

ServiceNow® Service Graph Connector for BigFix

Harness the wealth of BigFix's near real-time endpoint data to automatically enrich the ServiceNow® CMDB



Incident management, problem management, and change management are core functions of IT Service Management (ITSM). To effectively provide these services to end users, ServiceNow must know exactly what assets are in use with current, accurate configuration data for the areas of service impact analysis, asset management, compliance, and configuration management. The ServiceNow Service Graph Connector for BigFix helps organizations discover, track, and understand their assets by leveraging BigFix's extensive and near real-time endpoint and asset data to enrich ServiceNow's Configuration Management Database (CMDB) with both hardware and software data.

BigFix Inventory provides ServiceNow users with a single, cost-effective discovery solution for all your endpoints, regardless of type, location or connection. With support for over 90 different operating systems, BigFix Inventory provides accurate, up-to-date information from endpoints that are on-premise, in a cloud or hybrid-cloud, VPN-connected, or at home. By automating hardware and software discovery and synchronization with ServiceNow's CMDB, organizations can eliminate manual processes, inconsistency and incomplete asset data, thus delivering higher quality information to users who rely upon the ServiceNow CMDB.

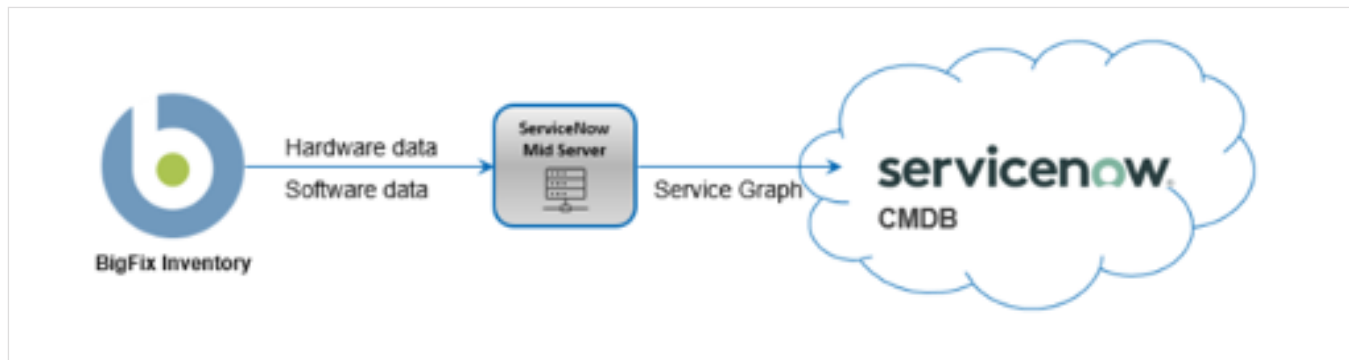
Organizations who patch their endpoints using BigFix can easily install BigFix Inventory and the Connector, increasing their return on investment in both BigFix and ServiceNow.

Highlights

- Automated discovery of endpoint hardware and software inventory data through BigFix
 - Hardware: Hostname, DNS name, OS, Network detail, CPU details, Disk details, RAM, Vendor, Serial number
 - Software: Publisher, Title, Release, Version details, Discovery Path
- Improves CMDB data quality, avoiding duplicate, misclassified, and inconsistent data. Easy to implement, Certified ServiceNow Application.
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- Effectively scales as data volumes grow.
- Eliminates manual effort often associated with maintaining an accurate CMDB.

Dataflow

Using the ServiceNow® Service Graph Connector for BigFix, BigFix Inventory collects near real time data about all endpoints -- regardless, of type, location or connection -- and enriches ServiceNow's CMDB. The Connector enables data transformation, if necessary, and allows administrators to preview changes before they are committed to the CMDB. Fully automated, synchronization of near-real-time endpoint data is also enabled, which reduces CMDB maintenance effort while improving the accuracy and value of the data to users of CMDB data.



The ServiceNow® Service Graph Connector for BigFix leverages ServiceNow's CMDB Identification and Reconciliation Engine (IRE). The IRE uses identification rules, reconciliation rules, and IRE data source rules when processing incoming data before inserting that data to the CMDB, which helps to maintain data integrity in the CMDB, prevent duplicate Configuration Items (CIs) by uniquely identifying CIs, and reconciles CI attributes by allowing only authoritative data sources to write to CMDB.

Availability and Prerequisites

The ServiceNow Service Graph Connector for BigFix is available from the ServiceNow app store at store.servicenow.com.

The ServiceNow Service Graph Connector for BigFix requires BigFix Inventory – version 10 or later – and supports ServiceNow Versions Orlando Patch 7+, Paris Patch 1+. All the requirements of the Connector are available in the ServiceNow app store.



For more information

To learn more about BigFix, contact your HCL Software representative, HCL Business Partner, or visit www.BigFix.com.

About HCL Software

HCL Software is a division of HCL Technologies that develops and delivers a next-generation portfolio of enterprise-grade software-based offerings with flexible consumption models, spanning traditional on-premises software, Software-as-a-Service (SaaS), and bundled managed services. We bring speed, insights and innovations (big and small) to create value for our customers. HCL Software areas include DevOps, Security, Automation, Application Modernization, Data and Integration Infrastructure, and several Business Applications. HCL embraces the real-world complexity of multi-mode IT that ranges from mainframe to cloud and everything in between while focusing on customer success and building 'Relationships Beyond the Contract.'

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