

BUSINESS CHALLENGE

Service disruptions are unavoidable in enterprise IT environments. Unfortunately, they also tend to receive a high degree of scrutiny due to the increasingly high cost of downtime typical to modern, digital businesses. Since an inability to recover quickly from a service disruption can bring the wrong kind of attention from business executives, it is critical for IT Operations (IT Ops) to quickly identify a service disruption and alert the IT Service Management (ITSM) team, so that resolution procedures can begin. For most IT Ops and ITSM teams however, this is not easy. Teams struggle to communicate effectively or to identify the root cause of an issue, due to the large number of monitoring tools in use and the existence of monitoring “silos” in most IT environments.

In addition, manually updating the monitoring system to reflect what is in the CMDB is both error-prone and a lot of work. And if the monitoring system doesn't have critical information about a Configuration Item (CI), that information probably won't be available to anyone working an incident.

When alerts lack context, systems of record are inaccurate and communication between the ITSM and IT Ops teams is dysfunctional, the entire business suffers from slow and manual resolution processes.

ZENOSS SERVICE DYNAMICS AND SERVICENOW

Zenoss provides two certified integrations between Zenoss Service Dynamics and the ServiceNow platforms for Incident Management and CMDB. These integrations ensure IT Ops teams and ITSM teams are able to work together efficiently and effectively.

With the certified ServiceNow Incident Management integration, Zenoss Service Dynamics gathers relevant event data and auto-populates it into ServiceNow incident tickets, so that ITSM teams have the information they need, including the most likely root cause, to quickly resolve incidents and minimize any negative impact on the business. Both the Zenoss Service Dynamics and ServiceNow instances retain full functionality, and the integration also provides additional capabilities that help IT teams shorten MTTR, reduce downtime, and more easily meet ever-tightening SLAs.

With the certified ServiceNow CMDB integration, Zenoss can poll the CMDB for information about devices and components, adding devices to be monitored if necessary, and linking those items with their counterparts in the CMDB. This eliminates operator cycles spent on populating the monitoring system with information from the CMDB. Additionally, this allows Zenoss to create incidents linked to CIs in the CMDB, so that IT teams continuously have up-to-date, accurate, and actionable information on the service issues they are working to resolve. You can also configure the integration to update fields in the CMDB with information discovered by Zenoss. However, to avoid infinite update loops, the fields being updated cannot be fields Zenoss reads from the CMDB.



AUTOMATIC TICKET CREATION

KEY FEATURES OF INCIDENT MANAGEMENT INTEGRATION

Based upon event triggers and notifications, Zenoss Service Dynamics can automatically open tickets in ServiceNow that include event data and other details, reducing the need for manual input.

BI-DIRECTIONAL STATUS SYNCHRONIZATION

Assures the status of incidents and events remain current in both places, by automatically creating, updating and closing tickets in ServiceNow based upon real-time performance and availability data. Ensuring IT Ops and ITSM teams are fully aligned.

ACTIONABLE DATA DELIVERY

Tickets created by Zenoss Service Dynamics include an actionable, correlated, de-duplicated, and confidence-ranked triage list which helps identify likely root causes and speeds incident resolution.

INTELLIGENT SERVICENOW INCIDENT TICKETS

Incident tickets are automatically generated as soon as an anomaly is detected. In addition, the ServiceNow tickets not only include information about the incident, but also the events related to the incident. This provides ITSM teams with better insight into alerts, eliminating delays associated with user-initiated notification of events, and allows them to identify ways to avoid similar issues in the future.



KEY FEATURES OF CMDB INTEGRATION

ACCURATE DATA RECORDS

Detect new ServiceNow CMDB device objects and updates, significantly reducing the burden to populate and maintain the monitoring system.

IMPROVED SYSTEM COORDINATION

Self-manage the setup, configuration and mapping between the systems to easily tune your environment for tracking and management.

CUSTOMIZED SYNCHRONIZATION

Adjust the polling interval to sync the list of devices and their statuses, from a default of once per day, down to as fast as your systems will support.

ENHANCED INFORMATION SHARING

Improve resource coordination and communication between IT Ops and ITSM teams to cut down on human error and issues related to out-of-date information.

THE ASSURANCE OF A CERTIFIED INTEGRATION

These certified integrations ensure that ServiceNow-approved, best practices are utilized in the design and implementation of the Zenoss Service Dynamics integrations for both ServiceNow products. By successfully completing the set of tests, as defined by ServiceNow which regulate these integrations, Zenoss can ensure higher and faster return on investment for both platforms.

