

OpsRamp & ServiceNow

Drive faster incident identification, analysis, prioritization, and response with two-way integration between OpsRamp and ServiceNow.

Real-Time Incident Management: Can Your Team Work Fast Enough?

During a service outage, IT teams can't focus on what matters, faced with hundreds of alarms and notifications that create noise and make it hard to understand event context:

- **Event Volume.** How do we keep up and stay ahead of the volume, variety, and velocity of IT events across different enterprise monitoring tools?
- **Service Health.** Which hybrid infrastructure workloads are vital for the smooth functioning of this IT service?
- **Situational Awareness.** Do we have the right event context to quickly troubleshoot and restore enterprise services before there is any business impact?
- **Incident Response.** Can we easily notify the right on-call teams for incident support? Do we have automated escalation in case a technician does not respond immediately?

Benefits

- **Incident Detection.** Discover and analyze patterns across large operational datasets for faster mean time to resolution (MTRR) during disruptions.
- **Intelligent Alerting.** Send context-infused alerts to ServiceNow so that IT teams can focus on the critical alerts that matter to the business.
- **Escalation Management.** On-call technicians receive multichannel alert notifications that help restore IT services faster with the right business context.

OpsRamp + ServiceNow: Faster Together

OpsRamp's [certified integration for ServiceNow](#) manages the entire incident lifecycle in a single place for better impact analysis and effective problem resolution. The [service-centric AIOps solution](#) helps IT teams restore and repair services faster with automated root cause(s) analysis and agile incident response:

- **Ingestion.** OpsRamp's event management engine, OpsQ consumes and analyzes events from both its native monitoring engine as well as third-party hybrid monitoring tools.
- **Analysis.** Machine learning algorithms process a large volume of events and alerts to identify likely root cause alerts for IT incidents and outages.
- **Inferences.** The OpsQ event management engine then groups multiple events into actionable inferences for clear operational visibility and rapid troubleshooting.
- **Incidents.** OpsRamp's escalation management converts inferences into automated service incident tickets in ServiceNow for better incident prioritization and response.

Intelligent Incident Management All From One Place

Stop the swivel-chair IT operations and reduce constant firefighting with OpsRamp's Intelligent Incident Management and seamless collaboration with ServiceNow ITSM:



IT Asset Visibility

Unified Service Discovery onboards and manages on-prem, private, and multi-cloud infrastructure in a single platform. OpsRamp synchronizes discovered resources with the ServiceNow CMDB so that IT teams can create, update, and track changes to hybrid asset inventory.



Intelligent Event Correlation

OpsRamp aggregates, deduplicates, and suppresses native and third-party IT events using its advanced AIOps engine. Ensure better alignment of IT operations and service delivery with OpsRamp's ability to convert infrastructure alerts into context-enriched service desk tickets.



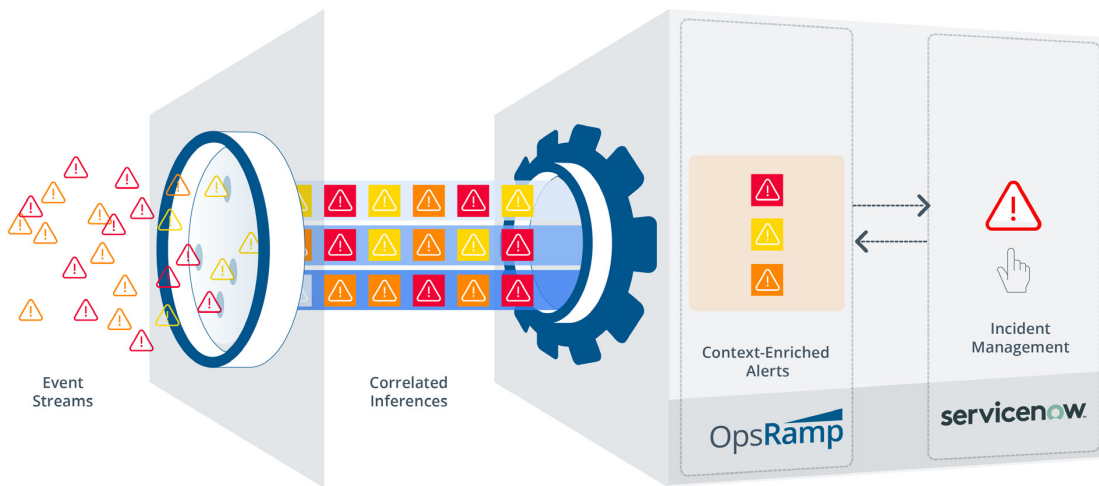
Incident Remediation

Automation management enables rapid resolution without manual heavy lifting. Runbook automation ensures self-healing of associated alerts and corresponding incidents for operational reliability and service performance.



Scheduled Maintenance

Organizations routinely create change windows for IT resources which might need code updates or hardware changes. During the change, OpsRamp activates the maintenance window so that no false alarms are sent to ServiceNow.



About OpsRamp

OpsRamp enables IT to control the chaos of managing their hybrid IT operations and act as a service provider back to the business. Built in the cloud, the OpsRamp service-centric AIOps platform drives total visibility across hybrid infrastructures, offers complete multi-cloud infrastructure monitoring and management of business-critical services, and optimizes services through automation and integration with ITSM and DevOps tools.