

## Zenoss Service Dynamics

### Integrating Zenoss Service Dynamics and ServiceNow

## Certified Integration Delivers Faster Incident Resolution and Shorter MTTR

### Business Challenge

Service disruptions are unavoidable in enterprise IT environments. Unfortunately, disruptions in an enterprise IT environment receive a high degree of scrutiny due to the high cost of downtime typically associated with them. An inability to recover quickly from a service disruption can bring the wrong kind of attention from business executives. It is therefore critical to quickly identify a service degradation or disruption and alert the IT Service Management (ITSM) team so that they can begin the resolution process. For most IT Ops and ITSM teams, however, this is not easy. Teams struggle to communicate effectively due to the large number of monitoring tools in use and the existence of monitoring “silos” in most IT environments.

According to a 2013 Forrester Consulting study, in 28% of companies the incident management process does not even begin until someone makes a phone call and reports an issue. Tools generate alerts, but alerts are ignored because they lack context and intelligence. Creating tickets to respond to the alerts is typically a manual, error-prone process. Even when the incident resolution process begins, communication between the ITSM team and IT Ops team is often lacking. Nobody really knows the real status of an incident at a specific point in time.

### Zenoss Service Dynamics and ServiceNow

The certified integration between Zenoss Service Dynamics and ServiceNow ensures that IT Ops teams and ITSM teams work together smoothly. Zenoss Service Dynamics gives ITSM teams timely, accurate, and actionable event information. Delays associated with manual notification of service degradation and/or outages and wasted cycles spent on gathering details of the incident are eliminated. Zenoss gathers relevant data and auto-populates it into ServiceNow incident tickets. ITSM teams now have the information they need to quickly start resolving incidents and minimizing negative impact on business.

Number	Caller	Short description	Category	Priority	State
[Zenoss] SAP Payroll Service at risk. due to SAPWEBDI client			Inquiry / Help	2 - High	New
INC0000001	Devin Cashenok	Can't find 48 tx past on the internet		4 - Low	New
INC0000002	Joe Emmons	How do I create a sub-folder	Hardware	4 - Low	New
INC0000003	Diana Terate	Can't print legal document	Software	4 - Low	New
INC0000004	Fred Luby	I can't launch my game anymore	Software	4 - Low	New
INC0000005	Bud Richman	Routing to orion mail server	Network	4 - Low	New
INC0000006		Request for a BlackBerry	Inquiry / Help	4 - Low	New
INC0000007		Can't get to network file shares	Software	4 - Low	New
INC0000008	George Gray	Issue with a web page	Software	4 - Low	New
INC0000009	Ben Sargent	Main is loading on main DNS Server	Software	4 - Low	New
INC0000010	Ben Sargent	My cubical phone does not work	Inquiry / Help	4 - Low	New

With the integration, both the Zenoss Service Dynamics and

ServiceNow instances retain full functionality and provide additional capabilities that help IT teams shorten MTTR, reduce downtime, and more easily meet their ever-tightening SLAs.

### Key Features

- Automatic ticket creation – Based upon event triggers and notifications configured within Zenoss Service Dynamics, Zenoss can automatically open tickets in ServiceNow that include event data and other details.
- Manual ticket creation – Depending on your business requirements and processes, you can configure Zenoss to manually create tickets in ServiceNow. These tickets include the same event data and other details as in automatically-generated tickets, providing context and intelligence around the event.
- Bi-directional sync – Ensures the status of incidents and events is current in both places. Regardless of whether the status is updated in ServiceNow or in Zenoss, the new status is immediately communicated, which keeps IT Ops and ITSM teams fully aligned.
- Actionable data included – Tickets created by Zenoss Service Dynamics include an actionable, correlated, de-duplicated, confidence-ranked triage list.
- Intelligent ServiceNow incident tickets – ServiceNow tickets not only include information about the incident, but also the events related to the incident, allowing you to gather better insight into issues and identify ways to avoid them in the future.

## BENEFITS

## DETAILS

Improves Operational Efficiency	<ul style="list-style-type: none"> <li>• Zenoss eliminates the need for manual intervention by automatically creating, updating and closing tickets in ServiceNow based upon real-time performance and availability monitoring.</li> <li>• Zenoss auto-populates tickets with event data and relevant device details to reduce the need for manual input</li> </ul>
Drives Better Alignment Between IT Ops and ITSM	<ul style="list-style-type: none"> <li>• Enables Bidirectional synchronization of incident ticket data between Zenoss and ServiceNow ensures transparency and alignment between the IT Ops and ITSM teams.</li> <li>• Improves resource coordination and communication between IT Ops and ITSM teams, cuts down on human error and issues around out-of-date information</li> <li>• Clearly communicates status changes so both teams are always aware of the current status. For example, if an event is closed in Zenoss, the new status is transmitted that triggers the closing of the incident ticket within ServiceNow.</li> </ul>
Helps Achieve Faster Resolution and Reduced MTTR	<ul style="list-style-type: none"> <li>• Eliminates delays and downtime associated with user-initiated notification of events. Incident tickets are automatically generated as soon as an anomaly is detected.</li> <li>• Embeds correlated, de-duplicated event data and a confidence-ranked triage list into ServiceNow incident ticket to help identify the root cause and speed incident resolution and MTTR</li> </ul>
Comes with the assurance of a Certified Integration	<ul style="list-style-type: none"> <li>• As a part of the Zenoss Service Dynamics integration with ServiceNow, Zenoss has successfully completed a set of tests defined by ServiceNow focused on problem and incident management.</li> <li>• Certification ensures best practices are utilized in the design and implementation of Zenoss Service Dynamics integration with ServiceNow.</li> </ul>

## About Zenoss

Zenoss is a leading provider of unified IT monitoring and management software for physical, virtual, and cloud-based IT infrastructures. More than 35,000 organizations worldwide have deployed Zenoss to manage their networks, servers, virtual devices, storage, and cloud infrastructure, gaining complete visibility into their IT operations.