

## OpenManage Integration with ServiceNow

Modern IT infrastructures are often complex and challenging to manage. Many IT teams operate in organizational silos and contend with multiple disconnected tools and processes. Nearly 70% of the team's time is spent maintaining existing IT environments<sup>1</sup>. They work with disconnected data from multiple management tools and struggle to detect, diagnose and resolve issues quickly. Seventy-five percent of downtime is caused by manual and disconnected IT processes<sup>2</sup>. As a result, organizations suffer from time-consuming, manual processes that elevate risk of errors.

The OpenManage Integration with ServiceNow enables you to streamline IT service administration and reduce risk in your datacenter. The integration allows you to easily monitor and manage your PowerEdge server infrastructure within the ServiceNow console.

### Streamline IT Service Administration

The OpenManage Integration with ServiceNow reduces time-consuming, manual processes through automation. The intelligent automation enables you to connect disparate IT processes and data from multiple consoles into one.

The integration also promotes IT service administration transparency and accountability, further streamlining your IT administration efforts. Key features of the OpenManage Integration with ServiceNow that streamline IT service administration:

#### Event and Incident Management

- Auto-Incident creation for alerts ingested from OpenManage Enterprise
- Automatically identify hardware faults and create cases
- Append events to the original incident
- Customize workflows, assign events for remediation, and manage events

#### Dell EMC SupportAssist Enterprise Integration

- Monitor your open service requests for PowerEdge servers
- Automatically Import open cases from SupportAssist Enterprise as incidents into ServiceNow

### Reduce Risk

You are often notified about problems in the data center too late, and you must take care of them quickly before they grow larger.

The OpenManage Integration with ServiceNow enables you to detect potential issues on your PowerEdge servers earlier, minimizing the risk in your data center. If an issue is detected, you'll be able to quickly diagnose the problem and start working on issue resolution. Furthermore, the integration will significantly decrease the risk of human error by eliminating manual entry. Key features of the OpenManage Integration with ServiceNow that allow you to reduce risk:

#### Configuration Management Database (CMDB) Integration

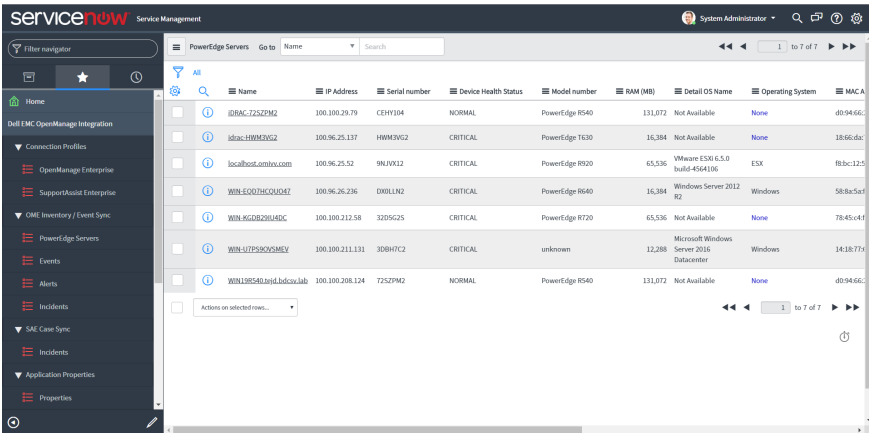
- Ensure accuracy of the CIs in CMDB and keep a current view of servers in your data center
- Import and propagate alerts from OpenManage Enterprise into ServiceNow in near real-time

#### Hardware Monitoring

- Monitor your entire PowerEdge server infrastructure within the ServiceNow console
- Speed up your response time, critical events requiring immediate attention are created as incidents
- Access to service history to analyze and proactively create a plan to mitigate threats

<sup>1</sup> Source: The causes & costs of data center system downtime – Advisory Board Q&A, Tech Target

<sup>2</sup> Source: Forrester Research, Inc., Forsights Budgets & Priorities Tracker Survey



## Advantages:

- Manage your PowerEdge server infrastructure within the ServiceNow console
- Automatically identify hardware faults, create cases, and alert SupportAssist Enterprise for service or parts
- Automatically Import open cases from SupportAssist Enterprise as incidents into ServiceNow

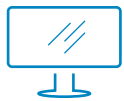
## OpenManage Integration with ServiceNow Features

Purpose	Benefit	How it helps you
Native ServiceNow application	<ul style="list-style-type: none"> <li>• OpenManage Integration with ServiceNow is a native application that can be deployed into your ServiceNow instance</li> </ul>	<ul style="list-style-type: none"> <li>• Manage a familiar and intuitive interface</li> </ul>
Configuration Management	<ul style="list-style-type: none"> <li>• Periodic and on-demand sync of PowerEdge servers from OpenManage Enterprise into ServiceNow</li> <li>• Server devices are created as CIs into ServiceNow CMDB</li> <li>• Automatic creation of CI relationships</li> </ul>	<ul style="list-style-type: none"> <li>• Reduce risk with enhanced service and infrastructure visibility</li> <li>• Easily view your entire PowerEdge server infrastructure</li> </ul>
Event Management	<ul style="list-style-type: none"> <li>• Periodic and on-demand sync of alerts from OpenManage Enterprise into ServiceNow</li> <li>• Automatic incident creation for critical events</li> <li>• Custom configuration setting to create incidents for less critical events</li> <li>• Quickly detect and diagnose the alerts that are impacting service</li> </ul>	<ul style="list-style-type: none"> <li>• Resolve incidents quickly</li> <li>• Streamline IT service administration</li> <li>• Reduce risk, improve incident management and resolution</li> </ul>
Manage Service Requests with Support Assist Enterprise integration	<ul style="list-style-type: none"> <li>• Import open service requests and cases from SupportAssist Enterprise into ServiceNow</li> <li>• Open service requests and cases are created as Incidents</li> </ul>	<ul style="list-style-type: none"> <li>• Access your open service requests and cases in one spot</li> <li>• Easily monitor service requests progress</li> </ul>

## Dell EMC OpenManage Ecosystem Portfolio for full-stack visibility and control

In modern IT infrastructures, management visibility and control across the ecosystem is critical. Dell EMC OpenManage systems management offerings help provide seamless management of PowerEdge servers and solutions on-premises and across your cloud infrastructures.

Our ecosystem of solutions for Microsoft, VMware, RedHat Ansible and ServiceNow are designed to break down the information silos between vendors for full-stack management of your virtual and cloud infrastructures. Our solutions also provide customized scripting and deeper control of your environment. By enabling native access to the integrated Dell Remote Access Controller (iDRAC) and the OpenManage Enterprise console, OpenManage integrations and APIs give you real-time access to OpenManage innovations from a single interface. The Dell EMC OpenManage ecosystem of solutions enables industry-leading visibility and control across your server, operating system and hypervisor.



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Dell EMC OpenManage Enterprise



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