

ServiceNow Incident Synchronization

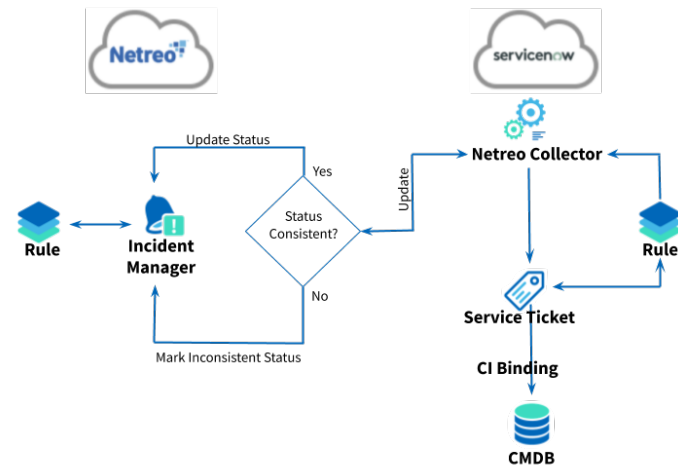
With over 50% market share (Gartner, 2019), ServiceNow is one of the most commonly used ITSM platforms in today's business technology landscape. Considering monitoring systems normally do not include ITSM functionality, it's paramount that monitoring and ITSM tools work in sync. While both solutions 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	FORM STATE	CURRENT STATE	OPEN TIME/STAMP	SUBMITTER	TIME TO ACK	ALARM
389	Service Authentication on Austin-S3.net	Completed	Open	Aug 19, 2020 1:06:25 PDT	389-Sm	---	🔴 🟡 🟢
388	Service Authentication on HQ Gateway.net	Completed	Open	Aug 19, 2020 1:05:40 PDT	388-Sm-45b	---	🔴 🟡 🟢
387	Service Authentication on Austin-R2.net	Completed	Open	Aug 19, 2020 1:05:04 PDT	387-Sm-45b	---	🔴 🟡 🟢
386	Service Configuration Save Check on Austin-S3.net	Completed	Open	Aug 19, 2020 1:04:04 PDT	386-Sm-45b	---	🔴 🟡 🟢
382	Service Authentication on Houston-R2.net	Completed	Open	Aug 17, 2020 1:05:40 PDT	382-Sm-45b	---	🔴 🟡 🟢
376	Service Authentication on Dallas-R2.net	Completed	Open	Aug 15, 2020 1:05:43 PDT	42-Sm-45b	---	🔴 🟡 🟢
374	Service Configuration Save Check on Dallas-R2.net	Completed	Open	Aug 14, 2020 1:05:23 PDT	54-Sm-3b	---	🔴 🟡 🟢
365	Service Authentication on Boston-R2.net	Completed	Open	Aug 11, 2020 1:05:04 PDT	79-Sm-55b	---	🔴 🟡 🟢
351	Service Device Pulling Status on 10.0.1.16	Completed	Open	Aug 4, 2020 14:17:33 PDT	154-Sm-13a	---	🔴 🟡 🟢
275	Threshold Round trip latency for 10.0.0.20/7812 on 10.0.0.20/7812	Completed	Open	Aug 4, 2020 1:00:13 PDT	154-Sm-13a-14a	---	🔴 🟡 🟢
343	Service Configuration Save Check on Austin-S3.net	Completed	Open	Jul 27, 2020 8:06:13 PDT	236-Sm-14a	---	🔴 🟡 🟢
43	Service Device Pulling Status on HQSERV-AD	Completed	Open	Jul 14, 2020 11:48:13 PDT	364-Sm-14a	---	🔴 🟡 🟢
13	Service Device Pulling Status on LinuxSRV-Subordinate	Completed	Open	Jul 9, 2020 9:05:14 PDT	454-Sm-55b	---	🔴 🟡 🟢
11	Service Device Pulling Status on Minic-vm	Completed	Open	Jul 9, 2020 9:05:45 PDT	454-Sm-55b	---	🔴 🟡 🟢
6	Service Device Pulling Status on Patrick_Centos_8_Testing	Completed	Open	Jul 9, 2020 9:05:37 PDT	454-Sm-55b	---	🔴 🟡 🟢



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.