



MARIADB ENTERPRISE SERVER – TAILORED FOR SERVICENOW DEPLOYMENTS

MariaDB Server is the database of choice for ServiceNow, whether in the ServiceNow Cloud or for self-hosted deployments of ServiceNow. There are two supported databases for ServiceNow: Oracle Database and MariaDB Server. MariaDB Enterprise Server is a premium MariaDB product that is tailored to support ServiceNow deployments and mission-critical requirements. With MariaDB Enterprise Server, you get features, tools and services that make your ServiceNow experience as safe, secure, scalable and cost-effective as possible.

REQUIREMENTS FOR SELF-HOSTED SERVICENOW DEPLOYMENTS

There are several common requirements for most ServiceNow installations. When deploying a self-hosted ServiceNow deployment, the responsibility for these requirements is with the end user, not ServiceNow.

HIGH AVAILABILITY

- Application uptime
- RTO and RPO objectives
- 99.9XXX% availability

SECURITY

- Regulatory requirements
- STIG approval
- Legal requirements

DATA SAFETY

- Protecting data from corruption
- Disaster recovery
- Nonintrusive backups

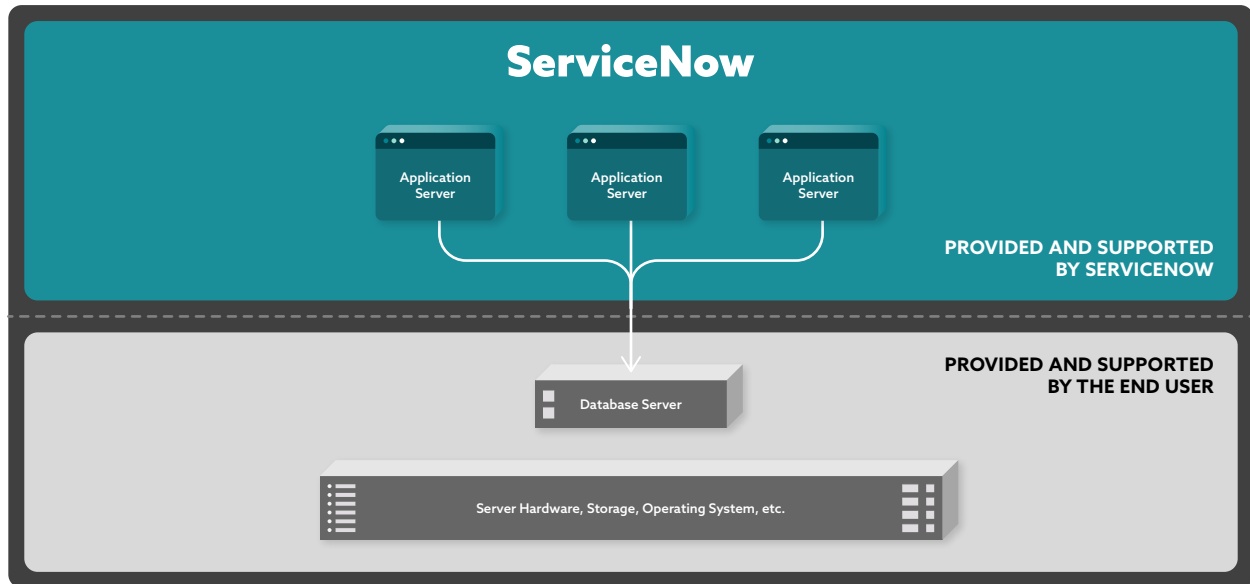
TECHNICAL SUPPORT

- Support for all components
- SLA-based support
- 365x24x7 support

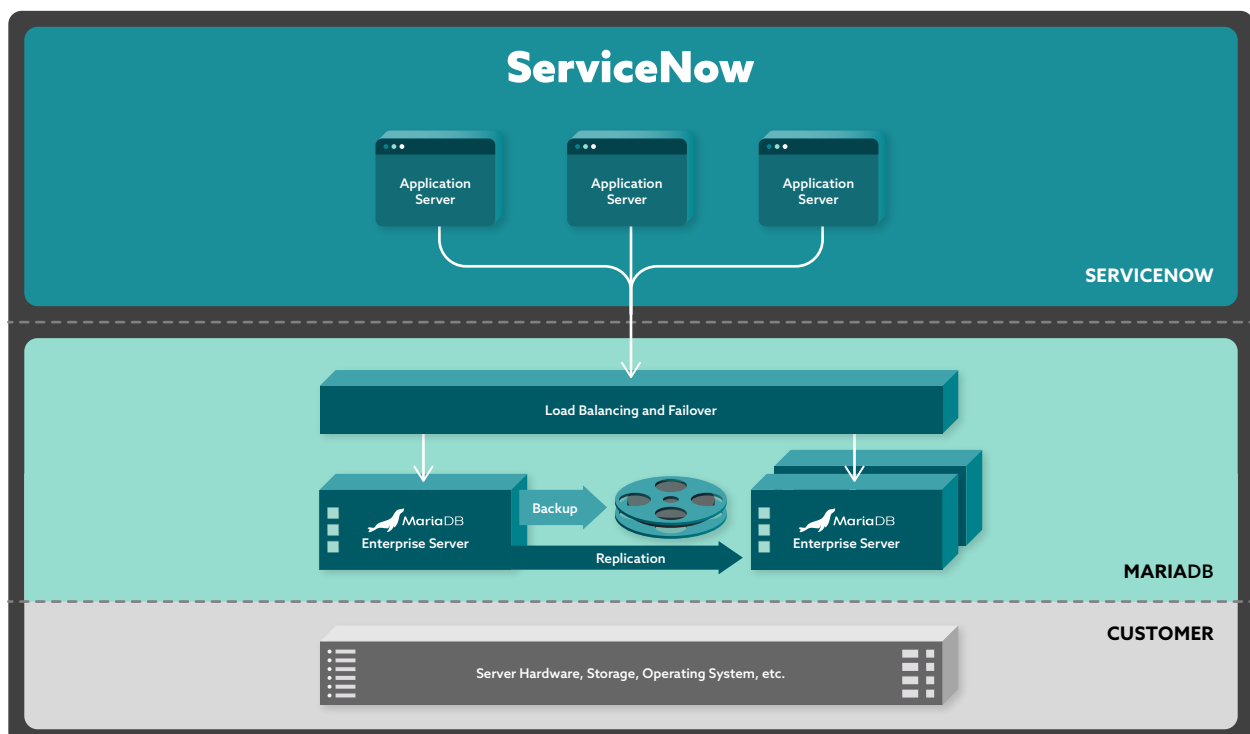


WHO DOES WHAT?

When deploying a self-hosted ServiceNow deployment, certain aspects of the installation are the end users' responsibility. ServiceNow assists with certain aspects of an installation; however, the end user must fulfill requirements such as high availability, security, data safety and support for the database.



The only version of MariaDB that can meet all these requirements is MariaDB Enterprise Server. By implementing MariaDB Enterprise Server, end users get a tailored and fully supported database solution that comes with the required tools, features and services for a ServiceNow backend database.





MARIADB ENTERPRISE SERVER FOR SERVICENOW SELF-HOSTED DEPLOYMENTS

ServiceNow recommends MariaDB Enterprise Server for self-hosted ServiceNow deployments. MariaDB Enterprise Server works in conjunction with [MariaDB MaxScale](#) to deliver the best in security, high availability, and performance and scalability.

Security

- **STIG approved**, as published by the U.S. DoD
- **Advanced auditing**, as outlined by the STIG
- **Data-in-transit** and **data-at-rest encryption**
- **DDoS attack prevention**

Availability

- **Automatic failover**
- **Disaster recovery** via asynchronous replication
- Multi-data center **failover**
- Lock-free **online backup**

Performance and Scalability

- **Enhanced index support**
- **Load balancing** for read scale-out

Services and Support from the Company That Built the Database

- 24x7 **technical support**
- **SLA-based support**
- Security and upgrade **notifications**
- **Consultative support**
- Optional **Remote DBA**

Other

- **Administration GUI** to visualize and change database architecture
- **Cost-effective** read scaling through MariaDB MaxScale
- Tested for **production use**

	ServiceNow Cloud	MariaDB Community Server	MariaDB Enterprise Server
ServiceNow Software	✓	✓	✓
Asynchronous Replication	N/A	✓	✓
Transparent Encryption	N/A	✓	✓
Basic Auditing ¹	N/A	✓	✓
Database Load Balancing	N/A	✗	✓
Database Failover	N/A	✗	✓
STIG-Approved Database ²	N/A	✗	✓
Advanced Auditing ¹	N/A	✗	✓
Enhanced Indexing ³	✓	✗	✓
SLA-Based Database Support	N/A	✗	✓
Online Database Backup	N/A	✗	✓

1) MariaDB Community Server includes a basic plugin for auditing. MariaDB Enterprise Server includes an advanced plugin for auditing that includes everything in basic plus more.

2) See <https://mariadb.com/newsroom/press-releases/mariadb-receives-stig-approval/>.

3) See https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB1002249.

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