Opsview Monitor ServiceNow Integration
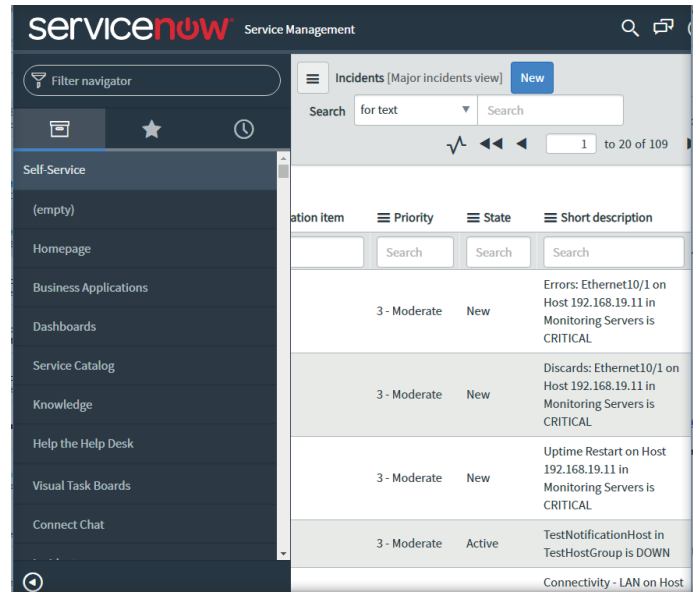
servicenow.

Easy, Bidirectional Integration between Opsview Monitor and ServiceNow for Agile Incident Management

Opsview Monitor is a powerful solution for detecting, visualizing, alerting on, drilling into, and solving problems with IT infrastructure and applications: a true "single pane of glass" for IT ops. When managing IT incidents at enterprise scale, however, it can be hugely helpful to bring additional, specialized tools to bear.

One of the most capable of such tools is ServiceNow: a suite of modular IT Operations Management (ITOM) solutions that drive IT productivity and efficiency through interactive and process automation, analytics, and many forms of automation. Opsview Monitor 6.1 offers improved integration with ServiceNow Incident Management, part of ServiceNow's IT Service Management suite.

The new, bidirectional integration lets Opsview Monitor create incidents in ServiceNow, update the reported state of affected infrastructure and services in realtime, then lets ServiceNow resolve incidents (and optionally close them in Opsview Monitor). Opsview Monitor/ServiceNow users gain significant benefits, including:

Consolidating issue generation and management. Using Opsview Monitor uniquely to generate IT incidents for ServiceNow is more efficient than doing so with several (or many) different tools: eliminating the need to manage and consolidate alerts arising from multiple systems in response to the same conditions. Opsview Monitor provides a complete framework for consolidating, de-duplicating, managing and suppressing unnecessary alerts, ensuring that issues created in ServiceNow reflect real issues, and are usable, actionable, and non-redundant.

A single, enterprise-wide framework for issue and service management, interoperating closely with monitoring for reliable "ground truth." One-way-only (unidirectional) integration between monitoring and incident management can mean having to manage and resolve issues twice on separate systems. Opsview Monitor's integration with ServiceNow injects incidents directly into ServiceNow's incident table, then updates incident records in realtime to reflect changes in state. Users of ServiceNow tools are assured of the accuracy and currency of issues being processed, and can access Opsview Monitor as required for deeper, more specific insight. Issues can then be resolved reliably from either platform, and optionally closed on Opsview following resolution.

Simplified integration. Opsview Monitor's ServiceNow integration is easy to enable and credential from within the Opsview Monitor WebUI, eliminating the need to manually create and reference a credential file. Integrations with multiple ServiceNow instances are also supported.

Fast, Easy, Powerful

ServiceNow provides a holistic environment for rapid issue resolution – including systems for analyzing issues, triaging priority, assigning and escalating, ops collaboration, and relevant forms of knowledge management, including configuration (CMDB) and IT knowledge management. ServiceNow drives the resolution process end-to-end, determining compliance with SLOs and SLAs, and providing analytics for optimization.

Opsview Monitor, meanwhile, excels at providing IT and business stakeholders with unified insight, including dashboards, high-level visualization of infrastructure, application, and service states and availability metrics – tools that let front-line operators drill down to quickly determine root causes and mitigate those issues.

Combining and integrating all this functionality provides a higher-order "single pane of glass" into process, people, and technical detail, enabling continuous optimization. At the same time, it promotes a productive separation of concerns and responsibilities. ServiceNow functionality gives managers and decision-makers the tools to characterize and measure process, team, and individual efficiency, evaluate and drive up quality of service, meet SLOs and SLAs, implement organization-wide standards and enforce use of common terminology and high-level tools. Opsview Monitor enables visualization of systems, issues, and availability, and provides forensic tools for deeper analysis.

And there's more to come: in the near future, Opsview plans to introduce additional direct integration with ServiceNow CMDB, making Opsview potentially able to extract system configurations from ServiceNow, automatically populate monitoring configurations for these resources, and in principle, trigger additional automation that brings infrastructure, apps, and services under monitoring without any manual intervention. This innovation will further improve IT efficiency, monitoring continuity, and continue driving measurable improvements in issue resolution time and user satisfaction.

```
# The following YML blocks allow you to configure the contents of each Incident created by notify_by_servicenow

# The default values for every state of Incident. Any value not defined in a specific field_map will default to these
common_field_map:
  host:
    comments: "{COMMENTS}"
    impact: "{IMPACT}"  # Uses impact_map to get value
    priority: "{PRIORITY}"  # Uses priority_map to get value
    short_description: "{HOSTNAME} in {HOSTGROUPNAME} is {HOSTSTATE}"
    correlation_id: "{HOSTNAME};;{LASTHOSTUP}"
  service_check:
    comments: "{COMMENTS}"
    impact: "{IMPACT}"  # Uses impact_map to get value
    priority: "{PRIORITY}"  # Uses priority_map to get value"
    short_description: "{SERVICEDESC} on Host {HOSTNAME} in {HOSTGROUPNAME} is {SERVICESTATE}"
    correlation_id: "{HOSTNAME};{SERVICEDESC};{LASTSERVICEOK}"

# Values for an Incident being created
initial_field_map:
  host:
    incident_state: '1' # Incident set to New
  service_check:
    incident_state: '1'

# Values for an Incident being updated (But NOT Resolved/Closed!)
update_field_map:
  host:
    incident_state: '2'
  service_check:
    incident_state: '2'

# Values for an Incident being Resolved/Closed
recovery_field_map:
                                                                        60,1           68%
```

Opsview Monitor 6.1's ServiceNow integration supports customizable field mapping, enabling composition of highly-informative messages and adaptation of Opsview Monitor notification output to ServiceNow input requirements.

FIND OUT MORE

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