ActiveBatch Extension for ServiceNow

Improve Incident Management and Resolution with IT Automation

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The Challenge/Problem

Workloads are growing and IT is pressed for time, often working additional hours to complete critical, day-to-day processes. Manually processing incidents only compounds these issues, forcing IT to postpone critical projects for routine tasks.

Integrating ServiceNow with ActiveBatch IT Automation can help.

The Solution

The ActiveBatch Extension for ServiceNow enables users to build and run ActiveBatch workflows that fulfill service requests within ServiceNow. ActiveBatch workflows can be integrated with ServiceNow in four ways:

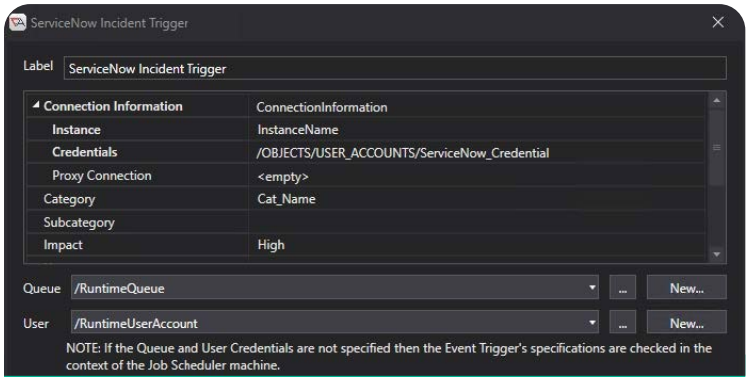
ActiveBatch Job Steps for ServiceNow:

- Query Incidents
- Open Incident
- Update Incident
- Resolve Incident
- Close Incident
- Get Incident

01. Via ActiveBatch Job Steps designed for ServiceNow;
02. By implementing ActiveBatch Alert Notifications;
03. With ActiveBatch event-triggers for ServiceNow; and,
04. By triggering ActiveBatch workflows from within ServiceNow.

The ActiveBatch Extension for ServiceNow is bi-directional, meaning ServiceNow requests can be fulfilled from within ActiveBatch, while ActiveBatch workflows can also be triggered from within ServiceNow.*

This allows organizations to orchestrate incident-related tasks across IT environments and applications, including business workflows for SAP, Microsoft Dynamics AX, Oracle, and many more.



With ActiveBatch's ServiceNow Incident Trigger, users can specify ServiceNow events that will trigger ActiveBatch workflows.

How it Works

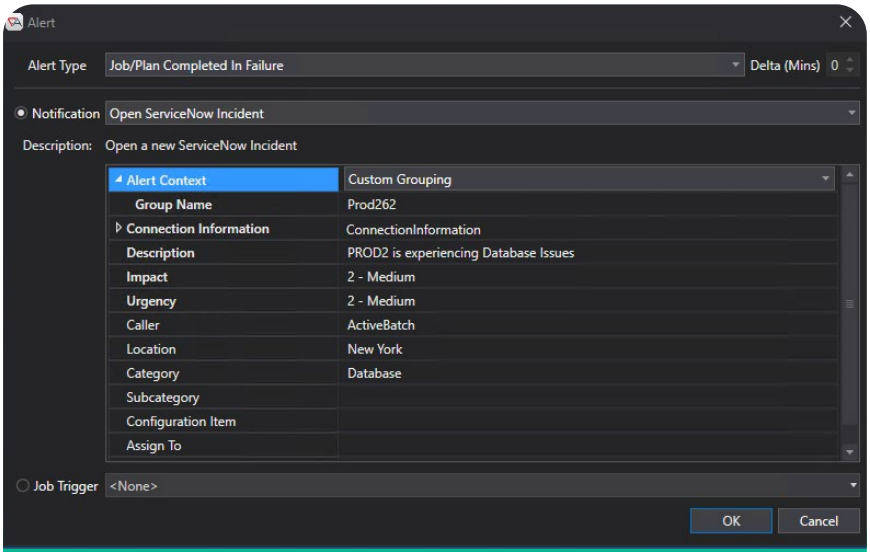
ActiveBatch can be used to monitor ServiceNow so that when a specified event takes place within ServiceNow, it triggers processes in other applications and systems. This allows users to automate a wide variety of actions, including creating or updating Active Directory accounts, provisioning systems, resetting passwords, and more, whenever prompted by an incident within ServiceNow.

ActiveBatch Alerts for ServiceNow:

- Open ServiceNow Incident
- Update ServiceNow Incident
- Resolve ServiceNow Incident
- Close ServiceNow Incident

Going in the other direction, workflows within ServiceNow can incorporate ActiveBatch processes, meaning users can trigger ActiveBatch tasks from within ServiceNow workflows.

Users also have the option of setting up ActiveBatch Alert Notifications designed specifically for the ServiceNow integration. These alerts can be used to notify IT of errors or delays, and can even open, close, update, or resolve ServiceNow Incidents.



Save time by using ActiveBatch alerts to notify IT of errors or delays and to open, close, update, or resolve ServiceNow Incidents.

Examples

01. When a business user requests a new virtual machine, the request can trigger an automated ActiveBatch workflow that provisions the machine without manual intervention.

02. If an ActiveBatch workflow fails because of a database issue, an ActiveBatch Alert can open a ServiceNow incident to notify IT of the issue.

Benefits

The ActiveBatch Extension for ServiceNow allows IT to minimize manual intervention to create, update, resolve, and close incidents within ServiceNow. By automating these routine, manual processes —such as resetting passwords, provisioning machines, or updating accounts— IT personnel are able to dedicate more time to higher-value pursuits.

By creating automated, end-to-end workflows that seamlessly integrate with ServiceNow without the need for custom scripting, IT is able to better serve customers and end-users, with fewer manual processes, faster results, and fewer errors. In other words, the ActiveBatch Extension for ServiceNow can help IT significantly improve service levels.