

Introducing ServiceNow® Service Graph



Version: 5/21/2020
Audience: Customers

servicenow

To date, the CMDB has focused on infrastructure, assets, and their relationships. However, IT organizations have now evolved beyond pure infrastructure management. As they embrace agile methods and modern technologies, they want a consistent, data-driven approach to the complete lifecycle of digital products and services. This unified approach also has to span the full technology stack from application to infrastructure across both traditional and cloud/microservices architectures.

A single system of record for the entire digital lifecycle

ServiceNow® Service Graph responds to this need, empowering IT organizations with a broad and deep data foundation for managing the entire lifecycle of digital products and services. ServiceNow's next-generation system of record, Service Graph implements the Common Service Data Model (CSDM) on the Now Platform®. It builds on the existing ServiceNow® CMDB, extending coverage beyond IT operations into areas such as planning, application development, deployment, performance, cost, and business processes. To ensure the health, usability, and completeness of this digital lifecycle data, Service Graph also provides additional data governance, design guidance, and new integrations to data ingestion sources.

Deliver high-value outcomes by tying together technology, people, and processes

As an evolution of the ServiceNow CMDB and a core set of capabilities of the Now Platform, Service Graph underpins all ServiceNow products. It enables enhanced outcomes in both existing and future products and increases the relational value between them, allowing applications to easily share digital lifecycle data. ServiceNow customers will now be able to answer questions that tie people, processes, and technology into a service-oriented view, driving outcomes such as application portfolio rationalization, DevOps pipeline automation, autonomous cloud operations, risk assessment and mitigation, service ROI assessment, and more.

Leverage your existing CMDB investment

Since the ServiceNow® CMDB remains a key component of Service Graph, your existing CMDB investment and data is fully preserved. In fact, the value of your CMDB data will increase as you leverage it in combination with Service Graph's broader capabilities. ServiceNow continues to invest in the CMDB, and we anticipate that CMDB management will become simpler and more automated as a result of its inclusion in Service Graph.

The bottom line

As IT organizations embrace agile methods and new technologies, they are moving beyond infrastructure to manage the end-to-end digital lifecycle. While the traditional asset-oriented CMDB is still critical, it's no longer enough. IT now needs a consistent, comprehensive, and connected data foundation that supports the latest technologies and extends coverage into areas such as planning, development, deployment, performance, and cost.

Service Graph delivers this foundation, allowing ServiceNow customers to achieve high-value business outcomes by tying together technology, people, and processes into a service-oriented view. As a seamless evolution of the CMDB, Service Graph allows ServiceNow customers to leverage their existing CMDB investment to rationalize portfolios, automate development and cloud operations, manage risk, and understand ROI.

Service Graph will be provided at no additional charge as part of the Now Platform. Initial Service Graph capabilities—including significant CMDB improvements—will be available in the Paris release. Further capabilities will be added in subsequent releases, with increasing numbers of ServiceNow products taking full advantage of these capabilities. Further details will be available as we approach the Paris release, so please stay tuned.

servicenow.

© 2020 ServiceNow, Inc. All rights reserved. ServiceNow, the ServiceNow logo, Now, Now Platform, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc. in the United States and/or other countries. Other company and product names may be trademarks of the respective companies with which they are associated. SN-Service-Graph-Overview

servicenow.com

