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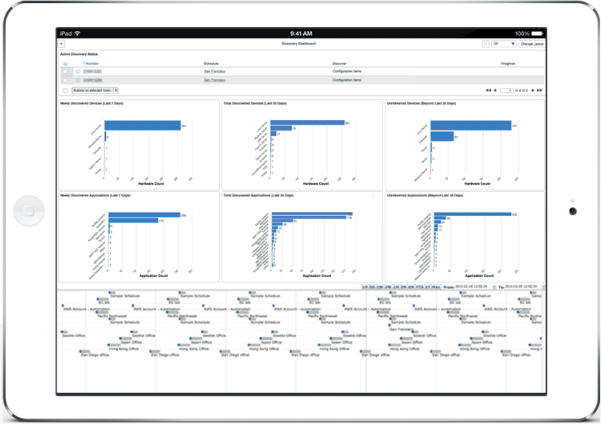
Home   Products and Solutions   **Discovery**

ServiceNow Discovery

ServiceNow Discovery identifies IP-enabled configuration items (CIs), maps their interdependencies, and populates and maintains them in the ServiceNow Configuration Management Database (CMDB) – a critical step to automating service management. Discovery is scheduled on a regular basis to help ensure the accuracy of the CI data underpinning all ServiceNow IT service automation applications across the enterprise.

Discovery dashboard provides recent discovery history, as well as discovery schedule of upcoming jobs

Benefits to Your Enterprise

Without a repeatable and reliable method to identify the elements of enterprise IT infrastructure, it is impossible to capture an accurate and up-to-date map of CI relationships. This creates the proliferation of disparate and polluted databases and change management can spin out of control.

Create Inventories Quickly

Rapid, non-disruptive discovery with an agentless architecture

Software probes and sensors that can be easily modified

Automatically match discovered devices with existing CIs in the CMDB

Kimberly-Clark

With Discovery, Kimberly-Clark has greater visibility, automation, and control over **850,000** configuration items and **1.5 million** IP addresses.

FEATURED RESOURCES

IT Operations Management: A Service Delivery Primer White Paper
The New ITSM: Empowered by Integrated Operations White Paper
Discovery Data Sheet
IT Transformation Virtual Tour
ServiceNow Custom Apps Across the Enterprise

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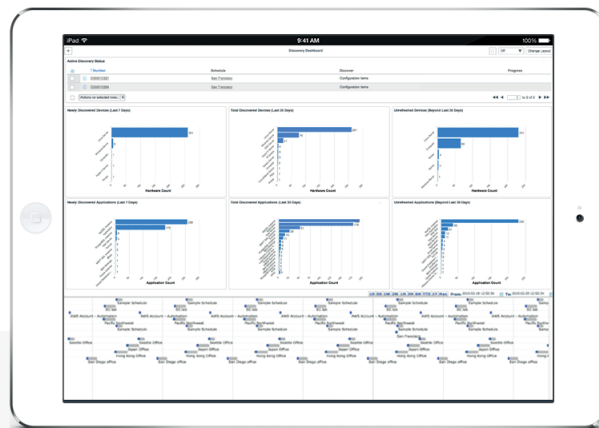+ LINKS

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Identify and Interrogate Custom Devices and Applications

Customize discovery commands, fields, tables and relationship descriptions

Easy and bi-directional integration for federation with other data sources

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