

# Service Mapping Functional Overview

The Service Mapping product from ServiceNow is flexible and allows multiple approaches, depending on the context.



## Approach #1: Pattern-based

Offers “Surgical Precision”

This approach is most recommended when targeting critical Services. Even if the effort to create the maps are high, the approach gives the most depth, accuracy and automation.

### Pre-Requisites

- ✓ Horizontal Discovery or agents
- ✓ Access, Credentials & Permissions
- ✓ Host Machines & Processes Discovered
- ✓ Patterns activated

Higher Accuracy



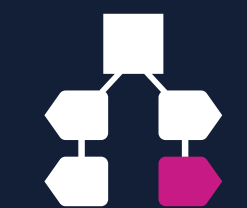
## Approach #2: Traffic & ML-based

Offers “Quick time-to-value”

This approach yields rapid outcomes by casting a broad net, sacrificing precision for generality, making it ideal for large-scale mapping tasks where efficiency and coverage are prioritized.

### Pre-Requisites

- ✓ TCP Connections in CMDB
- ✓ Running processes in CMDB & Process Classifiers
- ✓ Application Fingerprints
- ✓ Connection Suggestions Active



## Approach #3: Tag-based

Offers “Cloud-native Service Maps”

This approach allows for high scalability, leveraging container and cloud compatibility and having no need for access credentials. This solution is recommended for cloud-native and non-critical Services.

### Pre-Requisites

- ✓ Tags existing in Cloud Platforms - Azure, AWS, VMWare, OpenShift or Kubernetes.
- ✓ Cloud Discovery pulling tags into the CMDB.
- ✓ A comprehensive tagging strategy and mapping automation process.

Higher Scalability

# Metrics to determine suitability of approaches

As there is no perfect solution - each Service Mapping approach can be valuable depending on the context.

<b>Evaluation Metric</b> 	<b>Pattern-based Approach #1</b> 	<b>Traffic &amp; ML-based Approach #2</b> 	<b>Tag-based Approach #3</b> 
<ul style="list-style-type: none"> <li>Technical difficulty in implementation</li> </ul>	 <b>HIGH</b>	 <b>LOW</b>	 <b>MEDIUM</b>
<ul style="list-style-type: none"> <li>Time-to-Value</li> </ul>	 <b>HIGH</b>	 <b>LOW</b>	 <b>LOW</b>
<ul style="list-style-type: none"> <li>Difficulty in terms of governance, strategy, and organizational aspects.</li> </ul>	 <b>HIGH</b>	 <b>MEDIUM</b>	 <b>MEDIUM</b>
<ul style="list-style-type: none"> <li>Access Requirements &amp; Connectivity</li> </ul>	 <b>HIGH</b>	 <b>MEDIUM</b>	 <b>LOW</b>
<ul style="list-style-type: none"> <li>Risk of having missing components or inability to map certain Services</li> </ul>	 <b>LOW</b>	 <b>HIGH</b>	 <b>LOW</b>
<ul style="list-style-type: none"> <li>Effort to map Services in bulk</li> </ul>	 <b>HIGH</b>	 <b>LOW</b>	 <b>LOW</b>
<ul style="list-style-type: none"> <li>Effort in updating maps due to CI config. changes</li> </ul>	 <b>LOW</b>	 <b>MEDIUM</b>	 <b>MEDIUM</b>