

Service Mapping Readiness

Get the foundation right before you map services.

Service mapping fails when the data underneath it is wrong.

Service mapping initiatives stall because the discovery and dependency data they rely on is incomplete or inaccurate. Readiness is what makes mapping succeed.

uControl gets you ready, then maps.

uControl **Insights** establishes accurate discovery and dependency data, and uControl **Core** (uMap) turns it into single- and multi-tier service models — with no code — and publishes them.

Executive summary

Service Mapping Readiness ensures the foundation is right before — and while — you map. Insights provides accurate discovery, network flow and dependencies; Core assembles no-code service models and publishes them upstream.

Mapping succeeds because it's built on trusted, complete data, not assumptions.

The business challenge

Service mapping stalls because:

- Underlying discovery data is incomplete
- Dependencies are missing or wrong
- Data quality undermines the model
- Mapping becomes a project in its own right
- Maps go stale as soon as they're built

So mapping initiatives over-run and disappoint.

The uControl approach

uControl prepares and maps. Insights establishes accurate discovery, flow and dependency data and Core validates its quality; Core (uMap) then detects relationships and assembles service models with no code, publishing them and keeping them current.

How it works

Discovery & dependencies Insights

Insights discovers infrastructure and materialises real communication paths from network flow.

Readiness & data quality Core

Core validates completeness and quality so the model is built on trusted data.

No-code service modelling Core

uMap detects relationships and assembles single- and multi-tier service models — no scripting.

Publish upstream Core

Push modelled services, CIs and relationships to your CMDB and BMC Discovery.

Continuous monitoring Core

Core monitors modelled services and tracks drift so maps stay trustworthy.

Customer journey

1 Discover

Insights discovers infrastructure, flow and dependencies.

2 Validate

Core confirms completeness and data quality.

3 Model

uMap assembles single- and multi-tier service models.

4 Publish

Push services and relationships upstream.

5 Maintain

Core monitors and keeps maps current.

Key capabilities

- | | |
|---|--|
| ✓ Discovery & network flow (Insights) | ✓ Readiness & data-quality validation (Core) |
| ✓ No-code service modelling / uMap (Core) | ✓ Single- & multi-tier models (Core) |
| ✓ Publish to CMDB & BMC Discovery (Core) | ✓ Continuous monitoring & drift (Core) |
| ✓ Dependency & impact paths (Core) | ✓ Live topology |
| ✓ Trusted foundation for mapping | |

Business benefits

- | | |
|--|--|
| ✓ Service mapping that actually succeeds | ✓ Built on trusted, complete data |
| ✓ No-code, faster to model | ✓ Maps that stay current |
| ✓ Published to your systems of record | ✓ A foundation for ITOM and automation |

Illustrative scenario

Stalled service-mapping programme — illustrative

A mapping initiative had over-run because the discovery data underneath it was incomplete.

uControl established accurate discovery and dependency data and validated its quality, then Core (uMap) assembled the service models with no code and published them — getting the programme moving on a foundation it could trust.

Frequently asked questions

Why do service-mapping projects fail?

Usually because the underlying discovery and dependency data is incomplete or inaccurate — readiness fixes the foundation first.

Is modelling no-code?

Yes — uMap detects relationships and assembles the models automatically; no scripting.

Can it publish to our CMDB?

Yes — modelled services, CIs and relationships publish to your CMDB and to BMC Discovery.