ServiceNow Common Service Data Model (CSDM) 3.0 vs. TBM Taxonomy 4.0

This document outlines one approach to implement the TBM Taxonomy 4.0 as aligned with the ServiceNow CSDM 3.0, using the ServiceNow Service Portfolio Management module. This material is provided as is with no express fit for purpose implied.

Primary Use Case:

- 1. Type = Workplace
- 2. Category = Client Computing
- 3. Name = Computer
- 4. Offering = Standard Laptop (Windows)

Step 1 – Install the Service Portfolio Management plugins

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Step 2 – Create your *Taxonomy Layer Definitions* for TBM 4.0 – '*Type*' and '*Category*' (Layer 1 and Layer 2 respectively). Note do not create *Taxonomy Nodes* until all *Taxonomy Layers* are created.

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Step 3 – Create your *Taxonomy Nodes*, in this case '*Workplace*', and '*Delivery*' at Layer 1 and '*Client Computing*' and '*Strategy & Planning*' at Layer 2

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Step 4 – Create your Service, in this case 'Computer' at Layer 3

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Step 5 Create your Service Offerings, in this case 'Standard Laptop (Windows)' offering at Layer 4

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Step 6 – View your Services and adjust either as CSDM Business or Technical Services

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