

Instance Drift on ServiceNow

When you stray from the perfect path



About me

erm4sn



Boris Moers

CEO and
Founder erm4sn

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

The leading visualization tool for ServiceNow

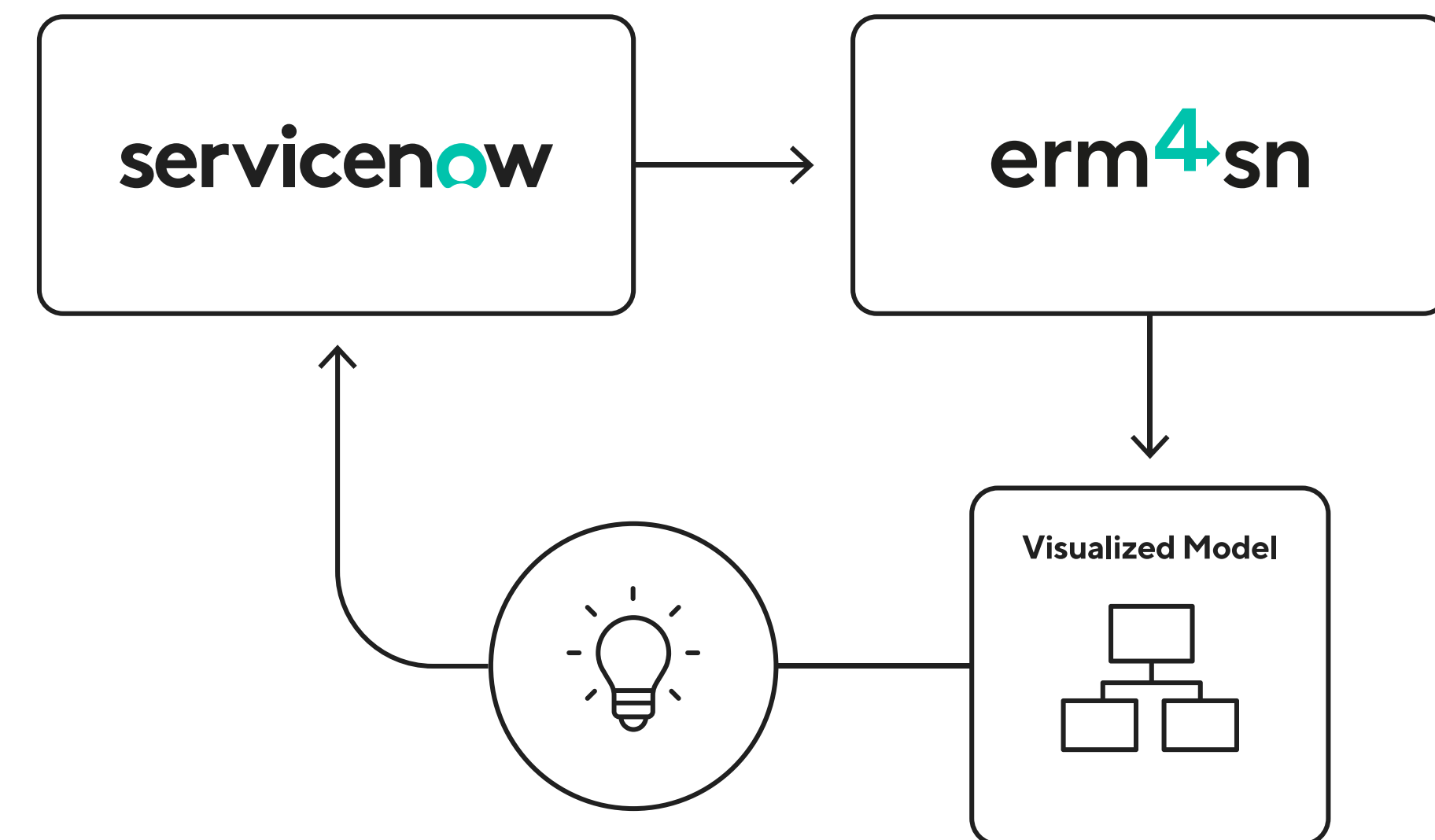
Get to know erm4sn

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.

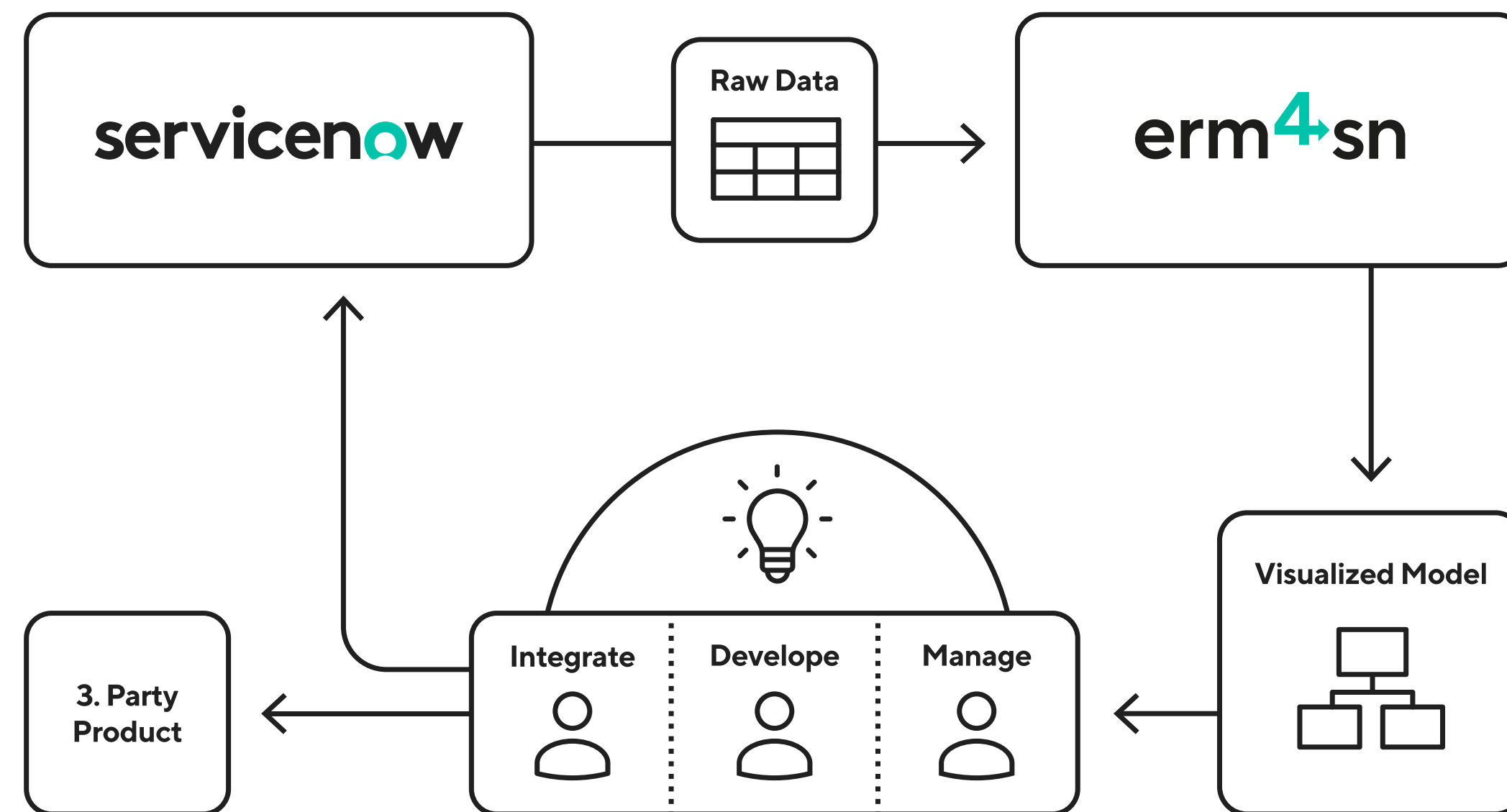
Plus, erm4sn's easy-to-use visual comparison features save you time by letting you pinpoint issues and make the right changes quickly and efficiently.



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.

Features for all needs

Understand ServiceNow

erm⁴sn

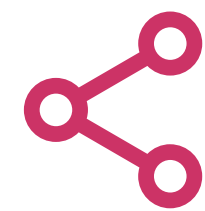
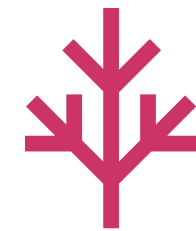
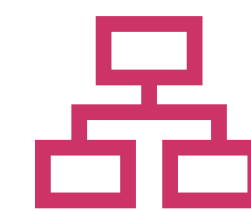


Table structure, inheritance
and relationships



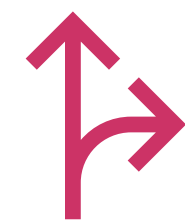
Application structure



UML Entity Relationship
Diagrams



Table distribution



Column deviation

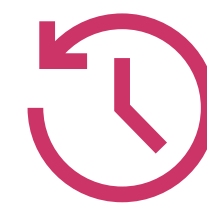


Table column change history



Platform upgrade



Consistency check



Instance comparison



Release comparison



Schema Health



Excel download

Instance Drift

Definition

Instance Drift is:



When a ServiceNow instance is customized to an extend where the baseline is from multiple ServiceNow versions:

The instance is a blend of multiple ServiceNow versions.

Instance Drift

What causes drift?

Modification on out of the box components in a fashion which conflicts with further updates

Modifications on **data**, like scripts (script include, ui script, business rule, etc.) or UI components, etc.

- touch a record without any change
- deactivate a record
- modify script logic
- update query condition

Modifications on data **dictionary**, like columns or tables

- change default value
- field change like increase max length
- attributes like mandatory, etc.

Instance Drift

What are the risks

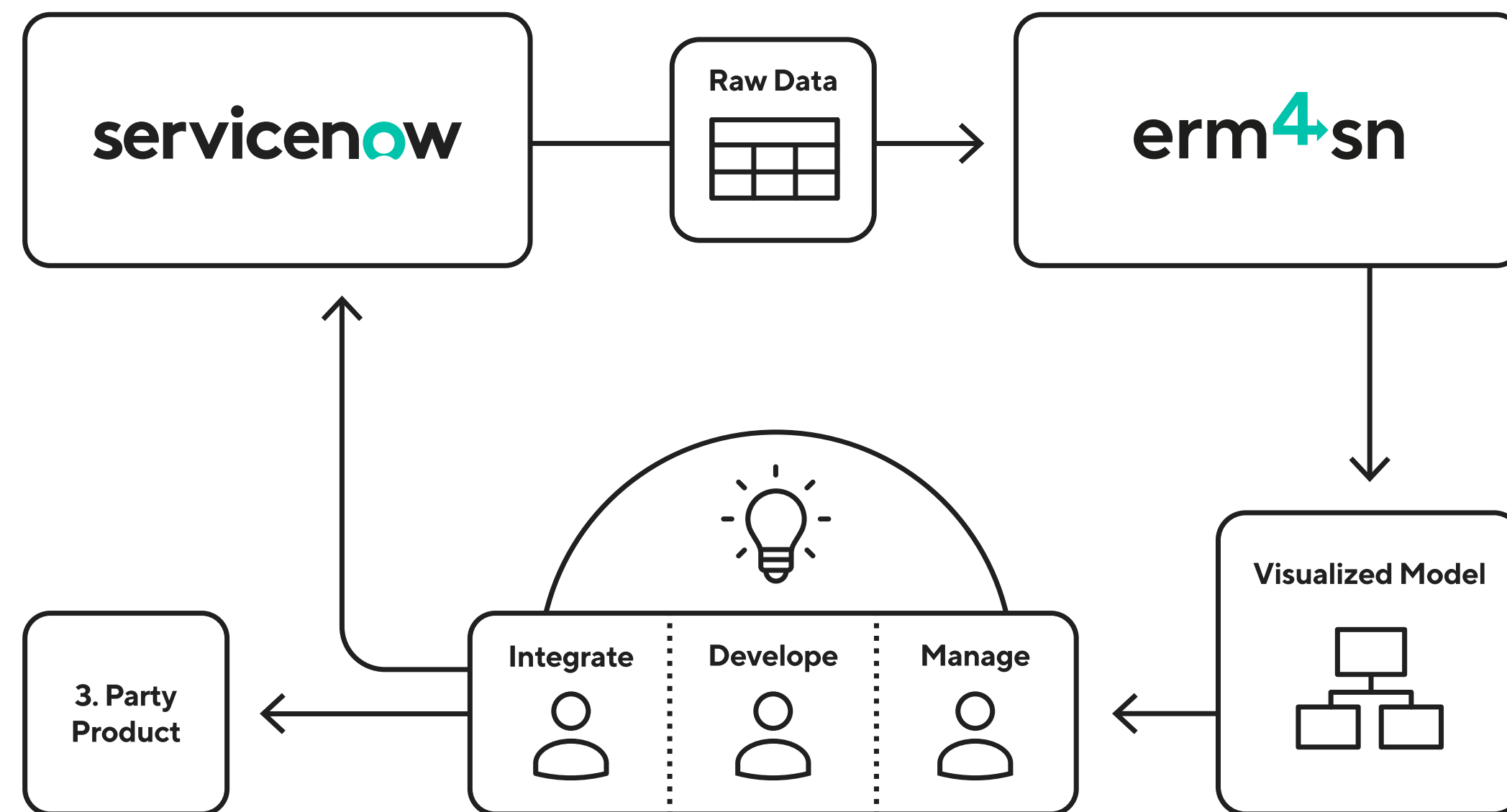
The ServiceNow instance may appear to be in a functional state today, but some features may not operate properly in the future.

- Platform upgrades are complex and require extensive testing (\$)
 - all skipped changes (sys_upgrade_history_log) need to be addressed
- High maintenance costs (\$\$)
 - maintain modified elements
- Missing future feature releases and updates (\$\$\$)
 - functionalities remain on old version state
- Version lock-in (\$\$\$\$)
- reimplement all processes on a fresh vanilla instance

How it works

Analyze drift with erm4sn

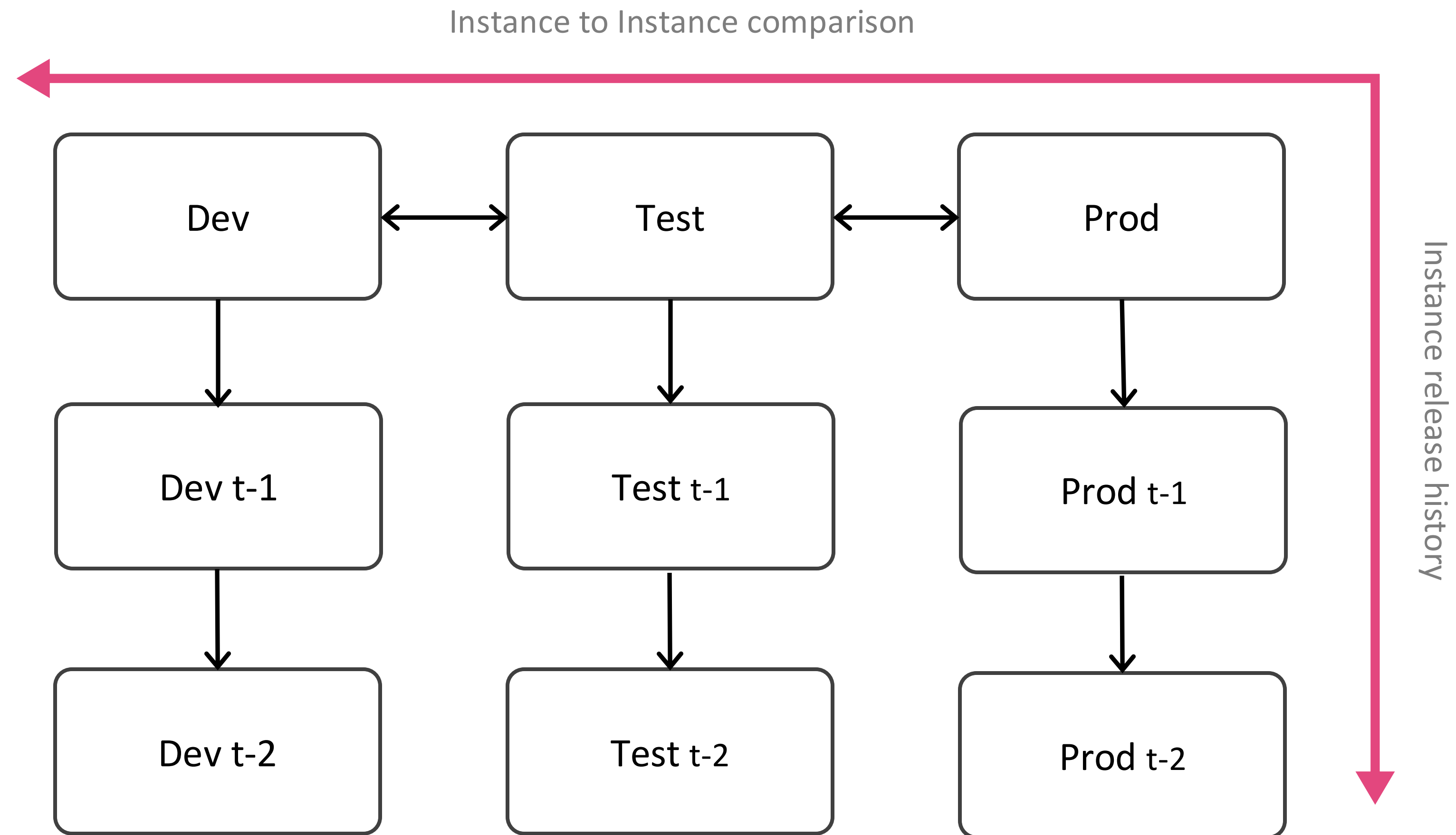
erm4sn



- a) connect erm4sn to the instance under investigation and a vanilla ServiceNow instance with the same baseline, enabled applications and plugins.
- b) load all schema data into erm4sn and analyze schema discrepancies between the two versions.
- c) create diagrams and reports with the tables and columns to be reviewed and aligned across the versions.
- d) if API or reports are affected, plan and organize schema changes with data consumers/providers.

How it works

Instance Comparison



How it works

Demo



- public erm4sn demo instance
demo.erm4sn.com
- Compare schema across multiple ServiceNow instances
[city / city, environment / environment, city / environment](#)
- Schema change over time
[release / release](#)
- Table column change history
[environment / environment](#)

Schema Drift

Tokyo / Tokyo Vanilla

erm4sn

ScopeAppTableColumnHealthReleaseDiagramAnalyze

Test (Tokyo)

Search

Compare Schemas

Type Consistency

Attribute Consistency

References

Start your personal free trial

Compare Schemas

Compare Schema **Test (Tokyo) (200)** with:

Tokyo (Vanilla)

Based on: ☒ Tables ☒ Columns ☒ Column Attributes

Run

download

		Test (Tokyo) (200)								Tokyo (Vanilla) (640)							
Table	Column	Type	Le...	Ma...	Di...	Ac...	Ch...	Un...	Re...	Type	Le...	Ma...	Di...	Ac...	Ch...	Un...	Re...
cmdb	asset_tag	string	80	0	0	1	0	0		string	40	0	0	1	0	0	
cmdb_ci_linux_server	u_global_extension	string	40	0	0	1	0	0									
cmdb_ci_linux_server	u_patch_level	string	40	0	0	1	0	0									
cmdb_ci_linux_server	x_665105_sample_scoped_extension	string	40	0	0	1	0	0									
sys_user	city	string	80	0	0	1	0	0		string	40	0	0	1	0	0	
x_665105_sample_user_type																	

Change History

Tokyo t-1

Release «snapshot»

⚙

🔍

1 of 1 (8)

download

Table	+	Mod	Column	Label	Type	Length	P	M	D	A	C	U	Updated By	Updated On
cmdb		changed	asset_tag	Asset tag	string	80	0	0	0	1	0	0	david.loo	2022.12.31 15:53:25
cmdb_ci_linux_server		new	u_global_extension	Global extension	string	40	0	0	0	1	0	0	david.loo	2022.12.30 18:39:16
		new	u_patch_level	Patch level	string	40	0	0	0	1	0	0	david.loo	2022.12.30 17:44:33
		new	x_665105_sample_scoped_extension	scoped extension	string	40	0	0	0	1	0	0	david.loo	2022.12.30 18:40:02
sys_user		changed	city	City	string	80	0	0	0	1	0	0	david.loo	2022.12.31 15:52:32
x_665105_sample_user_type		new	name	Name	string	80	0	1	1	1	0	0	david.loo	2022.12.30 18:34:01
		new	type	Type	choice	40	0	0	0	1	1	0	david.loo	2022.12.30 18:34:01
		new	user	User	reference [sys_user]	32	0	0	0	1	0	0	david.loo	2022.12.30 18:34:00

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

erm4sn



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Thank You

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