FireScope Discovery and Dependency Mapping (DDM)
Painless Service Dependency Discovery

Imagine what you could achieve if your Cherwell CMDB was **service aware, always up to date** and required **no effort** to keep up. That's the power of FireScope Discovery and Dependency Mapping.

Eliminate Unknowns. All too often, organizations only realize the critical role of a server when it goes down. Only real-time dependency discovery can eliminate the fog of war in today's constantly changing datacenter.

Centralize to a Single Source of Truth. Discover service-endpoints and their dependencies by their network connectivity, then federate with Cherwell CMDB, with continual change monitoring to adapt as service topologies evolve.

Transform Change Planning. Automated dependency discovery takes the guess work out of measuring the potential impact of a proposed change, and enables avoiding re-work or outages caused by mis-configuration.

Simplify Incident and Problem Management. More accurate and deeper service configuration knowledge enables organizations to radically reduce the time it takes to identify, trace and respond to issues that are impacting your business and your users.

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Six Easy Steps to a Service Aware Cherwell CMDB

1 **Download Edge device**
FireScope DDM is delivered via the cloud, without all the effort and pain of traditional software delivery.

2 **Enable passive network traffic monitoring**
Select from an array of options including sFlow, NetFlow, Port Mirroring or optional agents to discover critical IT services and their dependencies.

3 **Identify service entry points**
You don't always know where to start with service mapping. That's why the solution identifies the urls and protocols being requested by users. Select the ones that matter to you and let FireScope DDM do the rest.

4 **Discover dependencies**
Application flows are mapped via passive network monitoring, continually updating as infrastructure changes take place. There's no need to touch each server and run scripts with administrative privileges, or inject code into production applications.

5 **Enrich with network, topology discoveries**
Get deep insights into your infrastructure, such as configuration attributes, physical topology dependencies and more through FireScope's hybrid approach.

6 **Synchronize service maps with Cherwell CMDB**
Automatically populate and update the Cherwell Service Management configuration management database (CMDB) as services are deployed, modified, or retired—providing a consistent and always up to date model of critical IT services.
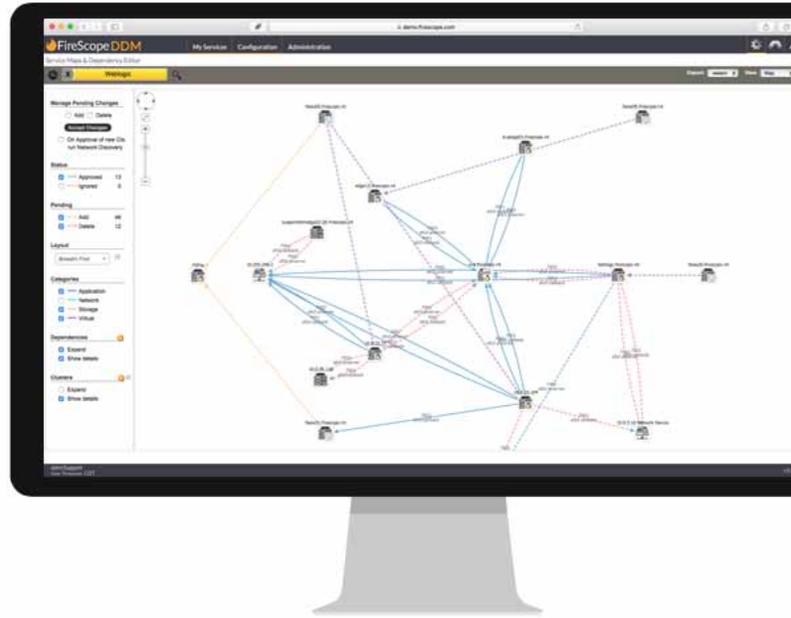
FireScope DDM vs. the Competition

	By Hand	BMC Discovery (Formerly ADDM)	ServiceNow ServiceWatch Discovery	FireScope DDM
Deployment	✖	Complex on-premises installation	Cloud-based Deployment	Cloud-based Deployment
Auto-detection of service entry points	✖	✅	✖	✅
Requires Remote Admin Privileges		⚠️	⚠️	
Primary discovery done via agent- and script-less technology	✖	✖	✖	✅
Scope includes network, virtual and physical discovery	If network, virtualization teams involved	✖	Partial	✅
Able to discover and map custom applications out-of-the-box	Dependent on who is involved	✖	✖	✅
Dependency mapping enriched with multiple discovery engines	Send multiple emails, hope for response	✖	✖	✅
Able to identify service topology changes as they occur	Changes detected after outages occur	✖	✖	✅
Integration with CMDB	More work	✅	✅	✅

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