

FIREMON TECHNICAL BRIEF

FireMon + ServiceNow

Integrates for a seamless experience

IT service management (ITSM) platforms like ServiceNow have gained immense traction as companies recognize the importance of implementing an enterprise-wide change management system to track and control the health of their network and applications infrastructure. ServiceNow's strengths lie in its ability to integrate with third party tools for event management, change management, and configuration management database (CMDB).

FireMon's integration with ServiceNow offers customers the ability to log in and track change tickets without having to navigate between ServiceNow and the FireMon tools. Users can now create Policy Planner tickets from a simple integration with ServiceNow, leaving their existing request process intact with the tighter and simpler access to policy management consoles. Integration with FireMon's Global Policy Controller will deliver intelligent, context-aware automation to speed up the change management process across the enterprise.

The ServiceNow-FireMon Advantage

The FireMon integration allows users to leverage the ServiceNow workflow to control the lifecycle of security policy-related changes with minimum disruption to IT services. Key benefits of the integration are:

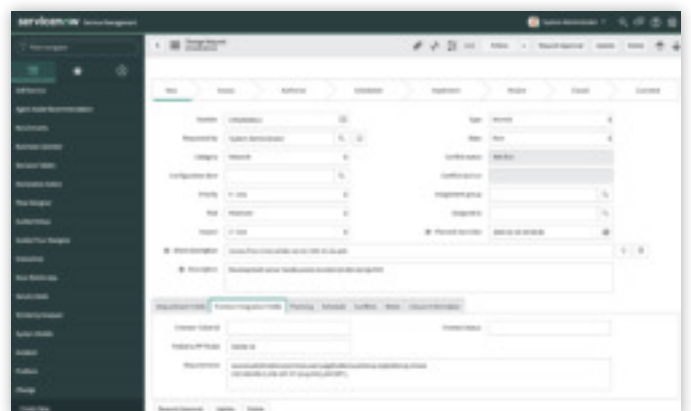
- Service requestors can now use a workflow tool they are familiar with
- Shorten SLA times through automation and accelerate the speed of change
- Automation of Access Control in ServiceNow; automation audits
- Easy initiation of fast-track approvals

ServiceNow Integration Options

FireMon offers integration flexibility that will work with your enterprise roadmap for implementing new ServiceNow products.

FireMon supports the ServiceNow ITSM integration in three different ways:

- Out-of-the-box, turnkey solution that fast-tracks integration
- Through the FireMon API for ServiceNow for unlimited flexibility, and supporting your customization needs
- Through FireMon professional services or through ServiceNow integrators



Features

Integration with existing ServiceNow change workflows

Any FireMon product functionality can be called directly from ServiceNow

FireMon policy management workflows similar to ServiceNow workflows

RESTful open standard architecture with built-in Swagger for inline experimenting

Full support to the ServiceNow integrator during the implementation project

Flexible automation capabilities tailored to specific needs

Customer Benefits

Customers can work with the workflow that they already have. Time and resource savings

Seamless integration removes operational silos across different systems

Quick and easy to adapt and implement

Helps development through the entire API lifecycle

Resolve integration challenges quickly and effectively with expert help

Speed up the change processing SLAs

Why FireMon for ServiceNow?

FireMon has proven experience supporting ServiceNow for large enterprise customers with the native integration of Policy Planner reference application for easy request, design, review, implementation, and validation of policy changes. The FireMon reference app can be easily customized to fit existing workflows so that enterprises do not have to invest in extensive customization.

FireMon + ServiceNow Deliver:

- Fast-track access request rule creation through pre-defined abstractions of service requests in ServiceNow Record Producer
- Interactive new-access request form with dynamic-object selection from FireMon
- Ability to respond to Access Request compliance findings and review feedback from within ServiceNow
- Full audit of FireMon policy change implementation