

ServiceNow[®] – System Architect[®]
Integration
Metamodel Mapping

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Table of Contents

Overview.....	4
System Architect.....	4
ServiceNow	4
System Architect Integration Tools	5
CSV Import.....	5
Automatic CSV Import	5
COM API with VBA 7.1	5
REST API.....	6
ServiceNow Integration Tools.....	8
Exporting/Importing Lists to/from CSV or Excel	8
REST API	8
Integration Mappings.....	8
A Method for Establishing the Mappings	8
1. Set Your Scope.....	8
2. Specify What the Master Data Source Will Be	8
3. Set the Depth of the Integration.....	8
4. Decide How Often You Want Data Migrated	9
5. Create the Mapping Table	9
ServiceNow's CSDM 4.0 Metamodel.....	9
TOGAF 10 Metamodel.....	10
Mapping ServiceNow CSDM 4.0 to TOGAF 10.....	11
Join the Community.....	28

Overview

This document describes integration capabilities between UNICOM System Architect – the market-leading Enterprise Architecture solution, and ServiceNow, the market-leading IT Service Management solution.

System Architect

UNICOM System Architect is a powerful, very extensible enterprise architecture tool that supports leading framework metamodels out of the box, and enables users to customize the out-of-box metamodels to meet the needs of real-world information capture in their organization. System Architect supports the following frameworks:

- TOGAF 10
- ArchiMate 3.1
- DoDAF 2.01
- UAF 1.2
- NAF 4
- Custom Frameworks

System Architect has a renowned customizable metamodel, with scripting language called USRPROPS.TXT that enables users to create new diagram types, definition types, symbol types, relationship types, and properties – either extending an out-of-box framework or build a framework metamodel from scratch.

System Architect also provides a built-in SQL-like reporting engine to query the EA repository – asking it questions to gain answers, and has multiple methods for importing information into the repository (or ‘encyclopedia’), and for exporting information from the repository.

ServiceNow

ServiceNow offers several products that organizations use to track elements of their business.

- ServiceNow ITSM
- ServiceNow Application Portfolio Management (APM)
- ServiceNow Strategic Portfolio Management (SPM)
- ServiceNow IT Asset Management (ITAM)
- And many other modules

ServiceNow's base product and all modules are built on one database – a Maria DB. ServiceNow offers a CMDB that contains valuable information which can be examined within the context of the overall enterprise architecture in System Architect. A Common Service Data Model (CSDM) provides an interface to the base product and all modules. This paper provides a mapping of the ServiceNow Common Service Data Model 4.0 to TOGAF 10 implemented in System Architect.

Using this mapping, Integrations can be built to automatically import information from ServiceNow into System Architect using ServiceNow's REST API and System Architect's REST API or COM API interface with VBA.

System Architect Integration Tools

System Architect provides the following integration tools relevant to ServiceNow:

CSV Import

You may import Excel spreadsheets via CSV import (select Dictionary, Import Definitions). Before doing this you need to customize the metamodel to be able to map to the information you have in the CSV file (of Applications, Servers, etc).

Automatic CSV Import

You may auto-import CSV files from a pre-specified directory into a System Architect encyclopedia. The import is performed during encyclopedia open time in silent mode, meaning no user interface, messages, or reports are presented.

To setup this type of import, you use the SAEM tool – selecting the server and the encyclopedia you wish to have the files auto-import into, and then in SAEM selecting Tools, Encyclopedia Settings – where you may specify collision options.

Full details are in the SA help.

COM API with VBA 7.1

Microsoft Visual Basic for Applications (VBA) and its development environment is installed with System Architect. The programming environment, debugging environment, language and help system are the same as found in other Microsoft VBA-enabled applications, including Microsoft Office products.

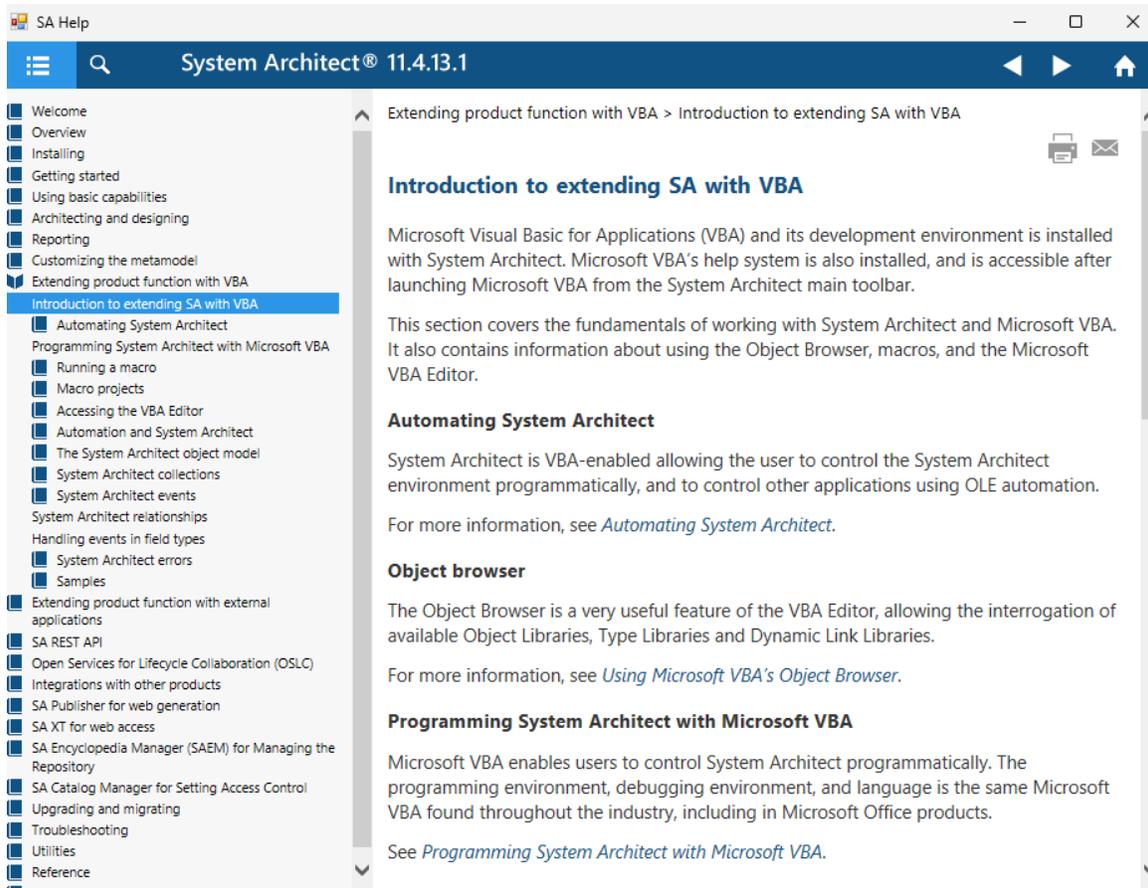
System Architect has a published API, available for view with VBA's Object Browser. The Object Browser is a very useful feature of the VBA Editor, allowing the interrogation of available Object Libraries, Type Libraries and Dynamic Link Libraries.

Using automation, you can integrate other applications with System Architect in the two ways. You can use System Architect:

- As an automation controller, and call an OLE automation object from within a System Architect script
- As an automation server, and call its OLE automation object from within another OLE-compliant application.

A VBA macro can be built to create diagrams, symbols and definitions in System Architect from information contained in other applications, such as ServiceNow, and also to output diagrams, symbols, and definitions from System Architect to another tool such as ServiceNow.

System Architect's COM API and VBA are documented in its help system, in the "Introduction to extending SA with VBA" chapter.



REST API

System Architect provides a REST Read/Write capability wherein information from a System Architect encyclopedia can be automatically ported to another tool via REST Services, and information from another tool can be mapped into System Architect -- where new Definitions and/or Diagrams can be created, existing Definitions/Diagrams can be updated.

System Architect's REST API is documented in its help system, in the SA REST API chapter.

SA Help

System Architect® 11.4.13.1

- Welcome
- Overview
- Installing
- Getting started
- Using basic capabilities
- Architecting and designing
- Reporting
- Customizing the metamodel
- Extending product function with VBA
- Extending product function with external applications
- SA REST API
 - System Architect REST API
 - General usage instructions
 - Return known servers
 - Return encyclopedias on the given SQL Server
 - Return workspaces for the given encyclopedia
 - Return active diagram types for the given encyclopedia
 - Return active definition types for the given encyclopedia
 - Return diagram instances
 - Return diagram instances for the given diagram type
 - Return the diagram image for the given diagram instance
 - Return definition instances
 - Return definition instances for the given definition type
 - Return definition instance using DDID
 - Return properties and symbols for the given diagram instance using DDID
 - Return definition instances using name filter
 - Return definition instances using simple property filter
 - Return definition instances using complex property filter
 - Return specific properties for definition

SA REST API > System Architect REST API

System Architect REST API

SAREST is largely a reporting capability whereby the SAREST service responds to HTTP GET requests of certain patterns with the expected information.

SAREST will obey enterprise encyclopedia restrictions because it runs reports using the SAXT Reader report engine. It uses the name of the user that is currently logged in, or in the case of a remote request, the authentication supplied by the remote browser.

If the encyclopedia being accessed is non-enterprise then everything can be accessed.

Learn about the System Architect REST API

- General usage instructions*
- Return known servers*
- Return encyclopedias on the given SQL Server*
- Return workspaces for the given encyclopedia*
- Return active diagram types for the given encyclopedia*
- Return active definition types for the given encyclopedia*
- Return diagram instances*
- Return diagram instances for the given diagram type*
- Return definition instances*
- Return definition instances for the given definition type*

ServiceNow Integration Tools

ServiceNow provides the following integration tools relevant to System Architect:

Exporting/Importing Lists to/from CSV or Excel

ServiceNow enables you to Export multiple records from a table using the CSV, Excel, PDF, or XML processor. More information is in [the help](#).

Likewise, ServiceNow enables you to import data sources, including CSV, JDBC, FTP, HTTP, and XML. More information is in [the help](#).

REST API

ServiceNow provides extensive access to instances through a set of RESTful APIs. The [REST API](#) is detailed in the [ServiceNow help](#). ServiceNow REST APIs support Basic Authentication and OAuth 2.0 to authenticate requests. The REST API contains numerous calls, including:

- CMDB Data Ingestion API
- CMDB Instance API
- CMDB Meta API

Integration Mappings

The technology that you use to map data from one tool to another is almost secondary to the design of what data you want to map, in which direction, and how often.

A Method for Establishing the Mappings

1. Set Your Scope

To start, you need to understand and define the scope of what data you want to interchange between System Architect and ServiceNow, in terms of definition types, properties, and relationships.

EA Framework metamodels can be quite large and intensive – you need to understand the basic information you want to move between the tools.

2. Specify What the Master Data Source Will Be

At the same time as defining your scope, you need to decide on which tool will be the master data source for data.

In some cases, ServiceNow will be – and you will want information tracked in it to be mapped into the EA in System Architect. This is typically the case for asset and infrastructure items, servers, applications, versions of applications used, technologies etc.

In other cases, System Architect will be the master data source – and you will want the information from the EA to be mapped into ServiceNow. This is typically the case with business information such as Goals, Objectives, Strategies, Tactics, Business Capabilities, Processes, etc.

3. Set the Depth of the Integration

A common mistake to avoid is being too granular in the mapping which causes a ton of information to be mapped from one tool to another, needlessly. For example, avoid mapping too much granular Configuration Item (CI) data from ServiceNow into SA – the enterprise architecture is not a CMDB, and vice versa.

4. Decide How Often You Want Data Migrated

There are typically two ways to build an integration:

- **Batch** – moving a set of data automatically between the tools at certain dates/times. Even if it is 5 times a day, this is considered batch. Oftentimes a batch process is sufficient for Enterprise Architecture work – you do not need realtime info to be setting EA strategy or answering EA questions. For this type of integration, you can use REST API's, but sometimes a simple auto import of CSV files is just as efficient and easier to build or manage.
- **Event** – data is moved on an event, such as a new application being added to either tool (depending on which is the source of record). For this type of integration, REST API's are typically used.

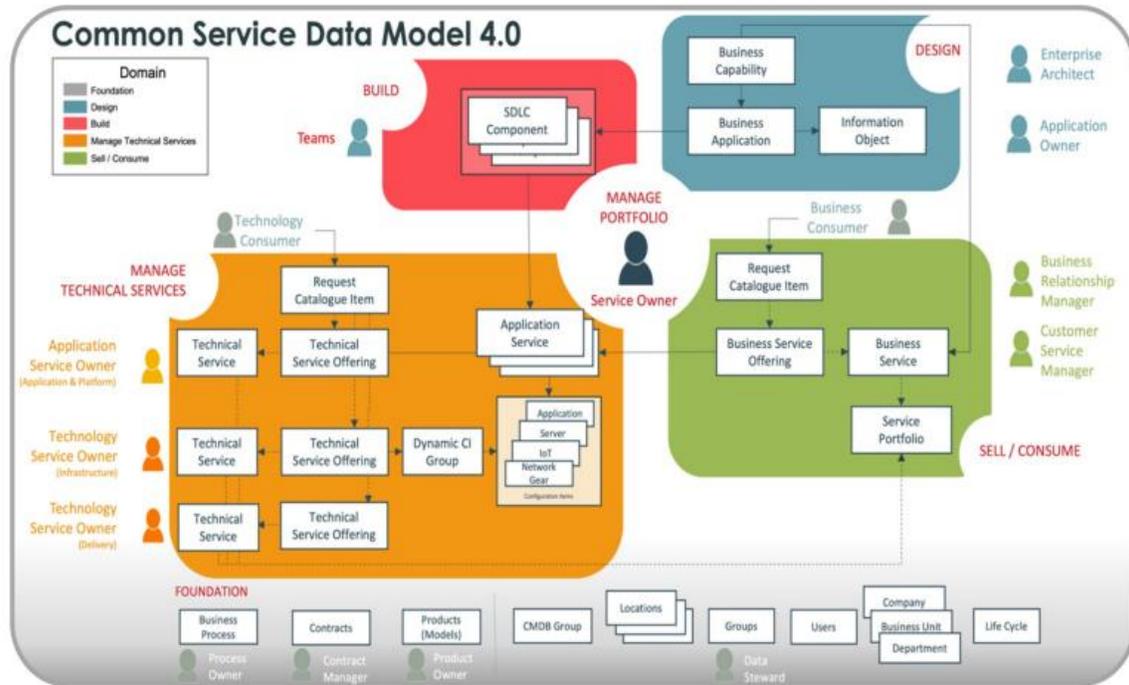
5. Create the Mapping Table

The intelligence of the mapping is in the mapping table or tables – what gets mapped from one tool to the other. This takes an understanding of the metamodel deployed in System Architect, and the metamodel deployed in ServiceNow. Both tools offer customizable metamodels.

System Architect has a feature called “Show Metamodel”, available off of the Help menu, that builds an Entity Relation data model of the current metamodel deployed, including any customizations. More information is available in the help.

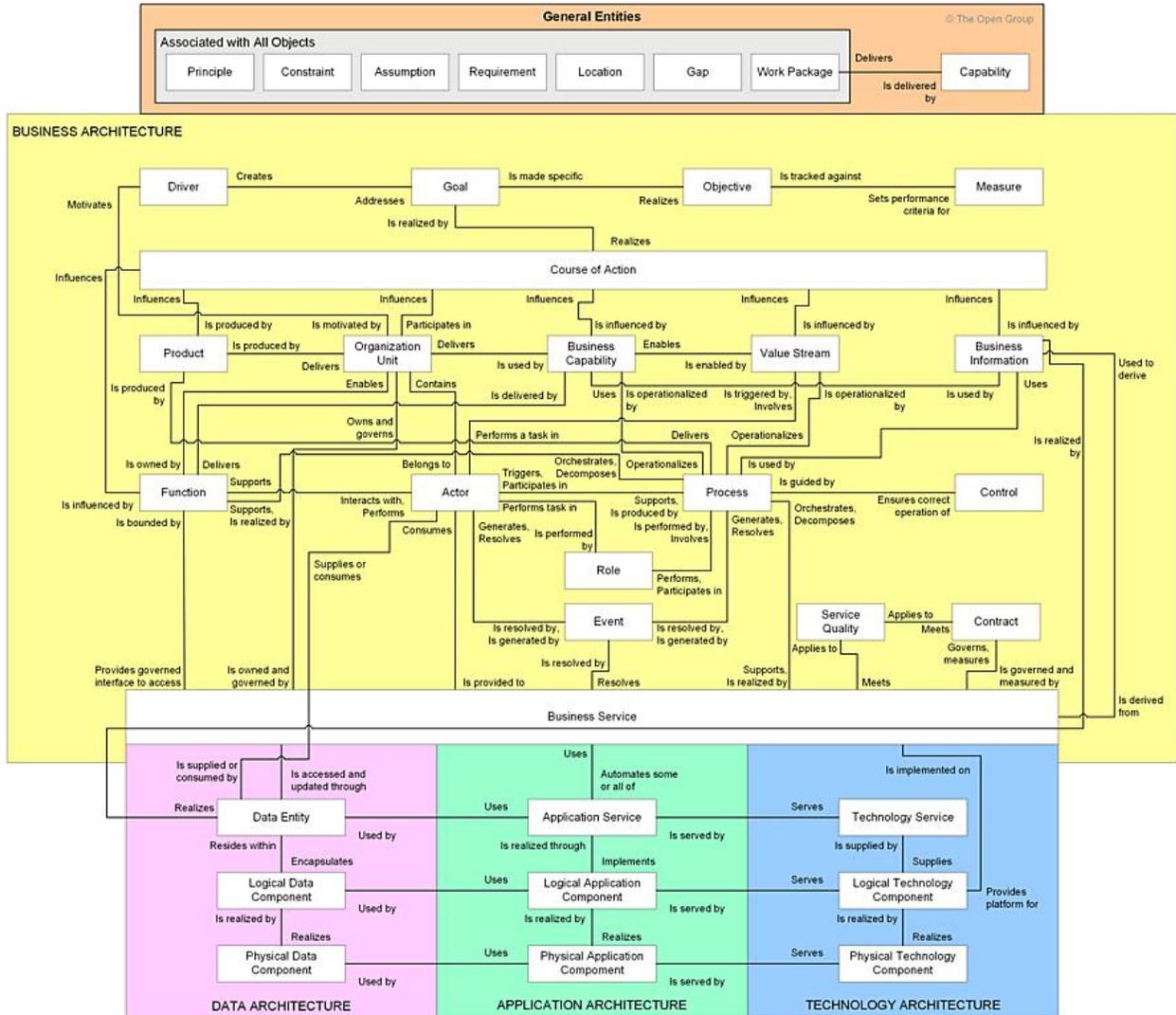
ServiceNow's CSDM 4.0 Metamodel

ServiceNow has published a Common Service Data Model which encompasses the core ServiceNow product, plus the Application Portfolio Management (APM) and Strategic Portfolio Management (SPM) modules (see lists of products above). The CSDM 4.0 metamodel is pictured below:



TOGAF 10 Metamodel

The basic TOGAF 10 metamodel, implemented in System Architect, is shown below:



Mapping ServiceNow CSDM 4.0 to TOGAF 10

The mapping of the CSDM 4.0 to TOGAF 10 in System Architect is listed in the table below. Note that ServiceNow information in this table is extrapolated from the document, “*The ServiceNow CSDM 4.0 Mapped to ArchiMate*”, by Dr. Michelle Supper, published by ServiceNow in August, 2023.

Legend:

- Items in black are core concepts of ServiceNow’s CSDM 4.0.
- Items in blue would be extensions to CSDM 4.0, and are also noted as such.

CSDM 4.0 Definition	CSDM Description	TOGAF 10 Definition
Application	<p>According to ServiceNow, “the “Application” object represents code running on a host, that is, any deployed program or module that is designed to provide specific functionality on specific compute infrastructure.</p> <p>Applications are typically discoverable instances and tend to provide a set of functionalities for one or more services. In the context of ServiceNow, applications are limited to single host to ensure they maintain a unique identification during discovery processes.”</p> <p>In TOGAF, an encapsulation of application functionality – also known as an Application (or software program).</p> <p>According to ServiceNow, “there is not a one-to-one relationship between application and application service; a single installed Application (such as a database instance) may support multiple Application Services depending on the configuration and use of the Application.”</p> <p>ServiceNow provides discovery services for Applications.</p> <p>Note: ServiceNow does not distinguish between a Logical App and a Physical App. Their examples of App are: Workday, Website, Middleware, Database”</p> <p><i>*Quoted material from the ServiceNow paper, “The ServiceNow CSDM 4.0 Mapped to ArchiMate.”</i></p>	Application (Logical) or Application (Physical)
Application Interface <small>(Extension to CSDM)</small>	<p>According to ServiceNow, “an application interface represents a point of access where application services are made available to a user, another application component, or a node.”</p> <p>In System Architect, a Data Flow</p>	Data Flow (TOGAF)

CSDM 4.0 Definition	CSDM Description	TOGAF 10 Definition
	<p>(TOGAF) shows interfaces between Applications, and can be populated with the data that is transferred.</p> <p>Examples: Web services interface, Portal</p> <p><i>*Quoted material from the ServiceNow paper, "The ServiceNow CSDM 4.0 Mapped to ArchiMate."</i></p>	
Business Capability	<p>This is the same concept in ServiceNow and in TOGAF -- the ability of a business to "do stuff" – more formally, an ability that a business possesses or exchanges to achieve a particular purpose.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Mobile Checking Account, Market Development, Product Engineering 	Business Capability
Business Consumer	<p>According to ServiceNow, "represents a business entity that is capable of performing behavior. Consumers may include entities outside the actual organization, e.g. customers and partners. Please note: Business Consumer is a Persona in CSDM, not a role."</p> <p>Examples:</p> <ul style="list-style-type: none"> • "Humans, departments, and business units. 'John Smith' or 'ABC Corporation,' or they may be generic; e.g., 'customer' or 'supplier.'" <p><i>*Quoted material from the ServiceNow paper, "The ServiceNow CSDM 4.0 Mapped to ArchiMate."</i></p>	Persona or Actor
Business Service	<p>According to ServiceNow, "a service type that is published to business users and typically underpins one or more business capabilities. Business Services are often orderable by business users. Business users can select the desired offering and service commitments levels via a request catalog."</p> <p>In TOGAF, it is the same concept, a manual or automated service that supports processes and business capabilities through an explicitly defined interface and is explicitly governed by an organization. Example: Credit Check, or for a Hotel – Landscaping Service, which</p>	Business Service

CSDM 4.0 Definition	CSDM Description	TOGAF 10 Definition
	<p>could be done manually by people.</p> <p>Examples:</p> <ul style="list-style-type: none"> Transaction Processing, Customer Support Service <p><i>*Quoted material from the ServiceNow paper, "The ServiceNow CSDM 4.0 Mapped to ArchiMate."</i></p>	
<p>Business Service Offering</p>	<p>According to ServiceNow, "Business Service Offerings are the starting point for configuring Service Portfolio Management (SPM). Service Offerings consist of one or more service commitments that uniquely define the level of service in terms of availability, scope, pricing, and other factors.</p> <p>A Service Offering (SO) is defined as a stratification of the service into capability, availability, pricing, and packaging options. Different levels of performance and features for a given service can be made available via the SO.</p> <p>A service commitment defines service delivery obligations agreed to between consumer and provider. The SO is the specific record in ServiceNow that identifies the business area being serviced and the entity where the service is delivered.</p> <p>There is also a concept of a SO Subscription that records which users have access to an offering. Some business services and offerings depend on application service.</p> <p>SO is derived from service and refined depending on how the parent serves a specific business need. ServiceNow recommends that every operational business or technical service have at least one SO."</p> <p>Example:</p> <ul style="list-style-type: none"> For example, two levels of desktop support: a 'silver' offering of upgrades and a 'gold' offering with additional service-level commitments, such as 30 minutes between response, 7 days a week. <p><i>*Quoted material from the ServiceNow paper, "The ServiceNow CSDM 4.0 Mapped to ArchiMate."</i></p>	<p>Not in TOGAF 10</p> <p>Need to add definition type</p>

CSDM 4.0 Definition	CSDM Description	TOGAF 10 Definition
Enterprise Portfolio	<p>According to ServiceNow, “the Enterprise Portfolio is a hierarchical collection of business and/or technical services (products and services) that define strategic business value.”</p> <p>Examples:</p> <ul style="list-style-type: none"> Marketing and Events Portfolio <p><i>*Quoted material from the ServiceNow paper, “The ServiceNow CSDM 4.0 Mapped to ArchiMate.”</i></p>	<p>Not in TOGAF 10</p> <p>Need new definition type that has a list of Business Service and Technology Service – and Products?</p>
Business Unit	<p>According to ServiceNow, “Business Units are parts of an organization that are in charge of certain operations, such as Finance, HR, IT, and so on.”</p> <p>Examples:</p> <ul style="list-style-type: none"> Sales Department, Human Resources <p><i>*Quoted material from the ServiceNow paper, “The ServiceNow CSDM 4.0 Mapped to ArchiMate.”</i></p>	<p>Organization Unit</p>
CMDB Group	<p>According to ServiceNow, “a CMDB Group is a collection of CIs (Configuration Items) based on one or more of the following:</p> <ul style="list-style-type: none"> Saved Query Builder queries Encoded queries Manual entries <p>The CMDB Group is not a configuration item. The purpose of the CMDB Group is to provide a grouping of CIs which can then be used throughout the Now Platform.</p> <p>For example, a CMDB CI Lifecycle Management API (Application Program Interfaces) can use a CMDB group scriptable API to retrieve the group's list of CIs, and then apply a CI Lifecycle Management action collectively to all the CIs.</p> <p>CMDB Groups are recorded in the cmdb_group table.</p> <p>Since CMDB groups become a critical element of Dynamic CI Groups and the strategic management of CIs, early consideration of how you wish to monitor and report on CIs will help in the creation of CMDB Groups in support of your requirements.”</p>	<p>Not in TOGAF 10</p> <p>Need new definition type</p>

CSDM 4.0 Definition	CSDM Description	TOGAF 10 Definition
	*Quoted material from the ServiceNow paper, "The ServiceNow CSDM 4.0 Mapped to ArchiMate."	
Company	An organization that can be an outside vendor or the organization itself.	Organization Unit Or Vendor
Contracts	<p>According to ServiceNow, "a Contract represents a formal or informal specification of an agreement between a provider and a consumer. It specifies the rights and obligations associated with a product and establishes functional and non-functional parameters for interaction.</p> <p>The Contract element may be used to model a contract in the legal sense, but also a more informal agreement associated with a product. It may also include an SLA (Service Level Agreement) describing an agreement about the functionality and quality of the services that are part of a product. Contracts are recorded in the ast_contract table. A Contract is not a Configuration Item.</p> <p>Contracts utilize Contract Model types from the Product Model module. Service contracts may support hardware CIs in support of SLA and Vendor Management. Additionally, Service contracts may be utilized by Customer Service Management."</p> <p>In TOGAF, the same concept exists.</p> <p>Examples:</p> <ul style="list-style-type: none"> Insurance Policy, User Agreement, ServiceNow Contract Number 1234 <p>*Quoted material from the ServiceNow paper, "The ServiceNow CSDM 4.0 Mapped to ArchiMate."</p>	Contract
Control (Extension to CSDM)	<p>According to ServiceNow, "Controls are engineering mechanisms that use continuous monitoring of operational variables (e.g. pressure, temperature) to reach product output specifications and objectives."</p> <p>Examples:</p> <ul style="list-style-type: none"> "Thermostat, Security Camera, Monitoring Device" 	Not in TOGAF 10

CSDM 4.0 Definition	CSDM Description	TOGAF 10 Definition
	*Quoted material from the ServiceNow paper, "The ServiceNow CSDM 4.0 Mapped to ArchiMate."	
Demand (Extension to CSDM)	<p>According to ServiceNow, "a Demand represents the investment needed to realize a Business Goal.</p> <p>In the end, a business goal must be realized by a plan and/or change, which may require a new system or changes to an existing system.</p> <p>Demands/Requirements specify what is needed to achieve the 'ends' that are modelled by the goals."</p> <p>Examples:</p> <ul style="list-style-type: none"> • "Implementing a new HR Management System, Upgrading a Website to a New Version, Introducing a New Feature. Might be listed as a monetary amount and a level of effort, e.g. a team for a year, software/hardware costs." <p>*Quoted material from the ServiceNow paper, "The ServiceNow CSDM 4.0 Mapped to ArchiMate."</p>	<p>Not in TOGAF 10</p> <p>Requirement is in TOGAF 10</p> <p>Need new definition type</p>
Department	<p>An organizational unit.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Finance Dept, Security Dept. <p>*Quoted material from the ServiceNow paper, "The ServiceNow CSDM 4.0 Mapped to ArchiMate."</p>	Organization Unit
Driver (Extension to CSDM)	<p>This is the same concept in ServiceNow and in TOGAF.</p> <p>In TOGAF, a Driver is any external or internal condition that motivates the organization to define its goals, and possibly require changes to the way an organization operates.</p> <p>Examples:</p> <ul style="list-style-type: none"> • A change in regulation or compliance rules such as the General Data Protection Regulation (GDPR), Sarbanes Oxley, or a competitor feature. • "Internal drivers are customer satisfaction and profitability. Drivers of change may also be external to the enterprise (e.g., economic changes or changing legislation) and need not have a 	Driver

CSDM 4.0 Definition	CSDM Description	TOGAF 10 Definition
	<p>stakeholder associated with them.”</p> <p><i>*Quoted material from the ServiceNow paper, “The ServiceNow CSDM 4.0 Mapped to ArchiMate.”</i></p>	
Dynamic CI Group	<p>According to ServiceNow, “The Dynamic CI Group is a dynamic grouping of configuration items (CIs), based on results of CMDB Groups queries.</p> <p>There are two types: an application service grouping or a technical grouping.”</p> <p><i>*Quoted material from the ServiceNow paper, “The ServiceNow CSDM 4.0 Mapped to ArchiMate.”</i></p>	<p>Not in TOGAF 10</p> <p>Seems like the output of a report.</p>
Goal (Extension to CSDM)	<p>This is the same concept in ServiceNow and in TOGAF. A goal is a high-level statement of intent or direction for an organization. Typically used to measure success of an organization.</p> <p>According to ServiceNow, “while not explicitly named in the CSDM4.0, Goal is used within the Now Platform in several products including PPM and APM.”</p> <p><i>*Quoted material from the ServiceNow paper, “The ServiceNow CSDM 4.0 Mapped to ArchiMate.”</i></p>	Goal
Group	<p>According to ServiceNow, “the Group table is used to identify a set of users who share a common purpose. Groups may perform tasks such as approving change requests, resolving incidents, receiving email notifications, or performing work order tasks. Any business rules, assignment rules, system roles, or attributes that refer to the Group apply to all Group members automatically.”</p> <p><i>*Quoted material from the ServiceNow paper, “The ServiceNow CSDM 4.0 Mapped to ArchiMate.”</i></p>	<p>Not in TOGAF 10</p> <p>BPMN has “Group” definition but it groups Processes</p>
Information Object	<p>According to ServiceNow, “the Information Object logically describes the type of data (or the information) that is interchanged between application(s) and/or a database. This is important because there may be legal implications to the type of data being handled.”</p> <p><i>*Quoted material from the ServiceNow paper, “The ServiceNow CSDM 4.0 Mapped to ArchiMate.”</i></p>	Entity
IoT	An Internet of Things device	Device – with stereotype IOT

CSDM 4.0 Definition	CSDM Description	TOGAF 10 Definition
<p>KPI (Extension to CSDM)</p>	<p>According to ServiceNow, “a Key Performance Indicator (KPI) is a measure of how well something is being done. An assessment of the KPI may reveal strengths, weaknesses, opportunities, or threats for some area of interest. Weakness and threats will need to be addressed by adjusting existing goals or setting new ones, which may trigger changes to the Enterprise Architecture.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Number of contracts signed per quarter. Dollar value for new contracts signed per period.” <p><small>*Quoted material from the ServiceNow paper, “The ServiceNow CSDM 4.0 Mapped to ArchiMate.”</small></p>	<p>Any of a number of properties of definitions.</p>
<p>KRI (Extension to CSDM)</p>	<p>According to ServiceNow, a “Key Risk Indicator (KRI) is a measure used in management to indicate how risky an activity is. Key risk indicators are metrics used by organizations to provide an early signal of increasing risk exposures in various areas of the enterprise.</p> <p>The KRI differs from a key performance indicator (KPI) in that the latter is meant as a measure of how well something is being done, while the former is an indicator of the possibility of future adverse impact. KRIs give an early warning to identify potential event that may harm continuity of the activity/project.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Number of active database administrator accounts Number of users with similar roles but dissimilar security arrangements <p><small>*Quoted material from the ServiceNow paper, “The ServiceNow CSDM 4.0 Mapped to ArchiMate.”</small></p>	<p>Output of a report of any one of a number of properties of definitions</p>
<p>Location</p>	<p>The same concept in ServiceNow and in TOGAF.</p>	<p>Location</p>
<p>Network Gear</p>	<p>According to ServiceNow, “Hardware elements that make up the infrastructure that hosts the platform.”</p> <p><small>*Quoted material from the ServiceNow paper, “The ServiceNow CSDM 4.0 Mapped to ArchiMate.”</small></p>	<p>Device Instance Server Instance Database Instance</p>

CSDM 4.0 Definition	CSDM Description	TOGAF 10 Definition
<p>Outcome (Extension to CSDM)</p>	<p>According to ServiceNow, “an Outcome represents an end result. Outcomes are high-level, business-oriented results produced by capabilities of an organization, and by inference, by the core elements of its architecture that realize these capabilities. Outcomes are tangible, possibly quantitative and time-related, and can be associated with assessments. An outcome may have a different value for different stakeholders.”</p> <p>Examples:</p> <ul style="list-style-type: none"> • Examples include ‘First place customer satisfaction ranking achieved’ and ‘Key supplier partnerships in place.’ Outcome names can also be more specific; e.g., ‘10% year-over-year quarterly profits increase in 2018’. <p><small>*Quoted material from the ServiceNow paper, “The ServiceNow CSDM 4.0 Mapped to ArchiMate.”</small></p>	<p>Not in TOGAF 10</p> <p>Note: TOGAF has Opportunity, and Desired Result – which is a Goal or an Objective.</p> <p>Would need new definition type</p>
<p>Partner Contract (Extension to CSDM)</p>	<p>According to ServiceNow, “a contract is a binding agreement between two parties.</p> <p>In the Now Platform, contracts contain detailed information such as contract number, start and end dates, active status, terms and conditions statements, documents, renewal information, and financial terms.</p> <p>In this model, the Partner Contract represents the contract given to a delivery partner who will assist with transformation programs; the connected Program, Project, Sub-Project and Task objects are also associated with the transformation program.”</p> <p><small>*Quoted material from the ServiceNow paper, “The ServiceNow CSDM 4.0 Mapped to ArchiMate.”</small></p>	
<p>PPI (Extension to CSDM)</p>	<p>According to ServiceNow, “Process Performance Indicators (PPI) represent a measurement of the achievement of strategic and operational goals that a company wants to achieve on a process level.”</p> <p>Examples:</p> <ul style="list-style-type: none"> • “Holding of meetings, conduct of training courses, distribution of 	<p>Output of an Analytic Report</p>

CSDM 4.0 Definition	CSDM Description	TOGAF 10 Definition
	<p>medicines, development and testing of health education materials”</p> <p><i>*Quoted material from the ServiceNow paper, “The ServiceNow CSDM 4.0 Mapped to ArchiMate.”</i></p>	
<p>Principle (Extension to CSDM)</p>	<p>This is the same concept in ServiceNow and in TOGAF. An Architecture Principle defines the underlying general rules and guidelines for the use and deployment of all IT resources and assets across the enterprise.</p>	<p>Principle</p>
<p>Process (Extension to CSDM)</p>	<p>The same concept in ServiceNow and in TOGAF></p> <p>According to ServiceNow, “Process is a new element of CSDM V4, it ships out of the box, and since the Rome release the IRM, RPA and BC/DR planning products have used it.</p> <p>The Business Process is a manually maintained configuration item that can identify criticality, both declared and determined, and impact confidentiality, integrity, and availability. Business Processes are recorded in the cmdb_ci_business_process table.”</p> <p><i>*Quoted material from the ServiceNow paper, “The ServiceNow CSDM 4.0 Mapped to ArchiMate.”</i></p>	<p>Process</p>
<p>Process Group (Extension to CSDM)</p>	<p>According to ServiceNow, “Process Groups are groupings of related processes that are applicable across operational hierarchies and silos. Process Groups can be replaced by top-level Business Capabilities.</p> <p><i>*Quoted material from the ServiceNow paper, “The ServiceNow CSDM 4.0 Mapped to ArchiMate.”</i></p>	<p>Group</p>
<p>Process Workflow (Extension to CSDM)</p>	<p>According to ServiceNow, “a Process Workflow consists of multiple Process Tasks that implement a Process Activity.”</p> <p><i>*Quoted material from the ServiceNow paper, “The ServiceNow CSDM 4.0 Mapped to ArchiMate.”</i></p>	<p>Business Process diagram name</p>
<p>Product (Extension to CSDM)</p>	<p>According to ServiceNow, “a Product created by the enterprise to sell or provide to consumers. Can be a physical product or an intangible product.”</p> <p><i>*Quoted material from the ServiceNow paper, “The ServiceNow CSDM 4.0 Mapped to ArchiMate.”</i></p>	<p>Product</p>

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<p>Product Models</p>	<p>This is the same concept in Service Now and in TOGAF -- Materials and/or services produced or consumed by a business.</p> <p>According to ServiceNow, “Products Models are specific versions or configurations of a product used for managing and tracking through various ServiceNow platform applications.</p> <p>Product Models provide the ability to identify a product owner, teams, the status of a product within your organization, compatibility to other products, reference to product catalogue, and reference list of objects representing the details of various stages of a products life cycle. Additionally, you can identify the end-of-life details of your products as established by 3rd party providers and/or internal product owners.</p> <p>With product models you can bundle other products as components to represent the set of products that your organization develops, sells and/or consumes.</p> <p>Product Models are recorded in the cmdb_model table or its extended tables aligned to the 7 base types. The Product Model tables are not configuration items. Configuration items reference Product Models using the “Model ID” attribute available on all CMDB tables. For example, a Service Offering CI may reference a Service Model, while a Windows Server may reference a Hardware Model.</p> <p>The Product Model tables identify the unique types of products developed or consumed by your organization. Assets and CIs may be grouped by product models. Such grouping may be desired for project planning, costing, and rationalization. Discovery can populate hardware model type products once operational, but other product types require planning from Product Owners.”</p> <p><u>Examples:</u></p> <p>“Product Models are extended into 7 base types:</p>	<p>Product Version</p>

CSDM 4.0 Definition	CSDM Description	TOGAF 10 Definition
	<ul style="list-style-type: none"> • Application (version agnostic), • Software (version specific), • Contract, • Facility, • Hardware, • Consumable, • Service. <p>Products may be bundled to create a collection or grouping of products such as a Flash-Blade Server (hardware model) and the 24/7 support service (service model)."</p> <p><i>*Quoted material from the ServiceNow paper, "The ServiceNow CSDM 4.0 Mapped to ArchiMate."</i></p>	
<p>Program (Extension to CSDM)</p>	<p>This is the same concept in Service Now and in TOGAF.</p> <p>According to ServiceNow, "this object has been added to the metamodel to represent a digital transformation Program, comprising one or more projects, that will affect the use of the Now Platform in the modelled enterprise. Programs are available through the Now Platform when you install PPM or APM."</p> <p><i>*Quoted material from the ServiceNow paper, "The ServiceNow CSDM 4.0 Mapped to ArchiMate."</i></p>	<p>Program</p>
<p>Project (Extension to CSDM)</p>	<p>This is the same concept in Service Now and in TOGAF.</p> <p>According to ServiceNow, "this object has been added to represent a Project that is part of a digital transformation program. Projects are available as objects through the Now Platform when you install PPM or APM."</p> <p><i>*Quoted material from the ServiceNow paper, "The ServiceNow CSDM 4.0 Mapped to ArchiMate."</i></p>	<p>Project</p>
<p>Request Catalog (Business Service), Request Catalog (Technical Service)</p>	<p>According to ServiceNow, "a Request Catalog provides a consumable view of available business and technical products, services, service commitment options, and offerings. Catalogs help to manage and modify the services a user may have access to, and they are the initiation point for access to</p>	<p>Not in TOGAF 10 Need new definition type Seems to be output of report of Business Services and Technical Service Offerings</p>

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Offerings)	<p>available services.”</p> <p><i>*Quoted material from the ServiceNow paper, “The ServiceNow CSDM 4.0 Mapped to ArchiMate.”</i></p>	
SDLC Component	<p>According to ServiceNow, “the SDLC (Software Development Lifecycle) Component is a configuration item that represents a unique development effort of code.</p> <p>The purpose of the SDLC Component is to represent the software of a larger Business Application / Digital Product, broken down into its individually developed components.</p> <p>The SDLC Component is part of the new build domain and will be referenced by the DevOps product.</p> <p><u>Examples:</u></p> <p>Types of SDLC Component:</p> <ul style="list-style-type: none"> • Application – examples include micro services and APIs <p>Infrastructure – examples include database configurations and security configurations</p>	<p>Not in TOGAF 10</p> <p>Need new definition type</p>
Server	<p>According to ServiceNow, “the identifier of a Server used by the Customer. A CI Type. Represents the physical entities in a data center.</p> <p><u>Examples:</u></p> <ul style="list-style-type: none"> • Customer's name of server <p><i>*Quoted material from the ServiceNow paper, “The ServiceNow CSDM 4.0 Mapped to ArchiMate.”</i></p>	Server Instance
ServiceNow Product / Business Applications	<p>According to ServiceNow, “a ServiceNow Product suite, or software from the ServiceNow App Store, that is installed on the ServiceNow Instance.”</p> <p><u>Examples:</u></p> <ul style="list-style-type: none"> • HRSD, ITOM, SPM, Ins Pi <p><i>*Quoted material from the ServiceNow paper, “The ServiceNow CSDM 4.0 Mapped to ArchiMate.”</i></p>	Application Component (Physical)
SN Application Service / Technical Capabilities	<p>According to ServiceNow, “an Application Service is realized by one or more application functions that are performed by the component. It exposes the functionality of components to their environment. This functionality is</p>	Application Service

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	<p>accessed through one or more application interfaces.</p> <p>An Application Service may require, use, and produce data objects. It should be meaningful from the point of view of the environment; it should provide a unit of behavior that is, in itself, useful to its users. It has a purpose, which states this utility to the environment.</p> <p>The Application Service is the glue that ties all the elements of the CSDM together where applications are present.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Transaction Processing <p><i>*Quoted material from the ServiceNow paper, "The ServiceNow CSDM 4.0 Mapped to ArchiMate."</i></p>	
SN Platform Instance	<p>According to ServiceNow, "The identifier of an instantiated instance of the Now Platform.</p> <p>ServiceNow supports platforms in two ways:</p> <ul style="list-style-type: none"> • In Design it has Business Applications that represent Platforms, and • Application Services that represent instances of platforms. <p>See video for details here: https://youtu.be/-wDE5lBzys</p> <p><i>*Quoted material from the ServiceNow paper, "The ServiceNow CSDM 4.0 Mapped to ArchiMate."</i></p>	
Solution (Extension to CSDM)	<p>According to ServiceNow, "this has been added to the metamodel to represent the proposed Solution (the To Be views) that will be realized by the transformation program."</p> <p><i>*Quoted material from the ServiceNow paper, "The ServiceNow CSDM 4.0 Mapped to ArchiMate."</i></p>	Solution Concept diagram in a To-Be workspace
Sponsor (Extension to CSDM)	<p>According to ServiceNow, "a key, senior stakeholder who champions part of the transformation program because it supports a corporate strategy in which they are invested, or for which they are responsible."</p> <p>Examples:</p> <ul style="list-style-type: none"> • CTO, CIO <p><i>*Quoted material from the ServiceNow paper, "The</i></p>	Actor Person Stakeholder

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	<i>ServiceNow CSDM 4.0 Mapped to ArchiMate.</i>	
Strategy (Extension to CSDM)	The same concept in ServiceNow and in TOGAF.	Strategy
Sub Project (Extension to CSDM)	<p>According to ServiceNow, “Parts of the Transformation Program; work packages that exist within the main projects/ work streams.</p> <p>Sub Projects are available through the Now Platform when you install PPM or APM.”</p> <p><i>*Quoted material from the ServiceNow paper, “The ServiceNow CSDM 4.0 Mapped to ArchiMate.”</i></p>	Work Package
Task (Extension to CSDM)	<p>According to ServiceNow, “Tasks are the smallest unit of work in the platform, Tasks allow users to request tasks, and track how they are being fulfilled by the appropriate parties. Tasks can be assigned to specific users or user groups.</p> <p>Task is a core table in the Now Platform, starting with workflow at the core, and used in most products including PPM, Agile, Incident, Catalog, etc.”</p> <p><i>*Quoted material from the ServiceNow paper, “The ServiceNow CSDM 4.0 Mapped to ArchiMate.”</i></p>	Process
Technical Service	<p>The same concept in ServiceNow and in TOGAF></p> <p>According to ServiceNow, “technical Service is a service type that is published as a catalog item to technical service consumers and typically underpins one or more business or application services. Using Technical Services lets you view and manage the technology you provide to the business. A Technical Service may have an operational view made up of one or more Technical Service Offerings.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Compute Environments, Network Services, Database Services <p><i>*Quoted material from the ServiceNow paper, “The ServiceNow CSDM 4.0 Mapped to ArchiMate.”</i></p>	Technology Service
Technical Service	According to ServiceNow, “technical Service Offerings are different tiers of	Not in TOGAF 10 Need new definition unless you

CSDM 4.0 Definition	CSDM Description	TOGAF 10 Definition
Offering	<p>technical service based on commitments., locations, costs, etc”</p> <p><i>*Quoted material from the ServiceNow paper, “The ServiceNow CSDM 4.0 Mapped to ArchiMate.”</i></p>	introduce new property so that Technology Service can have listof Technology Services.
Users	<p>According to ServiceNow, “‘Users’ is a core data type in the CMDB that details of individual Users of the system. The User table is used to identify the individuals that have access to the ServiceNow instance. These Users can then be organized within groups, associated to Company, Business Unit, and Departments.”</p> <p><i>*Quoted material from the ServiceNow paper, “The ServiceNow CSDM 4.0 Mapped to ArchiMate.”</i></p>	Person
Value (Extension to CSDM)	<p>According to ServiceNow, “Value represents the relative worth, utility, or importance of a concept.</p> <p>Value may apply to what a party gets by selling or making available some product or service, or it may apply to what a party gets by buying or obtaining access to it. Value is often expressed in terms of money, but it has long since been recognized that non-monetary value is also essential to business; for example, practical/functional value (including the right to use a service), and the value of information or knowledge.</p> <p>Though Value can hold internally for some system or organizational unit, it is most typically applied to external appreciation of goods, services, information, knowledge, or money, normally as part of some sort of customer-provider relationship.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Cost Efficiency, Being Informed, Peace of Mind, Certainty, Access Granted <p><i>*Quoted material from the ServiceNow paper, “The ServiceNow CSDM 4.0 Mapped to ArchiMate.”</i></p>	Value Item
Value Stream (Extension to CSDM)	<p>The same concept in ServiceNow and in TOGAF – a representation of an end-to-end collection of activities that create an overall result for a customer, stakeholder, or end-user.</p> <p>Examples:</p>	Value Stream

CSDM 4.0 Definition	CSDM Description	TOGAF 10 Definition
	<ul style="list-style-type: none"><li data-bbox="493 260 850 315">• Strategy to Portfolio, Food Production Value Stream <p data-bbox="444 331 922 386">*Quoted material from the ServiceNow paper, "<i>The ServiceNow CSDM 4.0 Mapped to ArchiMate.</i>"</p>	

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