

ServiceNow Incident Synchronization

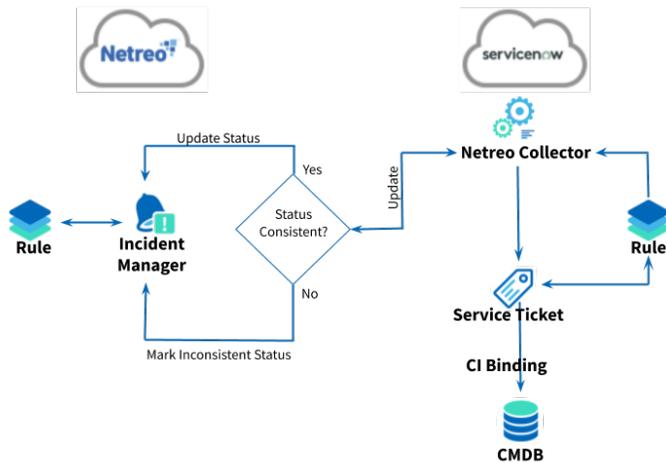
With over 50% market share (Gartner, 2019), ServiceNow is one of the most commonly used ITSM platforms in today's business technology landscape. Considering monitoring systems normally do not include ITSM functionality, it's paramount that monitoring and ITSM tools work in sync. While both solutions often share an overlapping dataset, the parallel nature for each tool type can lead to conflicts, which in turn impacts the efficiency of IT operations. The new ServiceNow Incident Integration module from Netreo makes it easier for IT staff to spot such conflicts. Efforts can be applied to resolving technical challenges rather than spending valuable time chasing down data synchronization issues.

What is the Netreo ServiceNow Incident Integrator?

An add-on module to Netreo that tracks state changes to incidents open in ServiceNow by Netreo and then transmits those changes back to Netreo, ensuring dataset synchronization. The module consists of two components:

- Extensions to the incident processing engine in the Netreo.
- An application available from the ServiceNow Store, which customers can add to their NOW platform.

INCIDENT ID	TITLE	HOW STATE	CURRENT STATE	OPEN TIME STAMP	DURATION	TIME TO ACK	ALARMS
389	Service Authentication on Austin-S3.net	open	open	Aug 19, 2020 1:06:25 PDT	30h 5m	---	1 1 1
388	Service Authentication on HQ Gateway.net	open	open	Aug 19, 2020 1:05:40 PDT	30h 5m 40s	---	1 1 1
387	Service Authentication on Austin-R2.net	open	open	Aug 19, 2020 1:05:04 PDT	30h 5m 45s	---	1 1 1
386	Service Configuration SaaS Check on Austin-R2.net	open	open	Aug 19, 2020 1:04:04 PDT	3h 50m 42s	---	1 1 1
382	Service Authentication on Houston-R2.net	open	open	Aug 17, 2020 1:05:40 PDT	2d 50h 5m 45s	---	1 1 1
376	Service Authentication on Dallas-R2.net	open	open	Aug 15, 2020 1:05:43 PDT	4d 50h 5m 45s	---	1 1 1
374	Service Configuration SaaS Check on Dallas-R2.net	open	open	Aug 14, 2020 1:05:23 PDT	5d 46h 5m 3s	---	1 1 1
365	Service Authentication on Boston-R2.net	open	open	Aug 11, 2020 1:05:04 PDT	7d 50h 5m 52s	---	1 1 1
351	Service Device Pulling Status on 10.0.1.16	open	open	Aug 4, 2020 14:17:33 PDT	15d 2h 53m 53s	---	1 1 1
275	Threshold Round trip latency for 10.0.0.200/7812 on 10.0.0.200/7812	open	open	Aug 4, 2020 1:00:13 PDT	15d 10h 13m 14s	---	1 1 1
343	Service Configuration SaaS Check on Austin-S3.net	open	open	Jul 27, 2020 8:06:13 PDT	25d 9h 5m 14s	---	1 1 1
43	Service Device Pulling Status on HQSERV-AD	open	open	Jul 14, 2020 11:48:13 PDT	36d 4h 2m 14s	---	1 1 1
13	Service Device Pulling Status on LinuxSRVLabInstance	open	open	Jul 9, 2020 9:05:14 PDT	41d 9h 2m 53s	---	1 1 1
11	Service Device Pulling Status on Minicloud	open	open	Jul 9, 2020 9:05:45 PDT	41d 9h 5m 45s	---	1 1 1
6	Service Device Pulling Status on Patrick_Centos_8_Testing	open	open	Jul 9, 2020 9:05:37 PDT	41d 9h 7m 52s	---	1 1 1



How Does It Work?

1. Incidents detected in Netreo get transmitted to ServiceNow via RESTful API webhook call or SMTP gateway.
2. The Incident Integrator keeps a watch over incident state from the NOW platform perspective.
3. State changes, initiated from either Netreo or a ServiceNow operator, are then pushed back down to Netreo.
4. When there is a state mismatch the inconsistency is noted in the Netreo active Incident, detail, and report pages.

Who Benefits?



IT Leadership - Strengthens the integration between otherwise disparate systems in an overall Information Systems architecture. Tighter integrations lowers overall IT operational costs.



IT Engineering - Drives efficiency among engineering teams. No more need to bounce between an ITSM incident console in ServiceNow and an active incident list in Netreo. Understand quickly where the trouble spots are and what issues must be addressed.



IT Operations - Helps your IT Operations team route real issues to the proper engineering team the first time around, which reduces MTTR and increases end-user and customer satisfaction.