

IBM Turbonomic and ServiceNow

Responsible agility for
IT and DevOps teams

Highlights

Work at DevOps speed, minimize risk and encourage collaboration

Applications get the resources they need when they need them

Single source of truth during auditing

Digital transformation is driving organizations to increasingly develop and deploy more complex, highly distributed, mixed applications. It has never been more challenging to assure applications deliver exceptional user experiences that drive positive business results and beat the competition. To stay ahead of complexity and ensure 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® Application Resource Management (ARM) to continuously assure applications get the infrastructure resources they need to perform across essentially any environment. Clients also use ServiceNow to manage the change management and configuration workflows. The integration of IBM Turbonomic ARM and ServiceNow enables organizations to work at DevOps speed by recording, approving and tracking IBM Turbonomic decisions and actions to help ensure application performance.



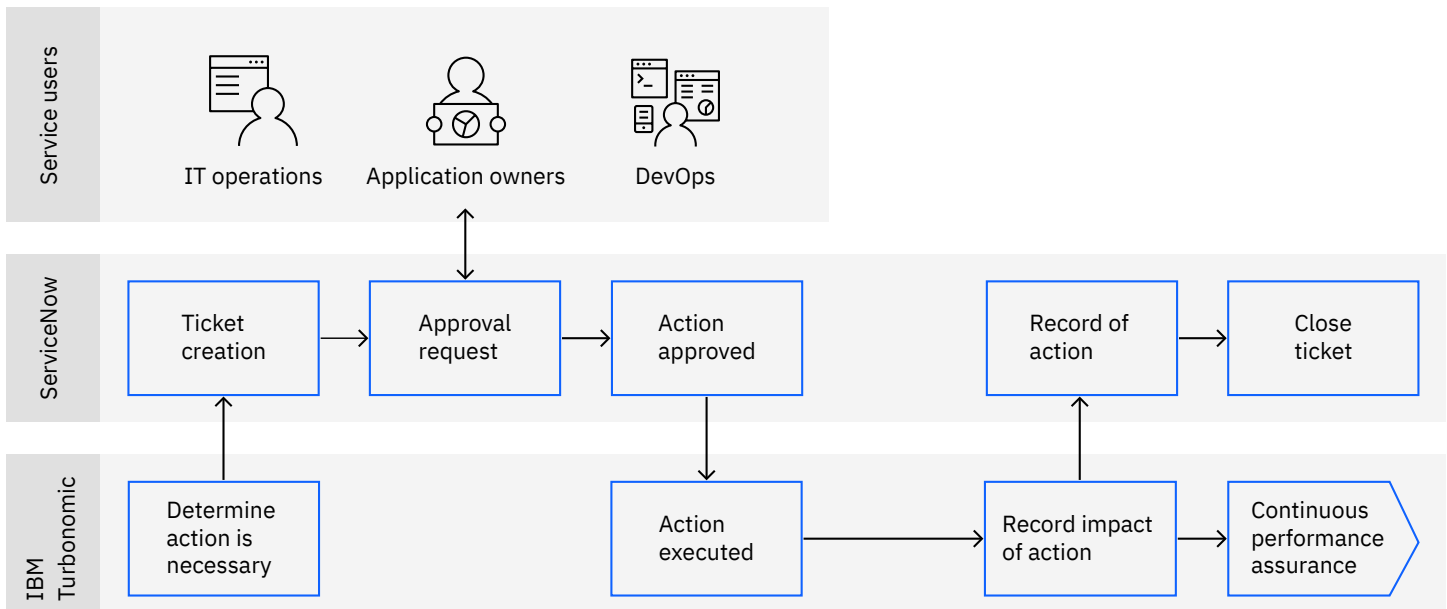


Figure 1. Review, approve and track IBM Turbonomic actions in ServiceNow.

Help assure application performance at DevOps speed

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 ARM with existing IT processes and workflows. By using the joint solution, clients realize the following benefits:

- Single source of truth for audits of IBM Turbonomic actions. Automatically create records within ServiceNow of both actions generated and actions taken for additional reporting and visibility.
- Integrate IBM Turbonomic actions into ServiceNow Change workflows. Enable IT and development teams to review and approve the execution of IBM Turbonomic decisions from ServiceNow. Subsequently track the actions implemented by IBM Turbonomic in ServiceNow.

Why IBM?

IBM is one of the few companies with AI-powered automation capabilities that span 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, gain fully automated actions to ensure applications get what they need to perform while adhering to your business policies.

Learn more

For further information, visit ibm.com/cloud/turbonomic.

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