

How NetApp IT Integrates ServiceNow with OnCommand Insight®

NetApp Storage Resource Management Software

Application Relationship Mapping

Relationship/dependency information is pulled from OCI into the ServiceNow CMDB to bring technical context to the business service.

Business Service Reporting

The business application name in ServiceNow is used to annotate OCI objects with context for business relevance.

Visibility into Dynamic Infrastructure

OCI maps, tracks, and dynamically updates relationships between applications, virtual machines, and storage for near real-time analysis.

Self-Service Portal

URLs imported into ServiceNow serve as a cross-reference to OCI performance and capacity metrics for business applications.

Full Integration Between OnCommand Insight and ServiceNow

