

# Instance Assessment Report

Developer Instance (PDI) · June 11, 2026



<https://dev301583.service-now.com/>

Powered by Claude

**Audience:** Platform Owner / ServiceNow Architect

**Assessment Date:** June 11, 2026

**Instance Version:** Zurich Patch 6 | **Upgrade Target:** Australia Patch 2 Hotfix 1

## Executive Summary

**This assessment was conducted on a Developer/Test instance. All findings are directional only and must be validated against the production instance before acting on any recommendation.** The single most critical finding is the complete absence of active MID Servers against a footprint of 16 active integrations (7 REST, 9 SOAP), 2,799 CIs with no active Discovery, and 28 open P1/P2 incidents — a combination that makes the approaching Australia upgrade operationally risky without immediate remediation. The instance is otherwise exceptionally clean: 4 customized Business Rules, zero custom scoped applications, and zero Flow Designer errors in the last 7 days represent a near-zero upgrade regression surface from custom code. The upgrade preview to Australia Patch 2 Hotfix 1 was completed June 7, 2026, and Zurich reaches end-of-life approximately July 2026, leaving a roughly 4-6 week execution window. The top priority action before scheduling the production upgrade is provisioning and registering at least one MID Server, auditing all 16 integrations for MID dependency, and resolving or formally accepting the 28 open critical and high-priority incidents.

Area	Status	Risk Level
Platform Version / Upgrade Deadline	<b>MODERATE</b>	Zurich EOL ~July 2026; preview complete but upgrade not yet executed
MID Server / Discovery	<b>HIGH</b>	0 active MID Servers; Discovery not running; 16 integrations at risk

Area	Status	Risk Level
CMDB Health	<b>HIGH</b>	273 relationships across 2,799 CIs; no active Discovery; AI blocker
Customization Footprint	<b>HEALTHY</b>	4 Business Rules; 0 custom scoped apps; near-zero upgrade regression risk
Integration Inventory	<b>MODERATE</b>	16 active integrations with no MID Server confirmation
Virtual Agent / NLU	<b>MODERATE</b>	90 active topics; NLU behavior risk across platform release boundary
Performance Analytics	<b>MODERATE</b>	566 legacy PA indicators; Platform Analytics migration not yet started
ATF Coverage	<b>MODERATE</b>	42 active tests against 839 scoped apps and 625 scheduled jobs
Scheduled Jobs	<b>MODERATE</b>	625 active jobs; unreviewed density risk on application nodes
Open P1/P2 Incidents	<b>HIGH</b>	28 open critical/high incidents including SAP and infrastructure issues
Update Set Hygiene	<b>HEALTHY</b>	1 open set (Default/system); low development churn
Flow Designer Health	<b>HEALTHY</b>	0 errors in last 7 days

Active Users	<b>669</b>	CI Relationships	<b>273</b>
Active Scoped Apps	<b>839</b>	Active Scheduled Jobs	<b>625</b>
Custom Business Rules	<b>4</b>	ATF Tests	<b>42</b>
Active VA Topics	<b>90</b>	Active Integrations	<b>16</b>
PA Indicators	<b>566</b>	MID Servers Up	<b>0</b>

Total CIs	<b>2,799</b>	Open P1/P2 Incidents	<b>28</b>
-----------	--------------	----------------------	-----------

## Current State

### 2.1 Platform Version and Upgrade Posture

**MODERATE RISK — Upgrade preview is complete but execution window is closing.**

Attribute	Detail
Current Version	Zurich Patch 6
Build String	glide-zurich-07-01-2025__patch6-01-16-2026
Upgrade Target	Australia Patch 2 Hotfix 1
Australia GA Date	May 5, 2026
Upgrade Preview Completed	June 7, 2026
Zurich EOL (Approximate)	July 2026
Time to EOL from Assessment Date	~4-6 weeks

The upgrade preview is current and actionable. The platform readiness analysis exists. What remains is execution planning, remediation of the findings documented in this report, and scheduling the upgrade sprint. Australia Patch 2 Hotfix 1 is a stable target — it is two patch cycles past GA, meaning early-release defects are largely resolved.

**The upgrade preview is done and the target release is stable, but the ~4-6 week EOL window means upgrade scheduling must begin this sprint, not next quarter.**

## 2.2 User and Group Footprint

● **HEALTHY — Clean user footprint with one actionable hygiene item.**

Metric	Count
Active Users	669
Inactive Users	1
Active Groups	93

669 active users is a mid-market deployment. The single confirmed inactive user is a Senior Developer role — this record warrants license recovery review and access revocation. The ratio of 93 groups to 669 users is appropriate and does not indicate group sprawl.

**User footprint is clean; the one inactive Senior Developer account should be audited for license recovery and access hygiene before upgrade.**

## 2.3 Installed Module Landscape

● **HEALTHY — Standard ServiceNow module footprint with no third-party scoped app risk.**

Module Family	Scope Evidence	Status
ITSM Core	Incident and base platform — active data confirmed	Active
Service Catalog	sn_sc_workspace — Service Catalog Service Workspace	Active
Virtual Agent / NLU	sn_nlu_studio — NLU Studio v2.0.0	Active
Performance Analytics	sn_analytics_cen — Analytics Center	Active
Mobile	sn_mobile_card_bui — Mobile Card Builder	Active
Key Management	sn_kmf_ui — Key Management Framework UI	Active
Next Experience / UI	sn_nxui_framework and Now Experience component libraries	Active
Dashboards	sn_dashboards_view	Active
Kanban / Visual Board	sn_visual_board	Active

839 active scoped applications are installed. Zero customer-built applications (x\_ prefix) are present. This means there is no third-party or custom scoped app regression surface entering the Australia upgrade. No evidence of HRSD, CSM, SPM, GRC, or ITOM module families was returned by the assessment queries.

**The module footprint is entirely ServiceNow-standard with zero custom scoped apps — upgrade regression surface from applications is near-zero, but roadmap gaps for HRSD, CSM, SPM, GRC, and ITOM should be confirmed as intentional absences.**

## 2.4 Customization Footprint

**HEALTHY — Exceptionally low customization debt; one unnamed Business Rule requires immediate review.**

Artifact Type	Customized Count
Business Rules	4
Script Includes	0
Client Scripts	0
UI Policies	0
UI Actions	0
Notifications	0
Widgets	0
ACLs created via update sets	0
System Properties	0

Four Business Rules represent the entire custom code footprint of this instance. One of the four carries an artifact-style system name ( `sys_script_199edf8593c5c3104a82b97a7bba1020` ) rather than a human-readable name, indicating it was either created programmatically or committed without proper naming. This record must be reviewed directly in the Business Rules table before the Australia upgrade to confirm its purpose and whether it is actively needed.

**Four Business Rules is an exceptionally clean customization footprint; the artifact-named rule is the only unresolved item and must be manually inspected before upgrade execution.**

## 2.5 Update Set Hygiene

**HEALTHY** — Single open update set with low risk; requires pre-upgrade audit.

Metric	Detail
Open Update Sets	1
Set Name	Default
Created By	system
Created On	February 2, 2026

Only the system-created Default update set is open. This is consistent with a low-development-churn posture. However, the Default set can accumulate uncommitted changes silently — any configuration change made outside of a named update set lands here. Its contents must be reviewed before upgrade.

**Update set hygiene is clean, but the Default set must be audited for uncommitted changes and closed or completed before initiating the Australia upgrade.**

## 2.6 Integration Inventory

**CRITICAL** — 16 active integrations with zero MID Servers reporting as Up.

Integration Type	Active Count
REST Messages (Outbound)	7
SOAP Messages (Outbound)	9
MID Server Agents (Up)	0

Integration Type	Active Count
Customer Scoped Apps (x_ prefix)	0

16 active integrations (7 REST, 9 SOAP) are configured against a backdrop of zero operating MID Servers. SOAP integrations are disproportionately associated with legacy on-premise targets that require MID Server as a connectivity broker. If any of these 9 SOAP integrations target on-premise endpoints, those integrations are currently non-functional or operating in a degraded state. The SAP-related P1/P2 incidents identified in Section 2.11 are a direct candidate for MID Server dependency — SAP integrations commonly route through MID Server.

**Zero active MID Servers against 16 active integrations is a critical operational gap that must be resolved before the Australia upgrade, particularly given the open SAP-related P1/P2 incidents.**

## 2.7 Flow Designer and Automation Health

**HEALTHY — Zero flow errors, but 625 scheduled jobs requires rationalization before upgrade.**

Metric	Detail
Flow Designer Errors (Last 7 Days)	0
Active Scheduled Jobs	625

Zero Flow Designer errors in the last 7 days indicates automation is executing cleanly. However, 625 active scheduled jobs against 669 users is a near 1:1 density ratio that is disproportionate for an instance of this size. With no MID Server active, all 625 jobs execute on application nodes — contributing to node load. Jobs that execute against high-volume tables without row limits are a performance risk and a common source of post-upgrade silent failures.

**Flow Designer is healthy, but 625 active scheduled jobs is an outsized footprint that must be audited for redundancy, stale jobs, and missing row limits before the Australia upgrade.**

## 2.8 ATF Coverage

**MODERATE RISK — 42 ATF tests is a functional baseline but insufficient for upgrade confidence.**

Metric	Detail
Active ATF Tests	42
Active Scoped Apps	839
Active Scheduled Jobs	625
Active VA Topics	90
Custom Business Rules	4

42 tests against 839 scoped applications means the vast majority of the platform's automation and configuration is untested for regression. The Australia upgrade introduces Platform Analytics as the default experience and includes NLU/VA behavioral changes — the highest regression surfaces in this instance are VA topics, the 4 Business Rules, and critical catalog items. 42 tests provides near-zero confidence for a production upgrade.

**42 ATF tests is insufficient regression coverage for a major release upgrade; targeted test expansion covering Business Rules, top VA topics, catalog items, and integrations is required before the production upgrade proceeds.**

## 2.9 Virtual Agent and NLU

**MODERATE RISK — Mature VA deployment with NLU upgrade behavior risk unmitigated.**

Metric	Detail
Active VA Topics	90
NLU Studio Version	2.0.0 (installed)
NLU Type	ML-based intent resolution (not keyword matching)

90 active VA topics represents a mature Virtual Agent deployment. NLU Studio v2.0.0 means this instance uses machine learning intent models — not simple keyword routing. ML model behavior can shift between platform releases as underlying NLU framework components are updated. The upgrade preview completed June 7 should be reviewed specifically for VA/NLU-related skipped artifacts in the upgrade preview log.

**90 active NLU-driven VA topics represent a meaningful regression risk through the Australia upgrade; NLU accuracy baselines must be documented now and the top 20 topics by volume must be tested in a sub-production Australia environment before production cutover.**

## 2.10 CMDB Health

**CRITICAL BLOCKER — No active Discovery, critically low relationship coverage, and zero AI readiness.**

Metric	Value
Total Active CIs	2,799
Installed-Status CIs	2,674
Active CI Relationships	273
Relationship-to-CI Ratio	~0.097 (fewer than 1 relationship per 10 CIs)
Active MID Servers (Discovery)	0

A healthy CMDB supporting service mapping or AI-driven operations targets 2-5 relationships per CI based on ServiceNow's own CSDM guidance. This instance is at 0.097 — roughly 20-50x below a serviceable threshold. With zero MID Servers active, automated Discovery is not running, meaning CIs are either manually maintained, imported from a prior run, or stale. There is no mechanism currently operating to keep CI data current.

Every major AI capability announced at Knowledge 2026 — AI Control Tower, Autonomous Workforce Specialists, Action Fabric, and intelligent routing — depends directly on CMDB data quality and relationship coverage. This instance's CMDB state is a blocker for any AI roadmap execution, not just a hygiene concern.

**273 relationships across 2,799 CIs and zero active Discovery makes this CMDB unsuitable for service mapping, AI features, or reliable operational dependency analysis — restoring MID Server and Discovery is the single highest-leverage platform action available.**

## 2.11 Performance Analytics

**MODERATE RISK — 566 legacy PA indicators represent a significant migration backlog entering Australia.**

Metric	Detail
Active PA Indicators	566
Australia PA Change	Platform Analytics is the default experience post-upgrade
Legacy PA Status Post-Upgrade	Viewable but receives critical security fixes only

566 active PA indicators is a large legacy footprint. The Australia release establishes Platform Analytics as the default experience. New reporting content must be built in Platform Analytics going forward. Legacy PA dashboards are not deleted, but they are effectively frozen — no new feature investment from ServiceNow, critical security patches only. 566 indicators represents multi-sprint migration planning work that must begin before the upgrade, not after.

**566 legacy PA indicators must be inventoried by business owner and usage frequency immediately — high-value indicators must be migrated to Platform Analytics before or concurrent with the Australia upgrade to prevent operational reporting gaps.**

## 2.12 Open P1/P2 Incidents

**HIGH RISK — 28 open critical and high-priority incidents including SAP and infrastructure issues.**

28 open P1/P2 incidents are present at assessment time, including confirmed SAP-related Critical incidents and VPN/DNS infrastructure issues. Executing a platform upgrade against an instance with 28 unresolved critical and high-priority operational incidents — particularly incidents with infrastructure and integration dimensions — materially increases upgrade risk. The SAP incidents are especially relevant given the MID Server gap identified in Section 2.6, as SAP integration commonly depends on MID Server connectivity.

**28 open P1/P2 incidents must be reviewed and either resolved or formally risk-accepted before scheduling the production Australia upgrade — platform-adjacent incidents and SAP/infrastructure incidents are the highest-priority subset.**

## Gap Analysis

Gap	Risk Level	Business Impact	Owner	Timeline
Zero active MID Servers	HIGH	16 integrations at risk; Discovery non-functional; CMDB staling	Platform Architect	Immediate — before upgrade
CMDB relationship coverage at 0.097 ratio	HIGH	Service mapping unusable; AI features blocked; incident impact analysis unreliable	CMDB Manager	0-60 days
28 open P1/P2 incidents including SAP/infrastructure	HIGH	Upgrade compounds active operational failures; SAP connectivity suspect	Service Desk Manager / Platform Owner	Resolve or accept before upgrade
Zurich EOL ~July 2026 with upgrade not yet executed	HIGH	Platform out of support; no patches; security exposure	Platform Owner	Upgrade execution this sprint

Gap	Risk Level	Business Impact	Owner	Timeline
42 ATF tests — insufficient regression coverage	<b>MODERATE</b>	Post-upgrade regressions in VA, catalog, and Business Rules go undetected	QA Lead / Platform Developer	Before production upgrade
566 legacy PA indicators — Platform Analytics migration not started	<b>MODERATE</b>	Reporting continuity gap post-Australia; multi-sprint backlog grows	Analytics Owner	Start immediately; complete within 2 quarters
625 scheduled jobs — unreviewed density	<b>MODERATE</b>	Node performance degradation; silent post-upgrade job failures	Platform Architect	Before upgrade
90 VA topics — no NLU accuracy baseline documented	<b>MODERATE</b>	Post-upgrade NLU regressions unmeasurable; user-facing VA degradation undetected	VA / NLU Owner	Before upgrade
Artifact-named Business Rule (sys_script_199edf8...)	<b>MODERATE</b>	Unknown logic executing in production; upgrade skip risk unassessable	Platform Developer	This sprint
No HRSD, CSM, SPM, GRC, or ITOM evidence	<b>LOW</b>	Roadmap gaps if these are intended future capabilities	Platform Owner	Roadmap planning cycle

***The absence of any active MID Server is the root cause of three concurrent critical risks — no Discovery, 16 integrations of unknown connectivity status, and a CMDB that cannot support AI or service***

***mapping — and must be resolved before any other upgrade action proceeds.***

### **Remediation Priority Order:**

1. Provision and register a MID Server in the target environment; validate connectivity to all on-premise integration endpoints.
2. Audit each of the 9 SOAP and 7 REST integrations to confirm which require MID Server; document the findings before upgrade.
3. Review all 28 P1/P2 incidents; resolve platform-adjacent and SAP/infrastructure incidents or obtain formal risk acceptance from the Platform Owner before scheduling the upgrade.
4. Execute the Australia Patch 2 Hotfix 1 upgrade — preview is complete; move to execution planning this sprint before the Zurich EOL window closes.
5. Inspect the artifact-named Business Rule ( `sys_script_199edf8593c5c3104a82b97a7bba1020` ) directly in the Business Rules table; document its purpose or delete it if orphaned.
6. Audit all 625 scheduled jobs; disable jobs with no execution history in 90+ days; add row limits to any job querying high-volume tables.
7. Build ATF test coverage for the 4 Business Rules, top 20 VA topics by volume, critical catalog items, and the 16 active integrations — target 80 active tests minimum before production upgrade.
8. Document NLU accuracy baselines for the top 20 VA topics; test those topics in a sub-production Australia environment before production cutover.
9. Inventory all 566 PA indicators by business owner and last-viewed date; prioritize the top 50 for Platform Analytics migration; deprecate indicators with no views in 90 days.
10. Activate Discovery via MID Server and run a full environment sweep; target a minimum relationship-to-CI ratio of 2.0 within two quarters.

## **Recommendations**

**1. Provision and register at least one MID Server immediately — before any other upgrade activity.**

Owner: Platform Architect | Timeline: This sprint (before June 25, 2026) | Success Metric: At least one MID Server reporting status = Up in the MID Server table; all 16 integrations confirmed as either MID-dependent or cloud-to-cloud

**2. Audit all 28 open P1/P2 incidents and obtain formal risk acceptance or resolution for all platform-adjacent, SAP, and infrastructure incidents before scheduling the production Australia upgrade.**

Owner: Platform Owner + Service Desk Manager | Timeline: Before upgrade scheduling (by June 20, 2026) | Success Metric: Zero unreviewed P1/P2 incidents with platform or integration dimensions at time of upgrade scheduling

**3. Execute the Australia Patch 2 Hotfix 1 upgrade before Zurich EOL — upgrade preview is complete and the target release is stable.**

Owner: Platform Owner | Timeline: Upgrade execution by July 1, 2026 | Success Metric: Instance running Australia Patch 2 Hotfix 1 with zero P1 upgrade-induced incidents within 72 hours post-cutover

**4. Inspect the artifact-named Business Rule (`sys_script_199edf8593c5c3104a82b97a7bba1020``) and document its purpose, owner, and necessity before the upgrade.**

Owner: Platform Developer | Timeline: This sprint | Success Metric: Record has a human-readable name, documented owner, and confirmed purpose — or is deleted if orphaned

**5. Build ATF test coverage to a minimum of 80 active tests targeting the 4 Business Rules, top 20 VA topics by volume, critical catalog items, and the 16 active integrations.**

Owner: QA Lead / Platform Developer | Timeline: Before production upgrade execution | Success Metric: 80+ active ATF tests; automated test suite executes clean against Australia in sub-production

**6. Audit all 625 scheduled jobs — disable jobs with no execution history in the past 90 days and add row limits to any job executing against high-volume tables.**

Owner: Platform Architect | Timeline: Before upgrade execution | Success Metric: Scheduled job count reduced by minimum 20%; all remaining jobs have documented

owners and verified execution histories

**7. Inventory all 566 PA indicators by business owner and last-viewed date; begin migrating the top 50 most-used indicators to Platform Analytics dashboards before the Australia upgrade.**

Owner: Analytics Owner | Timeline: Migration plan by June 25, 2026; top 50 migrated within 60 days post-upgrade | Success Metric: Top 50 indicators live in Platform Analytics; zero reporting gaps reported by business owners within 30 days post-upgrade

**8. Activate Discovery via MID Server, run a full environment sweep, and target a minimum CI relationship-to-CI ratio of 2.0 within two quarters to unblock AI roadmap features announced at Knowledge 2026.**

Owner: CMDB Manager / Platform Architect | Timeline: Discovery activated within 2 weeks of MID Server registration; 2.0 relationship ratio target by Q3 2026 | Success Metric: CMDB Health Dashboard shows relationship ratio  $\geq 2.0$ ; stale CIs (last\_discovered > 90 days) reduced below 10% of total CI count

*This instance's upgrade readiness is gated entirely by the MID Server gap and the 28 open P1/P2 incidents — the code and configuration footprint is clean enough to upgrade today, but operational and infrastructure prerequisites must be satisfied first.*

## Roadmap

Phase	Timeline	Key Deliverables	Success Metrics	Budget Range
Phase 1: Upgrade Prerequisites	June 11-June 30, 2026	Provision and register MID Server; audit 16 integrations for MID dependency; review and resolve/accept all 28 P1/P2 incidents; inspect artifact-named Business Rule; audit and close Default update set; document NLU accuracy baselines for top 20 VA topics; reduce scheduled job count by minimum 20%	MID Server status = Up; all integrations documented; P1/P2 incidents resolved or risk-accepted; Business Rule documented or deleted; Default update set closed	LOW
Phase 2: Australia Upgrade Execution	July 1-July 15, 2026	Execute Australia Patch 2 Hotfix 1 upgrade in sub-production; run 80+ ATF test suite; validate top 20 VA topics; validate all 16 integrations; execute production upgrade; post-upgrade 72-hour hypercare	Zero P1 incidents within 72 hours post-production cutover; all integrations confirmed operational; ATF suite passes clean; VA topic accuracy within 5% of baseline	LOW

Phase	Timeline	Key Deliverables	Success Metrics	Budget Range
Phase 3: Post-Upgrade Stabilization and PA Migration	July 15-September 30, 2026	Migrate top 50 PA indicators to Platform Analytics; activate Discovery and run full environment sweep; build CMDB relationship coverage toward 2.0 ratio target; expand ATF coverage toward 150 active tests; enforce update set governance policy	Top 50 indicators live in Platform Analytics; CI relationship ratio $\geq 1.0$ ; stale CIs below 20%; 150+ active ATF tests	<div style="background-color: #FFD700; padding: 2px; display: inline-block;">MODERATE</div>
Phase 4: AI and ITOM Readiness	Q4 2026	Achieve CI relationship ratio $\geq 2.0$ ; complete CSDM alignment for top 10 business services; evaluate Knowledge 2026 AI features (AI Control Tower, Action Fabric) for activation; assess HRSD/CSM/ITOM roadmap gaps; complete full PA indicator migration or deprecation	CMDB Health Dashboard green; relationship ratio $\geq 2.0$ ; top 10 business services mapped; AI feature activation decision made	<div style="background-color: #FFD700; padding: 2px; display: inline-block;">MODERATE</div>

*Snovai is AI and can make mistakes. Always verify findings against your live instance before acting on any recommendation.*