

ServiceNow Applications Behind the Scenes



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

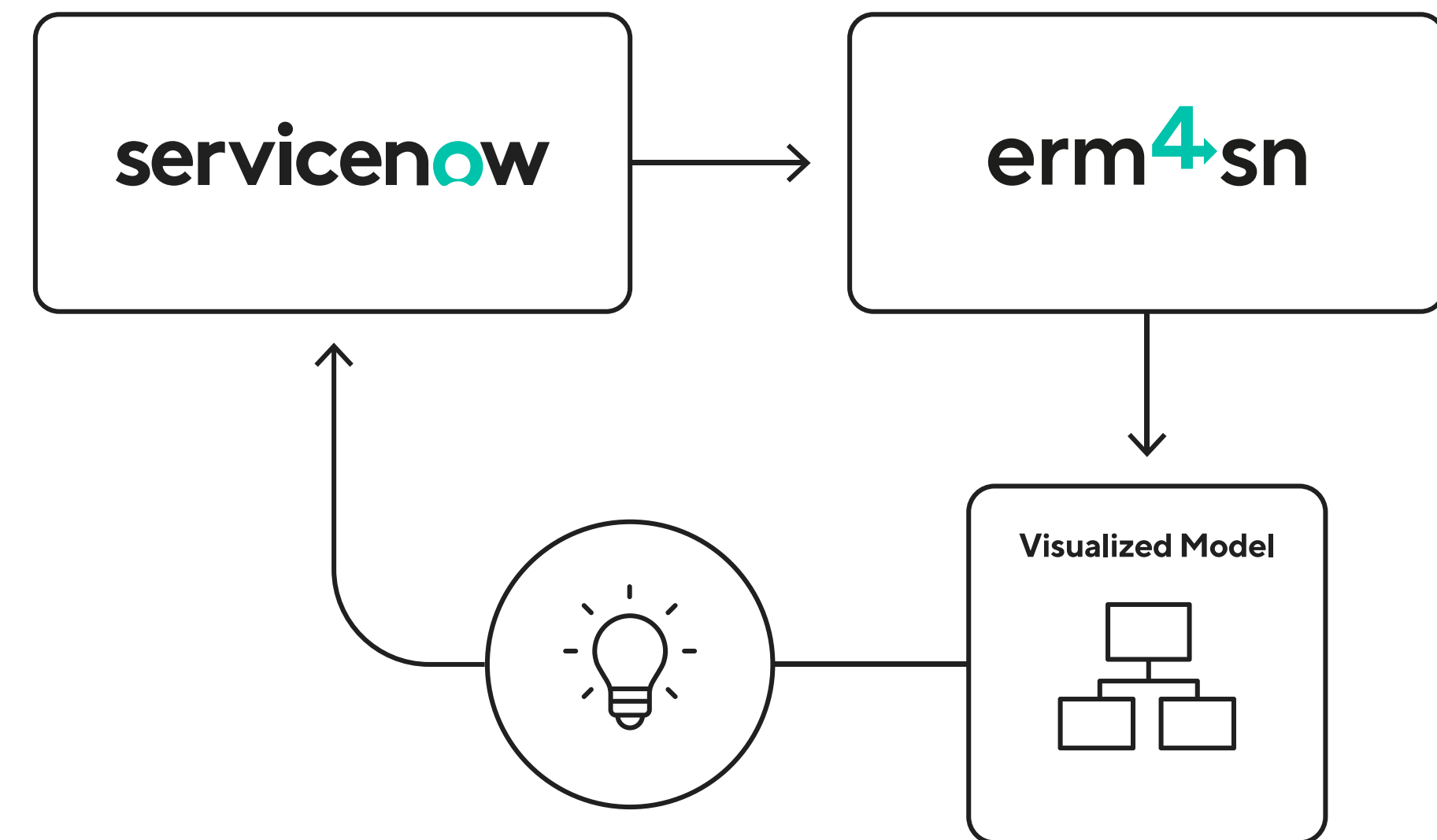
Get to know erm4sn

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.

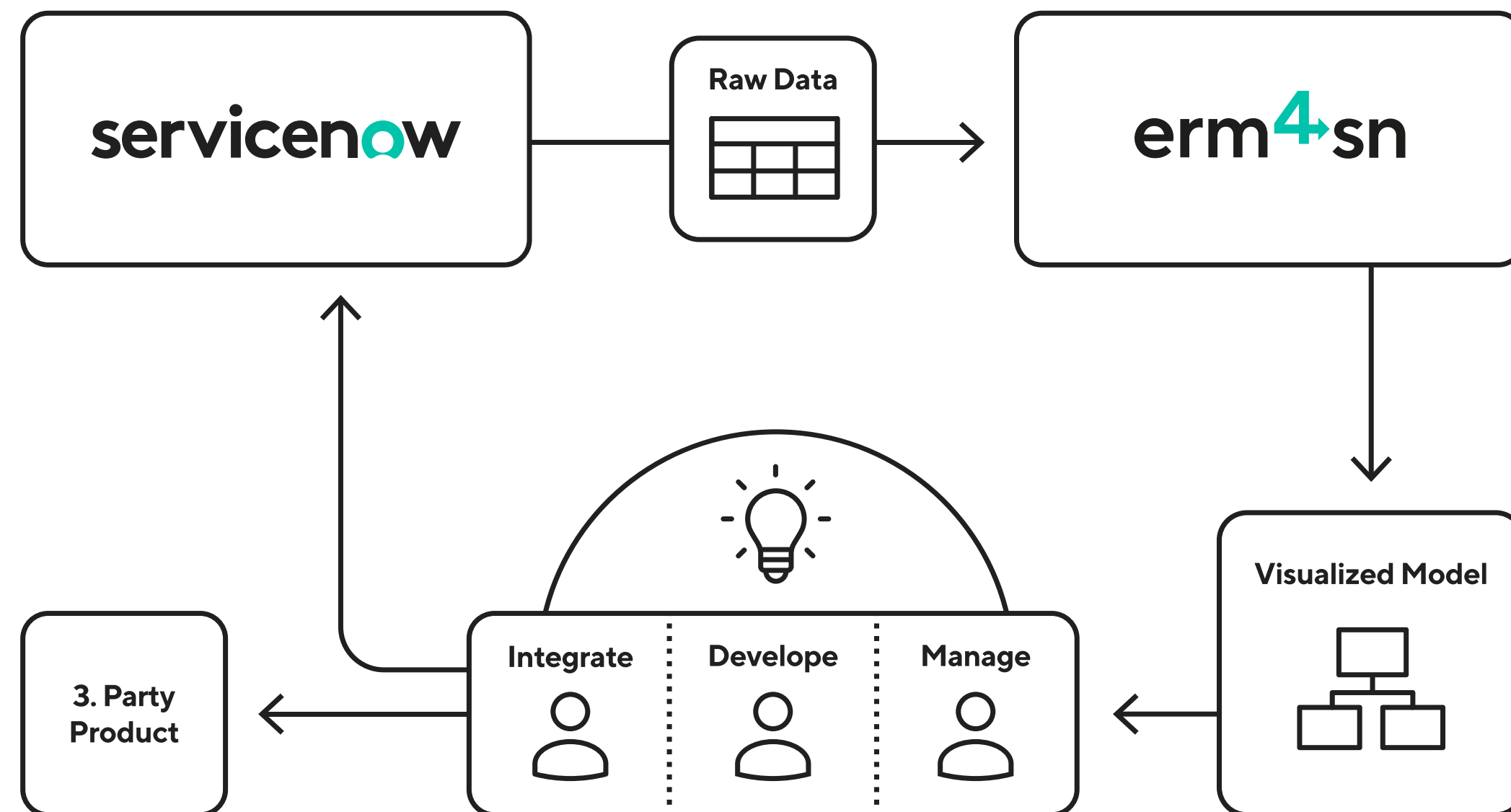
Plus, erm4sn's easy-to-use visual comparison features save you time by letting you pinpoint issues and make the right changes quickly and efficiently.



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

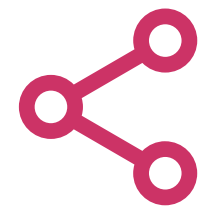
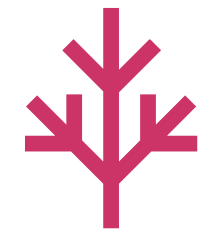
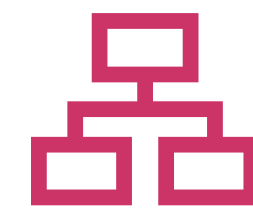


Table structure, inheritance and relationships



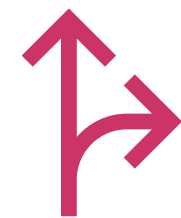
Application structure



UML Entity Relationship Diagrams



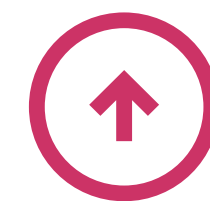
Table distribution



Column deviation



Table column change history



Platform upgrade



Consistency check



Instance comparison



Release comparison



Schema Health



Excel download

ServiceNow Applications

Use Case - Change Functionality

Change Request on OOB **Application Portfolio Management** Application:

As an **Application Portfolio Manager**, I need to be able to deactivate an **Application Category** so that it can no longer be used.

Questions:

1. What is the basic design of the application OOB?
2. Does the required field happen to already exist in the table, perhaps under a different name?
3. What are the tables that refer to the Application Category table and that will be affected by the change?
4. What is the appropriate way to implement this to have the least impact on a platform upgrade?
5. ...

Let's pass the request to the software architect who will look at these issues and design the change.

ServiceNow Applications

Use Case – Analyze Application

As a Software Architect, I need to know what the current implementation of the **Application Category** table is in order to advise and plan the change.

In ServiceNow:

- find **Application Category** table in UI
- open table dictionary record
- list table columns
- show schema map

- Only administrators have access to the data dictionary - no self-service.
- Time-consuming, repetitive admin task to extract information.
- No way to get a holistic view of an application
- Poor functionality of ServiceNow ERD viewer
- Manual export to Excel

erm4sn

Demo

ServiceNow Applications

Use Case – Analyze Application with erm4sn

As a Business Analyst , I need to know what the current implementation of the **Application Category** table is in order to advise and plan the change.

In ServiceNow:

- find **Application Category** table in UI
- open the table in **erm4sn**
- find all information in one place about:
 - scope
 - table details
 - columns and attributes
 - referencing tables
 - diagram

- All employees can have access to the data dictionary - entirely self-service.
- No admin required to extract the data dictionary.
- Easy way to get a holistic view of an application and beyond.
- Detailed ERD viewer with PNG, PDF, DrawIO export capabilities
- One-click export to Excel

Take aways

Analyze with erm4sn

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Easy to use

Easily browse **application** scopes, find relationships between **tables** and **columns**, and use **diagrams** to get the full picture.

Save time

Don't bother the Admins with unnecessary tasks and get all information with **one click** from erm4sn.

On the same page

erm4sn lets everyone on your ServiceNow team - and beyond -work on a **single set of information**.

Distributed 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.

<https://www.bosshardpartner.ch>

An experienced IT team



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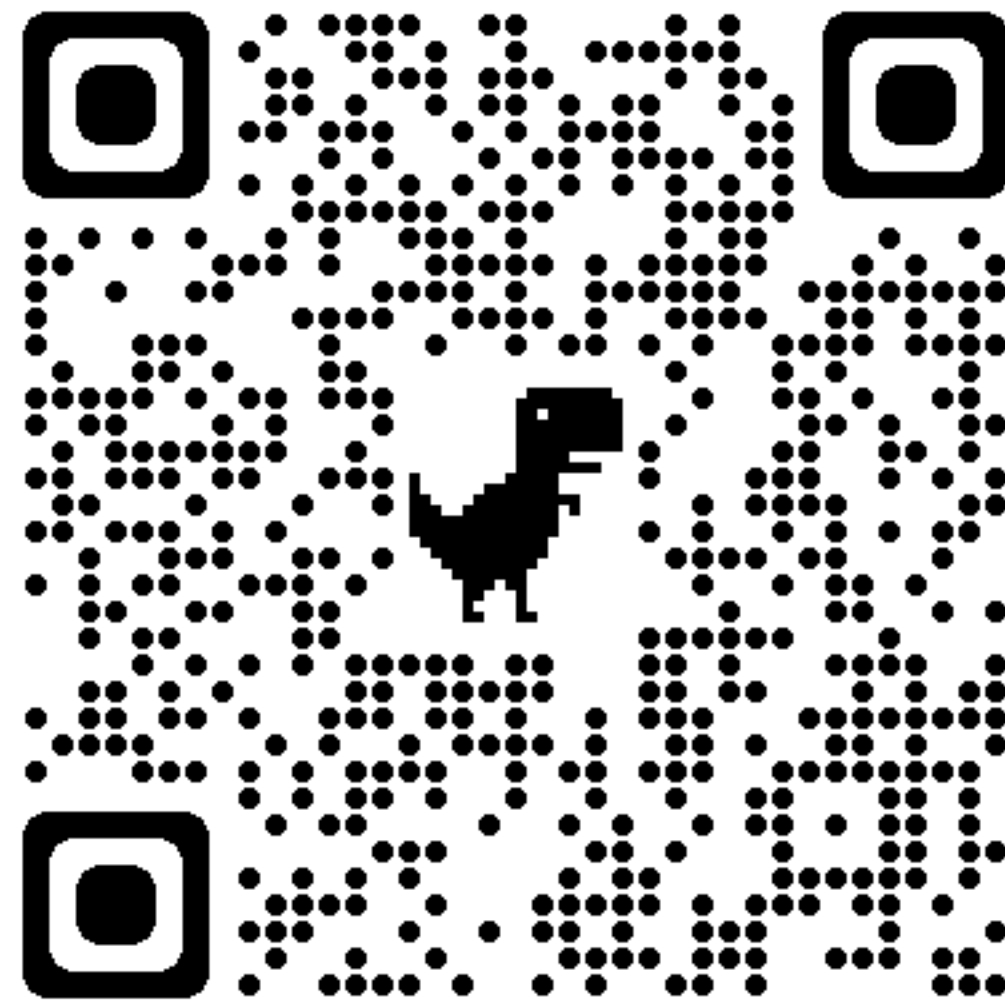
Product Ambassador and
Business Solution Architect

udo.jaeger@erm4sn.com

Next Webinar

How to Design a Dictionary Diagram

erm4sn



<https://erm4sn.com/webinar/>

Thursday 31. August 2023 16:00 CEST

A hardcore session on UML diagramming with an in-depth focus on:

- Creating fully custom diagrams with erm4sn
- Exporting and editing in case tools such as Enterprise Architect
- Tracking changes to tables and columns in diagrams over time

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Thank You

www.erm4sn.com