



Ironstream for ServiceNow®

In today's digital, always-on world, IT is the backbone of business operations—and increasingly, the foundation for regulatory compliance and operational resilience. A single service outage or compliance gap can disrupt critical services, trigger regulatory scrutiny, and impact revenue, reputation, and customer trust.

As IT environments become more complex and hybrid, organizations are under pressure not only to maintain uptime—but to prove control, visibility, and audit readiness across all systems, including mainframe and IBM i environments.

IT Operations Management (ITOM) platforms like ServiceNow® provide powerful visibility, automation, and operational intelligence. However, mainframe and IBM® i systems remain a critical blind spot, limiting visibility, slowing incident response, and making it difficult to maintain accurate records for workflows related to compliance, audits, and software asset management.

Extend your ServiceNow Platform to Include the Mainframe and IBM® i

Precisely Ironstream is the leading technology for forwarding machine data leading solution for delivering real-time operational and security data from IBM mainframes (IBM Z) and IBM® i systems to enterprise-wide ITOM, SIEM and analytics platforms. Ironstream for ServiceNow® is the only Now® CertifiedBuild Partner solution that seamlessly integrates these critical systems into the ServiceNow platform—eliminating blind spots and enabling a complete, accurate, and audit-ready system of record.

With Ironstream, organizations can:

- Extend ServiceNow visibility to all systems—including IBM environments
- Automate the flow of operational, configuration, and software data into the CMDB (Configuration Management Database)
- Support compliance, audit readiness, and Software Asset Management (SAM) initiatives and workflows
- Enable real-time insight for faster incident response and continuous control validation

Ironstream's lightweight architecture enables secure, two-way communication between IBM systems and ServiceNow, while providing the flexibility to support evolving operational, security, and compliance requirements.

Ironstream for ServiceNow ITOM & ITSM – From visibility to Service Assurance and Compliance

You can't manage—or prove compliance for—what you can't see. Ironstream extends ServiceNow ITOM and ITSM (IT Service Management) capabilities to mainframe and IBM i systems, eliminating blind spots and ensuring a complete, accurate view of your entire IT environment.

By integrating IBM systems into ServiceNow, Ironstream enables:

- A unified view of infrastructure, services, and dependencies
- Accurate, continuously updated CMDB data
- Real-time visibility into system state, changes, and events
- A foundation for service reliability and audit-ready compliance

Ironstream provides trusted data that powers ITOM and ITSM workflows, enabling faster incident, problem, and change management, along with improved service impact analysis and a complete, auditable system of record.

Benefits

- **Complete visibility across all systems:**
Extends ServiceNow workflows to include mainframe and IBM i, eliminating blind spots and enabling a true enterprise-wide view
- **Accurate, audit-ready system of record:**
Automatically populate and maintain CMDB data—including infrastructure and software Cis (Configuration Items) —for compliance and governance
- **Continuous compliance and audit readiness:**
Replace manual data collection with real-time, trusted telemetry to support DORA, NIS2, NYCRR, and other regulations
- **Improved operational resilience:**
Detect, diagnose, and resolve issues faster with real-time insights across hybrid environments
- **Enhanced Software Asset Management (SAM):**
Gain full visibility into mainframe software inventory to validate entitlements and reduce licensing risk
- **Reduced manual effort and errors:**
Eliminate spreadsheet-based tracking and manual integration processes
- **Maximized ServiceNow investment:**
Extend ServiceNow workflows, automation, and governance to your most critical systems

Ironstream for ServiceNow Discovery

Ironstream automates the discovery of IBM Z and IBM i environments, ensuring that both infrastructure and software assets are accurately represented in the ServiceNow CMDB.

This enables organizations to maintain a trusted, audit-ready system of record that supports IT operations, compliance, and governance initiatives.

How it works:

- Rapid configuration and launch of secure discovery of IBM i and IBM Z resources and their relationships
- Auto-populate the ServiceNow CMDB with an inventory of physical and logical entities
- Map dependencies and assign relationships automatically
- Record changes made to the IBM systems and update the CMDB without manual intervention

Ironstream for ServiceNow Service Mapping

With complete visibility into IBM systems, Service Mapping can now reflect the true relationships between infrastructure, applications, and business services.

This enables organizations to assess the impact of incidents and changes across all systems, improve root cause analysis and reduce downtime, and support compliance requirements for operational transparency and resilience.

How it works:

- Use familiar ServiceNow interface to create patterns based on your unique requirements
- Run Mapping Jobs on a set schedule or on demand
- Drilldown into any CI on the Service Map to view relationships below and above in the CI hierarchy
- Create and change rules at any time – updates are made the next time you run the Mapping Job

Ironstream for ServiceNow Event Management

Ironstream integrates IBM Z and IBM i events into ServiceNow Event Management, providing a unified, real-time view across your IT environment.

By streaming and correlating events within ServiceNow, organizations can reduce alert noise, accelerate root cause analysis, and improve service reliability. When combined with CMDB data, events are tied to Configuration Items (CIs) for full context and impact visibility.

How it works:

- Stream IBM Z and IBM i events into ServiceNow in real time
- Normalize and correlate events to reduce alert noise
- Associate alerts with CIs for faster root cause analysis
- Improve incident response across ITOM and ITSM workflows
- Support compliance with audit-ready operational event data



Ironstream Support for Discovery

Discovered for IBM i Environments

- Active jobs
- CPU
- Installed software
- Job queues
- Libraries
- Local Storage with ASPs
- LPAR
- Memory
- Network connectivity
- Output queues
- Program objects
- Selected system values
- Subsystems

Discovered for IBM Z Environments

- APF list datasets
- CICS – regions, transactions, programs
- CICSplex configuration
- Completed jobs
- CPU
- DASD storage
- Db2 – DDF, DSG, databases, table spaces and deep configuration data
- IMS – regions, databases, transactions, programs
- Installed IBM and non-IBM software
- LPAR
- Memory
- MQ – managers, channels, queues
- Network connectivity
- Storage groups

Ironstream Support for Service Mapping

CIs Included in IBM Z Service Maps

LPAR

- Completed z/OS Jobs
- SMS Storage Groups
- Active jobs
- Libraries
 - Program objects
 - Files
 - Job queues
 - Output queues
 - Subsystems

Db2

- Db2 Subsystems
- Db2 Databases
- Db2 Table Spaces
- Db2 Tables
- Db2 Data Sharing Group
- Db2 Distributed Data Facility

CICS

- CICS Regions
- CICS Lists
- CICS Groups
- CICS Transactions

MQ

- MQ Managers
- MQ Queues
- MQ Channels

CIs Included in IBM i Service Maps

LPAR

Active Jobs

Library

- Programs
- Files
- Job Queues
- Output Queues
- Subsystems



Ironstream Support for Event Management

Key Events & Alerts for IBM i Environments

175+ Monitors for IBM i, including:

- Agent Connection
- AS/400 State
- ASP State
- Audit Journal Alerts
- CMTW Status
- I/O per second
- Job/Subsystem State
- Job Queue State
- Memory Pool State
- Message Queue Alerts
- MQ Series States
- MTXW Status
- Output Queue State
- Services State
- TCP Connection Status
- Threshold Monitoring
- TIMW Status

Key Events & Alerts for IBM Z Environments

- Active Jobs
- CICS Transient Data Queue Events
- Command Console
- Custom Message Interface
- Heartbeat and positive message acknowledgement
- IMS Master Terminal Operator Events
- Interval Monitoring
- Message Automation
- Message Buffering
- MQ Manager, Channels, Queues
- Reliable TCP Communication
- RMF based Performance Monitoring
- SMS Group Threshold Monitoring
- System Console/Syslog Events