

Benefits

ServiceWatch creates accurate service maps that show how business services are delivered across complex, dynamic IT infrastructures. Using these maps, IT staff can easily pinpoint the underlying causes of service issues, and can reliably evaluate the business and service impacts of planned infrastructure changes.

Unlike manual mapping methods that take weeks per service, ServiceWatch maps end-to-end services in as little as minutes. Not only does this save large amounts of time and money, it also ensures that maps keep pace with services that often change on a daily basis.

ServiceWatch tracks service-affecting infrastructure changes, and updates its service maps in real time as these changes occur. With ServiceWatch, IT staff always have the latest service topology information, and can also see how this topology changes over time.

Today, enterprises depend on mission-critical business services delivered by their IT organizations. Customer portals, financial applications, email, supply chain systems and a myriad of other crucial services need to work flawlessly – otherwise, customer service, productivity and profitability all suffer.

However, IT organizations often do not know how their business services are delivered. While traditional discovery tools find individual IT components, they do not show how these components work together to deliver a service. IT is left with a bottom-up technology view, rather than a clear understanding of how services are affected by infrastructure issues. This makes it very difficult to diagnose and resolve service impairments and outages, or to prioritize resolution of infrastructure issues based on service and business impact.

To create service visibility, IT organizations need to build service maps. These maps identify all of the IT components that support a service, along with the relationships between these components. Today, this is a labor-intensive manual process, taking weeks per service. Each map needs extensive inputs from multiple subject matter experts, and has to be validated and reworked several times before it is accurate. By the time the process is complete, the map is often obsolete because of further service topology changes. With tens – and often hundreds – of business services in an enterprise, manual mapping just does not scale.

ServiceWatch quickly discovers business services. It creates accurate service maps that show the mix of applications and IT components that support a service – and how they are related. It does this with minimal need for expert input, and maps services in a fraction of the time needed with manual approaches.



Surgical Service Mapping

Unlike indiscriminate ping and sweep methods, ServiceWatch discovers IT infrastructure in the context of a business service. Starting with the service entry point – such as a URL, queue or Citrix VDI client – it then traces the service across all technology domains. This creates a complete and accurate map of all of the applications, servers, databases, virtual machines, network connections and other IT components that support the service. This map also shows the service-level relationships that connect these components into an end-to-end service topology – crucial data that is not available from infrastructure discovery tools.

This patent-pending approach automates and accelerates service mapping by focusing on what is important – the business service. It also eliminates confusing and irrelevant infrastructure data, delivering clear, concise and complete service topology information.

Always Accurate and Up to Date

Once ServiceWatch has mapped a business service, it intelligently searches IT infrastructure and applications for changes that affect the way services are delivered. When ServiceWatch detects a change, it updates the related service maps in real time. This gives IT staff immediate access to up-to-date service topology data – even in dynamic IT environments that are in a constant state of flux.

ServiceWatch also maintains a complete history of service topology changes. This allows users to see the changes made to a service between any two points in time. Using this historical view, IT personnel can rapidly correlate changes with service issues – isolating problems more quickly, reducing mean-time-to-resolution (MTTR) and improving service quality.

Service and Technology Intelligence

ServiceWatch has built-in intelligence that allows it to quickly map business services.

These component-specific patterns provide a deep understanding of a wide range of applications and infrastructure components, including, but not limited to, the following vendors: Microsoft, IBM, Oracle, Cisco, HP, EMC, Siebel, Tibco, Sybase, MySQL, JBoss, Apache, SAP, VMware, Veritas, Citrix, NetApp, Alteon, Radware and other technologies.

ServiceWatch can also discover and map the most intricate infrastructure topologies. It understands concepts such as clusters and enterprise buses, and can trace services across these redundant and shared IT components.

ServiceWatch also contains an easy-to-use editor, which allows customers to create new patterns – or templates – for specific IT components for which an existing pattern doesn't exist.

Built for Virtualization and Cloud

Virtualization has provided IT organizations unprecedented agility and significant operational cost savings. However, it has dramatically amplified the rate of change in data centers and has increased management complexity. This makes it even more difficult to track rapidly evolving services.

ServiceWatch is specifically architected to discover and map business services in highly dynamic modern IT environments. It integrates directly with virtualization management systems such as VMware vCenter and Citrix XenCenter, allowing it to detect and respond to change events as soon as they occur.

Agentless, Lightweight and Secure

ServiceWatch does not require any agents to discover business services. It simply needs selected credentials to access IT and network devices. It then collects configuration information from applications, operating systems, middleware, routers and other IT components. This simplifies ServiceWatch installation and reduces

ongoing maintenance efforts, allowing ServiceWatch to be deployed very quickly.

ServiceWatch data collection is also very lightweight. It places negligible demands on network bandwidth and infrastructure. This is because ServiceWatch extracts just the targeted information needed to map services, instead of gathering huge volumes of unnecessary technical data.

In addition, ServiceWatch is designed to ensure security in sensitive data center environments. Credentials are held in encrypted storage on locally-deployed collectors within the data center, and are never sent to the main ServiceWatch console.

ServiceNow CMDB Integration

ServiceWatch is tightly integrated with ServiceNow Configuration Management, populating service maps into the CMDB to create a single system of record for service topology. This in turn enables an extensive range of other ServiceNow applications with information that makes them even more service aware.

ServiceWatch can act as the sole source of IT components for the ServiceNow CMDB, or it can overlay the service map onto existing configuration data by adding relationships to components. In both cases, ServiceWatch continually refreshes the CMDB to ensure that its service maps are always up-to-date and accurate.



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