Ironstream for ServiceNow®

In today's digital, always-on world, IT is arguably the most important department across your organization. A single service outage can bring business to a standstill, impacting customers, partners, employees... and the bottom line. But knowing what's happening across an increasingly complex landscape of infrastructure and apps, and resolving issues before they impact the business, is a daunting task.

IT Operations Management (ITOM) platforms, like that offered by ServiceNow®, empower IT teams with enhanced visibility, automation and operational intelligence to keep business services up and running. However, the ServiceNow platform does not support mainframe and IBM i environments by default — leaving you to manage silos, with decreased productivity and increased risk.

Extend your ServiceNow Platform to Include the Mainframe and IBM i

Precisely Ironstream is the leading technology for forwarding machine 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® Certified solution to seamlessly integrate these traditional IBM systems with the ServiceNow platform.

With Ironstream, you can extend the benefits of the ServiceNow platform to IBM Z and IBM i environments, without needing specialized skills or knowledge of those systems. Ironstream for ServiceNow's lightweight architecture enables two-way communication between the IBM systems and the ServiceNow platform, and provides flexibility to easily add functionality and custom probes, queries and message types.

Ironstream for ServiceNow ITOM Visibility

You can't manage what you can't see. That's where ServiceNow ITOM Visibility comes in, discovering and recording the details of both your infrastructure and services. This information, in turn, fuels other ServiceNow applications, including Event Management and Software Asset Management, so you can drive the highest levels of service availability for the business.

Ironstream integrates critical IBM Z and IBM i systems into ServiceNow ITOM Visibility so you can have a unified, connected view of your entire IT network and the services that it supports.

Ironstream extends ServiceNow Discovery to automatically identify, populate and update IBM Z and IBM i configuration items (CIs) into the Configuration Management Database (CMDB), enabling you to have an accurate and complete system of record. With Ironstream support for Service Mapping, you can then build upon this discovered infrastructure data, creating maps of the CIs that support each IT service, along with their service-specific relationships.

Ironstream for ServiceNow Discovery

- 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

- 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

Benefits

- Now® Certified — seamlessly integrates with the ServiceNow platform

- Delivers high-performance business services: diagnose and fix service outages and performance issues fast, and even prevent them before they happen

- Drives operational excellence: Set a strong foundation for ITSM change management, Software Asset Management, Customer Service Management, Security Operations, and more with accurate data and relationship views

- Improves efficiency: Eliminate manual processes and automatically record changes to reduce errors, increase productivity and respond faster

- Maximizes the value of your investments: Realize the full potential of your ServiceNow investment and manage your critical IBM Z and IBM i systems as part of the overall IT landscape

Ironstream and ServiceNow Event Management

In addition to ITOM Visibility, Ironstream integrates with ServiceNow Event Management to greatly improve service availability with the power of AIOps.

You can improve service availability, understand the root cause of problems fast, and reduce mean time to repair (MTTR), with this end-to-end solution.

Ironstream monitors critical management messages on the IBM Z and IBM i systems and forwards to the ServiceNow Event Management server for consolidation, analysis and action.

ServiceNow Event Management uses AIOps to dramatically reduce the time and effort of correlating events by automatically adapting to ever-changing IT environments. Events are normalized and de-duplicated into a single alert to dramatically reduce event noise.

If you've already populated your CMDB with IBM Z and IBM i information using Ironstream and ServiceNow Discovery, the alert will be tied to your CIs, providing you with more comprehensive insight into prior issues, change history and more.

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

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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