



IP Fabric | ServiceNow

Make use of rich, insightful, contextualized data intelligence to lower MTTR, bring a proactive approach to your trouble resolution, and give your teams what they need to work efficiently with ServiceNow (IT Service Management, CMDB) and IP Fabric (automated Network Assurance).





Your Challenge

- 1 ServiceNow is the repository for your device inventory and config, addressing details, host attachment – but you have no way to validate that the data you have collected matches your actual IT estate.
- 2 You're spending a lot of time gathering contextual information when a ticket is raised, raising your mean time to resolution.
- 3 ServiceNow maps out the change process but cannot measure the success of the change itself. Manual intervention is required to achieve this, disrupting trust in the overall change process.



Our Solution

IP Fabric retrieves data from the network, analyzes it and makes the results of that analysis available to ServiceNow over the Web UI or an automated process over its API.

IP Fabric enhances your operational ecosystem and unleashes the full potential of your tooling.



Benefits

- Slash MTTR down by 50% or more due to more comprehensive ticketing.
- Confidence when making changes to the network, and in automation projects overall.
- Proactively manage the lifecycle of your inventory

What can they do together?

01

Use data from IPF to enrich ServiceNow tables for Ticket Resolution, Change Management, Inventory Life Cycle Management

IP Fabric uses snapshots of your actual network state to ensure data collected in ServiceNow is up-to-date and validated, including

- Network device inventory and configuration
- Addressing details – summaries, subnets, address allocation, VLAN allocations
- Host attachment - identifying the dependencies between hosts and their network service – switch ports, default gateways, load balancer rules, firewall policy

02

Create tickets from intent rules

IP Fabric uses intent checking to define a series of rules based on the data that IP Fabric gathers and recalculates those rules every time a snapshot is taken. If remediation activity is required, you can automatically create a ServiceNow ticket.

03

Enrich tickets using IPF data

Extract IP Fabric data (including diagrams and path lookup simulation information) to place in the trouble ticket to aid problem resolution. Increase the amount of tickets that can be solved by the first layer of triage, and make it easy to discern what needs more support.

04

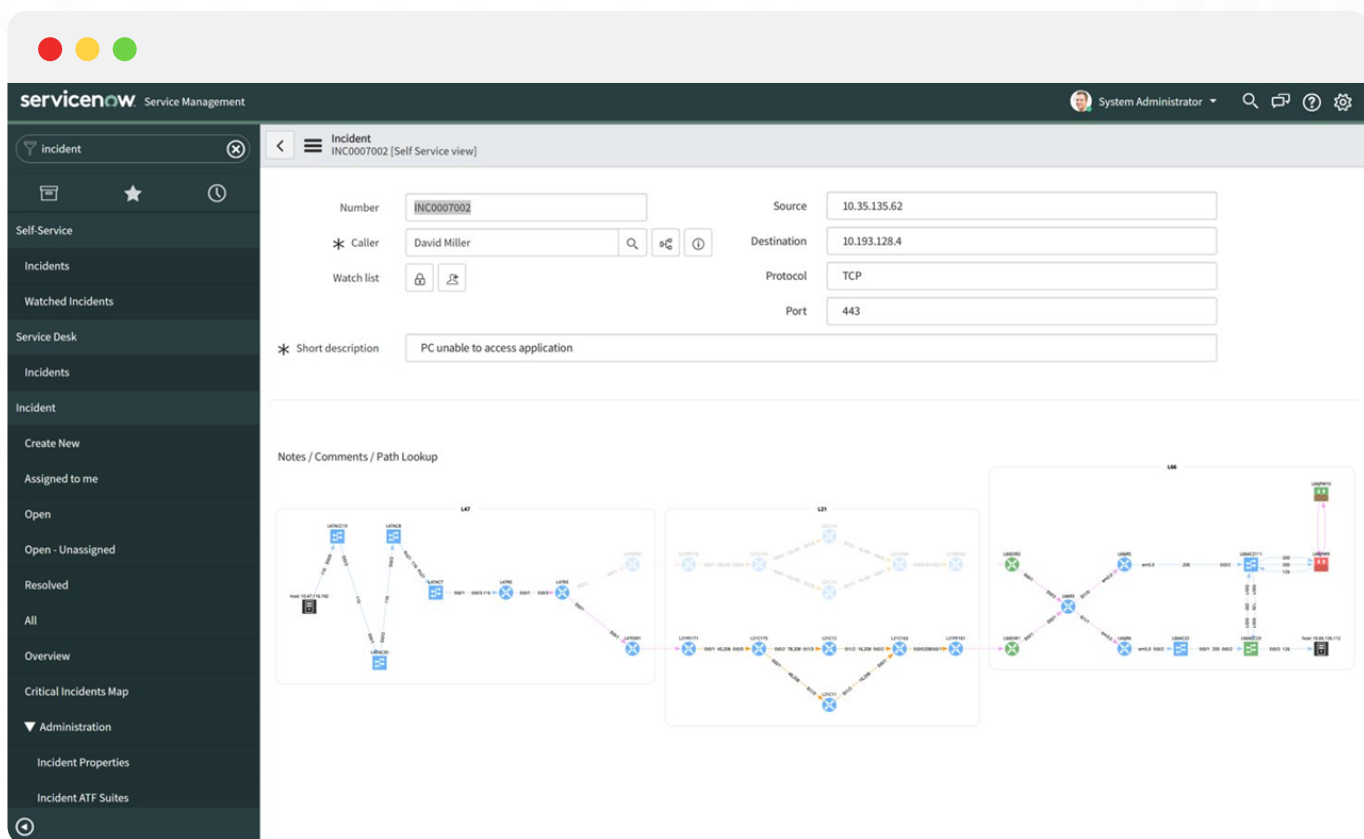
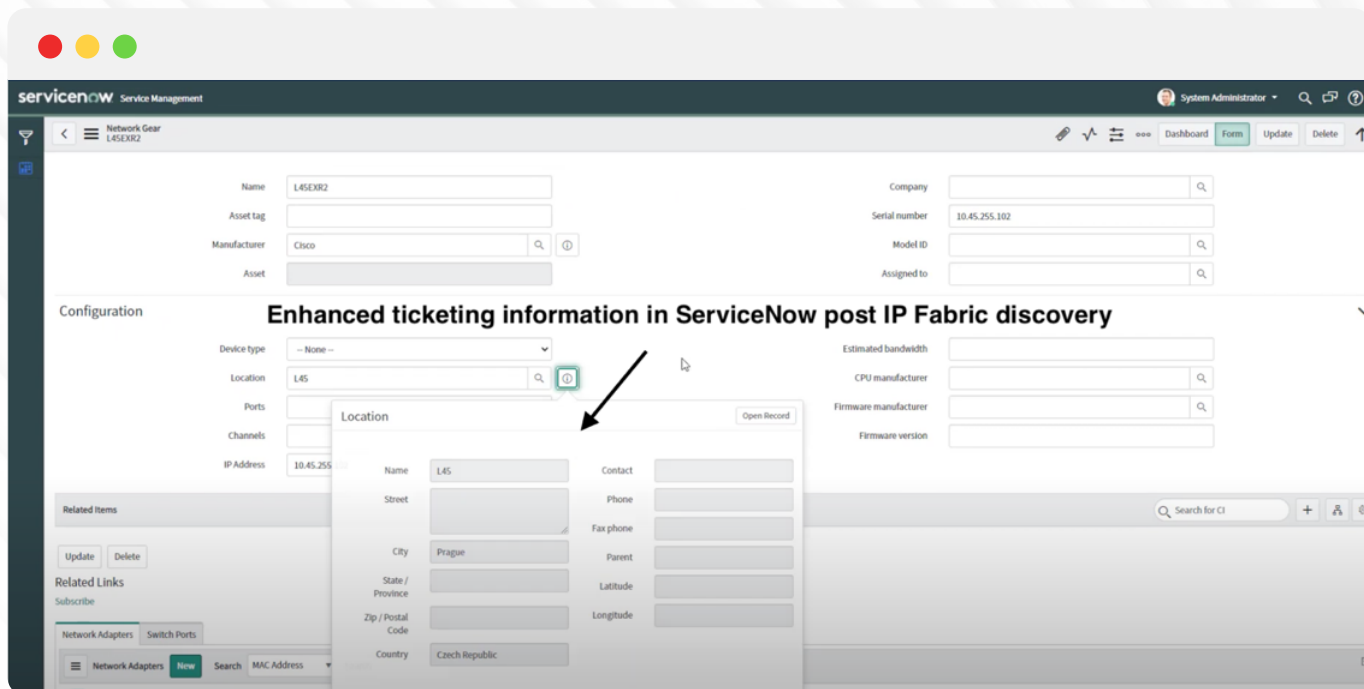
Integrate with change process

Elevate ServiceNow's well-defined change management flow by validating the success of your implemented change.

05

Use ServiceNow data in IPF

Although most of the data IPF uses comes from our discovery of the network, we can use site data from ServiceNow to ensure that your data classification across tooling is kept consistent.



How do I get started?

- Your tooling team managing ServiceNow + your IP Fabric systems engineering resource/services partner can work together to kick this off.
- Develop an integration specific for your organization – in which case, refer to the [Awesome IP Fabric list](#) to see what others have developed and shared.
- Ask questions on the [Community Fabric Discord server](#) in the #integrations channel!



ABOUT **IP FABRIC**

IP Fabric is solving Network Assurance for large enterprises by creating a digital twin of the entire network infrastructure, containing information about every technology and protocol, and capable of simulating forwarding and security scenarios. IP Fabric's network model is also used as a Network Source of Truth for network automation initiatives, serving as an API for the entire network. IP Fabric was recognized by Gartner as Cool Vendor in Network Automation for 2022.



Don't take our word for it

REQUEST A DEMO

Request a demo and discover how to increase your networks visibility & get better time efficiency.



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