

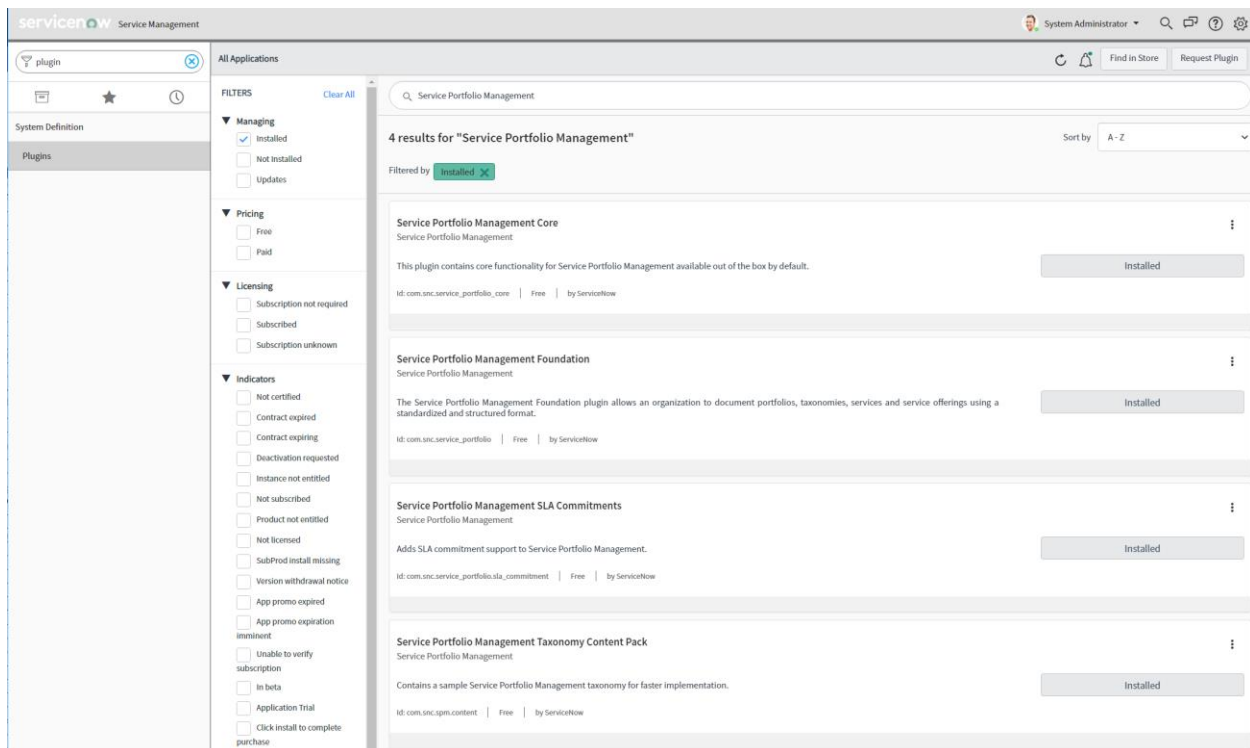
ServiceNow Common Service Data Model (CSDM) 3.0 vs. TBM Taxonomy 4.0

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.

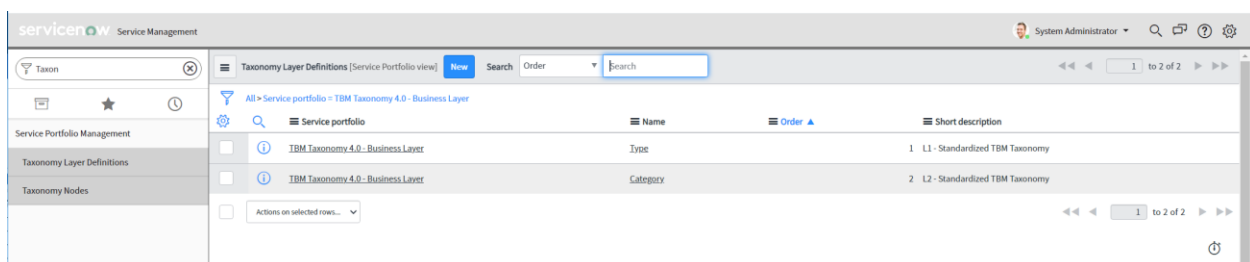
Primary Use Case:

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

Step 1 – Install the Service Portfolio Management plugins



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.



servicenow Service Management

Taxon

Service Portfolio Management

Taxonomy Layer Definitions

Taxonomy Nodes

Taxonomy Layer Definition
Type [Service Portfolio view]

Layer ordering will be locked when a node is created for any layer in this portfolio

Name: Type

Service portfolio: TBM Taxonomy 4.0 - Business Layer

Order: 1

Short description: L1 - Standardized TBM Taxonomy

Update Delete

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Taxon

Service Portfolio Management

Taxonomy Layer Definitions

Taxonomy Nodes

Taxonomy Layer Definition
Category [Service Portfolio view]

Layer ordering will be locked when a node is created for any layer in this portfolio

Name: Category

Service portfolio: TBM Taxonomy 4.0 - Business Layer

Order: 2

Short description: L2 - Standardized TBM Taxonomy

Update Delete

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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Taxon

Service Portfolio Management

Taxonomy Layer Definitions

Taxonomy Nodes

Taxonomy Nodes [Service Portfolio view]

All > Service portfolio = TBM Taxonomy 4.0 - Business Layer

Name	Service portfolio	Parent	Taxonomy layer	Short description	Owned by
Delivery	TBM Taxonomy 4.0 - Business Layer	(empty)	Type	(empty)	(empty)
Workplace	TBM Taxonomy 4.0 - Business Layer	(empty)	Type	(empty)	(empty)
Strategy & Planning	TBM Taxonomy 4.0 - Business Layer	Delivery	Category	(empty)	(empty)
Client Computing	TBM Taxonomy 4.0 - Business Layer	Workplace	Category	(empty)	(empty)

Actions on selected rows...

Step 4 – Create your Service, in this case ‘*Computer*’ at Layer 3

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Taxon

Service Portfolio Management

Taxonomy Layer Definitions

Taxonomy Nodes

Taxonomy Node
Client Computing [Service Portfolio view]

Name: Client Computing

Short description:

Description: Provide physical and virtual devices and associated software and connectivity that enable users to interact with the enterprise's technology systems and third-party systems.

Service portfolio: TBM Taxonomy 4.0 - Business Layer

Owned by:

Taxonomy layer: Category

Valid from:

Parent: Workplace

Valid to:

Update Delete

Taxonomy Nodes Services [1]

Services

Name	Phase	Status	Business criticality	Managed by	Owned by	Approval group	Location	Operational status
Computer	Pipeline	Requirements	2 - somewhat critical	(empty)	(empty)	(empty)	(empty)	Operational

Actions on selected rows...

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

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System Administrator

Taxon

Service Offering Standard Laptop (Windows) [Service Portfolio view]

Dashboard Form Update Delete

Name: Standard Laptop (Windows)

Model ID: Dell Inc. 7700FullHD

Managed by:

Supported by:

Support group:

Operational status: Operational

Vendor:

Comments:

Unit description:

Parent: Computer

Location:

Price model: Per Unit

Price unit:

Price: \$

Contract:

Update Delete

Related Links

Subscribe

Service Commitments

Subscribed by Group Subscribed by Location Subscribed by Department Subscribed by User Subscribed by Company SLA Results Service Availability

Service Commitments New Edit Search Order Search

Service offering = Standard Laptop (Windows)

Service commitment

No records to display

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

servicenow Service Management

System Administrator

service

Services [Service Portfolio view] New Convert to Application Services Search Name Search

All > Service portfolio [empty] > Service portfolio = TBM Taxonomy 4.0 - Business Layer

	Name	Service portfolio	Service classification	Status	Business criticality	Managed by	Owned by	Approval group	Location	Operational status
<input type="checkbox"/>	Computer	TBM Taxonomy 4.0 - Business Layer	Business Service	Requirements	2 - somewhat critical	(empty)	(empty)	(empty)	(empty)	Operational
<input type="checkbox"/>	Enterprise Architecture	TBM Taxonomy 4.0 - Business Layer	Technical Service	Requirements	3 - less critical	(empty)	(empty)	(empty)	(empty)	Operational
<input type="checkbox"/>	Actions on selected rows...									

1 to 2 of 2

servicenow Service Management

System Administrator

services

Service Computer

Dashboard

Form

Update

Convert to Application Service

Delete

Service Groups

Service Group Responsibilities

Import Service Definitions

Configuration

Services

Application Services

Application Services

Service Groups

Service Group Responsibilities

Properties

Network

Services

Infrastructure Services

Email

FTP

Directory Servers

Other

Discovery Definition

IP Services

Service Creator

My Published Services

My Draft Services

Name

Computer

Model ID

Owned by

Business criticality

2 - somewhat critical

Version

Used for

Production

Operational status

Operational

Service classification

Business Service

Comments

Approval group

Support group

Assignment group

Managed by

SLA

Location

Related items

Search for CI

Update

Convert to Application Service

Delete

Related Links

Subscribe

Subscribed by

Service Offerings (1)

Service Offerings

Now

Search

for text

Search

Parent = Computer

Name

Business criticality

Used for

Managed by

Owned by

Approval group

Location

Operational status

Standard Laptop (Windows)

2 - somewhat critical

Production

(empty)

(empty)

(empty)

(empty)

Operational

Actions on selected rows...

Steve Norman
 Global Head of Enterprise Architecture
 Janus Henderson Investors
 151 Detroit St, Denver CO 80206
T (303) 782 3041 **E** steve.norman@janushenderson.com
W janushenderson.com