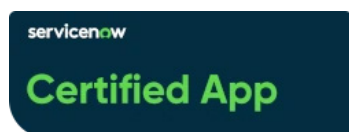




Sunbird ServiceNow CMDB and Ticket Sync



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

“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**

Asset and CI Sync

Sunbird’s certified ServiceNow app automatically syncs dcTrack with your SNOW assets and CIs.

- This bi-directional connector allows assets and CIs—including relationships—to be created in either dcTrack or ServiceNow, with updates automatically synced between both systems, including standard and custom fields
- Supports all dcTrack classes including devices, network equipment, rack PDUs, data panels, cabinets, UPS, floor PDUs, HVAC, and more
- Models not present in the SNOW model catalog can be automatically added.
- Authorized users of either system can view, create and update attributes such as location, status and serial number via either system.
- Supports OAuth2 authentication for connectivity between dcTrack and ServiceNow
- Circular updates sync all mapped fields on both systems upon initial item integration, connector filtering excludes ineligible assets for efficient integration, and parent class field mappings automatically apply to all child classes to reduce configuration effort.
- dcTrack’s business intelligence dashboards provide accurate capacity, asset and change analytics such as available network ports, assets by status, and requests per user.

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.

- Request, change, and incident tickets can be bidirectionally created and updated between SNOW and dcTrack
- Linked assets and CIs are automatically attached to integrated tickets
- 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

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



Sunbird ServiceNow CMDB and Ticket Sync

eBay Automated Data Entry for 600 Daily Activities

eBay uses Sunbird's dcTrack to remotely manage over 400 cabinets. They needed to reduce the manual effort of managing their data centers because with 600 updates being entered into ServiceNow every day, they didn't have the time to enter everything a second time in dcTrack.

"It's pretty significant if you were to think about having to do this manually or techs having to contact [us] as admins and say, 'Hey, can you do this? Can you update this?'" said Ken Torres, GCS Data Center Engineer. "It would just be almost a nightmare. But it isn't for us anymore because we are integrated and in pretty good shape."

eBay carried out a comprehensive integration plan in phases that involved cross-functional collaboration on which fields would be synced across both systems and how they would be integrated.

"We are actually realizing much of the value of [integration]," said Torres. "We started out by targeting to significantly reduce database reconciliation between the two database platforms and we targeted the daily activities of adds, moves, changes, retiring assets, and things like that. Those are the routine things that happen in ServiceNow, and we needed to automatically populate them in dcTrack. We actually achieved that so that's cool."

[Watch eBay discuss their ServiceNow integration.](#)

Bi-Directional Asset & Ticketing Support

Central System	Last Updated On	Ticket Number	Ticket Type	Ticket Purpose	Other Purpose
Jira Ticket	05/19/2022 01:46 PM	TICKET-56	Task	from dot	Other
Jira Ticket	04/06/2022 02:30 PM	TICKET-38	Sub-task	from dot	Other
ServiceNow	03/22/2022 10:25 AM	REQ0010118	Request	install and place new server	Other
Jira Ticket	06/14/2022 03:41 PM	TICKET-75	Task	install circuit	Install Circuit
ServiceNow	03/06/2022 11:23 AM	REQ0010104	Request	install item	Install Item
Jira Ticket	04/15/2022 03:54 PM	TICKET-33	Task	install item	Other
Jira Ticket	03/11/2022 03:42 PM	TICKET-32	Task	install item: TICK-PROJ-IT...	Install Item
ServiceNow	03/17/2022 10:48 AM	REQ0010067	Request	install new server	Install Item
ServiceNow	03/14/2022 05:40 PM	REQ0010108	Request	install new server	Other
ServiceNow	03/16/2022 01:28 PM	REQ0010116	Request	install request	Other
ServiceNow	03/21/2022 06:40 PM	REQ0010068	Request	install item	Install Item
Remedy Ticket	01/14/2022 11:50 AM	CRK0000000000007	Change	install server	Other
Jira Ticket	07/27/2022 12:08 PM	TICKET-70	Sub-task	install task	Install Item
Remedy Ticket	03/22/2022 09:10 AM	CRK00000000000237	Change	Memory upgrade	Other
Remedy Ticket	01/11/2022 05:27 PM	CRK00000000000208	Change	Memory upgrade	Other

World Bank Automated Asset Lifecycle Management and Ticketing

The World Bank manages a global footprint spanning 250 racks, 80 headquarters telco closets, and nearly 400 closets across 180 countries. They needed to reduce the manual effort of asset management and wanted to break down data silos.

"Global asset management is complicated with lots of interactions and hand-offs taking place trying to get equipment and systems to their final locations," said Frank Butler, Senior Project Officer. "We can use the integration with dcTrack and ServiceNow to validate that systems are where they are supposed to be and can manage them throughout the asset lifecycle."

To bridge the gap for remote teams, the World Bank integrated SAP, ServiceNow, and dcTrack to automate the asset lifecycle from procurement to deployment. Now, approved purchase orders automatically generate assets in dcTrack, and technicians receive direct links inside ServiceNow tickets to see the exact cabinet and connections before working onsite.

"They can see the exact device that they're looking at to add cables to, move, or dispose of," said Butler. "We've put links in our ServiceNow tickets that...take them right to the asset information and right to the cabinet."

[Read the World Bank case study.](#)

Certified App on ServiceNow Store

Sunbird dcTrack DCIM Connector
Sold by Sunbird Software, Inc.

App details

- Summary
- Description
- Key features
- Reviews and reviews
- Links and documents
- Licensing requirements
- Terms and conditions
- Contacts

Version details

- Version summary
- Dependencies
- Release notes
- Requirements

DCIM that's last, easy, and complete

dcTrack 7.0 Asset Management
dcTrack Visualization

Asset Management That's Fast, Easy, and Complete!

Visualization That's Fast, Easy and Complete!

Watch on YouTube

Call 732.993.4476 or visit SunbirdDCIM.com

Based in Piscataway, NJ, Sunbird serves over 2,000 DCIM customers worldwide. For more information, please visit SunbirdDCIM.com.

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