

Dynatrace and ServiceNow

Put your IT Operations on Auto-Pilot

January 29, 2019

 dynatrace
Perform



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Performance Engineering

MEDICA®

...most companies are stuck in an operations model that doesn't work

Lack insight into
Business
Services and the
related
infrastructure
and applications

Manually
create
performance
benchmarks to
try to detect
infrastructure
issues

Manually
correlate events
to identify cross-
domain service
impact and root
cause

Are notified of
outages from
the customer

Often use siloed
management
tools

Manually
remediate
problems

Struggle to
keep service
owners and
end users
informed

3 big challenges that IT Teams face today



LACK OF SERVICE VISIBILITY

I can't tell which systems are connected to each service.



UNRELIABLE SERVICE AVAILABILITY

If a service component goes down, we don't know about it until it's too late.



SLOW SERVICE DELIVERY

We need to accelerate service delivery, while maintaining quality.

Dynatrace offers an out-of-the-box integration with ServiceNow Built to seamlessly integrate with ServiceNow

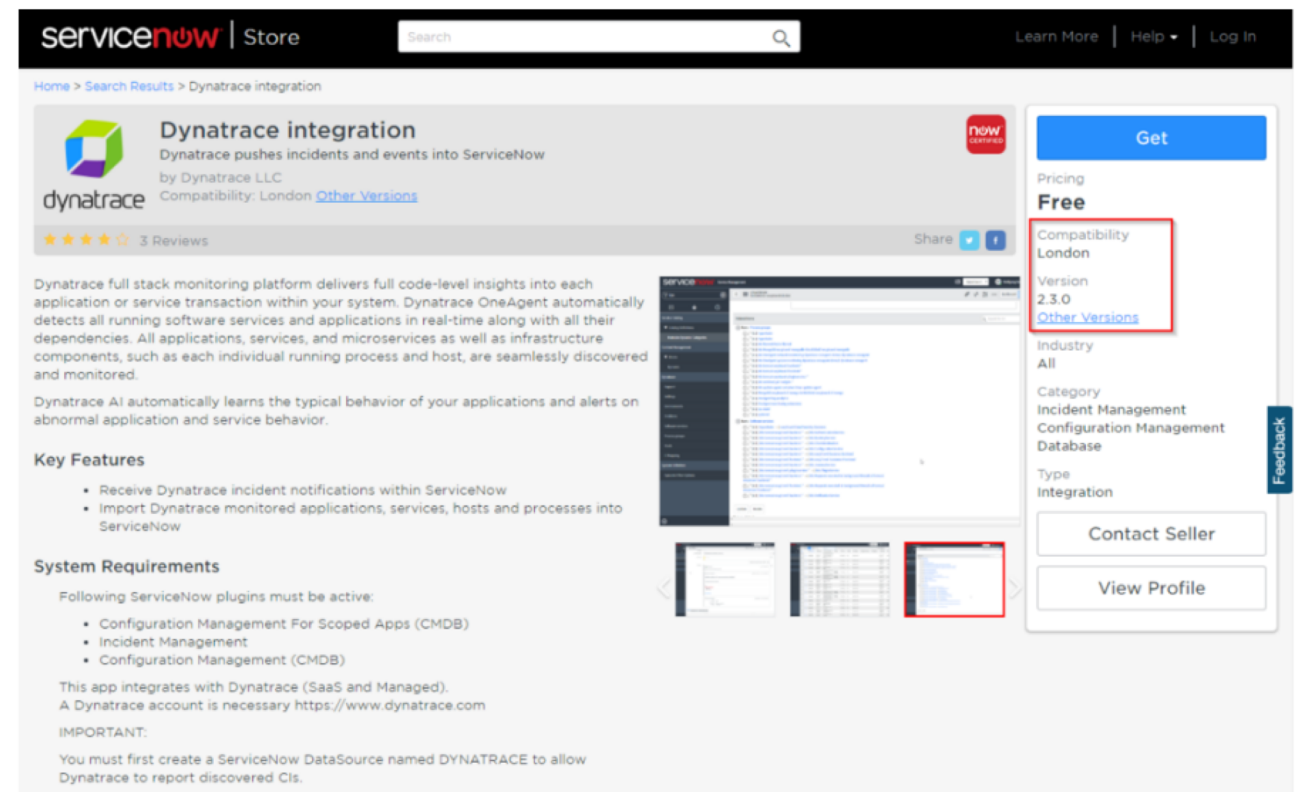
- Pushes incidents from your Dynatrace environment to your ServiceNow instance.
- Pushes all single events of a detected problem to the ServiceNow ITOM event API.
- Pulls host, process, service, and application information from Dynatrace through a scheduled job within your ServiceNow instance.

Connect your Dynatrace environment to ServiceNow

To connect your Dynatrace monitoring environment to your ServiceNow instance, configuration is required on both sides, ServiceNow and Dynatrace. The following 5 steps are mandatory for a fully operational integration.

1. Install the Dynatrace app from the ServiceNow store

Open the ServiceNow application marketplace and [install the Dynatrace application](#) within your ServiceNow instance.



The screenshot shows the ServiceNow Store interface for the 'Dynatrace integration' app. The app is listed as 'Free' and has a version of '2.3.0'. A red box highlights the 'Get' button and the 'Version 2.3.0' text. The page also includes a description of the app, key features, and system requirements.

Dynatrace integration
Dynatrace pushes incidents and events into ServiceNow
by Dynatrace LLC
Compatibility: London [Other Versions](#)

★★★★☆ 3 Reviews

Dynatrace full stack monitoring platform delivers full code-level insights into each application or service transaction within your system. Dynatrace OneAgent automatically detects all running software services and applications in real-time along with all their dependencies. All applications, services, and microservices as well as infrastructure components, such as each individual running process and host, are seamlessly discovered and monitored.

Dynatrace AI automatically learns the typical behavior of your applications and alerts on abnormal application and service behavior.

Key Features

- Receive Dynatrace incident notifications within ServiceNow
- Import Dynatrace monitored applications, services, hosts and processes into ServiceNow

System Requirements

Following ServiceNow plugins must be active:

- Configuration Management For Scoped Apps (CMDB)
- Incident Management
- Configuration Management (CMDB)

This app integrates with Dynatrace (SaaS and Managed).
A Dynatrace account is necessary <https://www.dynatrace.com>

IMPORTANT:
You must first create a ServiceNow DataSource named DYNATRACE to allow Dynatrace to report discovered CIs.

Get

Pricing
Free

Compatibility
London

Version
2.3.0
[Other Versions](#)

Industry
All

Category
Incident Management
Configuration Management
Database

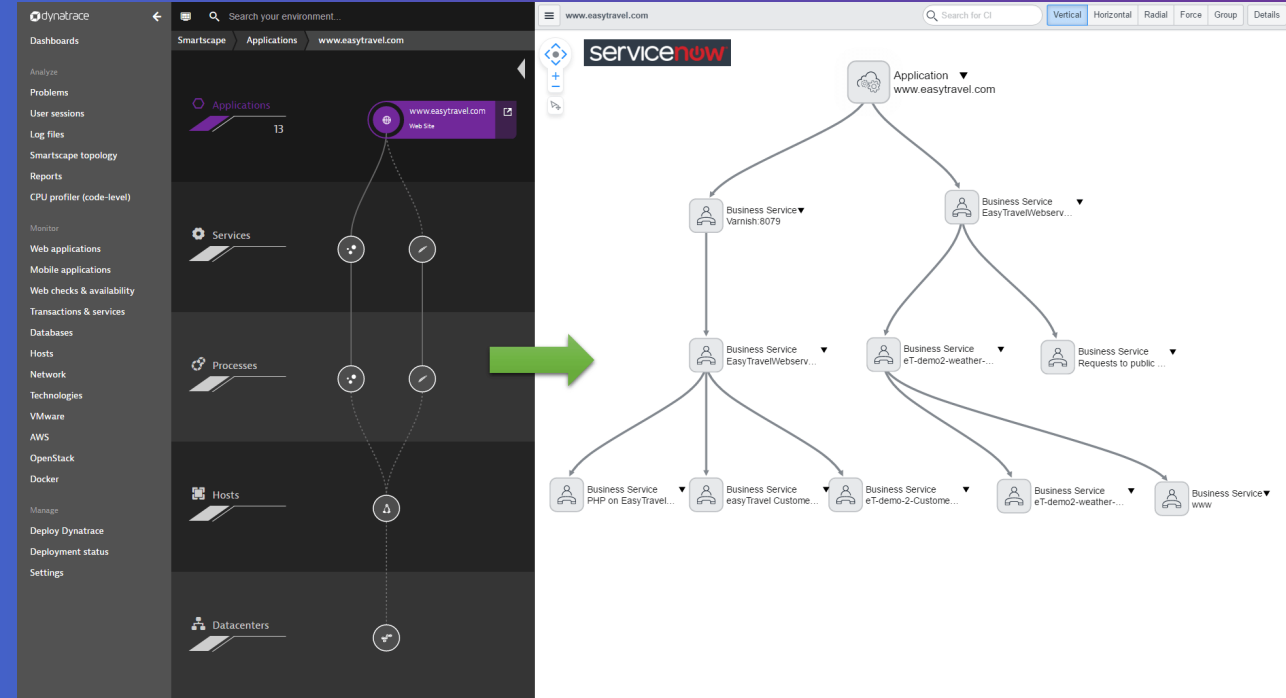
Type
Integration

Contact Seller

View Profile

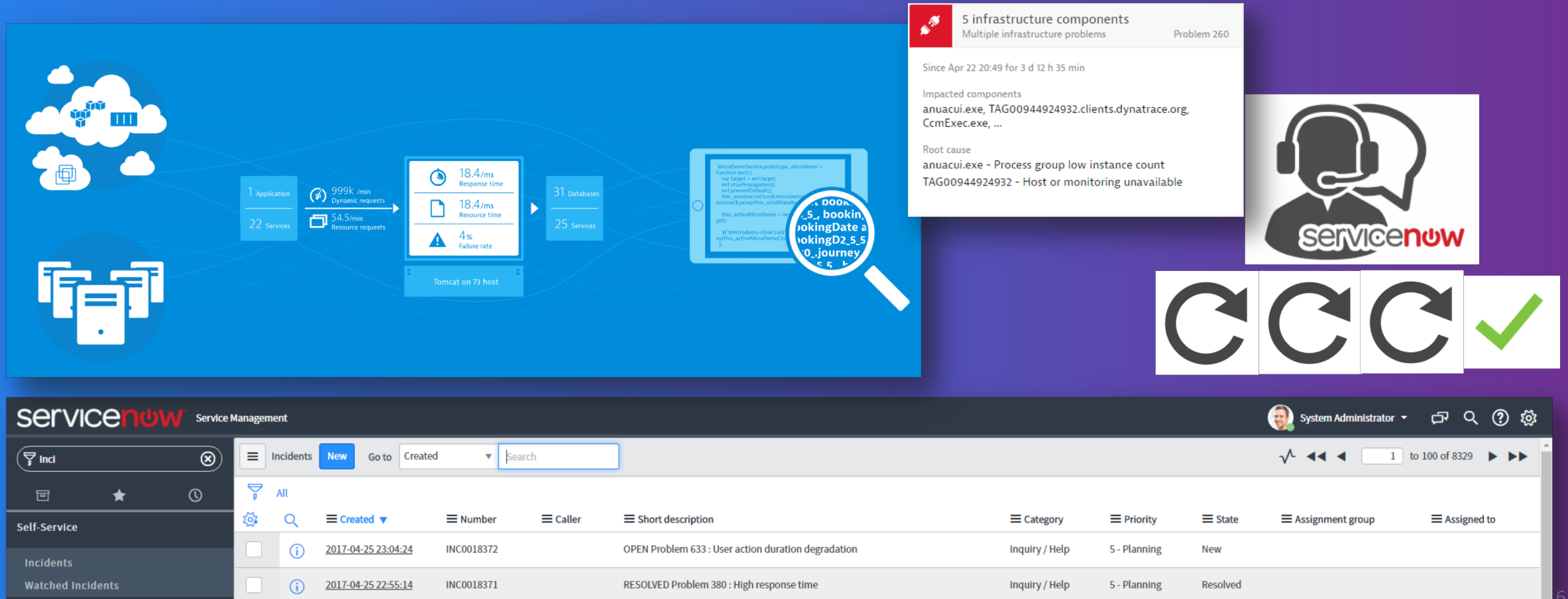
Pain point: lack of complete infrastructure visibility with healthy CMDB

- Automatically sync services, applications, their topology and dependencies, in real time in ServiceNow CMDB
- Automatic link detected problems with all affected CMDB configuration items



Value Proposition: Dynatrace problem notification

- Integrate Dynatrace root-cause and impact of detected incidents seamlessly with ServiceNow remediation workflows.



5 infrastructure components
Multiple infrastructure problems Problem 260

Since Apr 22 20:49 for 3 d 12 h 35 min

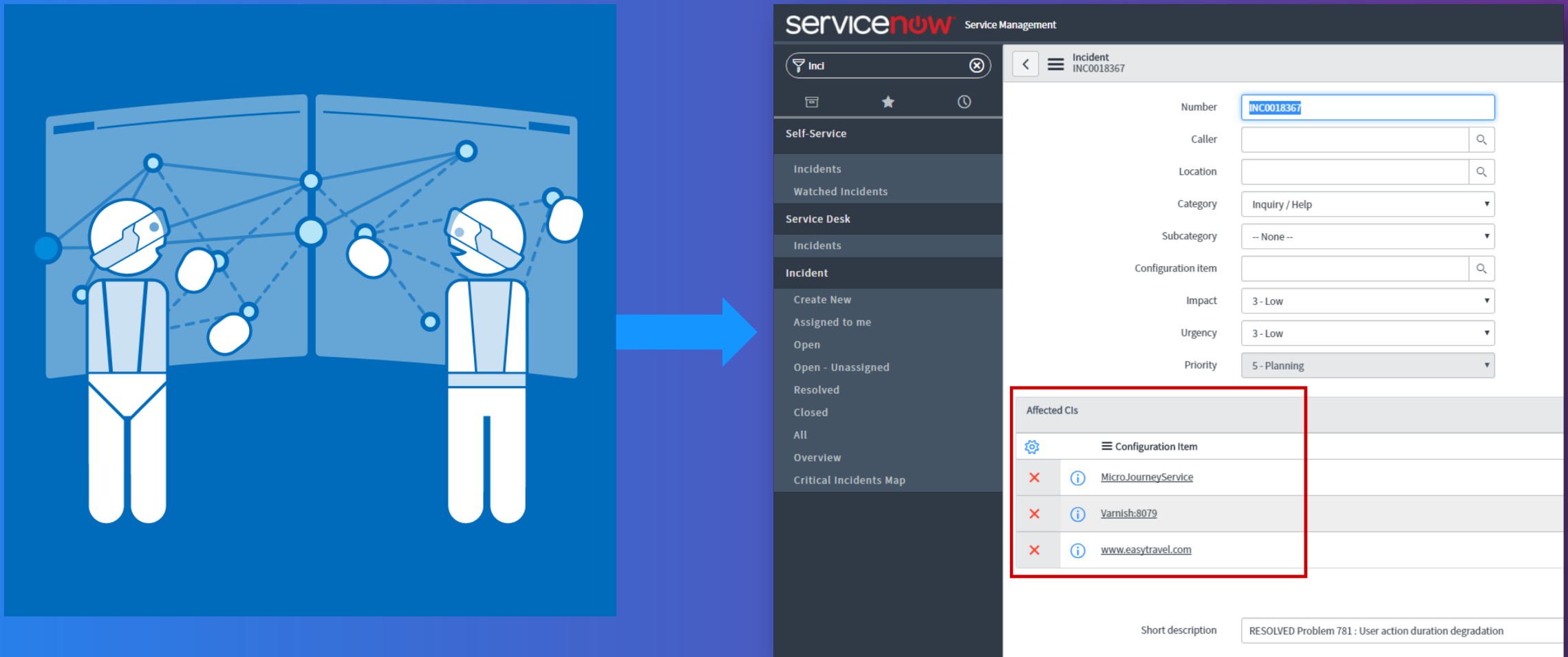
Impacted components
anuacui.exe, TAG00944924932.clients.dynatrace.org, CcmExec.exe, ...

Root cause
anuacui.exe - Process group low instance count
TAG00944924932 - Host or monitoring unavailable

	Created	Number	Caller	Short description	Category	Priority	State	Assignment group	Assigned to
<input type="checkbox"/>	2017-04-25 23:04:24	INC0018372		OPEN Problem 633: User action duration degradation	Inquiry / Help	5 - Planning	New		
<input type="checkbox"/>	2017-04-25 22:55:14	INC0018371		RESOLVED Problem 380: High response time	Inquiry / Help	5 - Planning	Resolved		

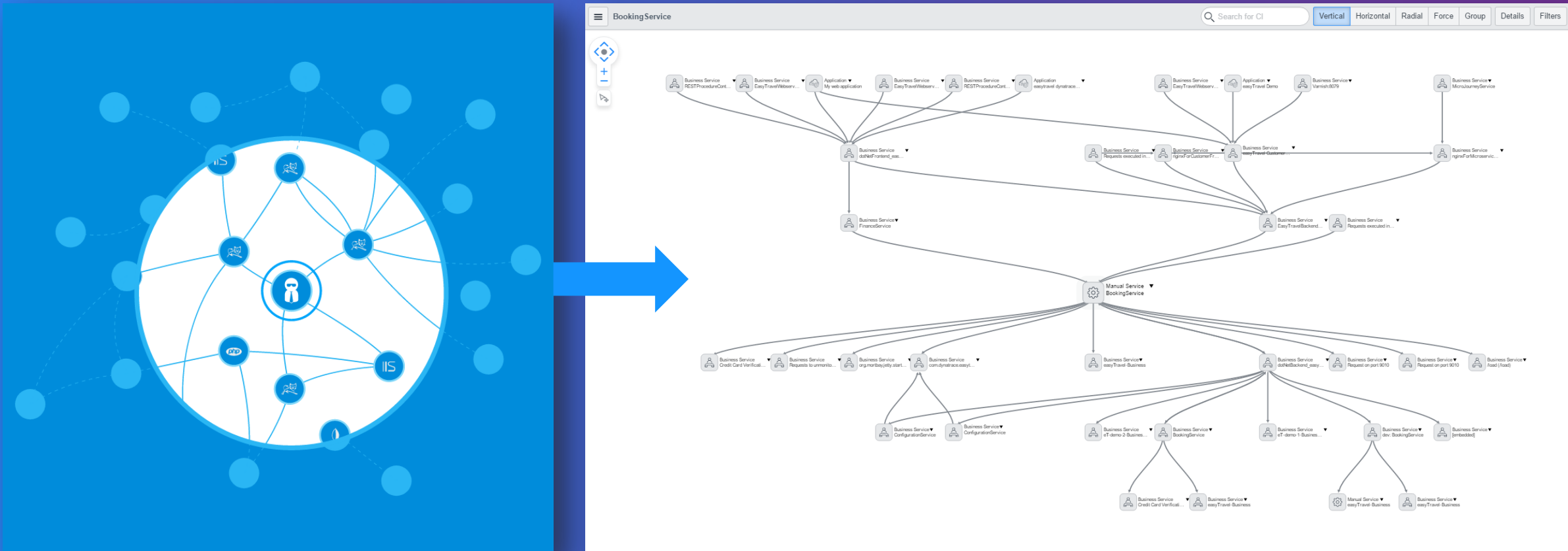
Value Proposition: Dynatrace detected incidents are mapped to SNOW CIs

- Automatically map affected configuration items (CIs) with ServiceNow incidents.



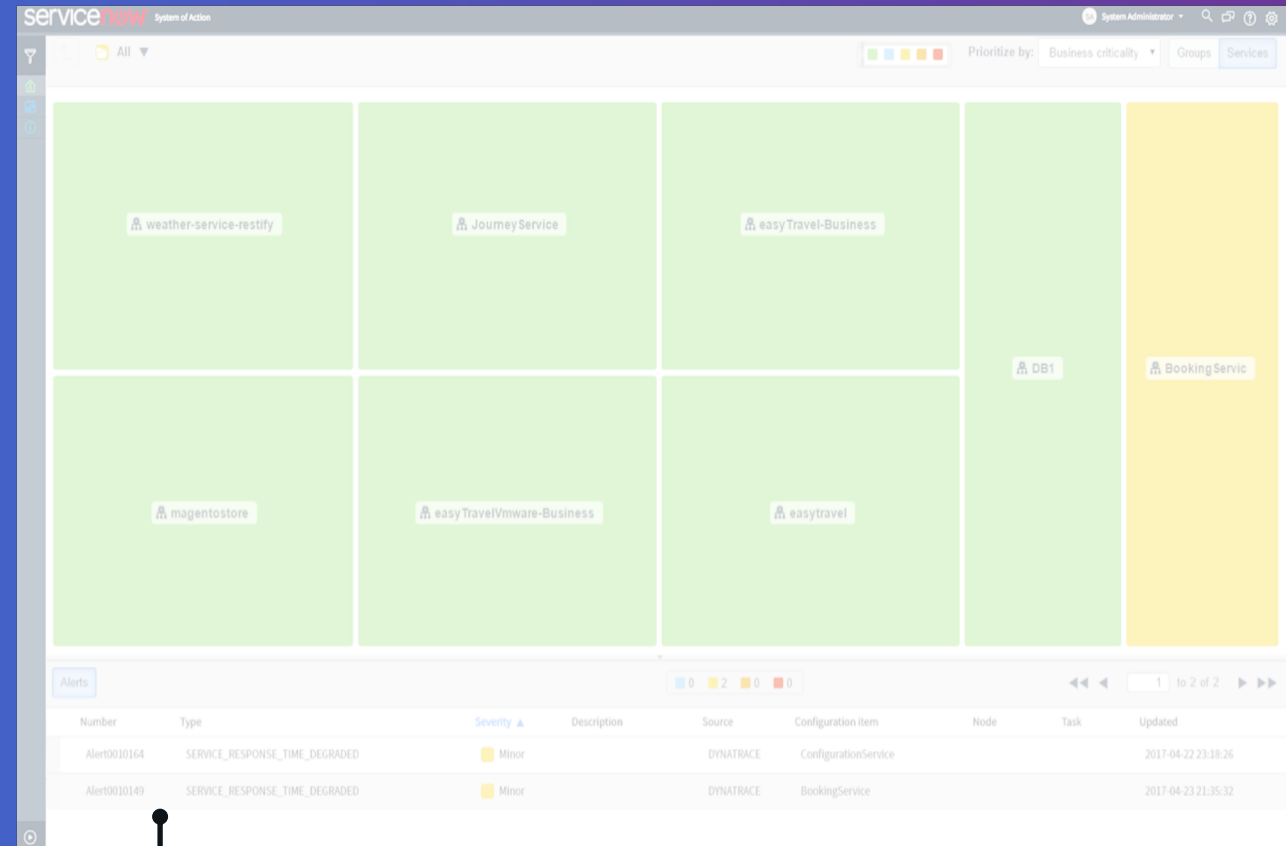
Value Proposition: Dynatrace OneAgent based real-time discovery

- Feed OneAgent auto discovered software services and their relation into ServiceNow CMDB.
- Agent based information is fed into ServiceNow in real-time!



Pain point: Unavailable Business service health

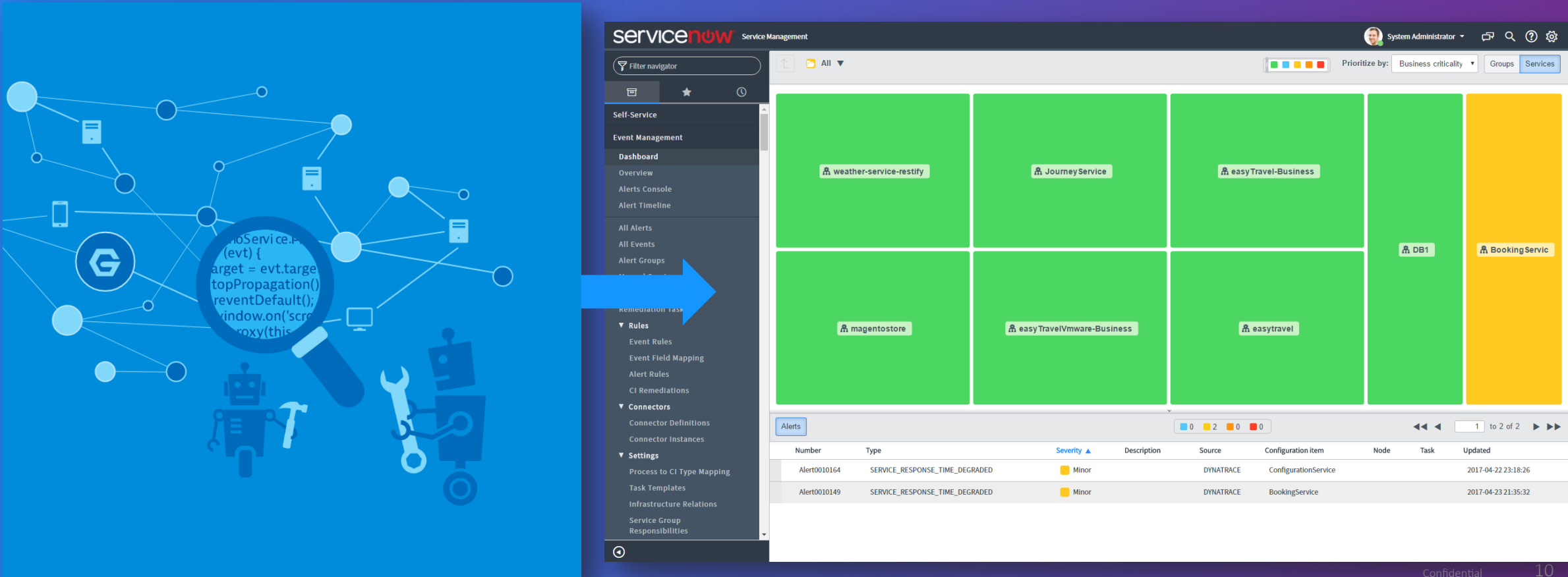
- Complete data monitoring from Dynatrace about performance errors down to microservices and containers
- Anomalies exceeding operational metrics
- High event reduction for correlating similar alert



Dynatrace acts as an event source for ServiceNow ITOM

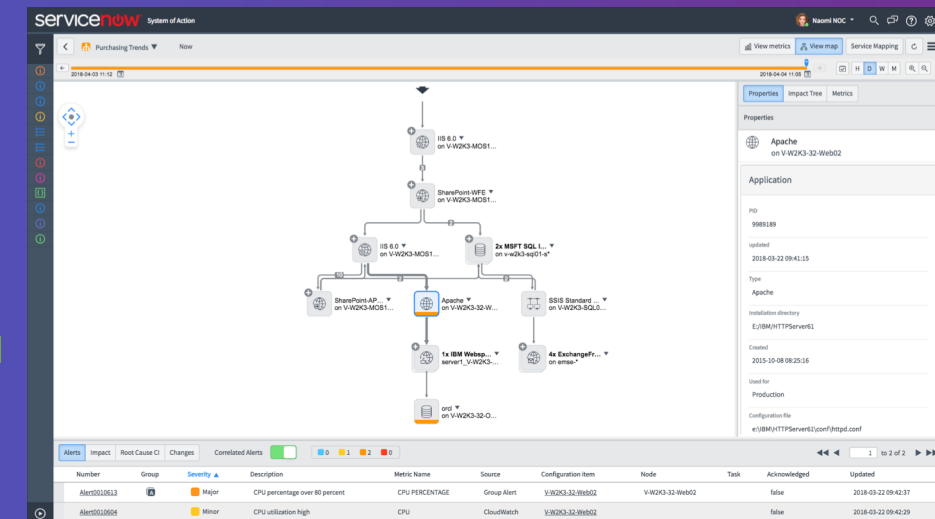
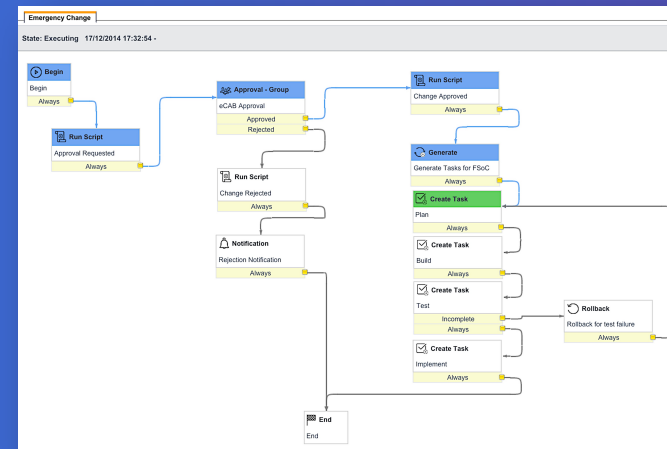
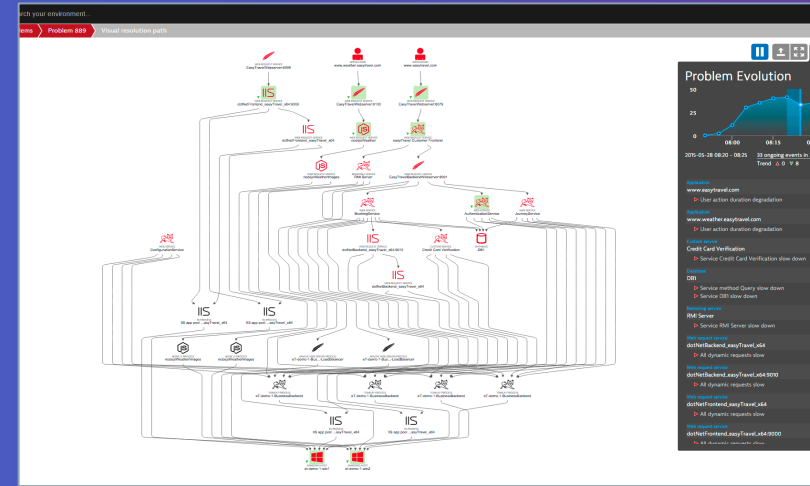
Value Proposition: IT Operations management

- Provide single event information to fill ServiceNow operations management module.
- Dynatrace acts as event source for the ServiceNow ITOM module.



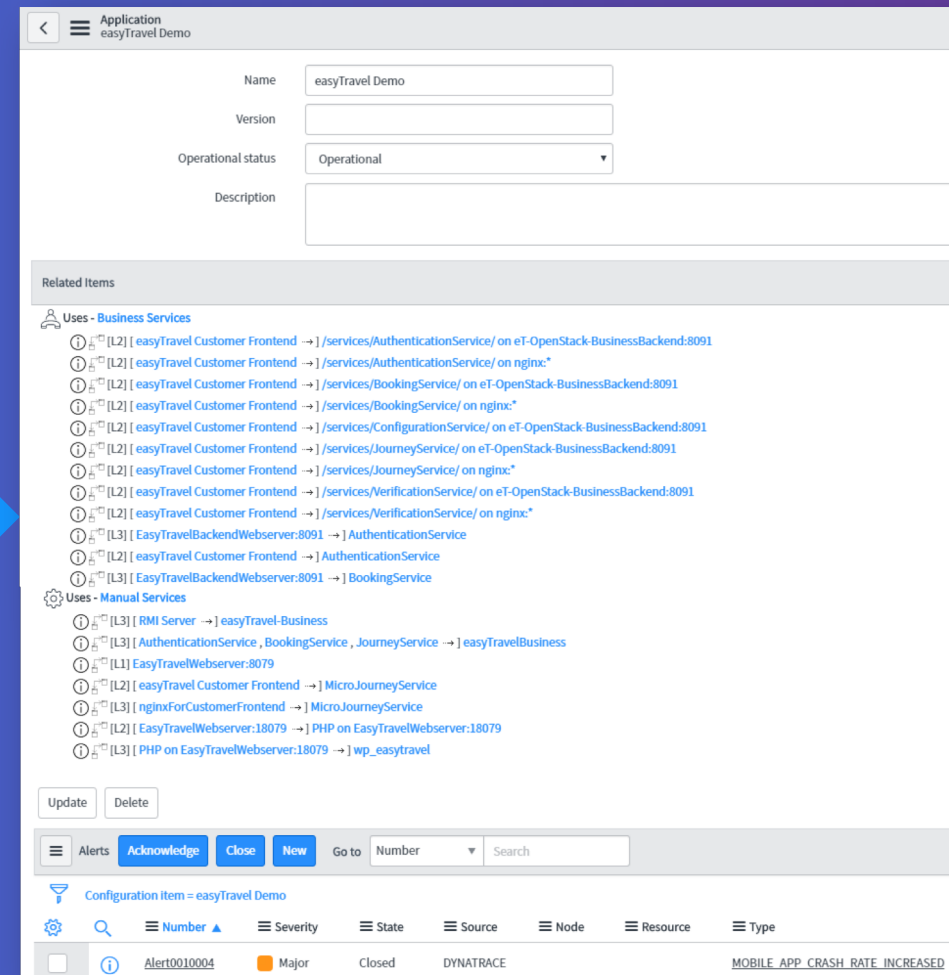
Pain point: Absence of remediation mechanism

- Trigger workloads (automated or human) in real-time with AI monitoring for immediate incident remediation
- Dynatrace root-cause analysis gets to impact of detected incidents in seconds
- ServiceNow Orchestration



Value Proposition: Automatically generate a software service map

- Automatically provide Dynatrace real time topology information into ServiceNow dependency maps.

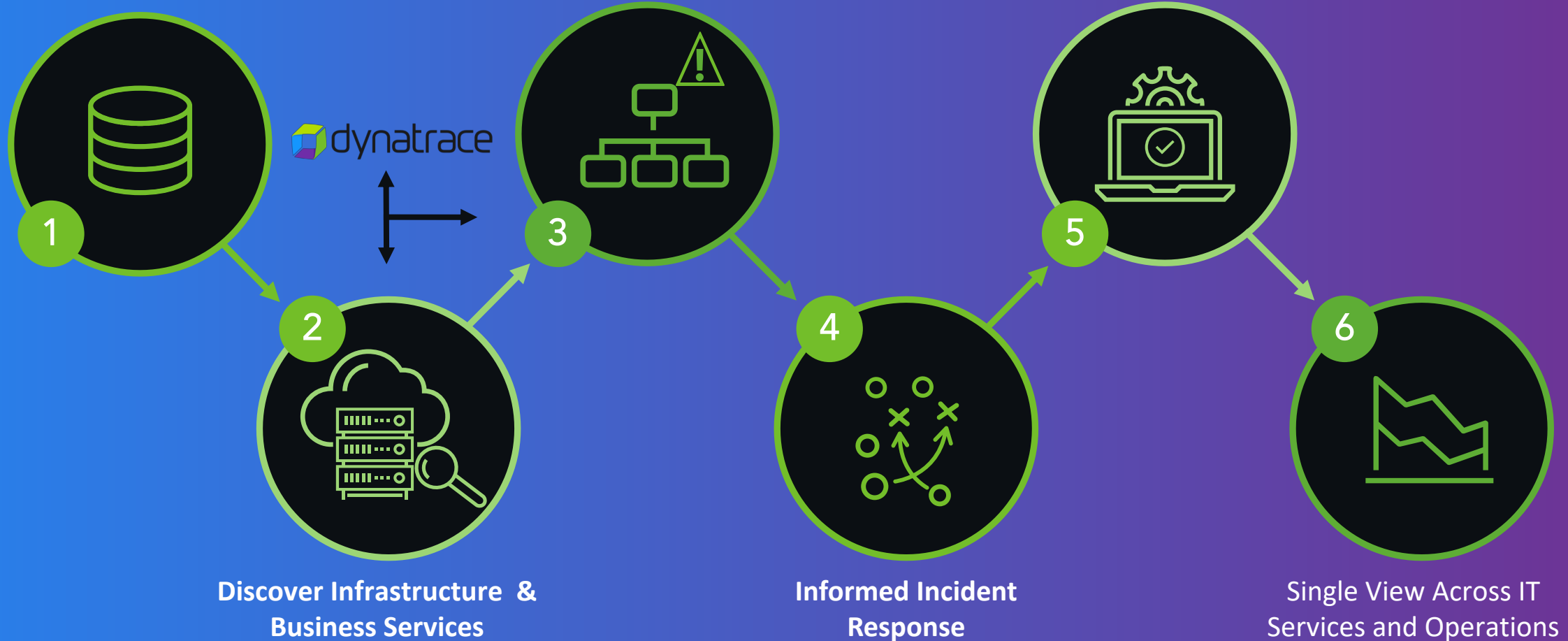
The screenshot shows the Dynatrace 'easyTravel Demo' application configuration page. The page includes fields for Name, Version, Operational status, and Description. Below these fields is a 'Related Items' section with two categories: 'Uses - Business Services' and 'Uses - Manual Services'. The 'Uses - Business Services' section lists various services and their dependencies, such as 'easyTravel Customer Frontend' and 'AuthenticationService'. The 'Uses - Manual Services' section lists services like 'RMI Server' and 'EasyTravelWebserver'. At the bottom of the page, there is a table with columns for Alerts, Acknowledge, Close, New, Go to, Number, Search, Configuration item, Severity, State, Source, Node, Resource, and Type. The table contains one row with the alert 'Alert0010004' and a status of 'Major'.

Dynatrace and ServiceNow deliver an integrated IT journey to eliminate service outages

Establish Centralized CMS

Proactively Identify Service Issues

Automated Remediation





Barry Pieper

Manger, Performance Engineering

MEDICA®

Search Medica Health Plans: Prod...

Problems

Problem 269

BillServiceStronglyTyped@claimserver51 on plxve-he10py01: Response time degradation

Problem 269 detected at Jan 21 22:05 - Jan 21 22:41 (was open for 36 minutes).

Affected applications

-

Affected services

1

Affected infrastructure

-

1 impacted service

16.6 Requests per minute impacted

BillServiceStronglyTyped@claimserver51 on plxve-he10py01

Web service

Response time degradation

The current response time (163 ms) exceeds the auto-detected baseline (47.4 ms) by 244 %

Affected requests

16.6 /min

Service method

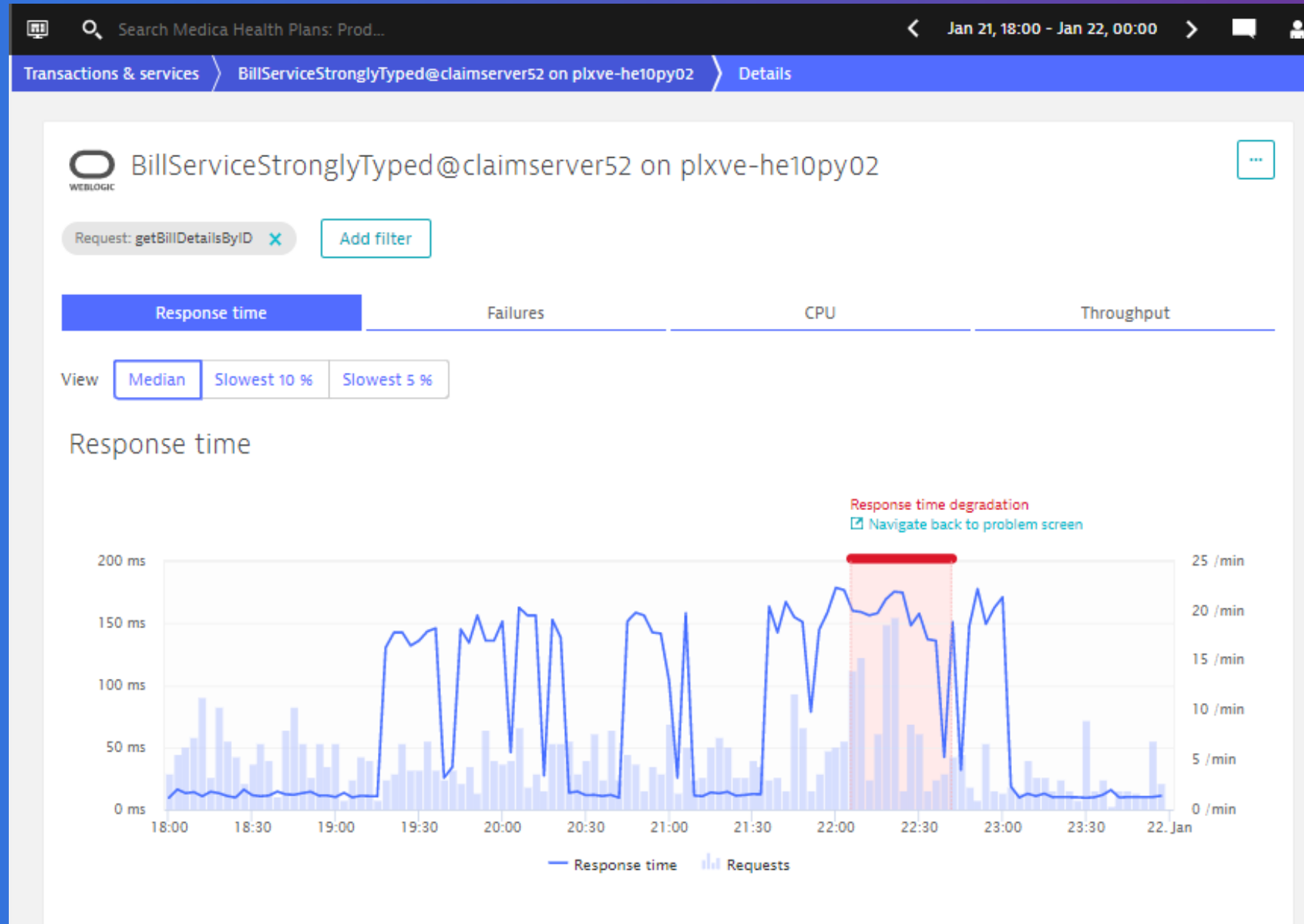
getBillDetailsById

Comments

Add comment

No comments posted

- Complete data monitoring from Dynatrace about performance errors
- Anomalies exceeding operational metrics



Integrate Dynatrace detected incidents seamlessly with Service

Service Center - SANDBOX

BP Barry R Pleper

✕

☰ Events (All Events)

Grid Split

☰ All > Message key starts with 4107954128326359269

	🔍 Edit Filter	☰ Time of event	☰ Source	☰ Description	☰ Node	☰ Type	☰ Resource	☰ Message key ▲	☰ State	☰ Severity	☰ Alert
		<input type="text"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="4107954128326359269"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>
<input type="checkbox"/>	i	2019-01-21 22:05:00	DYNATRACE	Service method getBillDetailsByID slow d...	BillServiceStronglyTyped@claimserver51 o...	Response time degradation	BillServiceStronglyTyped@claimserver51 o...	4107954128326359269	Processed	Minor	Alert0010862
<input type="checkbox"/>	i	2019-01-21 22:41:00	DYNATRACE	Service method getBillDetailsByID slow d...	BillServiceStronglyTyped@claimserver51 o...	Response time degradation	BillServiceStronglyTyped@claimserver51 o...	4107954128326359269	Processed	Clear	Alert0010862

Event Management

All Events

Alert - Alert00108C2

[new](#)
[Update](#)
[Save](#)
[Quick Response](#)
[Quick Incident](#)
[Acknowledge](#)
[Delete](#)

Number	Alert00108C2	
Source	DYNATACI	
Node	BBServatlonny/gendjclamsarwS1 on pive-halpyti	
Type	Response time degradation	
Resource	BBServatlonny/gendjclamsarwS1 on pive-halpyti	
Configuration Item	<input type="text"/>	
Task	<input type="text"/>	
Metric Name	<input type="text"/>	
Description	Service method getBBServatlonny() slow down	
Message key	43079541EEDXZGSD09	

Severity: Minor
 State: Closed
 Acknowledged: ☐
 Maintenance: ☐
 Updated: 2019-01-21 22:43:05
 Parent:
 Knowledge article:
 Overall Event Count: 2

[Related Search Results >](#)

Impacted Services |
 Logging |
 History |
 Actions |
 More Information |
 Repeated Alerts |
 Similar Alerts |
 CJ Incidents |
 CJ Change Requests |
 CJ Problems |
 Related Incidents |
 Related Change Requests |
 Related Problems

Priority breakdown

This Alert Priority score 2050501.001 was calculated according to the following factors, ordered by their respective priority 0019-01-22 04:36:02 CMT)

- Category (Score, Weight)
- 1. Business services - (0)
- 2. Severity (2.0, 10000.0)
- 3. CJ type - (0)
- 4. Rule - (0.0, 10.0)
- 5. Secondary - (0)
- 6. State - (0.0, 0.001)

Additional information

```
{
  "correlation_id": "SE0WJC2-99794C143B8AAA",
  "discovered_name": "BBServatlonny/gendjclamsarwS1",
  "signature_severity": "P010COMMACCI",
  "problem_key": "43079541EEDXZGSD09",
  "severity": 1,
  "context": "RES SPOND: TIME_SATI_P01CENTRE1",
  "value": "A021TSL",
  "url": "/Maintenance/"
}
```

[Update](#)
[Save](#)
[Quick Response](#)
[Quick Incident](#)
[Acknowledge](#)
[Delete](#)

Related Links

[Calculate Related Tasks](#)

Quick Response

Secondary Alerts |
 Events |
 Alert Executions |
 Remediation Tasks

Events
Severity

Alert - Alert00108C2						
	Severity	Time of event	Source	Node	Type	Updated
<input type="checkbox"/>	Minor	2019-01-21 22:05:00	DYNATACI	BBServatlonny/gendjclamsarwS1 o...	Response time degradation	2019-01-21 22:36:12
<input type="checkbox"/>	Critical	2019-01-21 22:43:00	DYNATACI	BBServatlonny/gendjclamsarwS1 o...	Response time degradation	2019-01-21 22:43:05

[Show per page](#) 2 records

Integrate Dynatrace detected incidents seamlessly with Service Now workflows.



Impacted Services

Flapping

History

Activities

More Information

Repeated Alerts

Similar Alerts

CI Incidents

CI Change Requests

CI Problems

Related Incidents

Related Change Requests

Related Problems

Priority Breakdown

The Alert Priority score 200020.001 was calculated according to the following factors, ordered by their respective priority (2019-01-22 04:36:12 GMT)
Category (Score, Weight)

1. Business services - (0)
2. Severity - (2.0, 100000.0)
3. Ci type - (0)
4. Role - (2.0, 10.0)
5. Secondary - (0)
6. State - (1.0, 0.001)

Additional information

{
 "correlation_id": "SERVICE-997294C1438EAAAA",
 "discovered_name": "BillServiceStronglyTyped",
 "dynatrace_severity": "PERFORMANCE",
 "problem_id": "4107954128326359269",
 "severities": [{
 "context": "RESPONSE_TIME_50TH_PERCENTILE",
 "value": 163178.5,
 "unit": "MicroSecond"
 }]
}

Update

Save

Quick Response

Quick Incident

Acknowledge

Delete

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BP Barry R Pieper

Filter navigator

My Task Boards **New**

Filter by name or owner

All Boards Boards you own **Boards you belong to** Sort by Name

Guided Board Monitor Requests by Kanban State 6 Lanes and 238 Tasks 20d ago	Freeform Board Performance Engineering 3 Lanes and 25 Tasks 13d ago	Guided Board Performance Engineering: Current Sprint 7 Lanes and 0 Tasks 10d ago	Guided Board PS - Claims Connections - Fulfillment 5 Lanes and 0 Tasks 20d ago	Guided Board PS - Claims Core - Fulfillment 5 Lanes and 138 Tasks 3h ago
Guided Board PS - Corporate Systems - Fulfillment 5 Lanes and 10 Tasks 5h ago	Guided Board PS - Enrollment - Fulfillment 5 Lanes and 146 Tasks 31m ago	Guided Board PS - Health Systems - Fulfillment 5 Lanes and 73 Tasks 3h ago	Guided Board PS - Performance and Optimization - Fulfillment 5 Lanes and 210 Tasks 5m ago	Guided Board PS - Platform Services - Intake 5 Lanes and 71 Tasks 4h ago
Guided Board PS - Service Management - Fulfillment 5 Lanes and 5 Tasks 20d ago	Guided Board Service Now Admin: Current Sprint 7 Lanes and 3 Tasks 6d ago	Guided Board ServiceNow Event Management: Features by State 8 Lanes and 0 Tasks about a month ago	Guided Board SRE - Site Reliability Engineering: Current Sprint 7 Lanes and 0 Tasks Owned by Robert H Goffman about a month ago	

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Filter by title or number

vis

Self-Service - Visual Task Boards

Visual Task Boards

Backlog

26

OPEN Problem 827: CPU saturation on Host plxve-he10iw01-3592413046196727827PS, Prod HealthRules IFB, Production Server

OPEN Problem 827 in environment Prod 1 impacted infrastructure component Host plxve-he10iw01 CPU saturation 99 % CPU usage

https://chv72577.live.dynatrace.com/#prc

Unassigned

INC0644353

a day ago

Server App and Owner KB Update

Add the following information about the Server o Server Name = o Server Data Center (OneNeck or 401) = o Server Domain = o Server VM Network = o Server IP = o CPU Value (count) = o Me...

DL

TASK0287498

a day ago

Fill out Atomic Monitoring Request Form

Add the following information about the Server o Server Name = o Server Data Center (OneNeck or 401) = o Server Domain = o Server VM Network = o Server IP = o CPU Value (count) = o Me...

DL

TASK0287497

a day ago

Server App and Owner KB Update

Add the following information about the Server o Server Name = o Server Data Center (OneNeck or 401) = o Server Domain = o Server VM Network = o Server IP = o CPU Value (count) = o Me...

DL

TASK0287504

a day ago

Work In Progress

7

HealthRules Payor: Clicking Application Help icon in HR Payor UI launches c:drive.

Clicking application help icon in HR Payor, 18.3 launches my cdrive. Clicking application help icon should launch HealthRules Online Help documents in IE tab. This issue began to occur after I ...

1 Attachment

RS

INC0582729

about a month ago

An Overlay request has been submitted for the instance IFB DevX

Requester: Rajeshwari.Sreekanta Project Related: No Justification : Dev X upgrade to 18.3 Database(s) : CareManager OLTP HealthRules Payor DW HealthRules Payor OLTP Custom Sourc...

LT

TASK0271011

2mo ago

Errors in MHPS Prod

users are receiving an error message when they try to save their notes.

1 Attachment

RF

INC0641187

about an hour ago

Done

167

OPEN Problem 269: Response time degradation on Web service BillServiceStronglyTyped@claimserver51 on plxve-he10py01410795412832635 9269Payor RT - NO Deployment S

OPEN Problem 269 in environment Prod 1 impacted service Web service BillServiceStronglyTyped@claimserver51 on plxve-he10py01 Response time degradation 16.6 requests/min impacted The current resp...

JK

INC0643833

3d ago

OPEN Problem 744: CPU saturation on Host plxve-he10iw01-6129045128303640744PS, Prod HealthRules IFB, Production Server

OPEN Problem 744 in environment Prod 1 impacted infrastructure component Host plxve-he10iw01 CPU saturation 99 % CPU usage

https://chv72577.live.dynatrace.com/#prc

JK

INC0643870

3d ago

OPEN Problem 675: CPU saturation on Host plxve-he10iw01-2335318347543460675PS, Prod HealthRules IFB, Production Server

OPEN Problem 675 in environment Prod 1 impacted infrastructure component Host plxve-he10iw01 CPU saturation 99 % CPU usage

https://chv72577.live.dynatrace.com/#prc

JK

INC0642882

3d ago

Blocked

4

Config Mover Tool - Benefit Plans into IFB-QAA

Hello, please utilize Config Mover Tool, to import files from the following folder into IFB QAA: J:\Phoenix Implementation\Configuration(Configuration by Work Stream)\Benefits & Claim...

DJ

TASK0259793

4mo ago

Fee Schedule Load

We would like to retroactively update six G codes on the KS HHC fee schedule to have an Effective Start Date of 1/1/2018. These codes were added on 5/1/2018, but now the provider would like to proc...

JO

TASK0281858

a day ago

PROD-ProcessName: Medica837Interface and ProcessID: 166

ERROR_MESSAGE MOD_DT RULE_ID Timed out connecting to DataBase 2019-01-08T05:01:30-06:00 2

RF

INC0637514

14d ago

HealthRules Payor: Duplicate locations being loaded per HRPFI process

There are 62 duplicated locations as a result of the gold overlay. On auto-adjudication the location won't be selected in provider PIC process where duplicates exist.

RF

INC0637991

2h ago

+

 Add Task

Confidential

20



Erick Silva

Performance Consultant



Aoop Cloud Solutions



Aoop Cloud Solutions





IT **ZERO** FAILURE


- 1** Configure a Self-Remediation
- 2** Self-remediate before failure

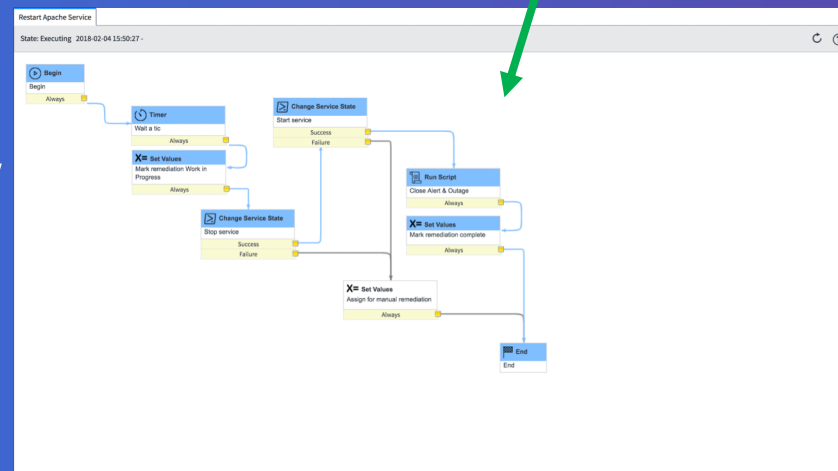
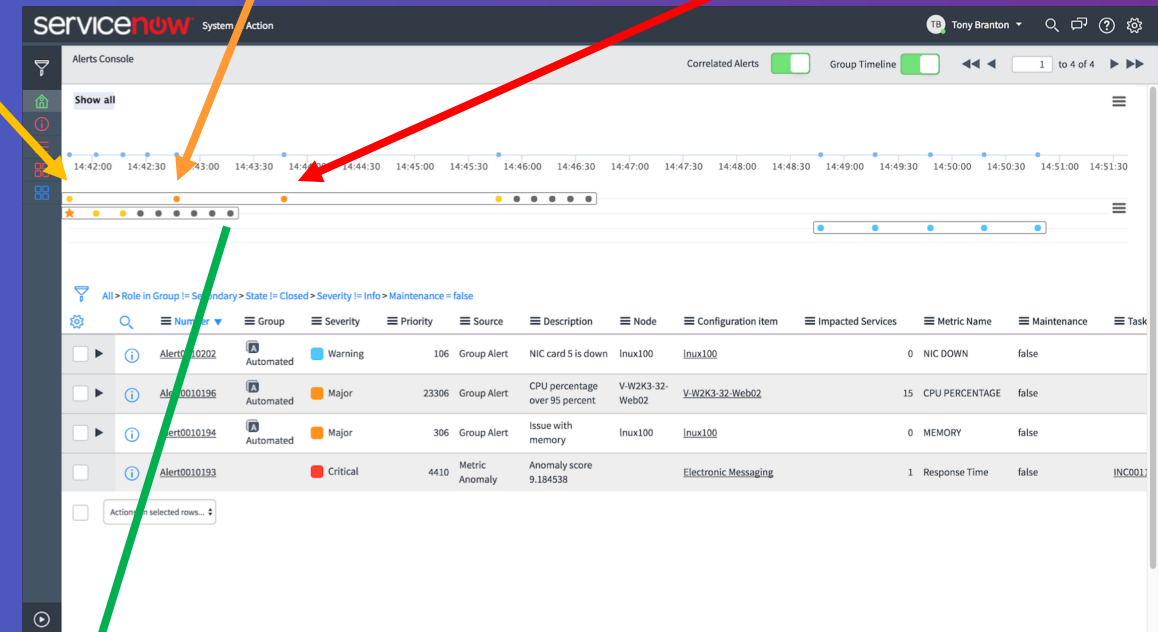
Pain point IT Zero Failure: Events behavior analysis before failures to trigger remediation

- Trigger workflows to remediate a service failure (outage) before this failure occurs
- Dynatrace events associated to a service that precedes an outage is analyzed by ServiceNow machine learning and an anomaly score is used to trigger workflows at SNOW Orchestration
- ServiceNow Operation Intelligence


 easyTravel Mobile
Crash rate increase
Problem 969
From Oct 2 17:52 - Oct 2 18:53 for 1 hour 1 minute
Impacted applications
easyTravel Mobile

 eT-OpenStack-CustomerFrontend
Long garbage-collection time
Problem 567
From Oct 2 09:52 - Oct 2 09:57 for 5 minutes
Impacted components
eT-OpenStack-CustomerFrontend

 www.openstack.easytravel.com
User action duration degradation
Problem 808
Since 23:13 for 42 minutes
Impacted applications
www.openstack.easytravel.com
Impact
322 user actions/min affected
multiple user actions
Root cause
CheckDestination - Response time degradation



IT ZERO FAILURE



www.openstack.easytravel.com

User action duration degradation

Problem 808

Since 23:13 for 42 minutes

Impacted applications

www.openstack.easytravel.com

Impact

322 user actions/min affected

multiple user actions

Root cause

CheckDestination - Response time degradation

IT ZERO FAILURE

Aopz Performance

Default [Dyn] Dynatrace li Rene Abdon Santos

< ≡ Incident INC0010024

Follow Update Restore Delete ↑ ↓

Number	<input type="text" value="INC0010024"/>	Contact type	-- None --
* Caller	Dynatrace Aoop ⓘ	State	New
Category	Inquiry / Help	Impact	3 - Low
Subcategory	-- None --	Urgency	3 - Low
Business service	<input type="text"/>	Priority	5 - Planning
Configuration item	<input type="text"/>	Assignment group	<input type="text"/>
		Assigned to	<input type="text"/>
* Short description	OPEN -607835835327530691 APPLICATION AVAILABILITY -h3>OPEN Problem 691 in environment -<p></p>-<h3>-		
Description	<div></div>		

8

Related Search Results >

Notes

Related Records

Resolution Information

Watch list

Work notes list

Work notes

Work notes

Activities: 2

DA Dynatrace Aoop

Additional comments • 18/09/2018 20:00

OPEN Problem 691 in environment *AoopBizPerf*

1 impacted application

Application

easyTravel Aoop

Unexpected low traffic

10.3 user actions/min impacted

observed 0 actions/min, expected value was 10.3 actions/min

User action: Xhr

Browser: All

Geolocation: All

OS: All

Potential application outage, traffic dropped to zero!

[Open in Browser](#)

DA Dynatrace Aoop

Field changes • 18/09/2018 20:33:39

Impact

3 - Low

Incident state

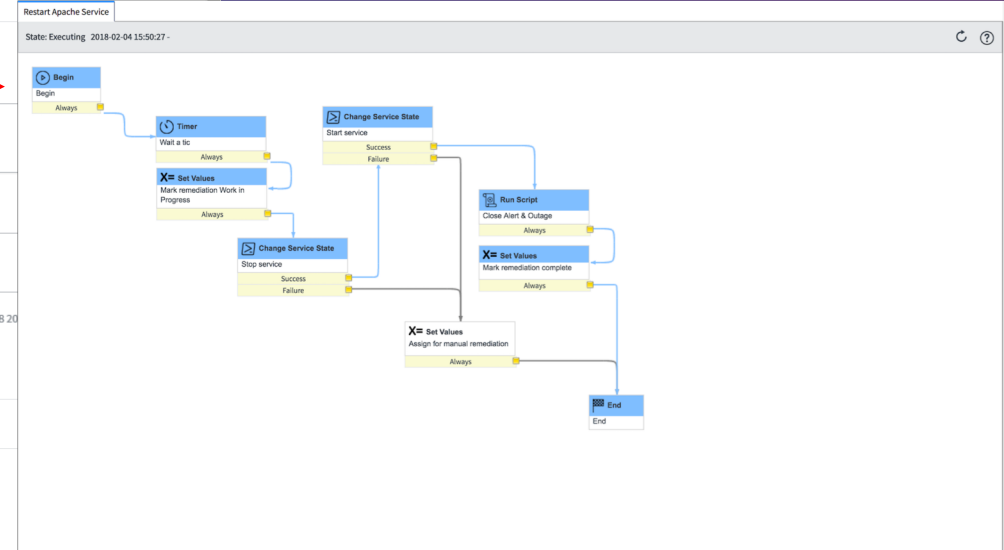
New

Opened by

Dynatrace Aoop

Priority

5 - Planning



Step 2: Self-remediate before failure

easyTravel Mobile
 Crash rate increase
 Problem 969

From Oct 2 17:52 - Oct 2 18:53 for 1 hour 1 minute

Impacted applications
easyTravel Mobile

eT-OpenStack-CustomerFrontend
 Long garbage-collection time
 Problem 567

From Oct 2 09:52 - Oct 2 09:57 for 5 minutes

Impacted components
eT-OpenStack-CustomerFrontend

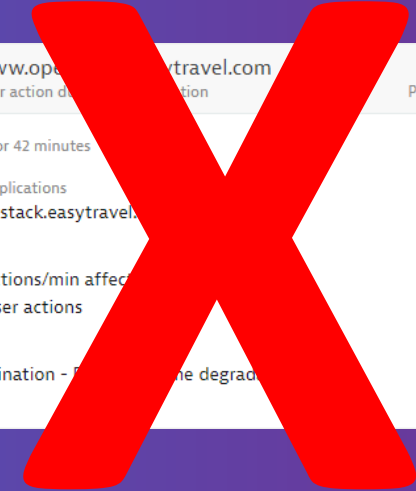
www.openstack.easytravel.com
 User action degradation
 Problem 808

Since 23:13 for 42 minutes

Impacted applications
www.openstack.easytravel.com

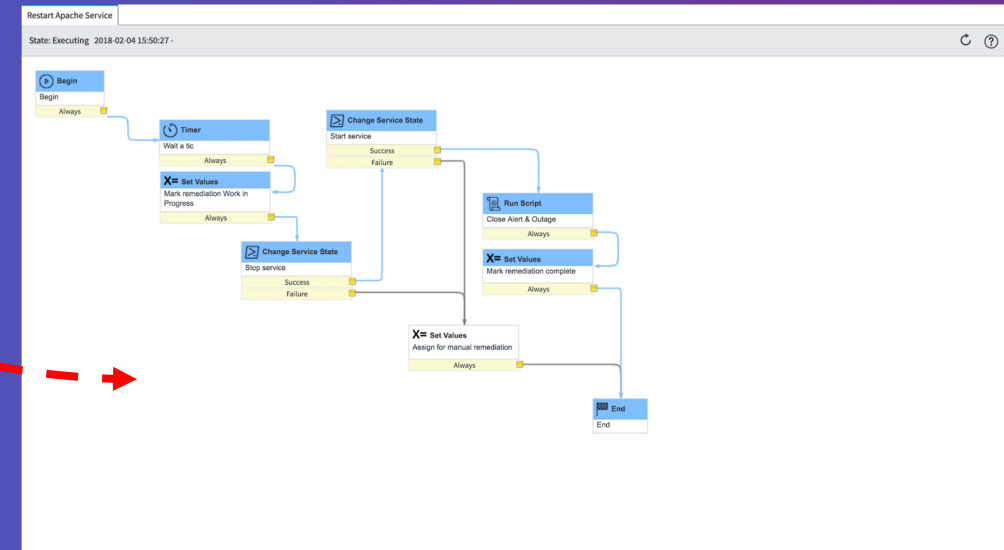
Impact
322 user actions/min affected
multiple user actions

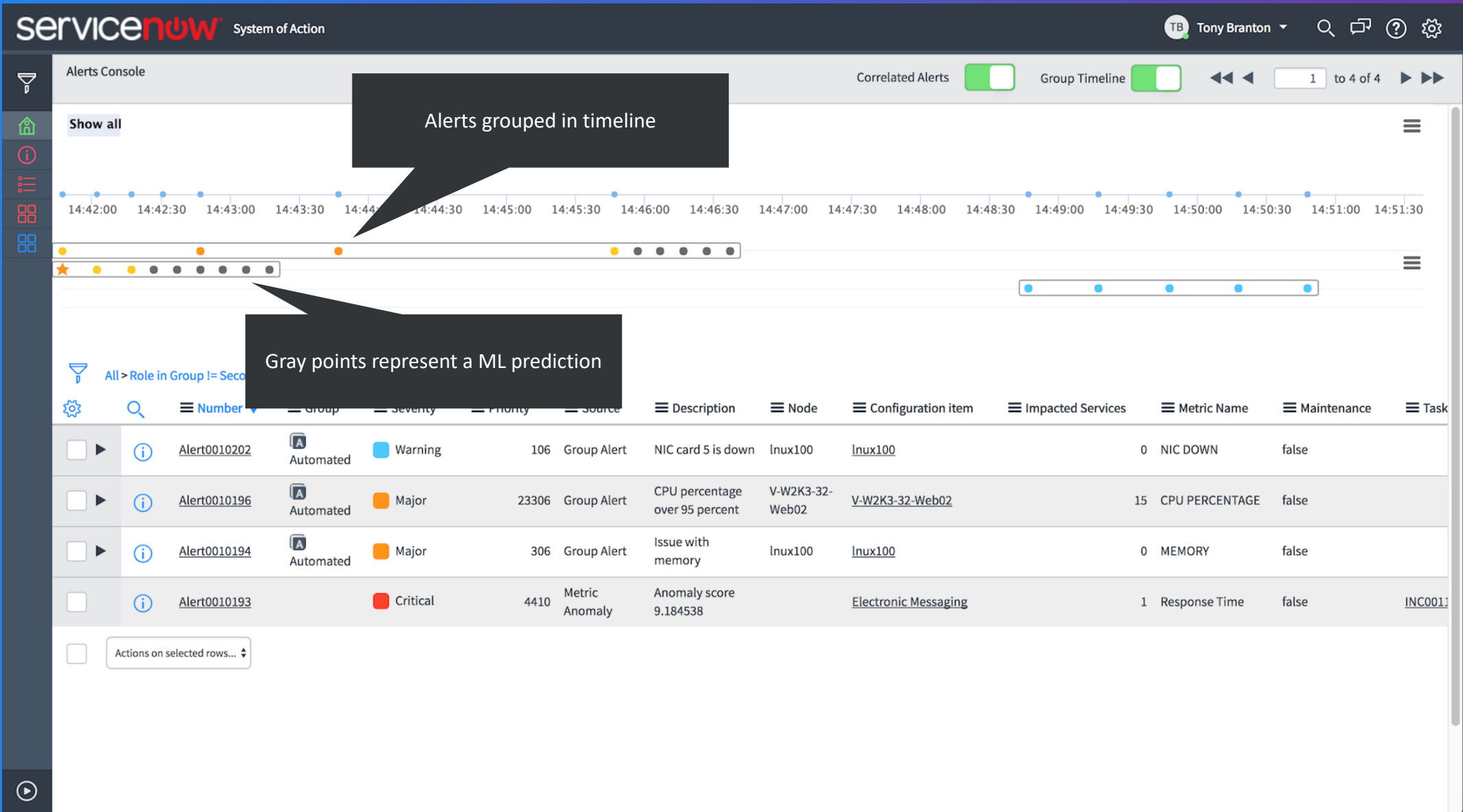
Root cause
CheckDestination - failed to connect to the degraded



IT **ZERO**
FAILURE

servicenow
Operational Intelligence





Alert0010215

Follow

Update

Create Security Incident

Quick Response

Create Incident

Maintenance

Close

Number

Alert0010215

Severity

Major

Source

Group Alert

State

Open

Node

V-W2K3-32-Web02

Acknowledged

☒

Type

CPU PERCENTAGE

Resource

CPU02

Configuration item

V-W2K3-32-Web02

Task

Description

CPU percentage over 95 percent

Metric Name

CPU PERCENTAGE

Message key

82d3ee15db481f0091213a2b7c961934

Knowledge article

KB0010004

Alert automatically linked to CI in CMDB

Feeding Knowledge base

Link knowledge article to instruct NOC

View Knowledge Article

/kb_view.do?sysparm_article=KB0010004

Impacted Services

Flapping

History

Activities

Additional Information

Impacted Services

1 to 17 of 17

Name

Severity

View Service

Class

Root CI Id

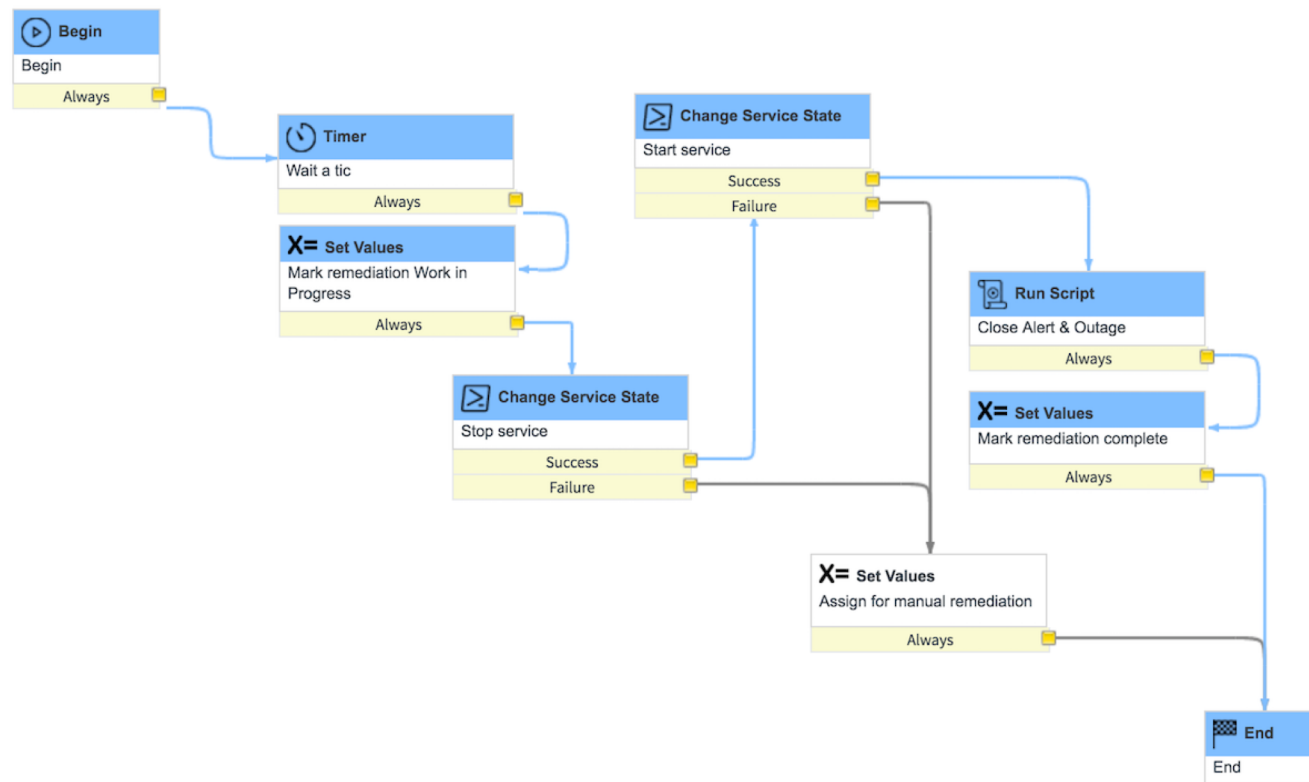
Electronic Messaging

Critical

Discovered Service

V-W2K3-32-Web02

Select Remediation options ...



 dynatrace + servicenow™ = *smarter together!*

Deep learning with Dynatrace artificial intelligence

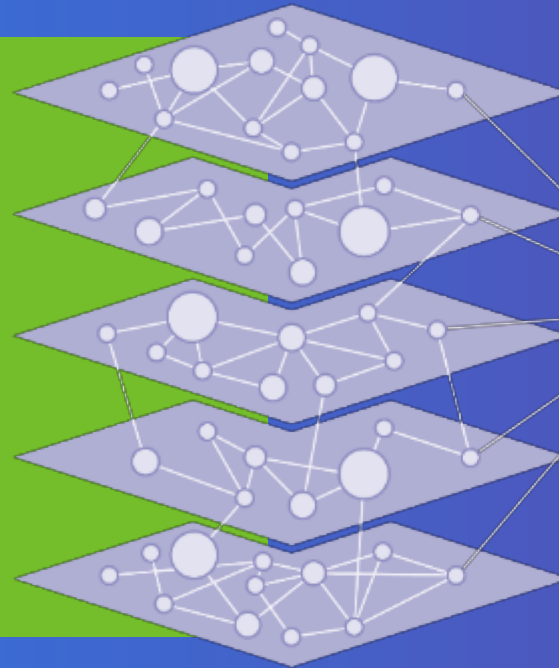
High fidelity, full stack data

Connected end-to-end

Advanced analytics

Actionable insights

Mobile Browse
Application rSyntheti
Code cServer
Database Mainfram
Network eLog &
Containe Events
Micro-service API
Cloud



Automated workflows

Automated problem detection

Automated root cause analysis

Natural language interface

All transactions, all the time

PurePath + Smartscape

Expert knowledge built-in

Causation gives answers

Auto instrumentation

Real-time dependency detection

Deterministic A.I.

Automate the effort

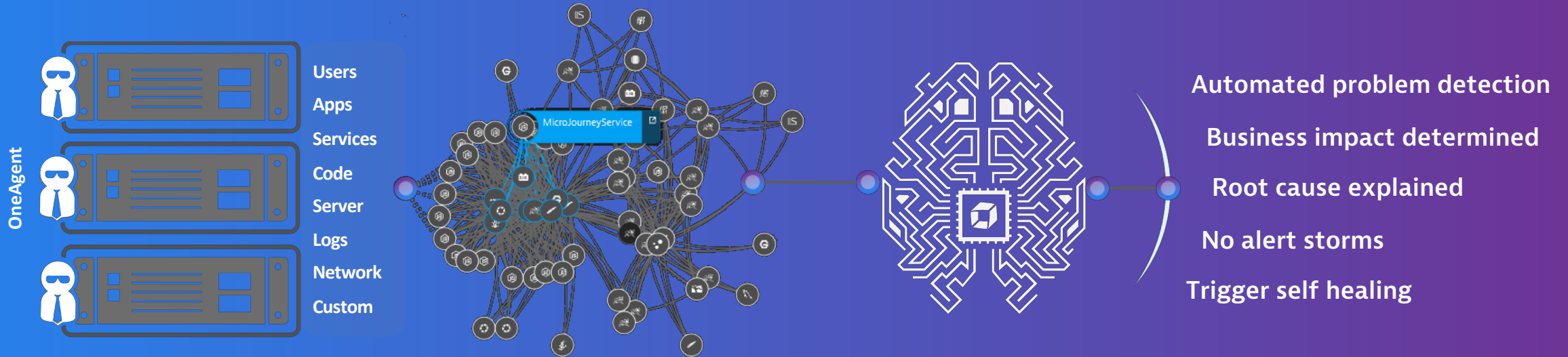
Better data makes Dynatrace A.I. and massive automation possible

High fidelity data

Mapped end-to-end

Deterministic AI

Answers + Action



Software Intelligence built for the enterprise cloud

Digital experience analytics

Application performance

Cloud, container, infrastructure



Incidents | CMDB | Event Management | Service Mapping

Combined value to customers



COMPLETE VISIBILITY

Get visibility and dependency of business services down to the container and microservice level



SERVICE AVAILABILITY

Proactive approach to improving service availability by using machine learning



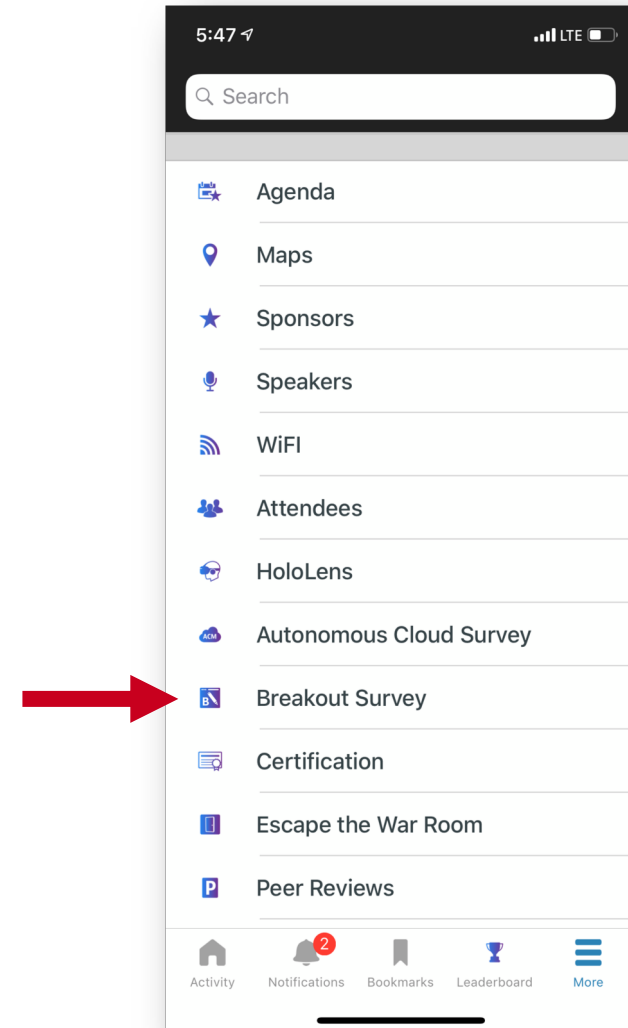
SERVICE DELIVERY

Reduced downtime and costs by proactive remediation

Let us know how we did!

- 2 minute survey
- Find it from the Perform app menu
- Complete survey for each breakout you attend

Track = Software Intelligence





Thank you

 dynatrace
Perform