

# Nlyte Asset Sync for ServiceNow Configuration Management

## DATA SHEET

### BI-DIRECTIONAL CONFIGURATION ITEM / ASSET ATTRIBUTE SYNCHRONIZATION

Configuration Management Databases (CMDBs) are frequently out of date, difficult to maintain, and heavily dependent on network discovered assets. The asset information contained in them is usually limited to cursory Configuration Item (CI) attributes that don't go very far beyond make, model, and by inference how many of them you have. How can you relate it to your data center? How can you do effective capacity planning if it can't tell you how many resources you actually need and that which you have left, and in which places?

Fortunately, Nlyte® has created a connector for its Data Center Service Management (DCSM) solution that bi-directionally synchronizes CI/asset attribute data between the Nlyte Central Repository and the ServiceNow® CMDB. Nlyte Asset Sync for ServiceNow Configuration Management can augment the existing data in the ServiceNow CMDB with new physical layer CI information, and vice versa. The result is enriched, accurate asset data that can help in planning, managing and optimizing your data center.

The Nlyte DCSM solution maintains a wealth of CI detail related to each device's physical resource requirements that are otherwise unavailable to traditional users of ServiceNow's CMDB. With Nlyte Asset Sync for ServiceNow Configuration Management, the additional data that becomes available to all users of includes:

- Asset types (e.g. cabinet, chassis, server, blade and network assets.)
- Asset properties (connectivity, space, power, etc)
- Relationships between assets and other entities, such as locations and workflow dashboards.

### NLYTE ASSET SYNC FOR SERVICENOW CONFIGURATION MANAGEMENT

- Perform the initial population of the Nlyte system database from the ServiceNow CMDB
- Perform the initial population of ServiceNow CMDB from the Nlyte repository
- Add missing information to either or both databases to assure each has a comprehensive view of the Data Center

### BENEFITS

- Automatic synchronization of physical asset data across both systems: Enriches capacity optimization by linking physical capacity to computing capacity by bringing the physical layer of information into the CMDB
- Reduces time to conduct audits
- Improves compliancy by knowing where assets are, who worked on them last, and what was done
- Enriches your CMDB with more data for truer capacity planning
- Gain a federated view, one version of the truth for Configuration Item attributes
- Improve your CMDB accuracy beyond network discovery
- Gain confidence that the Nlyte asset repository includes those discovered CIs from your ServiceNow CMDB
- Easier reconciliation of CIs with data center asset physical locations
- Leverages your existing ITSM investments in ServiceNow Configuration Management
- Uses Nlyte's powerful data manipulation tools to quickly and easily update CMDB data

# Nlyte Asset Sync for ServiceNow Configuration Management

## REQUIREMENTS FOR NLYTE ASSET SYNC FOR SERVICENOW CONFIGURATION MANAGEMENT

### Software Prerequisites

- Nlyte 7.9 (or later) system
- ServiceNow Configuration Management (“Fuji”)

### Nlyte Server hardware

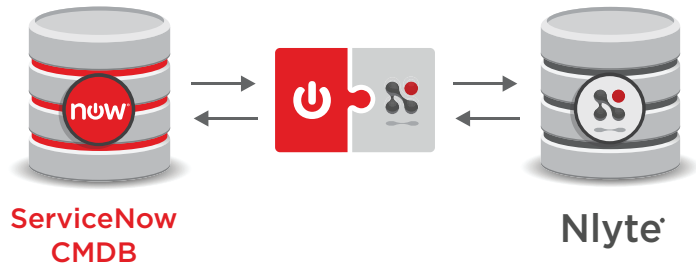
- Intel Xeon 3GHz processor or equivalent
- 4GB memory
- 60GB hard drive space
- 100Mb Full Duplex NIC

### Platform Software

- Microsoft Windows Server 2008 SP2 (32- or 64-bit version) (including all updates)
- OR
- Microsoft Windows Server 2008 R2 SP1 (including all updates)
  - Microsoft .NET Framework 3.5 and 4 (32- or 64-bit version) (including all updates)

## ORDERING INFORMATION

Be sure to mention the following part number when ordering:  
NLYTE-SN-CMDB



**NLYTE ASSET SYNC FOR SERVICENOW CONFIGURATION MANAGEMENT - BI-DIRECTIONAL INFORMATION EXCHANGE THAT ENRICHES CI AND ASSET DATA BETWEEN THE SERVICENOW CONFIGURATION MANAGEMENT AND NLYTE DCIM SOLUTIONS**

Name	Manufacturer	Model ID	Operating System
OWA-SD-01	Lenovo	Lenovo ThinkServer TD230	Windows 2003 Standard
VMWARE-SD-04	Dell Inc.	Dell Inc. PowerEdge M710HD Blade Server	Windows 2000 Server
VMWARE-SD-07	Dell Inc.	Dell Inc. PowerEdge M710HD Blade Server	Windows 2000 Server
INSIGHT-NY-03	Dell Inc.	Dell Inc. PowerEdge M710HD Blade Server	Windows XP
PS LoadBal01	Lenovo	Lenovo ThinkServer TD230	Windows 2003 Standard
PS LinuxApp01	Iris	Iris 5875	Linux Red Hat
PS LinuxApp02	Iris	Iris 5875	Linux Red Hat
SAP LoadBal01	Lenovo	Lenovo ThinkServer TD230	Windows 2003 Standard
SAP LoadBal02	Lenovo	Lenovo ThinkServer TD230	Windows 2003 Standard
SAP AppSRV01	IBM	IBM Power 710 Express	AIX
SAP AppSRV02	IBM	IBM Power 710 Express	AIX
SAP-SD-01	Lenovo	Lenovo ThinkServer TD230	Windows 2003 Standard

**NLYTE ASSET SYNC FOR SERVICENOW CONFIGURATION MANAGEMENT SAMPLE NLYTE DATA FIELDS**

## FOR MORE INFORMATION

- Contact Us: [info@nlyte.com](mailto:info@nlyte.com)
- Visit Us: [www.nlyte.com](http://www.nlyte.com)

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## About Nlyte

Founded in 2004, Nlyte Software is recognized as the industry leading data center infrastructure management (DCIM) solution provider. Nlyte’s DCIM provides unmatched functionality that supports all data center processes across the entire “dock to decom” lifecycle. With a 98% customer retention rate, Nlyte’s DCIM solution is used by many of the world’s largest and most sophisticated data centers, as well as many small and medium sized organizations. Customers can quickly deploy the Nlyte DCIM solution and begin to immediately enjoy reduced costs and increased efficiency across all data center processes. For more information, visit [www.nlyte.com](http://www.nlyte.com) or follow @nlyte on Twitter.