



Dynatrace & ServiceNow

Put your IT Operations on Auto-Pilot

Introduction

With transformation comes a great deal of change. Today's enterprise cloud is completely software driven, including the infrastructure. As companies transform, many are facing these modernization challenges.



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IT complexity

With hybrid, multi-cloud environments, it's challenging to see where systems are connected and dependent.



Lack of visibility

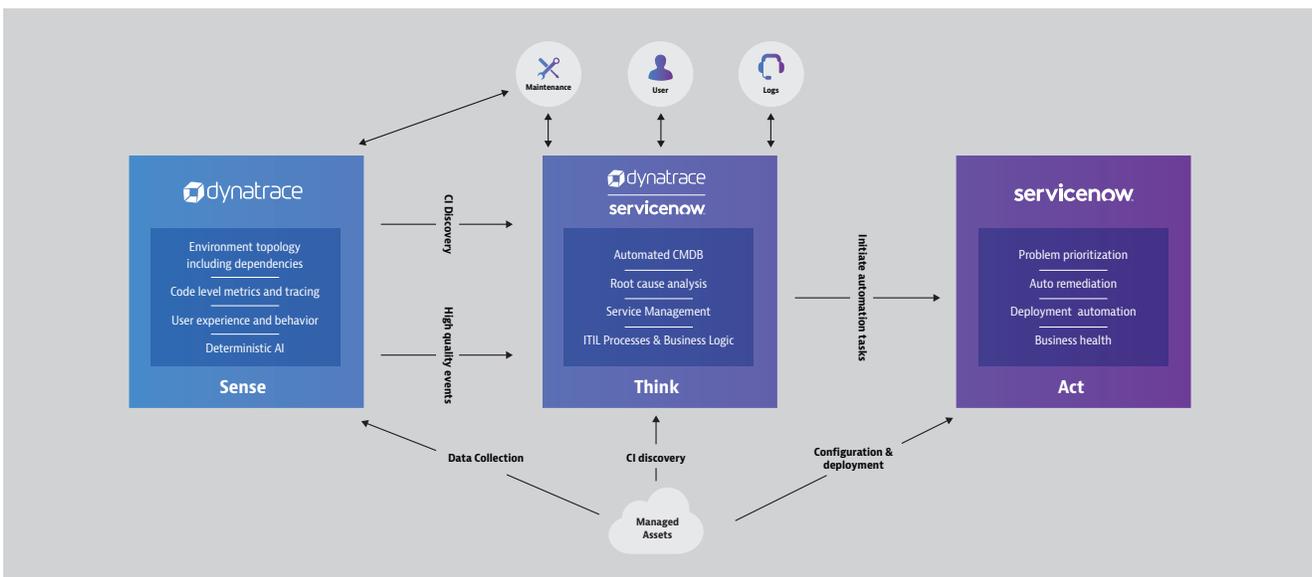
Impossible to get to the root cause when manually interpreting dozens of data sources.



Increased user expectations

Lack of insight means inability to prioritize before business impact to customers.

Dynatrace and ServiceNow solve these challenges through automation and intelligence, allowing you to sense, think, and act on real-time detection and response with visibility into your entire technology stack. This means you can get to the root cause in seconds, eliminating disruption to your business and resolving issues before impact to customers.



Deep observability and rapid resolution

Businesses know that any service disruption can have detrimental business impact. With the increasing complexity of managing hybrid, multi-cloud, microservice environments, IT operations struggle with the lack of visibility into their environments and the ability to pinpoint root causes to remediate large scale incidences quickly.

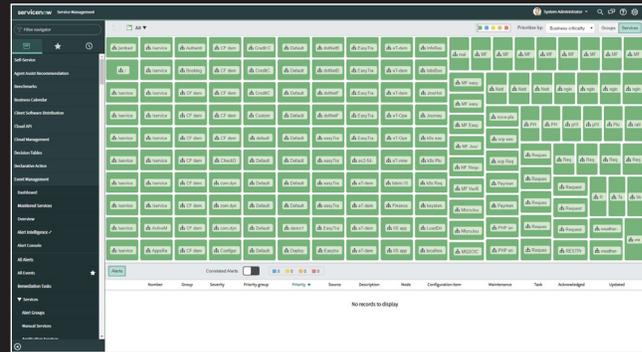
Dynatrace and ServiceNow work together to provide an end-to-end observability solution to eliminate service outages.

Dynatrace's AI engine, Davis, provides:

- Automatic detection of software service and application availability (including microservices and containers)
- Application and infrastructure data collection
- Automatic dependency mapping of environment topology
- Deterministic AI to pinpoint root cause, including container-based applications
- Automatic detection of service health and performance incidences, which are synchronized into the Event Management Dashboard.

ServiceNow uses the data from Dynatrace, including correlation identifiers for affected hosts, to provide a single pane of glass across your IT landscape:

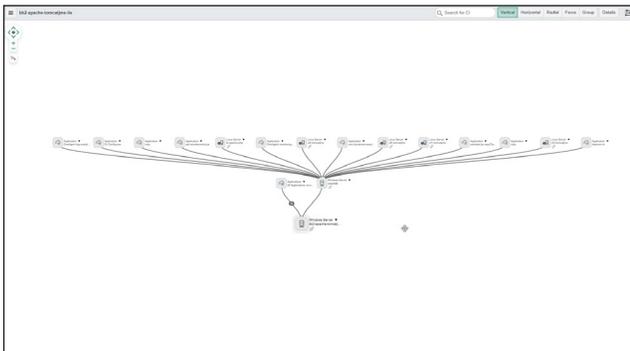
- Insight into which business service was impacted
- Prioritize event entries
- Identify and prevent service outages



With ServiceNow capturing event alert data from Dynatrace, you get complete visibility, including code level metrics and tracing, to eliminate service outages. This means IT operations can proactively identify service outages by looking at alert conditions, correlating them with other events, and prioritizing by business impact with root cause analysis.

Dynatrace and ServiceNow feed and enrich the CMDB, automatically

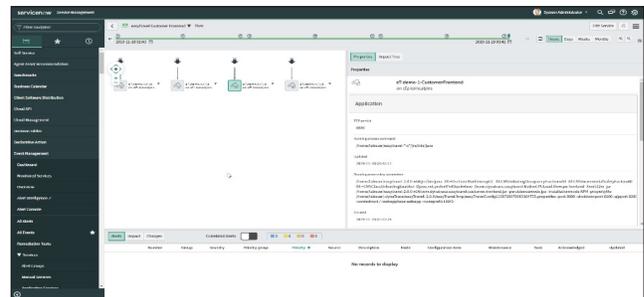
Modern microservices infrastructure commonly contain thousands of individual business-critical services and related dependencies. Managing highly dynamic service and application infrastructures with a CMDB database can be cumbersome and error prone. Inaccurate configuration item data can delay incident resolution and degrade quality change. This results in ineffective decision-making regarding service delivery, increases risk for outages, and slows down teams that are under pressure to accelerate time to value.



Dynatrace and ServiceNow have highly complementary solutions to gain insights into service meshes, which feed and enrich the CMDB automatically, ensuring your CMDB is always current. The key word here is “automatic”. The manual process is removed and instead driven by agent delivered real time monitoring information. This keeps the underlying CMDB model stable.

Dynatrace delivers mission critical code-level information within the application and service layer, cutting through the complexity of modern IT ecosystems by automatically synchronizing all monitored hosts, services, and applications within your ServiceNow CMDB and automatically generates service maps to the ServiceNow IT Operations Module (ITOM).

With the seamless integration between Dynatrace and ServiceNow, organizations can successfully manage software systems to efficiently route incidents to responsible teams. This results in faster restoration from incidents, causation and correlation root-cause analysis, proactive problem resolution, low risk change execution and better-informed business decision making.



Key takeaways

Dynatrace and ServiceNow enable better decision making to drive business outcomes. Together, you have the best strategy for monitoring and observability to meet the challenges that come with transformation.



Simplified complexity

Automatic tracing of services, applications, topology and dependencies, with code-level insights for an end-to-end picture of your IT environment.



Complete visibility

Deterministic AI provides full, real-time visibility into application and infrastructure problem identification with precise root cause analysis and business impact.



Positive user experience

Comprehensive real user insights to drive proactive and measurable experience improvements before business gets impacted.

Getting Started

Get started with Dynatrace and ServiceNow today by downloading the integration pack from [ServiceNow Store](#).

Learn more at [dynatrace.com](https://www.dynatrace.com)

Dynatrace provides software intelligence to simplify enterprise cloud complexity and accelerate digital transformation. With AI and complete automation, our all-in-one platform provides answers, not just data, about the performance of applications, the underlying infrastructure and the experience of all users. That's why many of the world's largest enterprises trust Dynatrace to modernize and automate enterprise cloud operations, release better software faster, and deliver unrivaled digital experiences.

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