

erm4sn

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Stop wasting time!



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About me

erm4sn



Boris Moers

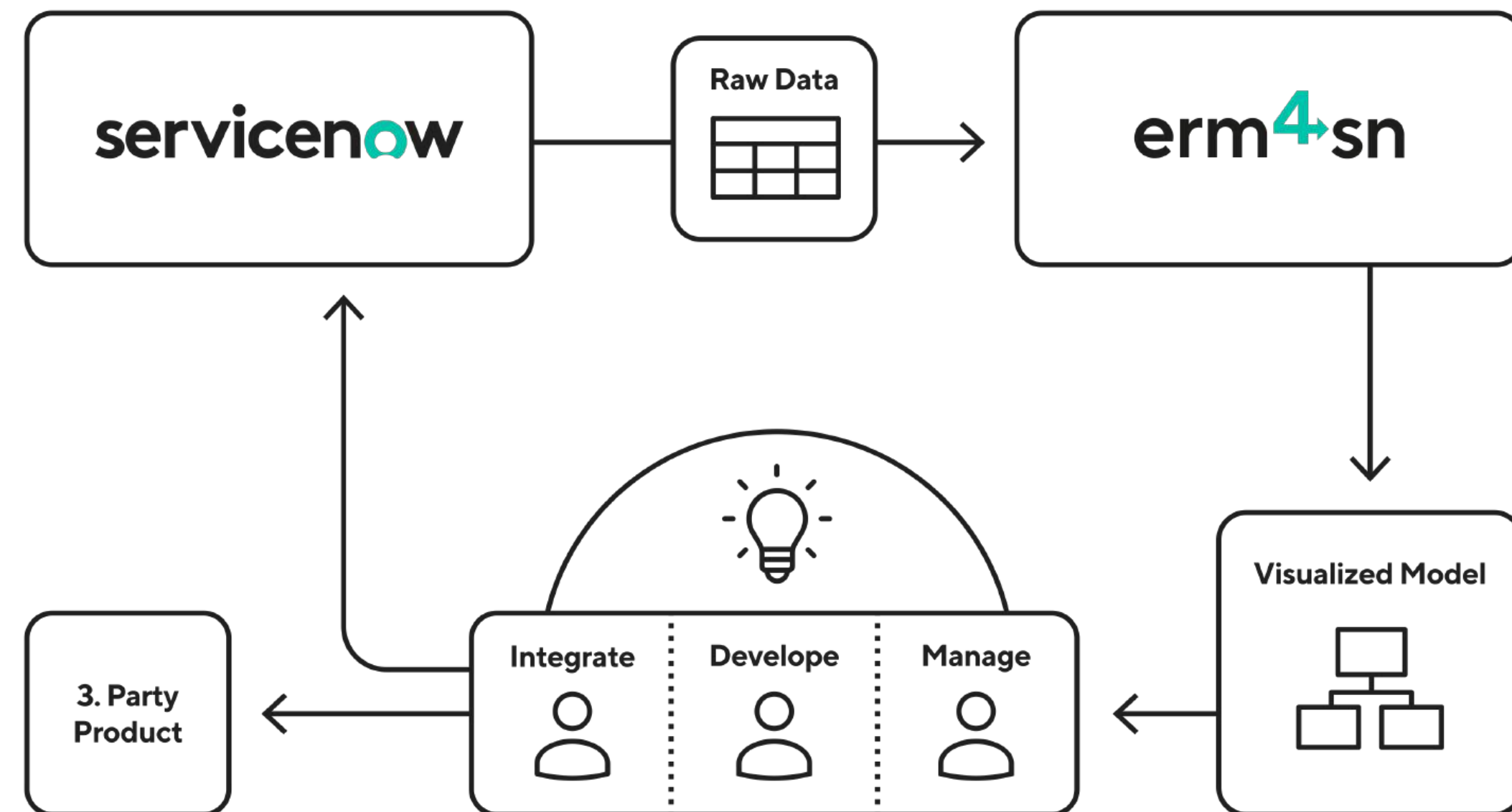
CEO and
Founder erm4sn

- 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 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 Cases:

erm4sn

Data Integration

Data Integration with external reporting application

Analyze the schema

Gain insight into ServiceNow's internal data structure

Platform upgrade

Estimate the business impact of a platform upgrade

Use Case :

Data Integration

Requirement

**Data
Integration
with external
reporting
application**

Problem

Data integration is a complex task for ServiceNow developers, as they must manually determine the correct tables and columns, which can delay and complicate the integration process with external applications.

Challenge

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

Solution

- **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

erm4sn Table Scope App Attribute Health Release Diagram Analyze dev.sn.erm4sn.dev CMDB Ci c|

Derivation Details Attributes Distribution Deviation Referenced Diagram

cmdb_ci_linux_server «Linux Server» / Global (global)

Derivation Hierarchy

```

classDiagram
    class cmdb["cmdb «Base Configuration Item»"]
    class cmdb_ci["cmdb_ci «Configuration Item»"]
    class cmdb_ci_hardware["cmdb_ci_hardware «Hardware»"]
    class cmdb_ci_computer["cmdb_ci_computer «Computer»"]
    class cmdb_ci_server["cmdb_ci_server «Server»"]
    class cmdb_ci_linux_server["cmdb_ci_linux_server «Linux Server»"]

    cmdb --|> cmdb_ci
    cmdb_ci --|> cmdb_ci_hardware
    cmdb_ci_hardware --|> cmdb_ci_computer
    cmdb_ci_computer --|> cmdb_ci_server
    cmdb_ci_server --|> cmdb_ci_linux_server
  
```

Subclasses:
No Subclasses

Siblings:
cmdb_ci_backup_server, cmdb_ci_cim_server, cmdb_ci_datapower_server, cmdb_ci_hmc_server, cmdb_ci_ibm_frame, cmdb_ci_ibm_...
cmdb_ci_mainframe, cmdb_ci_mainframe_lpar, cmdb_ci_netware_server, cmdb_ci_osx_server, cmdb_ci_rubrik_db_ora_host, cmdb_ci_...
cmdb_ci_storage_node_element, cmdb_ci_unix_server, cmdb_ci_virtualization_server, cmdb_ci_win_server

Table Details

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

CMDB CI Class Models (sn_cmdb_ci_class)

- cmdb_ci_cluster (Cluster)
- cmdb_ci_cloud_org (Cloud Organizations)
- cmdb_ci_cloud_host (Cloud Host)
- cmdb_ci_cloud_space (IBM Cloud Space)
- cmdb_ci_cloud_topic (Cloud Topic)
- cmdb_ci_cluster_vip (Cluster Virtual IP)
- cmdb_ci_cloud_subnet (Cloud Subnet)
- cmdb_ci_cluster_node (Cluster Node)
- cmdb_ci_cloud_gateway (Cloud Gateway)
- cmdb_ci_cloud_database (Cloud DataBase)
- cmdb_ci_cloud_ecs_task (AWS Cloud ECS Task)
- cmdb_ci_cloud_function (Cloud Function)
- cmdb_ci_cloud_key_pair (Cloud Key Pair)
- cmdb_ci_cloud_appserver (Cloud App Server)
- cmdb_ci_cloud_directory (Cloud Directory)
- cmdb_ci_cloud_webserver (Cloud WebServer)
- cmdb_ci_cloud_db_cluster (Cloud DataBase Cluster)
- cmdb_ci_cloud_ip_address (Cloud IP Address)
- cmdb_ci_cluster_resource (Cluster Resource)
- cmdb_ci_cloud_ecs_cluster (AWS Cloud ECS Cluster)
- cmdb_ci_cloud_ecs_service (AWS Cloud ECS Service)
- cmdb_ci_cloud_lb_ipaddress (Cloud LB IPAddress)
- cmdb_ci_cloud_hardware_type (Cloud Hardware Type)
- cmdb_ci_cloud_load_balancer (Cloud Load Balancer)
- cmdb_ci_cloud_monitor_alarm (Cloud Monitor Alarm)
- cmdb_ci_cloud_resource_base (Cloud Resource Base)
- cmdb_ci_cloud_authentication (Cloud Authentication)
- cmdb_ci_cloud_location_group (Cloud Location Group)
- cmdb_ci_cloud_object_storage (Cloud Object Storage)

Use Case :

Analyze the schema

Requirement

Gain insight into ServiceNow's internal data structure

Problem

Gathering information about the OOB model or require support by ServiceNow platform admins, which unnecessarily extends the design process and reduce its accuracy.

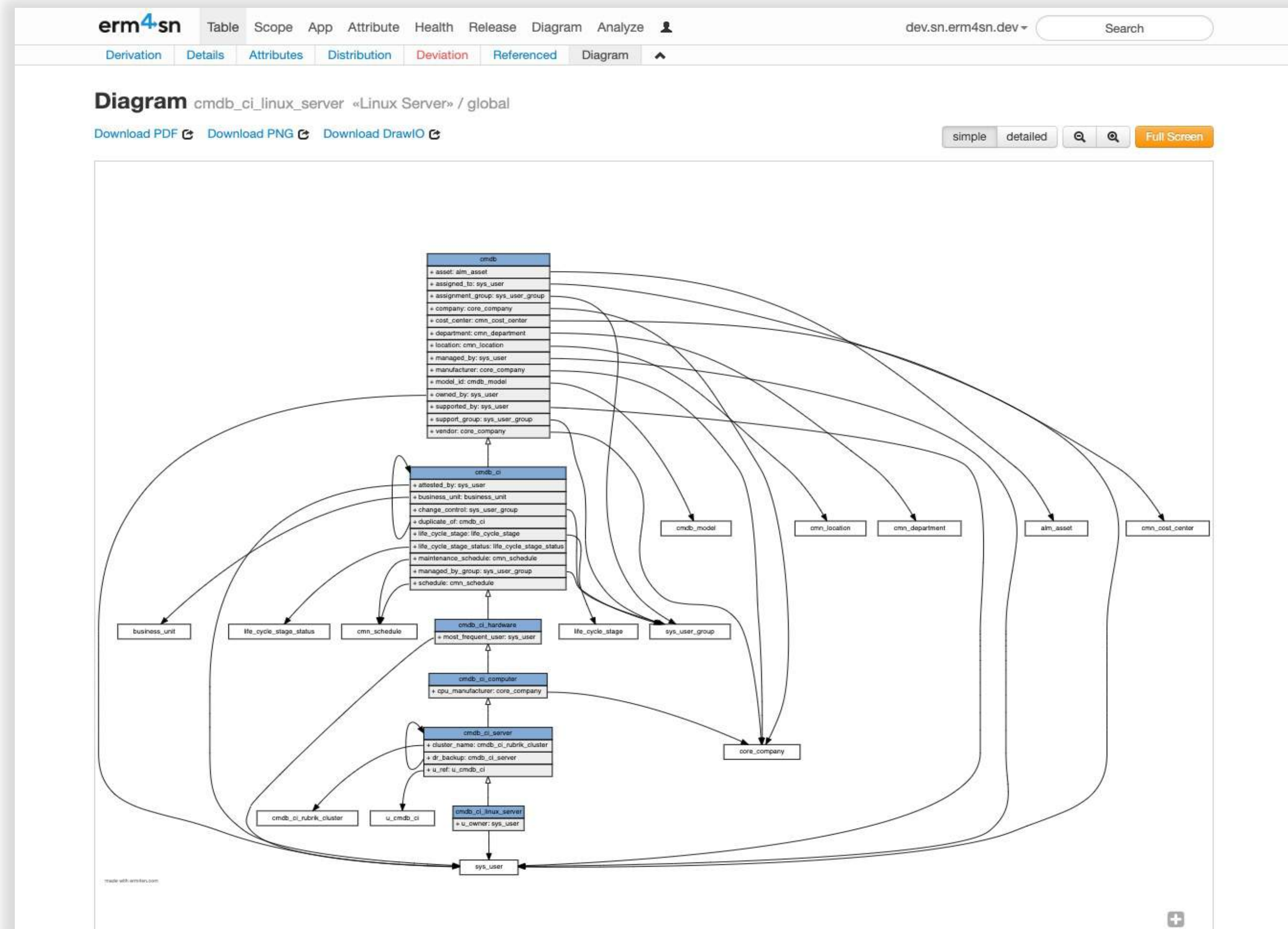
Challenge

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

Solution

- 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



source: demo.erm4sn.com

Use Case :

Platform upgrade

Requirement

Estimate the business impact of a platform upgrade

Problem

Planning for a ServiceNow platform upgrade can be challenging because administrators can only manually identify skipped dictionary changes after an upgrade, increasing the risk of missing critical upgrades.

Challenge

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

Solution

- **erm4sn** Instance Comparison feature allows you to compare and report the data models differences across multiple versions of ServiceNow within seconds.

Use Case : Platform upgrade

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

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

download

		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	

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Demo

Features for all needs

Master 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

Take aways

Work 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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Thank You

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