Interview with an IT Manager at a Large, Global Technology Solutions Provider

ScienceLogic teams up with ServiceNow for integrated service management across a large, complex IT infrastructure.

Can you share some background on your role within your overall IT organization?

Our total IT organization is global, with several thousand individuals and data centers spread across different continents.

At present, I'm managing our initiatives in hardware and software asset management. But when I was most involved with ScienceLogic, I was an IT manager responsible for our enterprise assurance platform—meaning that we were tasked with keeping the core platform for managing and optimizing the application infrastructure current and fully integrated. We were a part of Global Infrastructure Services, which has about four hundred IT professionals and managers.

What groups do you support with your enterprise service assurance platform?

Some of the groups we support include operations; applications support; our command center (which monitors high-priority platforms); compute, network, and storage teams; unified communications and video; and DevSecOps teams.

What led you to look for ScienceLogic?

We had a homegrown tool that we wanted to replace because it wasn't well aligned with modern technology trends, and we couldn't move fast enough to keep it current. This included the need to support cloud in public (Google cloud, Azure, AWS) and private, as well as containers and microservices, along with support for faster time to value in our DevOps initiatives and overall improved IT-to-business alignment.

How did you select ScienceLogic?

About two and a half years ago, we did a five-to-six-month-long Proof of Concept (PoC). First, we did some general investigations to see the products available in the broader market. And then we did some evaluations, eliminating most of the vendors. Finally, we narrowed it down to three, including ScienceLogic. Their sales people came in and met with us, and after some discussion, we picked two including ScienceLogic to do a full PoC across our environment.

In order to make the final evaluation, we had ten different teams work with both solutions to evaluate their effectiveness. Groups such as compute, network, storage, unified communications, applications teams, etc. With more than 400 user scenarios to test against, each team made evaluations and recommendations focused on their space. But there were three overarching requirements that we wanted:

1. Stability after deployment
2. The ability to extend the platform to support our own unique needs (ScienceLogic offers a wide array of custom PowerPacks that allowed us to tune its monitoring capabilities to meet some of our distinctive environmental requirements).
3. Metrics—we had about 300 key metrics that we wanted to support across all of our teams and constituents.

Can you share more about your deployment?

We didn't rush the deployment because we wanted to have each team do data evaluations to ensure that everything was well covered before we switched off from the legacy system. And we wanted to make sure all integrations were firmly in place as well. And finally, we needed to ensure that each team was ready with effective processes to work directly with ScienceLogic, which became our overall glue with its machine learning and data assimilation capabilities. So, to sum up, we waited a year and a half before turning off everything legacy. But the results were worth it. On the IT service management (ITSM) front, our key integration is ServiceNow.

What are the crucial features of your current ServiceNow integration with ScienceLogic?

Right now, the integration targets two key areas. One is ticketing and incident management, to help coordinate and audit how we handle incidents and problems of all kinds. The second is change management, so we have a unified view of infrastructure changes. So, for instance, when a server is added through a review process in ServiceNow, our ScienceLogic platform is immediately informed and updated through automated discovery and dependency mapping. On the other hand, if a host isn't registered in ServiceNow, we know we no longer need to monitor it.

Having these insights also helps us prioritize monitoring and management actions. Once we see that we have a cluster of servers defined in ServiceNow—an application frontend with, say, ten hosts underneath it—we know that it's not a top priority if we lose only three. But if we lose five, then a warning message comes forward for us to take action.

We intend to extend this integration to send data from ScienceLogic into ServiceNow, so that ScienceLogic discovery can help update the ServiceNow configuration management database (CMDB), for instance. Currently, the ServiceNow CMDB is updated daily, but not in real time.

What would you highlight as top-of-mind benefits achieved?

I think the single most top-of-mind benefit with ScienceLogic is the sheer volume of technologies you can manage out of the box: web services, Docker, containers, network infrastructure, out of band, and even enterprise entities via the Internet of Things. Moreover, if it's not out of the box, then you can easily and quickly build it yourself.

Secondly, we benefit from ScienceLogic's integrations. They allow us to have a more holistic view of the full-stack application infrastructure with applied machine learning and analytics.

And in terms of our ITSM and IT operations management (ITOM)/ServiceNow integration, ScienceLogic is fully plugged into all changes relevant to our management initiatives, and does so in a fully automated fashion.

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