

Product Brief

Automic® ServiceNow Service Connector

Key Features

- Runs Automic Automation processes with ServiceNow workflows for both the business and IT.
- Enables a secure connection between Automic Automation products and ServiceNow.
- Automatic population of ServiceNow Service catalog entries with Automic processes for the business and for IT.
- Dynamic generation of rich user interaction forms in ServiceNow based on Automic Automation workflow parameters.

Overview

The Automic® ServiceNow Service Connector is an action pack that provides an easy way for ServiceNow users to publish Automic Automation processes as ServiceNow Service Catalog entries, enabling self-service delivery. The action pack is part of Automic Service Orchestration, which fully orchestrates the delivery of complex services. These services include provisioning, updating, changing, and de-provisioning of service components across business, application, and infrastructure layers, whether on-premise, hybrid, or in the cloud. Unlike alternatives, which are best suited to greenfield data centers, Automic Service Orchestration protects existing investments in IT tools and integrates them instead of requiring you to rip and replace them.

Business Challenges

Orchestration is a challenge, as the need for it has grown to now include both simple and complex services. This is now exactly what your business expects, because a typical public cloud provider is able to do that. You must avoid creating islands of automation and ripping and replacing your existing tools. Ideally, the IT tools you already have should suffice. Part of the challenge comes with integrating self-services into what you offer to the business. After this comes the challenge of integrating all of your orchestration and automation tools.

Solutions Overview

The Automic One Automation Platform is the linchpin of your business automation strategy. It automates many of your most critical IT and application processes and gives you complete control, from the infrastructure and application layers right up to the business layer.

The Automic ServiceNow Service Connector (SNSC) provides an easy way for ServiceNow users to publish these Automic processes as ServiceNow Service Catalog entries to enable self-service delivery.

SNSC is part of our product strategy and fully orchestrates the delivery of complex services such as workload automation, release automation, or service orchestration, whether on-premise, hybrid, or in the cloud.

SNSC can securely connect your ServiceNow instances with any Automic product to offer self-services for any kind of complex processes running on the platform.

Critical Differentiators

Automic Service Orchestration includes the following features.

- **ServiceNow events are shared with the Automic Event Engine.** Set rules to take immediate action determined on these events. Actions might include executing a workflow to perform a change request or undertaking tasks that mitigate and resolve a service ticket.
- **Prebuilt actions are defined within Automic Service Orchestration.** Take ownership of tickets, update tickets, update comments, change ticket statuses, and hand back tickets to IT if auto-resolution fails.
- **Real-time dashboards show the volume of events, activities undertaken, and success rates of interventions.** Embellish these events, activities, and rates with externally sourced data and use them within IT or publish them to the broader business.
- **Automatically populate the ServiceNow Service Catalog from Automic Service Orchestration, and dynamically create the value lists for users when they request the service.**

Related Products

Automic Service Orchestration is part of a complete solution from CA Technologies, A Broadcom Company, that includes the following related products.

- **Automic® Workload Automation.** Deliver the fully automated enterprise with intelligent business automation.
- **Automic® Release Automation.** Drive agility and speed to digital business apps and core commercial applications.
- **Automic® Service Orchestration.** Deliver the IT services your users, applications and infrastructure need, when they need it.

For more product information, please visit ca.com.