

SOLARWINDS ORION SERVICENOW INTEGRATION

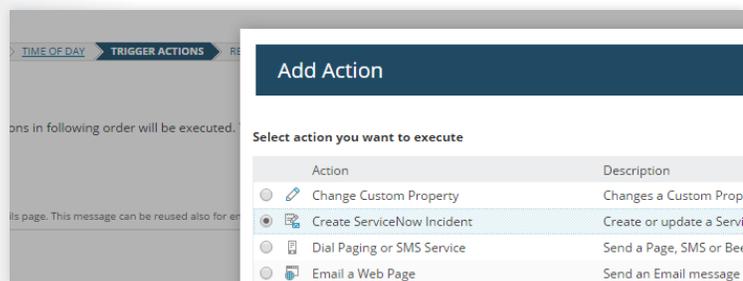
As an IT professional, you are tasked with delivering services and business solutions that are fast, reliable, and cost effective. You can't afford to constantly oversee your IT monitoring and incident management systems. You need automation that combines proactive monitoring with incident management. ServiceNow® Incident Management allows IT organizations to capture incidents in one tool, with advanced tracking and analytics, and consistent workflows to help ensure quality.

SolarWinds® Orion® alerts can be configured to generate incidents that respond to monitored events. These incidents are then automatically routed to the appropriate resolution group, complete with detailed information about the event. Integrating ServiceNow with your Orion platform applications helps ensure that all Orion alerts are addressed in a timely manner.

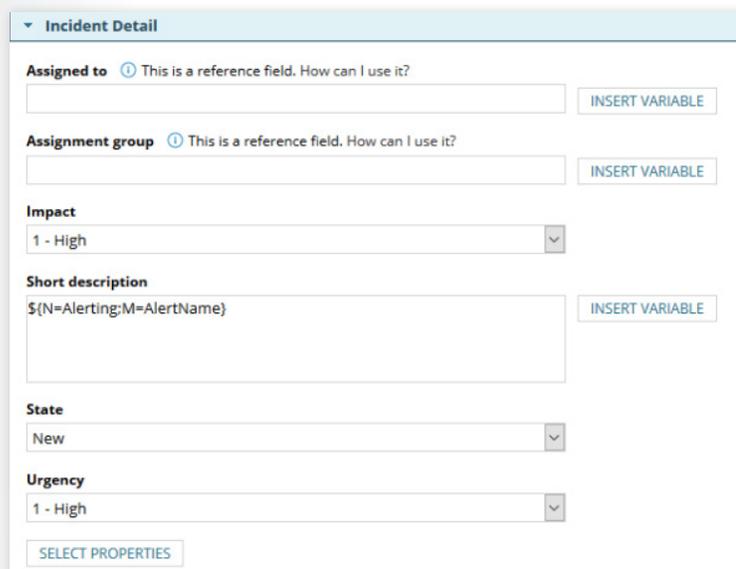
With this integration you can:

- Automatically create incidents in ServiceNow based on alerts that trigger in Orion.
- Synchronize the acknowledgement of Orion alerts and ServiceNow incidents.
- Automatically update, close, and reset ServiceNow incidents.

CONFIGURE SERVICENOW ALERT ACTIONS



After you integrate ServiceNow with the Orion server, the Alert Wizard will give you the option to create a ServiceNow incident. This new alert action allows you to precisely define what should happen to a ServiceNow incident when an alert in Orion is created or reset.



After specifying the ServiceNow instance where you want to create the incident, you can use the incident detail panel to define how SolarWinds populates the incident.

State Management

Reset state
 Resolved

The incident will transition to this state when the alert is reset.

Reopen state
 Active

The incident will transition to this state when the alert is retriggered and the incident is not yet closed.

Acknowledge State
 -- None --

The incident will transition to this state once the alert is acknowledged.

Close code
 Solved (Permanently)

The incident will be updated with this close code when the alert is reset.

Use the State Management panel to specify the state to which the system transitions the incident when the corresponding alert is reset, retriggered, acknowledged, or closed.

VIEW SERVICENOW INCIDENTS IN THE ORION WEB CONSOLE

Active ServiceNow incidents can be viewed within the Alerts & Activity > Alerts resource. This All Active Alerts view contains the incident number and the assignee or assignee group. Selecting the incident number allows you to view the incident directly in ServiceNow.

Alert name	Incident Number	Assigned To (User/Group)
Hardware component is in w.		
Hardware component is in w.		
Demo - alert	INC0038854	

To get a more detailed view of incidents related to a particular alert, including incident history, click the alert name. The Active Alerts Details page displays the ServiceNow Incidents resource, which contains basic details about the incident.

Use the ServiceNow Incidents resource to see, at a glance, whether the incidents related to this alert are open or closed. You can also see who the incident is assigned to in ServiceNow. The incident number link takes you directly to the incident in ServiceNow.

ServiceNow Incidents EDIT HELP

INCIDENT	STATUS	ASSIGNED TO (USER/GROUP)	DESCRIPTION
INC0038854	Active		Demo - alert
INC0038852	Closed		Demo - alert

Orion products include Network Performance Monitor, NetFlow Traffic Analyzer, Network Configuration Manager, VoIP and Network Quality Manager, User Device Tracker, IP Address Manager, Server and Application Monitor, Virtualization Manager, Storage Resource Monitor, and Web Performance Monitor.