Store** for specific connectors that might help.
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8. Storage Systems (NetApp, EMC, SAN)

- **What's the Deal?** ServiceNow doesn't automatically roll out a red carpet for your **storage systems** like **NetApp**, **EMC**, or SAN devices. You'll need to help it out a bit.
 - **The Fix:** Grab the **Storage Discovery** plugin or integrate with vendor-specific tools for **NetApp** or **EMC**. There are also some helpful **Storage Management** connectors in the **ServiceNow Store** to make your life easier.
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9. Enterprise Applications (SAP, Oracle EBS, PeopleSoft)

- **What's the Deal?** When it comes to big enterprise applications like **SAP**, **Oracle E-Business Suite**, or **PeopleSoft**, ServiceNow's ITOM doesn't just discover them with the flip of a switch.

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- **The Fix:** For these, you'll need to use **Application Discovery** and set up **custom integrations**. There are some **third-party application connectors** you can find in the **ServiceNow Store** that help with these specific tools.

10. Service Desk and Ticketing Systems (Jira, ServiceDesk Plus, BMC Remedy)

- **What's the Deal?** If you're running another ticketing system like **Jira**, **ServiceDesk Plus**, or **BMC Remedy**, ServiceNow ITOM won't automatically discover these tools OOB (sadly, they're not best friends yet).
- **The Fix:** You'll need to set up some **API-based integrations** or use the **IntegrationHub** to get ServiceNow talking to these systems. There are some **third-party connectors** available on the **ServiceNow Store** that can help make the process smoother.

Bonus Tip: The ServiceNow Store is Your Friend!

For many of these stacks, you'll find ready-to-go integrations and plugins in the **ServiceNow Store**. Think of it as a magical marketplace where you can find exactly what you need to extend your ITOM capabilities.

So, while ServiceNow ITOM is powerful, it's not always going to discover everything for you out of the box. A little extra configuration, some custom integrations, or a few apps from the **ServiceNow Store** can do wonders to bring in all the tech stacks that are missing.

About Mana'o Pili ↴

Mana'o Pili is a Hawai'i based technology consulting firm specializing in business automation through ServiceNow. Mana'o Pili provides its customers with individualized solutions. We reject the notion of one-size-fits-all solutions. Instead, we partner with you to craft a tailored plan that aligns with your unique needs, budget, and objectives. Our approach focuses on optimizing your existing platform while minimizing customization and reducing technical debt.

Here at Mana'o Pili, we treat our customers as 'ohana (family), listen closely to your challenges and deliver tailored attention with exceptional service.