**USE CASE** 

### **MEET FELIX**

SVP, Information Technology

Ready to migrate from a custom legacy Application Discovery Dependency Mapping (ADDM) program to ServiceNow Discovery solution.

Needs to **diagnose and troubleshoot** challenges, set up schedules, and **establish best practices** for end-to-end implementation of Discovery.

# HOW WE HELPED FELIX WIN.

12–14 week process:

DEFINE	BUILD	TEST	LAUNCH
Analysis Gather requirements on current-state customizations & CMDB CI data. Construct, research and load files for non-OOB network devices.	Design Designed and developed high-complexity Patterns. Customized Probes and Sensors. Developed Pre/Post Processing Script.	Developed common shared libraries for pattern common to network & host devices. Performed troubleshooting and analysis of system logs.	Adoption & OCM Implement performance improvements by cleaning up unrequired data in Patterns. Implement Discovery Schedules.

## SOLUTION SCOPE



#### OUTCOME

#### Creating Visibility with ServiceNow Discovery.

Near real-time visibility into environments through an accurate, up-to-date CMDB.

Find Flow in your ITSM operations & asset management.

- Actively discover all network devices across all environments (including custom network devices) within 60 seconds
- Better integration with ITSM processes, including Event Management, Incident Management & Change Management
- Fewer business-impacting events.
- Faster Mean-Time-To-Resolve (MTTR).

