



ServiceNow Enterprise Asset Management License Definition

1. License Summary

- The product being sold is: Enterprise Asset Management
- License Metric: any user satisfying any of these conditions is an EAM Operator.
 - Any User who has any of the following EAM roles:
 - sn_eam.enterprise_admin;
 - sn_eam.enterprise_asset_manager;
 - sn_eam.enterprise_asset_technician;
 - sn_eam.enterprise_mobile_user
- **Note:** In subsequent versions of this product, EAM Operator metering will also include any User with roles and permissions equivalent to the out-of-the-box roles defined above.

2. License Count Calculation

- EAM Operators are currently measured by counting the total number of active and unique users during the last month with any of the EAM roles.

3. What is the product's product description

ServiceNow® Enterprise Asset Management (EAM) is a product that enables end-to-end asset lifecycle management through rich functionality, built-in intelligence, asset task automations, and more importantly out-of-the-box workflows. These workflows provide a streamlined process for end users to interact with the asset managers as well as enabling the asset managers to service and maintain their asset estate. The product supports several asset types including medical, facility, fleet, retail, and industrial assets.