ServiceNow Discovery and Application Dependency Mapping is lightweight, powerful, and agentless. Designed to simplify CI identification and tracking, ServiceNow Discovery accurately populates the CMDB, automates service definition, and empowers ITIL-related processes.

Managing all IT assets and applications in one single platform provides transparency into the IT infrastructure. ServiceNow Discovery explores your enterprise environment through a series of pre-defined and customized questions to identify any IP enabled device. Then it explores the device's configuration, provisioning and current status, and updates the CMDB accordingly.

ServiceNow Discovery technology also identifies the software that is running and any TCP connections between computer systems – thereby finding the relationships between computer systems (such as an application on one server that uses a database on another server). This mapping provides visibility of application dependencies within your infrastructure.

**Easy-to-Setup and Easy-to-Use**

Designed and built with flexibility in mind, you get to decide when, how, and what to discover in your enterprise environment. Getting started with ServiceNow discovery is as easy as downloading a zip file; editing three lines to identify your secure ServiceNow environment; and clicking install. With minimal training you are able to effectively explore and manage all assets and applications in your enterprise to better understand the IT services you provide to the business.

**Lightweight, Powerful, Agentless**

Intelligent interrogation and the leveraging of standard ports and protocols, ServiceNow Discovery can classify, identify, and explore an unlimited number of configuration items. Unlike other discovery applications, ServiceNow respects bandwidth limitations and only asks necessary questions in order to map application configurations and dependencies.
### Asset Management Truth

Many organizations have limited visibility to the hundreds or thousands of devices that make up their IT infrastructure. To perform effective asset and configuration management, it is critical to have the ability to find and identify computers, servers, printers and other different IP enabled assets within your environment.

### Business Application Visibility

While knowing that an asset exists is valuable in itself, ServiceNow discovery takes it to the next level by identifying running programs, their versions, operating systems, and other applications installed. Keeping track of your business applications on an enterprise level has never been so easy.

### Pinpoint Root Cause Quickly

Identify the root cause of failure and allocate resources to rapidly restore service and resolve the problem. With our advanced application mapping technology, you have the ability to understand what your physical assets are; what applications they are running; and how they impact their parent business services.

### Unified Look and Feel

Built on exactly the same technology and data model as the rest of ServiceNow, discovery and application dependency mapping provides accurate data to the CMDB so that you can make informed decisions about inventory, asset, application, incident, problem and change management, network security and IT governance, risk and compliance.

Find what you know you have … and find what you don’t know you have. Understand what you’ve got and figure out how to use it to better provide value to the business.