

Solution Brief

How to Enhance Your IT Management Ecosystem Using ServiceNow and OnCommand Insight

Key Benefits

Comprehensive Views

From Applications to Compute to Network to Storage.

Performance Visibility

Reduce unnecessary service requests.

Incident Reporting

Automate service ticketing from generated alerts into ServiceNow.

ITSM and Best Practices

Mitigate risk and change impact. Provide 24/7 capacity and performance visibility, Service Path quality assurance.

Reduced MTTR

Respond to events more quickly. Achieve improved service availability and reliability as well as cost savings.

Streamlined IT Operations

Monitor the health of VMs, network, and storage across IT silos and teams. Make sure best practices and ITIL initiatives are met and reduce business impact.

The Challenge

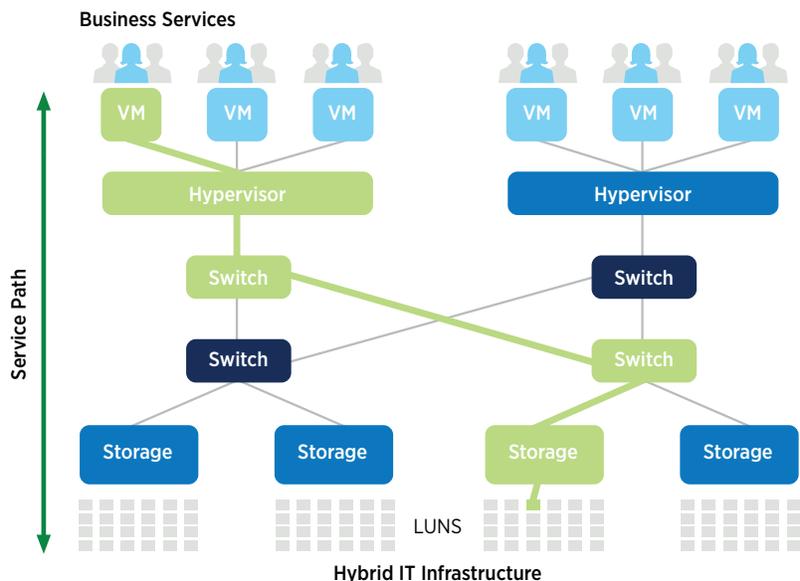
Even the best IT service management and ticketing systems suffer from limited visibility and understanding of IT infrastructure dependencies, performance constraints, and associated capacity costs for their delivered business services. This is due to the complex nature of accessing, mapping, and interpreting the multivendor infrastructures that support those services. This gap in visibility of the underlying resources can adversely affect service delivery objectives and profitability and increase risk to the business when you least expect it.

The Solution

NetApp® OnCommand® Insight (OCI) plus ServiceNow work together to give IT managers end-to-end visibility of the IT service delivery chain so technology resources can be traced into business services. NetApp OnCommand Insight provides real-time, multivendor, multiprotocol service-level views and analytics for hybrid and traditional IT enterprise environments.

OnCommand Insight completes the application-to-storage relationships by historically tracking and providing dynamically updated dependency mappings (topologies) of the virtual machines, hosts, network fabrics, and storage constructs into ServiceNow's CMDB.

Asset URLs provided by OnCommand Insight to ServiceNow allow easy web browser navigation to advanced analytics, helping users quickly understand resource utilization, service path quality, and performance trends and isolate potential contention issues.



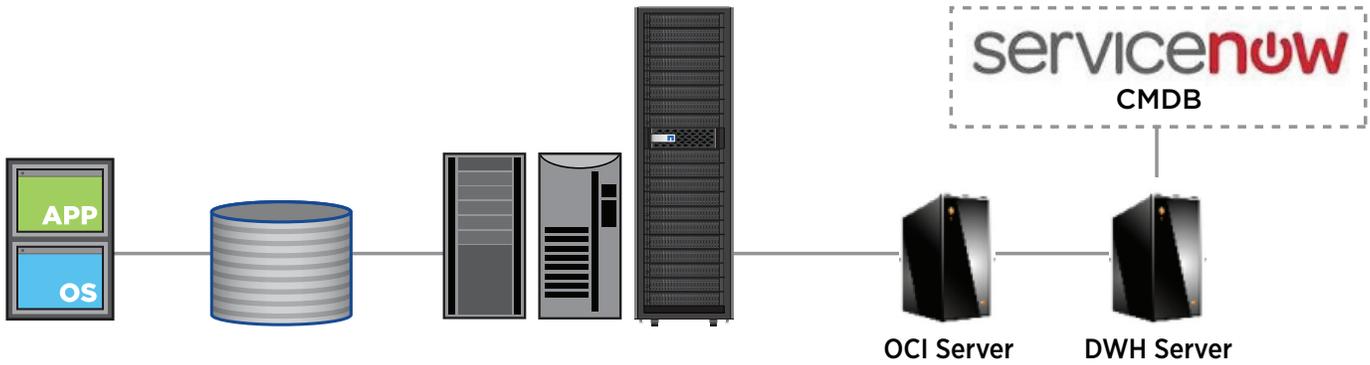


Figure 2) ServiceNow pulls the compute-to-storage relationship mapping infrastructure from OnCommand Insight

Integration Mechanics

ServiceNow pulls the compute-to-storage relationship-mapping information from OCI into its CMDB. Integration can be done using an extract-transform-load (ETL) method available in ServiceNow.

The CIs contained within OCI have unique identifier URLs and are provided during the extraction process. The URLs imported into ServiceNow serve an additional benefit as a cross-reference link that directly launches into the OCI WebUI client for additional performance and capacity metrics for business operations.

Asset Discovery

OnCommand Insight delivers the physical and logical interdependencies of storage platforms and their infrastructure into ServiceNow, minimizing the required workload on the ServiceNow asset discovery process. OCI provides business operations with near-real-time service path information, thus reducing the need for independent discovery calls to devices

and the reliance of storage IT teams for manual data feeds. With OnCommand Insight, this can often be achieved by a single pull from the fully published OCI MySQL data warehouse or RESTful API.

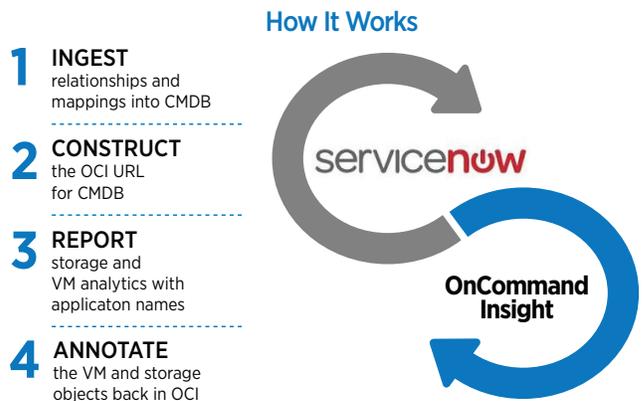


Figure 3) Four steps to integration

CMDB Dependency Mappings

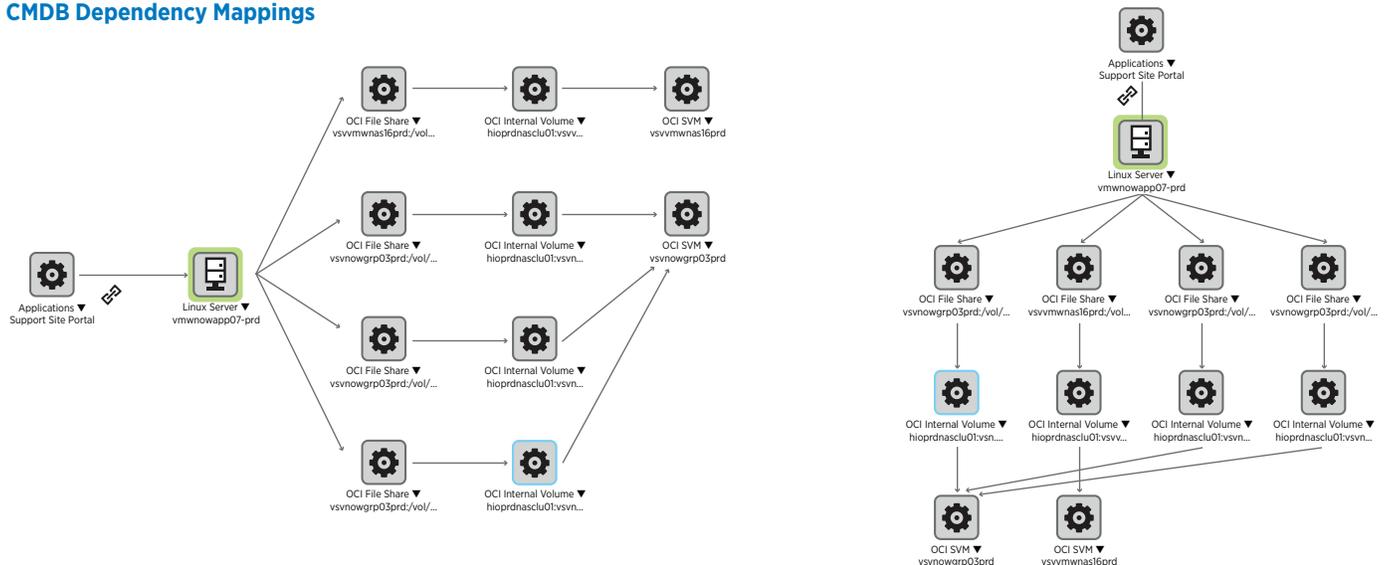


Figure 4) CMDB dependency mappings

Data-Driven Results

ServiceNow plus OCI provides IT managers with:

- Ability to integrate multivendor storage environments into their CMDB and illustrate them in ServiceNow business service management (BSM) view
- Ability to proactively identify issues based in overprovisioned capacity
- Quicker root cause analysis when issues occur, with corresponding reduction of MTTR
- Ability to replace thousands of lines of code with a single elegant integration point
- Quicker CMDB reconciliation with OCI, providing end-to-end correlation between VMs and LUNs
- Business service management map that provides visibility into an enterprise application and its dependencies
- Quick time of ServiceNow production implementations

Why Choose NetApp and ServiceNow

NetApp customers have seen substantial benefit from using NetApp OnCommand Insight in concert with ServiceNow to streamline ITSM.

The economic and operational benefits they achieved should be used as a benchmark for organizations looking to develop optimal approaches for data center management based on ITIL or DEV/OPS methodologies.

About OnCommand Insight

By providing consistent insight across your entire data center, OnCommand Insight data management software makes it easy for you to monitor and manage your multivendor IT infrastructure. In addition to reducing cost, increasing efficiency, and mitigating risk, OnCommand Insight also enables you and your IT team to respond more quickly to new business demands. Learn more about the OnCommand Insight product suite at <http://www.netapp.com/us/products/management-software/oncommand-insight/index.aspx>.

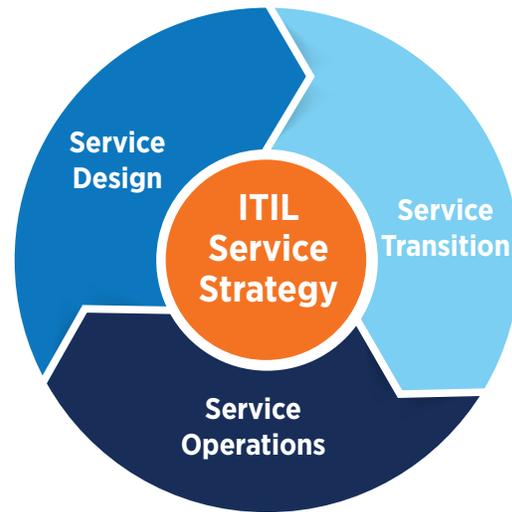


Figure 5) ITIL service strategy

“NetApp IT integrated ServiceNow and OnCommand Insight to help service our 11,000 employees using over 56PB of data in nine data center locations.”

Pridhvi Appineni, Sr. Manager, IT Storage Services, Storage Services
Sunnyvale, CA, USA

About NetApp

Leading organizations worldwide count on NetApp for software, systems and services to manage and store their data. Customers value our teamwork, expertise and passion for helping them succeed now and into the future. To learn more, visit www.netapp.com

