

ScienceLogic + ServiceNow

Align observability, ITSM, ITOM, and CMDB workflows with trusted operational context.



ScienceLogic extends ServiceNow by feeding ITSM and ITOM workflows with real-time, service-aware infrastructure intelligence from hybrid and multi-vendor environments. Skylar One provides the normalized observability foundation; Skylar Automation connects that intelligence to ServiceNow through integration workflows, synchronization, and closed-loop actions.

The operations challenge

- ServiceNow workflows depend on accurate CI, service, event, and incident context.
- Hybrid estates create visibility gaps across legacy infrastructure, cloud, applications, and network domains.
- Manual handoffs between monitoring tools and ITSM teams slow triage and increase operational toil.

The ScienceLogic answer

- Discover and monitor infrastructure across physical, virtual, cloud, containerized, and legacy environments.
- Map topology and business service relationships to add service impact context.
- Synchronize selected ServiceNow workflows with enriched events, CI data, ticketing, and change/maintenance signals.

How the Integration Works

The integration is built around Skylar Automation, formerly PowerFlow, which acts as the workflow and data synchronization layer between Skylar One and ServiceNow. It enables bidirectional integration patterns across ITSM, ITOM, CMDB, Service Graph, and operational workflows.

CMDB Sync Options	Incident / Alert / Case	Service Catalog, Change & Discovery
Choose one CMDB synchronization path: • Service Graph Connector (SGC): devices, organizations, file systems, and interfaces. • CMDB SyncPack using IRE: broader CI data, including CI attributes, installed software, and business services.	Choose one primary motion per Skylar Automation deployment: create and update ServiceNow incidents, sync Skylar One events to ServiceNow Alerts, or create and update ServiceNow cases.	Initiate Skylar One device discovery sessions from ServiceNow; place devices into or out of maintenance; create or update maintenance schedules; and trigger device maintenance updates, optionally via a ServiceNow MID Server.
Two independent CMDB paths. Choose one at deployment; no in-place upgrade from CMDB SyncPack to SGC.	ScienceLogic guidance warns against running the Incident, Event, or Case SyncPacks together on the same Skylar Automation system.	Discovery, change, and maintenance workflows belong to the Service Catalog integration, not the CMDB synchronization path.

ServiceNow Store naming retains the 'ScienceLogic SL1.' prefix: CMDB & Incident Automation, Incident Automation, Event Integration, Customer Service Management Integration, and Service Catalog Automation; the connector is listed as 'Service Graph Connector for ScienceLogic.'

High-Value Workflows

Workflow	What ScienceLogic contributes	ServiceNow impact
CMDB synchronization	A selected CMDB path: SGC for devices, organizations, interfaces, and CI relationships/topology (advanced topology toggle off by default); or the IRE-based CMDB SyncPack for broader CI data	Current CMDB or Service Graph context aligned to the chosen integration path.
Ticketing or event automation	A selected incident, alert, or case workflow enriched with Skylar One event context, noise reduction, correlation, and root-cause insight.	Faster routing and more actionable records within the selected ServiceNow workflow.
Service catalog, discovery & change	Device discovery, maintenance schedule updates, change-aware monitoring alignment, and device maintenance triggers, optionally via a ServiceNow MID Server.	Less friction between self-service requests, planned work, and operational monitoring state.

Integration at a Glance

