

IBM Turbonomic and ServiceNow

Providing responsible agility
for IT and DevOps teams



Highlights

Work at DevOps speed,
minimize risk and
encourage collaboration

Give applications the
resources they need,
when they need them

Provide a single source
of truth during auditing

Integrate Turbonomic
actions into ServiceNow
change workflows

Digital transformation is driving organizations to increasingly develop and deploy more complex, highly distributed, mixed applications. It has never been more challenging to assure that applications deliver exceptional user experiences that drive positive business results and beat the competition. To help stay ahead of complexity and sustain application performance, IT operations and development teams need to move from a reactive state to one that works intelligently for the business.

Clients use IBM® Turbonomic® to continuously support applications and provide the correct allocation of infrastructure resources they need to perform across essentially any environment. Clients also use ServiceNow to handle the change management and configuration workflows. The integration of IBM Turbonomic and ServiceNow enables organizations to work at DevOps speed by recording, approving and tracking IBM Turbonomic decisions and actions to help ensure application performance.



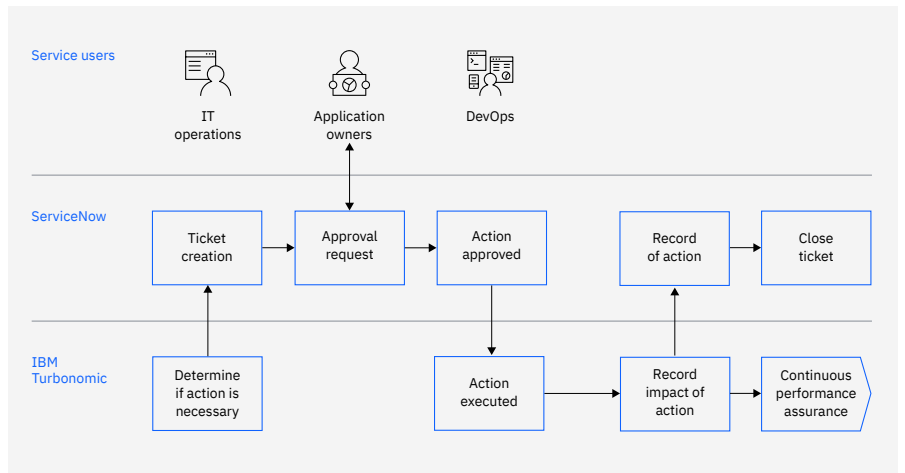


Figure 1. Review, approve and track IBM Turbonomic actions in ServiceNow

The ServiceNow integration enables IT and development teams to collaborate, approve and track changes based on prescribed actions through IBM Turbonomic. The integration aligns the benefits of IBM Turbonomic with existing IT processes and workflows. By using the joint solution, clients can realize a variety of benefits.

Work at DevOps speed

By integrating IBM Turbonomic with ServiceNow, users can harness the power of automation and intelligent resource optimization. You can enable streamlined workflows, minimize operational risks and foster seamless collaboration between teams.

Applications get the resources they need, when they need them

Automate critical actions seamlessly in real time, without the need for human intervention. IBM Turbonomic provides your applications with the correct allocation of compute, storage and network resources at every layer of the stack.

Single source of truth

Work confidently relying on a single source of truth for audits of IBM Turbonomic actions. Automatically create records within ServiceNow of both actions generated and actions taken, providing additional reporting and visibility.

Integrate Turbonomic actions into ServiceNow change workflows

Enable IT and development teams to review and approve the execution of IBM Turbonomic decisions from ServiceNow. Subsequently, you can easily track the actions implemented by IBM Turbonomic in ServiceNow.

**Why IBM?**

IBM is one of a limited number of companies with AI-powered automation capabilities that span both business and IT. This technology, when used by clients of IBM, can help assure application performance and governance by dynamically resourcing applications across hybrid and multicloud environments. With IBM, you can rely on fully automated actions that give applications what they need to perform while adhering to your business policies.

For more information

To learn more about IBM Turbonomic, please contact your IBM representative or IBM Business Partner, or visit ibm.com/products/turbonomic.

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