

Automate Incident Response with NetBrain’s ServiceNow App

Solution Overview

NetBrain’s free, certified ServiceNow application is designed to integrate NetBrain Automation with existing IT operational workflows. NetBrain enhances all ITSM event processing stages including Problem, Incident, and Change. You can integrate ServiceNow with NetBrain to reduce operational costs, minimize risk, and improve customer reputation through better quality of service.

ITSM Challenges Today

An ITSM framework is built to achieve cost savings and improve productivity across IT teams through process automation. Several critical challenges for Network Operations remain with ITSM:

- ITSM solutions lack visibility of the underlying network infrastructure
- Details within a ticket are lacking because much of the activity is conducted outside of the ITSM solution and is not documented
- There is no integrated network automation within the ITSM workflow

NetBrain Automation for Incident Response

NetOps teams need a new operating model to handle increasingly overwhelming demands to provide quality service. A proactive, automation-focused framework for incident response is a must.

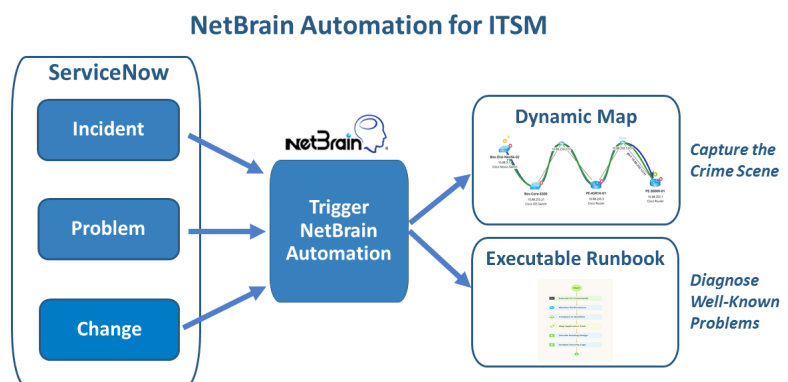
NetBrain fits seamlessly into existing ServiceNow workflows, enabling **faster and safer incident response, cross-silo IT collaboration**, and **continuously reduced MTTR**. NetBrain’s ServiceNow App provides the missing piece for the ITSM framework, closing the gap between *detection of a fault and the action of investigating*.

NetBrain integrates **Dynamic Map** and **Executable Runbook** technologies into ServiceNow to solve today’s ITSM challenges for NetOps, providing the following capabilities.

- Auto capture the “crime scene” of every IT incident and enrich each ticket with a Dynamic Map
- Automate a “best first response” diagnosis for well-known problems
- Auto document full incident response investigation
- Enable better collaboration and visibility for all of IT during problem investigation

Capture the Crime Scene with Triggered Automation

Enable Triggered Automation to Capture the Crime Scene of every IT incident, defining the scope of the issue and capturing critical diagnostics using NetBrain’s Dynamic Map and Executable Runbook. Resolve transient issues and enrich every ServiceNow IT ticket.



NetBrain Solution Brief

Enhance Collaboration with Interactive Automation

Incident Response Collaboration is achieved using Interactive Automation, powered by NetBrain's self-documenting workflow. Eliminate finger pointing and collaborate with other IT teams during problem investigation using a shared view of the network. The embedded Dynamic Map becomes your documentation mechanism, tracking all aspects of incident investigation.

Enhance collaboration:

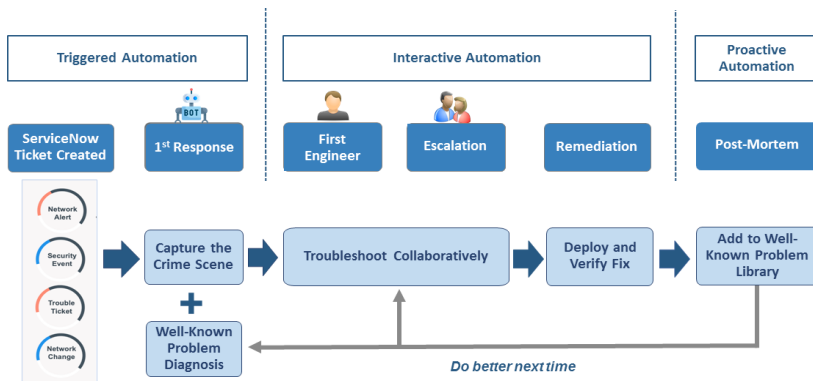
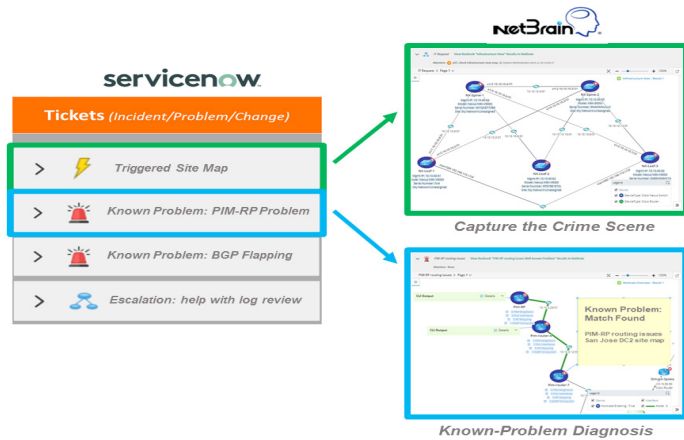
- **Within Network Teams** - Work on the same problem together for faster incident response.
- **Between IT and Network Teams** - Reduce inter-team inefficiencies and finger pointing and collaborate on the same problem.
- **During any problem escalation** - Record and share all troubleshooting steps and diagnostics, linked to an embedded NetBrain Dynamic Map within ServiceNow.

Do Better Next Time with Proactive Automation

We constantly ask the question, how can we do better next time? In codifying knowledge from past incidents, NetBrain Automation improves the first response for every new incident.

Well-Known Problem Diagnosis:

- Reduce MTTR and the shifting of increasingly more tickets to zero-human touch.
- Easily add well-known issues to a known-issue library using NetBrain's no-code approach.



Continuous MTTR Reduction :

- Increase automation at every stage of the incident response process
- Develop proactive automation at the postmortem stage following every incident

Knowledge management combines with runbook automation to achieve continuous MTTR reduction. Integrate NetBrain with ServiceNow to capture knowledge after every incident and create a closed loop mechanism for continual improvement.

Plug and Play Integration

Full NetBrain integration with ServiceNow is accomplished in minutes with plug-and-play simplicity. Quickly build your automation triggers using NetBrain's GUI-driven configuration.

Once the App is installed, all remaining configuration steps can be performed by a NetBrain administrator without need to involve ServiceNow admins.