

erm4sn

# Entity Relationship Model for ServiceNow

Eliminate complexity  
Improve efficiency



# The leading visualization tool for ServiceNow

erm4sn

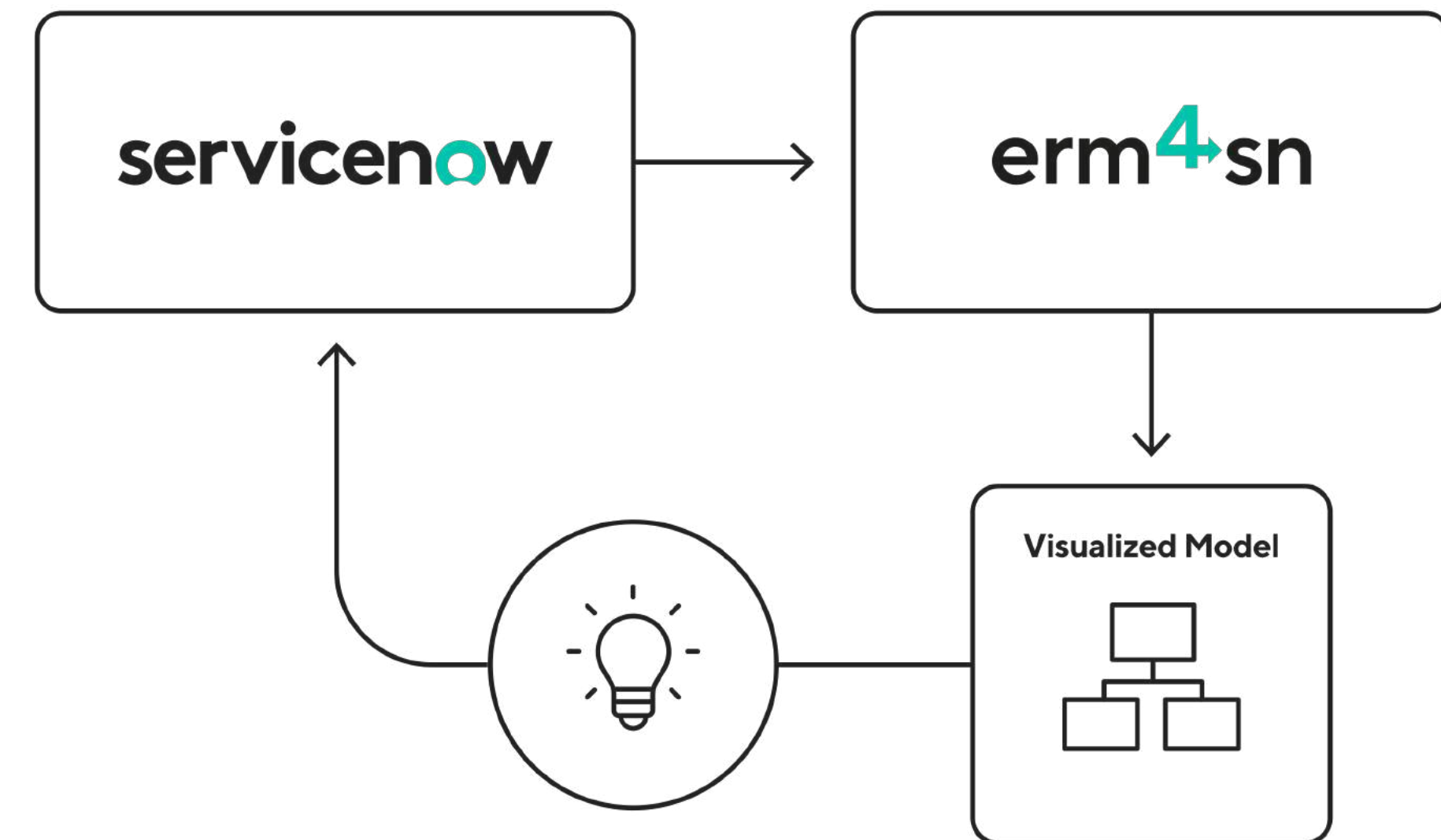
## Get to know erm4sn

erm4sn takes your company's raw data from ServiceNow and offers you a clear-cut visual overview of your data model in a browsable format.

This puts you in the driver's seat, allowing you to integrate, develop and manage your data yourself without having to send a ticket your ServiceNow department every time you need information.

Plus, erm4sn's easy-to-use visual comparison features save you time by letting you pinpoint issues and make the right changes quickly and efficiently.

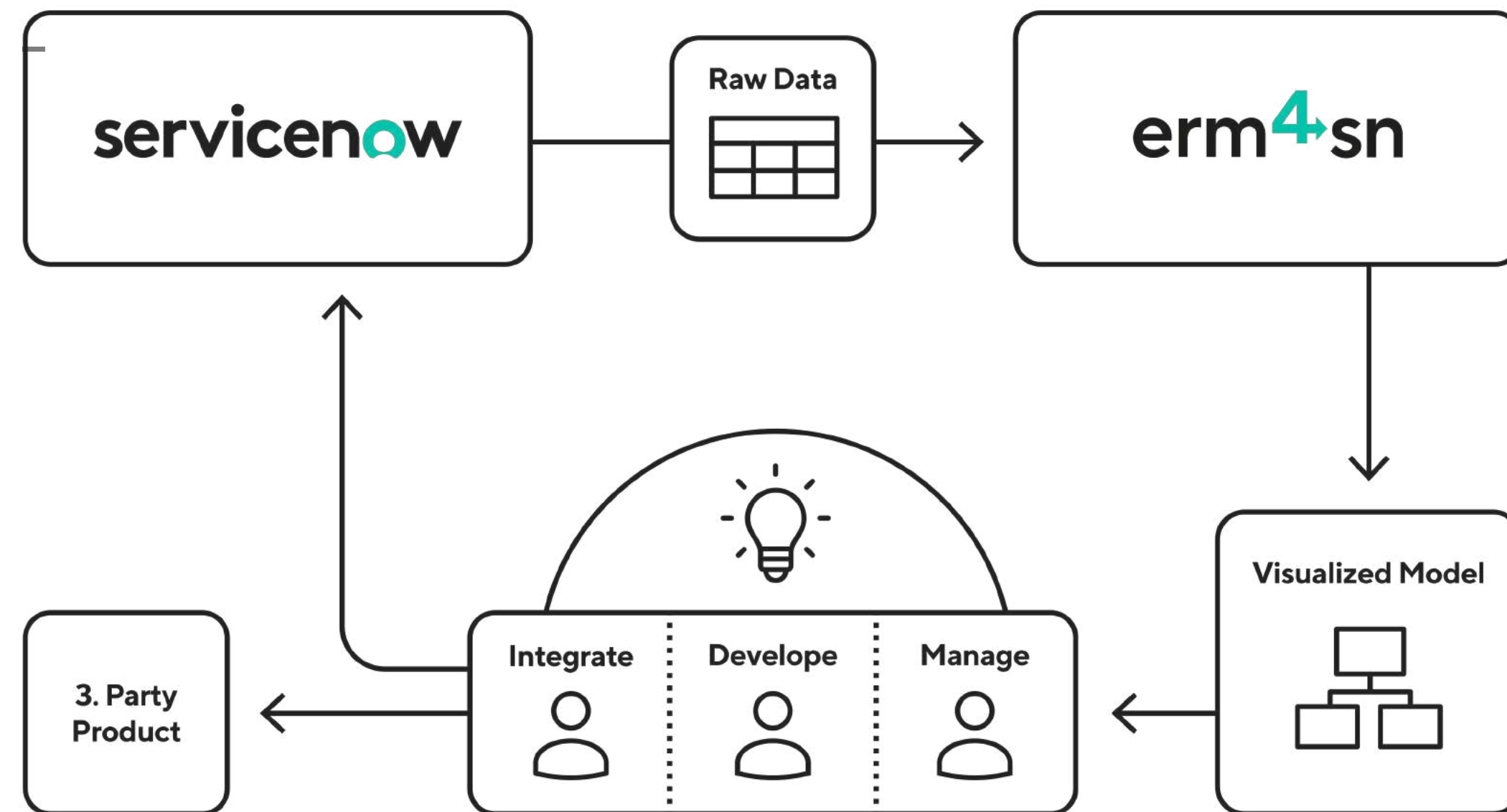
So, you can stop wasting time and start working smarter with ServiceNow.



# How it works

## Enhance efficiency with erm4sn

erm4sn



erm4sn is the easy, effective way for you to view and analyze your ServiceNow data model.

Our application connects with your ServiceNow instances to provide you with a clear visual overview, so you can work smarter and more efficiently.

Browse the data model, compare changes and pinpoint compatibility issues: with erm4sn, you can get the most out of ServiceNow.

# Use Case :

## Data Integration

### Requirement

**Data Integration with external reporting application**

### Challenges

- **Where is the data located inside of ServiceNow?**
- **Which tables need to be integrated?**

### Solutions with erm4sn

- erm4sn makes it easy to explore the ServiceNow schema, determine tables, attributes and relationships
- ServiceNow and external teams have access to all relevant information without the need of admin permissions

# Use Case : Data Integration

Estimated  
per  
analyses  
time saved:  
2 hours

The screenshot displays the erm4sn interface for a class model. The main view shows a 'Derivation Hierarchy' for 'cmdb\_ci\_linux\_server' (Linux Server) / Global (global). The hierarchy is as follows:

- cmdb («Base Configuration Item») - global
  - cmdb\_ci («Configuration Item») - global
    - cmdb\_ci\_hardware («Hardware») - global
      - cmdb\_ci\_computer («Computer») - global
        - cmdb\_ci\_server («Server») - global
          - cmdb\_ci\_linux\_server («Linux Server») - global

Below the hierarchy, it states 'Subclasses: No Subclasses' and lists 'Siblings' including various server and hardware models.

The right sidebar shows a list of 'CMDB CI Class Models (sn\_cmdb\_ci\_class)' with 30 items, including models like 'cmdb\_ci\_cluster', 'cmdb\_ci\_cloud\_org', 'cmdb\_ci\_cloud\_host', etc.

At the bottom, the 'Table Details' section provides metadata for the 'cmdb\_ci\_linux\_server' model:

<b>Name:</b> cmdb_ci_linux_server	<b>Created On:</b> 2018.12.04 18:47:45	<b>Updated On:</b> 2018.12.04 18:47:45	<b>Column Updated On:</b> 2022.10.15 13:35:14	<b>Scope:</b> global	<b>Listing:</b> open
<b>Label:</b> Linux Server (en)	<b>Created By:</b> system	<b>Updated By:</b> system	<b>Column Updated By:</b> system	<b>Scope Name:</b> Global	<b>Dictionary:</b> open

source: demo.erm4sn.com

# Use Case :

## Analyze the schema

### Requirement

**Gain insight into ServiceNow's internal data structure**

### Challenges

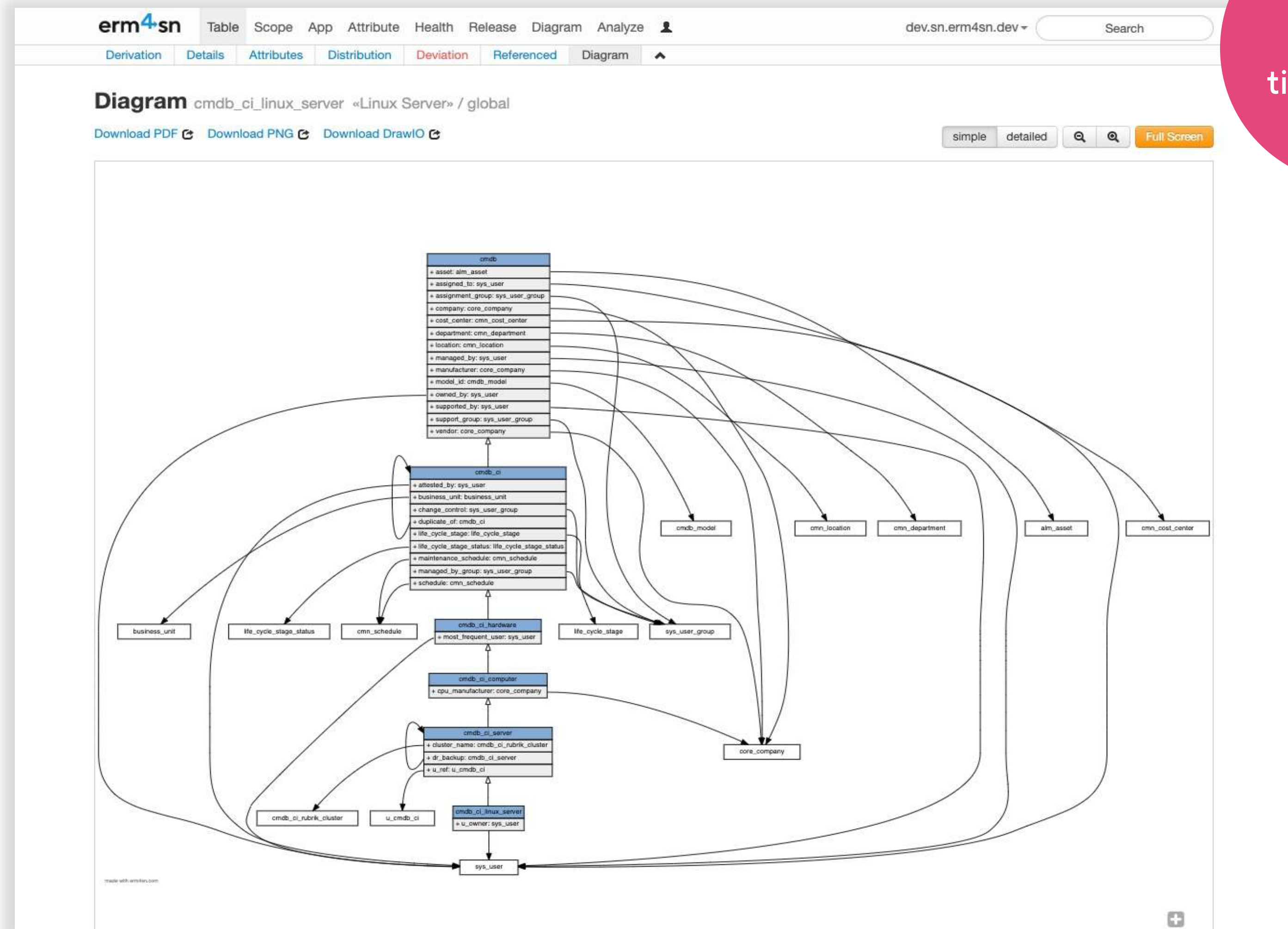
- **What tables, attributes, relationships are relevant?**
- **How are tables related and correctly joined?**

### Solutions with erm4sn

- The erm4sn hierarchical table feature offers you a clearly structured overview of your data in an easy-to-use, browsable format.
- Design and plan changes in professional tools like Enterprise Architect or DrawIO

# Use Case : Analyze the schema

Estimated  
per  
analyses  
time saved:  
4 hours



# Use Case :

## Platform upgrade

### Requirement

**Estimate the business impact of a platform upgrade**

### Challenges

- **What data model changes have an impact on the existing business processes?**
- **What are the estimated costs to align 3<sup>rd</sup> party applications with the new ServiceNow release?**

### Solutions with erm4sn

- erm4sn's Instance Comparison feature allows you to compare and report the data models differences across multiple versions of ServiceNow within seconds.
- The Release feature gives detailed insights of data model modifications over time and shows who changed what and when..



# Use Case : Platform upgrade

Estimated per analyses time saved: 10 hours

erm4sn Table Scope App Attribute Health Release Diagram Analyze prod.sn.erm4sn.dev

Compare Schemas Type Consistency Attribute Consistency References

### Compare Schemas

Compare Schema **prod.sn.erm4sn.dev (200)** with:

dev.sn.erm4sn.dev Based on:  Attributes  Tables  Columns Run

		prod.sn.erm4sn.dev (200)								dev.sn.erm4sn.dev (100)							
Table	Column	Type	Length	M	D	A	C	U	Ref	Type	Length	M	D	A	C	U	Ref
ais_ingest_tabl...	table	string	80	1	1	1	0	0		string	40	1	1	1	0	0	
alm_asset	life_cycle_stage	refere...	40	0	0	1	0	0	life_c...	refere...	100	0	0	1	0	0	life_c...
alm_asset	life_cycle_stage...	refere...	40	0	0	1	0	0	life_c...	refere...	100	0	0	1	0	0	life_c...
alm_template_t...	sys_class_name	sys_c...	80	0	0	1	3	0		sys_c...	80	0	0	1	0	0	
appsec_hardeni...	harc_requirement	integer	40	0	0	1	3	0		choice	40	0	0	1	3	0	
asset_property	value	string	4000	0	0	1	0	0		string	40	0	0	1	0	0	
ast_contract	life_cycle_stage	refere...	40	0	0	1	0	0	life_c...	refere...	100	0	0	1	0	0	life_c...
ast_contract	life_cycle_stage...	refere...	40	0	0	1	0	0	life_c...	refere...	100	0	0	1	0	0	life_c...
ast_contract	number	string	40	0	0	1	0	0		string	40	0	1	1	0	0	
ast_contract	payment_sched...	string	40	0	0	1	3	0		choice	40	0	0	1	3	0	
ast_contract	vendor_contract	string	40	1	1	1	0	0		string	40	0	0	1	0	0	
auth_key_verifi...	sys_class_name	sys_c...	255	0	0	1	3	0		sys_c...	255	0	0	1	0	0	
clm_m2m_cont...	asset	refere...	32	1	1	1	0	0	alm_a...	refere...	32	1	0	1	0	0	alm_a...
clone_instance	clone_request_...	string	9000	0	0	1	0	0		string	50000	0	0	1	0	0	
cmdb_ci	life_cycle_stage	refere...	40	0	0	1	0	0	life_c...	refere...	100	0	0	1	0	0	life_c...
cmdb_ci	life_cycle_stage...	refere...	40	0	0	1	0	0	life_c...	refere...	100	0	0	1	0	0	life_c...
cmdb_ci_qtree	qtree_quota_limit	integer	40	0	0	1	0	0		integer	40	0	0	1	0	0	
cmdb_ci_service	service_classifi...	string	40	0	0	1	1	0		string	40	0	0	1	3	0	
cmdb_ci_stora...	fractional_reserve	integer	40	0	0	1	0	0		integer	40	0	0	1	0	0	
cmdb_ci_stora...	max_autosize_...	integer	40	0	0	1	0	0		integer	40	0	0	1	0	0	
cmdb_ci_stora...	snapshot_reser...	integer	40	0	0	1	0	0		integer	40	0	0	1	0	0	
cmdb_ci_stora...	target_free_space	integer	40	0	0	1	0	0		integer	40	0	0	1	0	0	
cmdb_ci_vm_o...	server	refere...	32	0	0	1	0	0	cmdb...	refere...	32	0	0	1	0	0	cmdb...
cmdb_identifier...	attributes	field_list	512	1	1	1	0	0		field_list	512	1	0	1	0	0	
cmdb_metadat...	rel_type	refere...	32	0	1	1	0	0	cmdb...	refere...	32	0	0	1	0	0	cmdb...
cmdb_model	cost	price	15	0	0	1	0	0		price	20	0	0	1	0	0	

source: demo.erm4sn.com

# Features for all needs

## Understand ServiceNow

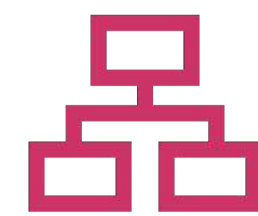
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Table structure, inheritance and relationships



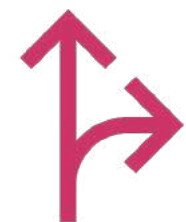
Application structure



UML Entity Relationship Diagrams



Table distribution



Column deviation



Table column change history



Platform upgrade



Consistency check



Instance comparison



Schema Health



Release comparison



Excel download

# What our customers say

## Meet the users



I am amazed by the amount of time my team can save with erm4sn.

What used to take days, now only takes minutes. It pulls all the complex and hidden information from the depths of ServiceNow and puts it into an easily readable and understandable form.

Henry Grimm  
Product Owner  
Swiss Re



erm4sn is an important companion in our work at Swisscom with ServiceNow. There is no faster way, to get an in-depth picture of how ServiceNow works and how the dots are connected. And the instance comparison feature is outstanding!

Richard Scheller  
Senior Software Architect  
Swisscom



# Distribution by Bosshard & Partner



**We have teamed up with Bosshard & Partner, an IT recruitment agency based in Switzerland with more than 25 years of experience in the industry.**

**We chose to partner with B&P because, at erm4sn, we know how important trust is to a successful working relationship.**

**erm4sn is proud to count on B&P as its distribution partner for its Swiss-made software.**

But that's not all: with Bosshard & Partner, erm4sn also gains access to B&P's roster of expert IT specialists for installing and operating erm4sn, as well as for product training. With its extensive network of IT professionals, ServiceNow specialists and partners across Germany, Austria and Switzerland, B&P is the perfect partner for erm4sn.

Together, we look forward to helping ensure your future success.

# An experienced IT team



**Boris Moers**

CEO and  
Founder erm4sn

- Extensive experience in ServiceNow development since 2009
- Over 24 years of in-depth software development expertise



**Hanspeter Himmel**

Distribution Partner and  
CEO Bosshard & Partner

- Managing Director and owner of Bosshard & Partner for over 11 years
- operating in the banking and insurance sector for 25 years



**Udo Jäger**

Product Ambassador and  
Business Solution Architect

- 35 years of IT experience in the areas of sales consulting and -leadership
- Passionate about the profession and the joy of success with our customers

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**Thank You**

[www.erm4sn.com](http://www.erm4sn.com)