

# Sunbird ServiceNow Change Ticket and CMDB Sync



Data Sheet

## dcTrack Software

### Intelligent Capacity Management

- Available power, space, cooling, network ports and power connectors
- Search, place and reserve
- Business intelligence and analytics dashboards

### Change Management

- Workflow and audit log for all moves, adds and changes
- Requests, approvals and visual work orders
- Connect to your third-party ticketing and CMDB systems

### Accurate Asset Management

- All data center physical resources and power/network logical connections
- Rich 3D visualization of all assets, connections and cabinet elevations
- All asset attributes such as configuration, maintenance and unlimited custom fields

## Workflow Process Automation

Simplify, automate and enhance your existing ServiceNow (SNOW) deployment with Sunbird's SNOW connector which syncs Sunbird's dcTrack DCIM Operations software to your SNOW instance. This creates seamless flow-through operations within your organization and dramatically simplifies how people work.

- Change requests in SNOW automatically feed and create tickets in dcTrack
- SNOW can display and report dcTrack ticket status and progress
- Automatically correlates critical data for change requests related to installation or decommissioning of data center equipment

## Asset Sync

- Sunbird's certified ServiceNow app automatically syncs dcTrack with your SNOW CMDB.
- This bi-directional connector allows assets to be created in either dcTrack or ServiceNow with the asset being instantly created and synced between both.
- Authorized users of either system can view, create and update attributes such as location, status and serial number via either system.
- dcTrack's business intelligence dashboards provide accurate capacity, asset and change analytics such as available network ports, assets by status, and requests per user.

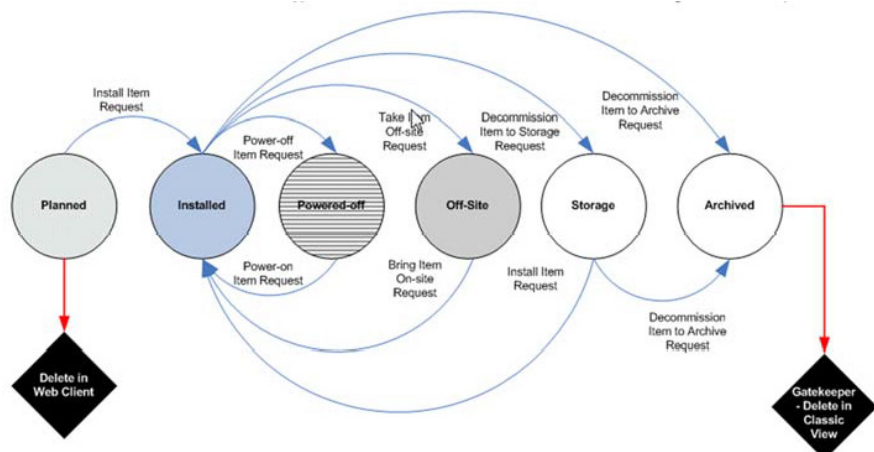
## Benefits

- Drive faster changes in the data center resulting in speed to getting business services online
- Synchronize data and maintain SNOW accuracy
- Improve cross-functional teamwork, transparency, and productivity of IT and Data Center Operations staff

*“Using [dcTrack] to maintain documentation of assets' placement, data and power connections is easy and logical... It is our source of truth for what's in the data centers.”*

Rob Hansen, Engineer II Data Center Infrastructure Systems, **Comcast**

## Full Asset Configuration Lifecycle





# Sunbird ServiceNow Change Ticket and CMDB Sync

## Change Ticket API Work List

Ticket Status	Ticket Number	System vendor	Ticket Action	Location	Description	Creation Date	Due Date	Update Date	Last
Received	CHG0030073	ServiceNow	Add Item		long des	11/02/2015			
Received	CHG0030072	ServiceNow	Add Item	SITE A	Please install an HP	10/06/2015			10/06/2015
Received	CHG0030071	ServiceNow	Add Item		I want a d380 syst	10/07/2015			10/07/2015
Received	CHG0030069	ServiceNow	Add Item	SITE A	Add a CL380 to rack	08/20/2015			08/20/2015
Received	CHG0030068	ServiceNow	Add Item		Add CL380 to Rack	08/20/2015			08/20/2015
Received	CHG0030067	ServiceNow	Add Item		No Description Pro	08/20/2015			08/20/2015
dcTrack Workorder Unavail	TKT0903	SMC	Add Item	SITE A	Please add device s	07/02/2015			06/10/2015
Incomplete	TKT0902	SMC	Add Item	SITE B	Add HP/AlphaServer	07/02/2015			07/02/2015
Complete	TKT0901	SMC	Add Item	SITE B	Add HP/AlphaServer	07/02/2015			06/10/2015
Received	CHG0030057	ServiceNow	Add Item		Please add a new C	06/10/2015			06/10/2015
Received	CHG0030056	ServiceNow	Add Item		No Description Pro	06/10/2015			06/10/2015
Received	CHG0030055	ServiceNow	Add Item		Add HP ProLiant DL	06/09/2015			06/09/2015
Received	CHG0030049	ServiceNow	Add Item		No Description Pro	06/09/2015			06/09/2015
Received	CHG0030048	ServiceNow	Add Item	SITE A	Add HP ProLiant DL	06/09/2015			06/09/2015
Received	CHG0030043	ServiceNow	Add Item	SITE A	add a CL380	06/09/2015			06/10/2015
Incomplete	CHG0030039	ServiceNow	Add Item		add item yst	06/10/2015			06/10/2015
Received	CHG0030037	ServiceNow	Add Item		Add new CT600 Ch	06/10/2015			06/10/2015
Received	CHG0030036	ServiceNow	Standard Item		Decommission serv	06/10/2015			06/10/2015

## Bi-directional Interface for Service Tickets

Process Add Item Ticket

Ticket Number: TKT0903

Description: Add HP/AlphaServer DL380 with two LAN ports and power port

Location: SITE A

Item Name: ET-SYSENGSRV-901

Class: Device

Subclass: Rackable

Item Status: N/A

Item Request Stage: N/A

Make: HP

Model: Alpha DL380

Cabinet: 1A

U Position: 15

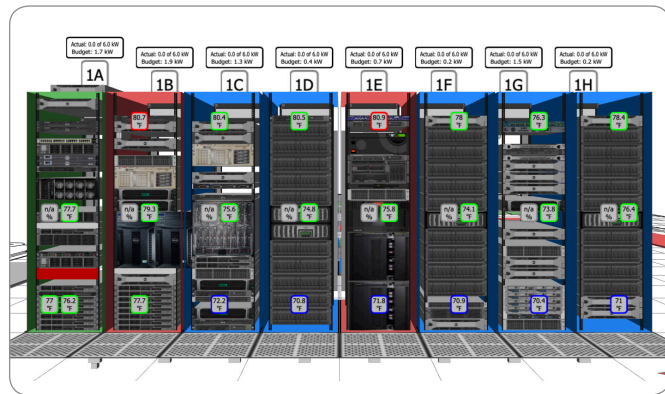
Rack Used: AlphaServer DL380

Orientation: N/A

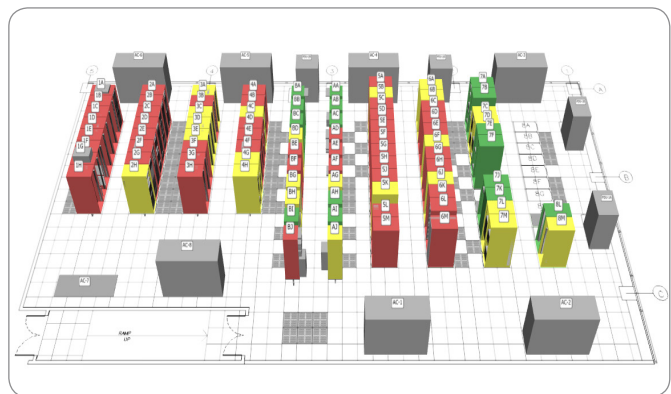
Row Label: N/A

Buttons: Save, Proceed to Item

## 3D Cabinet Elevation View



## Space and Power Capacity Visualization



## Certified App on ServiceNow Store

Certified Apps | ServiceNow Products | OEM Solutions | Catalyst Solutions | Validated Solutions | Events

**Sunbird dcTrack DCIM Connector**

DCIM that's fast, easy, and complete.

Sunbird Software, Inc.

Compatibility: Madrid, London, Kingston Other Versions

Pricing: Free

**Summary**

Sunbird Software is changing the way data centers are being managed. With a focus on real user scenarios for real customer problems, we help data center operators manage tasks and processes faster and more efficiently than ever before, while saving costs and improving availability. We strive to eliminate the complexity they have been forced to accept from point tools and home grown applications, removing the dependency on emails and spreadsheets to transform the delivery of data center services. Sunbird delivers on this commitment with unexpected simplicity through products that are easy to find, buy, deploy, use, and maintain. Our solutions are rooted in our deep connections with our customers who share best practices and participate in our user groups and product development process. The Sunbird dcTrack DCIM Connector allows seamless integration with ServiceNow via CMDB APIs to be used by dcTrack to provide updates to the CMDB on the designated events. The connector allows the events to be configured as needed, coinciding with transitions in the change management asset lifecycle status and request lifecycle status. Configuration item information is automatically synchronized from one system to the other, dramatically simplifying data exchange while improving Configuration Item data accuracy.

Visit the **ServiceNow App Store** and download the Sunbird dcTrack DCIM Connector today!

servicenow | Store

## Call 732.993.4476 or visit **SunbirdDCIM.com**

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Based in Somerset, NJ, Sunbird serves over 1,300 DCIM customers worldwide. For more information, please visit SunbirdDCIM.com.

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