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Mastering ServiceNow
Dictionary Diagram Design

erm4sn webinar, August 31, 2023
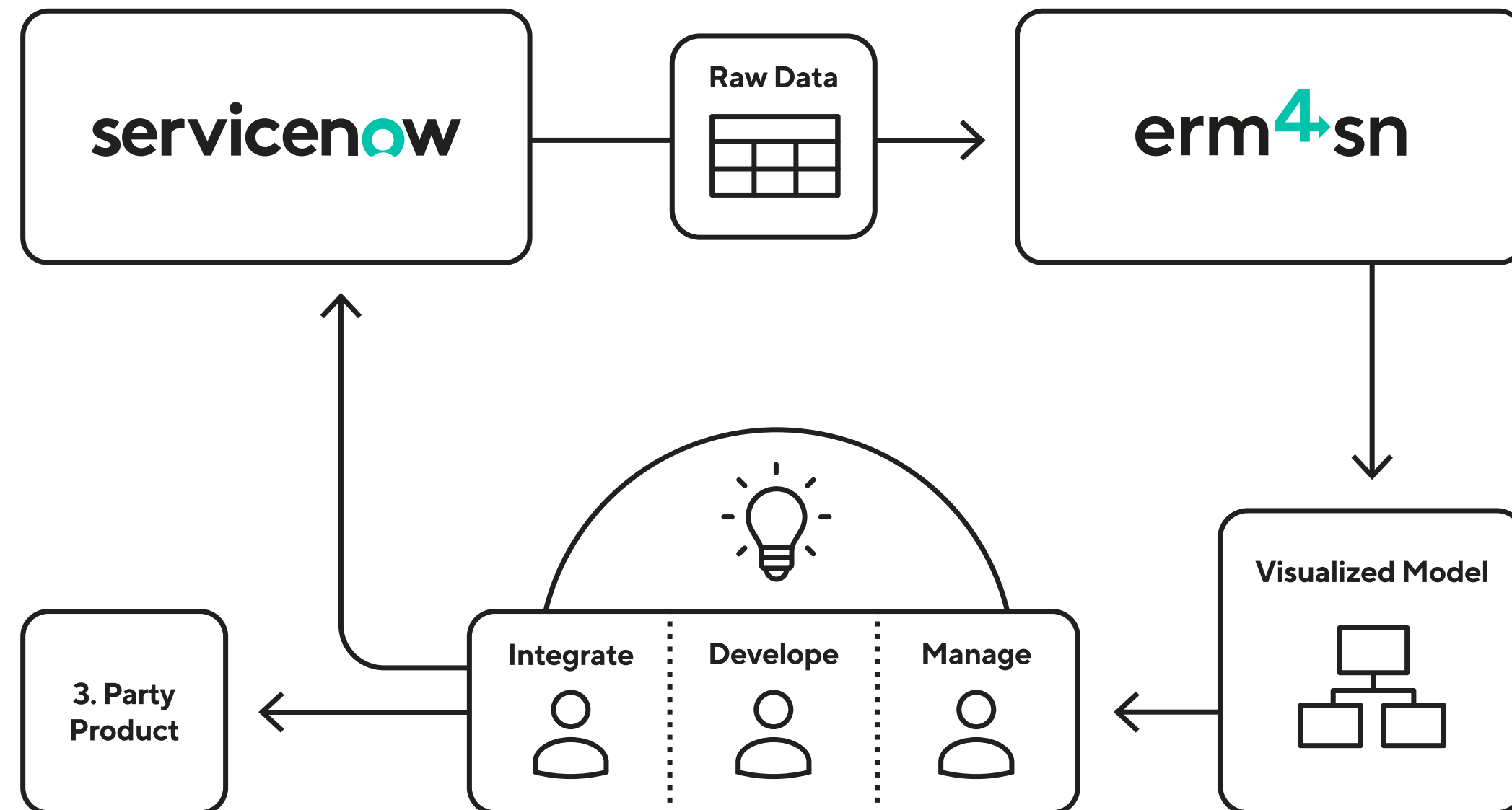
About me

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 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
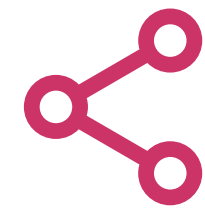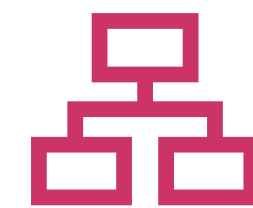## Understand ServiceNow

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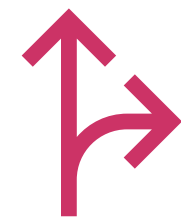Table structure, inheritance and relationships

Application structure

UML Entity Relationship Diagrams
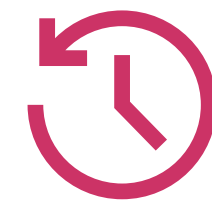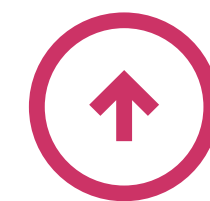
Table distribution

Column deviation

Table column change history

Platform upgrade

Consistency check

Instance comparison

Release comparison

Schema Health

Excel download

ServiceNow Applications
Use Case – Extend CMDB CI Model

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Change Request on OOB CMDB Application:

As an Config Librarian, I need to be able to set the Mac-Hardware ID on the OS/X Server Configuration Item (CI).

Requirements:

1. Analyze the OOB Configuration Item
2. Design the required change in the CMDB Model (in Enterprise Architect)
3. Document the change
4. Implement and validate

Before this change can be implemented in ServiceNow, config design must first be performed by the configuration management team.

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Demo

ServiceNow Applications
Use Case – Extend CMDB CI Model

As a Config Librarian, I need to have access to the current implementation of the CMDB in ServiceNow to advise and plan changes.

In ServiceNow:
– find CMDB table in UI
– open the table in erm4sn
– create or extend UML diagram
– import into UML design tool

- All employees can have access to the data dictionary - entirely self-service.

- Export CMDB classes into UML diagrams.

- No need to re-type tables, attributes and relationships.

- No admin required to extract the data dictionary.

- Easy way to get a holistic view of an application and beyond.

Take aways
Design with erm4sn

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Easy to use

You can easily create diagrams in erm4sn with the relevant tables that you need to focus on.

Save time

No retyping. Quickly and easily export the diagram to Enterprise Architect or DrawIO.

Professional

Use professional tools outside of ServiceNow to design and maintain your dictionary diagram.

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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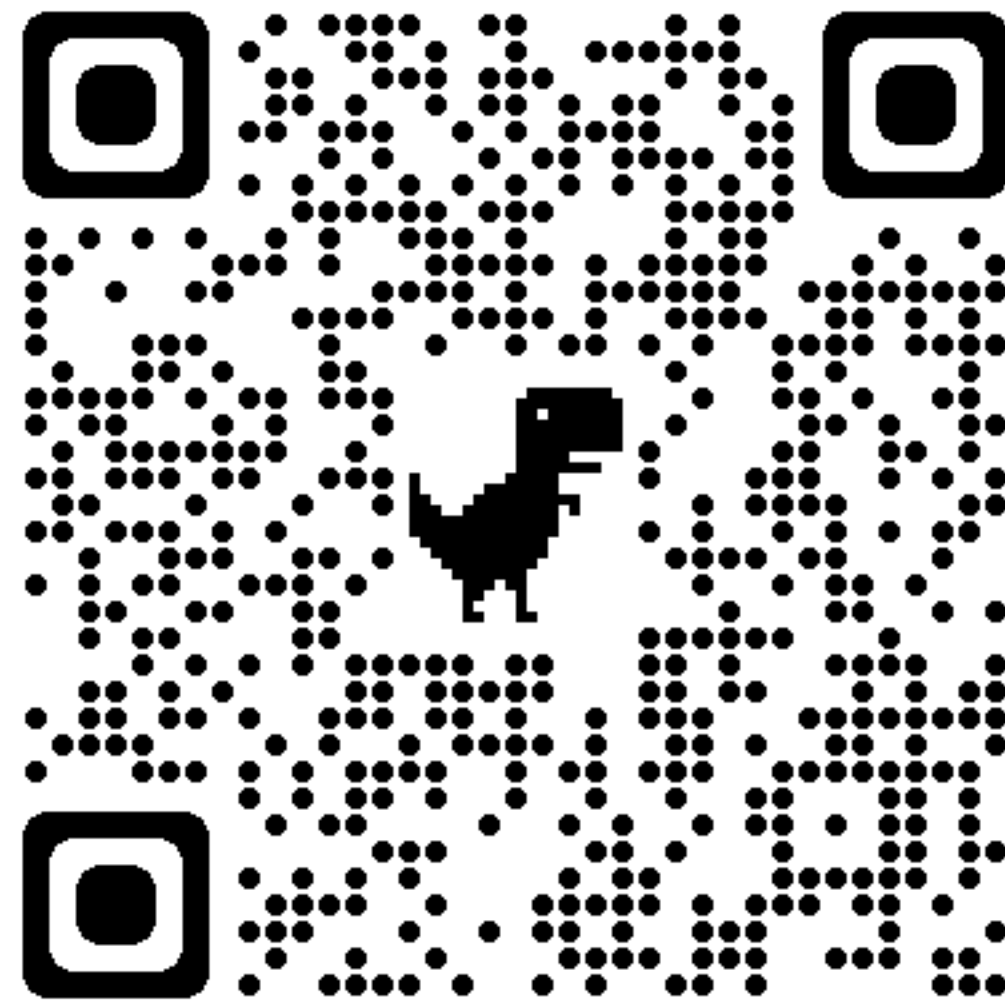Distribution Partner and

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Next Webinar
erm4sn – At a Glance

erm**4**sn

https://erm4sn.com/webinar/

Thursday 28. September 2023 16:00 CEST

From table to relationship - from scope to UML

Join this erm4sn session for a demonstration of the powerful features so you can have all the information at your fingertips.

Thank You

www.erm4sn.com