

# ITOM Visibility

To protect and monitor an environment, you need to know what it's made of

RapDev's guided deployments of ITOM Visibility deliver a unified view to track services, identify recurring incidents, and evaluate the impact of broken resources.

**Leverage ITOM Visibility to optimize operational efficiency, enhance infrastructure transparency, and drive proactive decision-making.**

- Automate hardware and software asset discovery for an always up-to-date CMDB
- Effortlessly map and manage ephemeral and critical applications and services in your environment
- Seamlessly integrate with the ITOM suite - Health, Optimization, and Integration Hub

## ITOM Visibility Enables

### Unified View of Environment

Event-Based Discovery  
CMDB-as-Code

### Accurate & Automated Service Mapping

Tag-Based Service Mapping

### Improved Data Quality

Service Graph Connectors

### Accurate Device Classifications

Multi-Source CMDB

## Leading to:

**100%** real-time registration for microservices

**82%** of all microservices mapped using CSDM 4.0

**18 min** MTTR for all automated self-healing flows



**Success Story**  
**Ahold Delhaize**

Ready to get started?