

SACM for ServiceNow

IT Data that Fuels Optimized Asset and Configuration Management



Blazent's SACM for ServiceNow gives your IT team the capabilities it needs to enhance asset and configuration management efforts. With the Blazent solution, enterprises can enhance operations, streamline change management, and maximize the return on their ServiceNow investments.

Challenge

Many IT organizations currently running ServiceNow are struggling to effectively and efficiently manage their assets and configurations. In large part, these struggles stem from the effort associated with aggregating and managing IT data. While asset management and configuration management represent distinct disciplines, the reality is that they both rely on overlapping data and processes.

To more effectively perform asset and configuration management, organizations need stronger data and process quality controls. While ServiceNow offers some basic rules and integrations, these limited capabilities leave organizations vulnerable to data quality issues and process gaps. Consequently, organizations often struggle with duplication or status misalignment of assets or configuration items (CIs), which can significantly degrade the data that is relied upon for both asset and configuration management.

Solution

Blazent's SACM for ServiceNow enables your IT teams to efficiently maximize the utility of your IT data, so you can optimize asset management and configuration management efforts. The solution helps IT teams establish effective coordination of data management across both asset and configuration management applications in ServiceNow.

Asset ID	ServiceNow CMDB ID	Asset Name	Asset Tag	Serial Number	Operational Physical Status	ServiceNow CMDB ALM Value	Replace with	ServiceNow CMDB Status
2508662	05673d7bc33100ba7e265e44464	Z8FC08G1HLXRT		8FC08G1XRT	No Record	In use		Operational
2508663	e873c7178073100ba7e265e44464	Z889D01HLXRT		889D01XRT	No Record	In use	Consumed	Operational
2508664	62609f67e23100ba7e265e44464	Z960F01HLXRT		960F01XRT	No Record	In use		Operational
2508666	456713178073100ba7e265e44464	Z8L2K7G1HLXRT		8L2K7G1XRT	No Record	In use		Repair in Progress
2508667	960897d7bc33100ba7e265e44464	Z801D01HLXRT		801D01XRT	No Record	In use	In stock Pending repair	Operational
2508668	0a68d8d7bc33100ba7e265e44464	Z811D01HLXRT		811D01XRT	No Record	In use		Operational
2508669	1786d63c7073100ba7e265e44464	Z8KAW011HLXRT		8AW011XRT	No Record	In use		On Standby
2508670	960897d7bc33100ba7e265e44464	Z8PHH01HLXRT		8PHH01XRT	No Record	In use	Retired	Repair in Progress
2508671	160306178073100ba7e265e44464	Z8Q0P01HLXRT		8Q0P01XRT	No Record	In use		Operational
2508672	2c363897d7bc33100ba7e265e44464	Z8S2L7G1HLXRT		8S2L7G1XRT	No Record	In use		Operational

Key Features

- ▶ Automated population, auditing, validation, and updating of CMDBs and asset management applications
- ▶ Establish complete intelligence on CI and asset status value alignment
- ▶ Powerful analytics provide at-a-glance insights and detailed drill downs
- ▶ Closed-loop workflows with ServiceNow tickets
- ▶ ServiceNow certified
- ▶ Flexible, cloud-based implementation



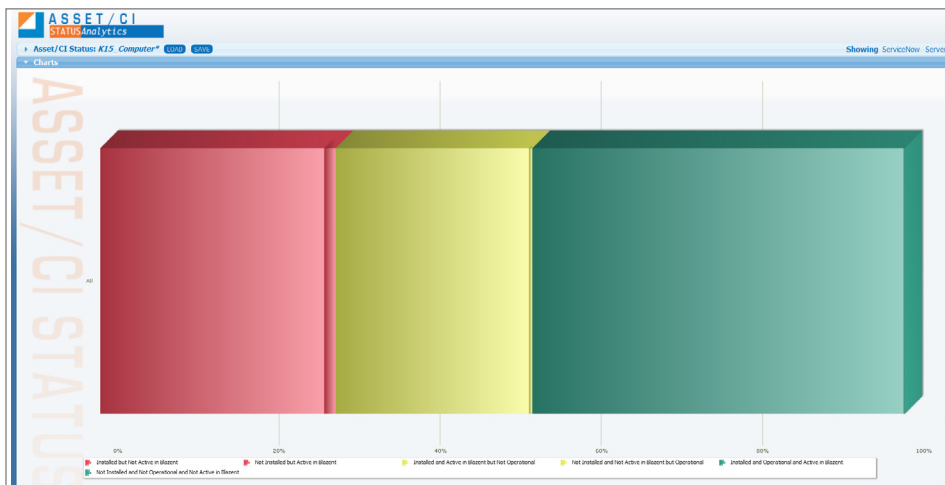
Key Benefits

- ▶ Reduce cost and effort associated with CMDB and asset management application implementation and administration
- ▶ Leverage IT data intelligence to fuel optimized services and operations
- ▶ Strengthen asset management, configuration management, and compliance efforts
- ▶ Safeguard integrity of fields and status values in CMDBs and asset management applications
- ▶ Maximize return on investments in ServiceNow CMDB and asset management applications

Our SACM offering is an add-on solution to Blazent’s Data Quality Management for ServiceNow, a solution that equips you with automated, powerful master data management services for your ServiceNow CMDB. With these combined solutions, organizations can leverage enhanced management of IT asset and configuration data. SACM for ServiceNow offers these capabilities:

- ▶ **Robust analytics and workflows.** SACM for ServiceNow features analytics and workflows that help maintain the accuracy of status fields, enabling more effective management of CI operational changes and the asset lifecycle.
- ▶ **Field integrity support.** The Blazent solution offers robust capabilities for maintaining all the key core fields within ServiceNow’s CMDB and asset management applications.
- ▶ **Data duplication controls.** SACM for ServiceNow offers a range of capabilities that help organizations reduce data duplication. For example, the solution enables creation of a unique asset name through a new custom field. This asset name can provide a unique indicator that helps prevent the creation of duplicate records, for example, due to a lack of effective process controls.

With these capabilities, IT teams can maximize their insights to fuel operational improvements, institute process change, and get maximum value from their ServiceNow investments.



Key Features

Powerful Analytic Dashboards

SACM for ServiceNow provides analytics that fuel improved insights. By leveraging these dashboards, your service management staff can get the at-a-glance insights that help speed investigation and response. When viewing these analytics, users can double-click on a specific section and get complete details on the selected area, including issues, CIs, assets, and values.

The solution’s analytics can be used to do accurate identification and validation of CIs within the estate and do initial population of CMDBs or asset management applications.

“In research sponsored by Blazent and EMA, 44% of organizations surveyed felt that managing and optimizing IT Assets for changing requirements and full lifecycle management were top priorities. Next-Generation Asset Management and IT Financial Analytics”

—EMA May 2014

Within the SACM for ServiceNow solution, users can identify an inaccuracy, and, with the click of a button, initiate a ServiceNow ticket to get it addressed.

It can also help support ongoing CMDB accuracy by identifying new CIs or assets that have been introduced to the environment, but that have not been added to the CMDB or asset management application or identify conflicting or missing status values between CI and assets. SACM for ServiceNow features the Floodlight Asset/CI Status analytic, which helps ensure that the CMDB and assets in the environment are accurately represented and maintain their required status value synchronization.

Flexible Deployment and Integration

SACM for ServiceNow offers a range of features that help your IT team realize optimal efficiency and flexibility, both in terms of up-front implementation and ongoing operation:

- ▶ **Cloud-based implementation.** SACM for ServiceNow is hosted in a secure AWS environment, which means your team doesn't have to install the solution on your premises or handle its ongoing support.
- ▶ **ServiceNow Certification.** The solution has been certified by ServiceNow, helping ensure your team realizes efficient integration and ongoing interoperation.
- ▶ **Broad data source integration.** SACM for ServiceNow offers seamless integration with more than 230 source types, including IT network and systems management platforms, discovery tools, CMDBs, asset repositories, governance platforms, patch systems, supply chain platforms, and flat files. As a result you can fully leverage your organization's information repositories to maximize the value of IT data across your environment.

Built on the Blazent Data Intelligence Platform

Our solutions run on the Blazent Data Intelligence Platform, which is architected to provide the flexibility, performance, and scalability needed for today's big data processing. Incorporating Apache Hadoop, Spark, and a machine learning library, our big data engine processes, corrects stores, and retains massive data sets, while providing near real-time analytics. Integrating and reconciling data from over 230 different types of sources, the Blazent platform applies our unique five-step data evolution process—atomization, identity management, relationship analysis, purification, and historicity—to deliver the most accurate and valuable data intelligence possible.

Number	Configuration Item	Table	Field	Status	Short Description	Updated
BLZ10002	ZBQGP9F1HLXRT	alm_asset	substatus	Closed Complete	Update Asset Install Status to In stock	2015-06-17 11:45:24
BLZ10003	ZBQGP9F1HLXRT	alm_asset	substatus	Closed Complete	Update Asset Install Status to In stock	2015-06-17 11:45:24
BLZ10011	Z86181HDXTN4HJ	alm_asset	substatus	Closed Complete	Update Asset Install Status to In stock	2015-06-17 11:53:00
BLZ10010	ZCVH1H1G3HLHYC	alm_asset	install_status	Closed Complete	Update Asset Install Status to Consumed	2015-06-17 11:51:50
BLZ10012	Z86181HDXTN4HJ	alm_asset	substatus	Closed Complete	Update Asset Install Status to In stock	2015-06-17 11:53:00
BLZ10008	Z111DJ011HLJK	alm_asset	substatus	Closed Complete	Update Asset Install Status to Retired a...	2015-06-17 11:51:49
BLZ10001	ZWRK0272H	cmdb_ci	operational_status	Closed Complete	Update CI Operational Status to Operational	2015-04-16 07:50:36
BLZ10009	Z111DJ011HLJK	alm_asset	substatus	Closed Complete	Update Asset Install Status to Retired a...	2015-06-17 11:51:49
BLZ10007	ZCFRL1G1HLJK	alm_asset	install_status	Closed Complete	Update Asset Install Status to Retired	2015-06-17 11:50:32
BLZ10006	Z120XV011HLJVF	alm_asset	install_status	Closed Complete	Update Asset Install Status to In mainte...	2015-06-17 11:49:51

Closed-Loop Workflows

Through its user-friendly integration with ServiceNow workflows, the Blazent solution allows users to take immediate action on any data accuracy issues that are identified. Within the SACM for ServiceNow solution, users can identify an inaccuracy, and, with the click of a button, initiate a ServiceNow ticket to get it addressed. Further, these tickets can be routed according to established processes within IT and the ServiceNow platform, including incident and change management workflows. Finally, when the ticket is resolved, the information can automatically be reported back to the SACM for ServiceNow solution.

About Blazent

Blazent is the leader in IT data intelligence. The Blazent Data Intelligence Platform is powered by the company's big data engine and patented, 5-step Data Evolution Process. It transforms and validates all IT data, enabling enterprises and managed service providers to make business decisions based upon complete and accurate data. Blazent is headquartered in Silicon Valley. For more information, visit www.Blazent.com or follow us on Twitter @Blazent.



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