

# ServiceNow and AWS: Bringing IT best practices to AWS Cloud

In Partnership With



## The Challenge

Cloud computing offers organizations the opportunity to increase competitiveness and improve agility. This is why organizations in all industry verticals are turning to public cloud solutions to accelerate innovation, expand market reach, and drive down IT costs.

However, embracing the public cloud presents challenges. Businesses want to take advantage of public cloud's benefits, but also need to ensure the same level of security, governance, and control they have with their on-premises and private cloud infrastructure. To expand confidently to the public cloud, enterprises need best practices to put the right guardrails in place—while still empowering users such as DevOps with the innovation and agility that the cloud delivers.

## The Solution

To meet this challenge, ServiceNow® and Amazon Web Services (AWS) have worked together to create a deeply integrated cloud management solution for the AWS Cloud. This integration lets IT take full advantage of Amazon Cloud's agility and advanced capabilities, while maintaining full visibility and control of their public cloud resources. It provides standardized, consistent processes for building and managing services across Amazon regions and accounts, along with the visibility needed to ensure compliance with their corporate security policies. It also gives AWS customers visibility of cloud costs and usage at the application and service level, creating greater transparency for showback and chargeback initiatives.

With ServiceNow Cloud Management, ServiceNow customers use their existing investment to manage the AWS Cloud more effectively and efficiently—and existing AWS customers enhance visibility and control using ServiceNow's proven and trusted single system of record. ServiceNow Cloud Management provides an agile, rock-solid operational framework for public and private clouds—whether you're just getting started or are already rolling out sophisticated hybrid cloud strategies.

## How It Works

The ServiceNow integration with the AWS Cloud provides comprehensive service lifecycle management. Using ServiceNow Cloud Management, enterprises can:

- Create a consistent single system of record for all their public cloud and private cloud resources.
- Give users a rich, self-service portal where they can request and track all of their cloud resources.
- Control which AWS resources each user can access using role-based permissions, reducing the need for multiple AWS accounts.
- Automatically provision and configure cloud services – including complete CloudFormation templates and fully configured Virtual Private Clouds.
- Apply change management to production cloud workloads.
- Bring existing cloud resources under management using service-aware discovery.
- Detect, diagnose, and manage cloud events across the entire lifecycle.
- Gain visibility into cloud costs, based on user, service, line of business, or cloud provider.

ServiceNow also provides extensive management capabilities for private clouds, using the same consistent tools and processes used for AWS Cloud. This delivers comprehensive visibility and consistent control of hybrid cloud infrastructure environments—from initial request to final retirement.

- Give cloud administrators, requestors, users, and operators the tools they need to be productive and drive the business forward.

For more information, or to schedule a demo, please contact your ServiceNow or AWS account team.

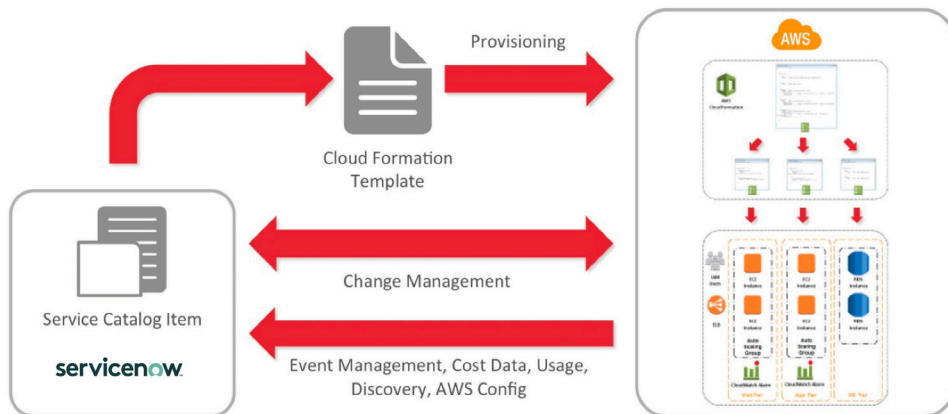


Figure 1—ServiceNow integration with Amazon Web Services

### Summary

Together, ServiceNow and AWS Cloud deliver a compelling solution for end-to-end cloud management. By integrating ServiceNow and AWS, organizations can:

- Standardize hybrid infrastructure management using ServiceNow's single system of record and robust service catalog.
- Manage the entire service lifecycle of Amazon Virtual Private Datacenters and the services they contain.
- Create a single security management model across public and private cloud environments.
- Measure the TCO of individual cloud services by giving lines of business the visibility they need to manage costs.

### About Amazon Web Services

Launched in 2006, Amazon Web Services offers a robust, fully featured technology infrastructure platform in the cloud comprised of a broad set of compute, storage, database, analytics, application and deployment services from data center locations in the U.S., Australia, Brazil, China, Germany, Ireland, Japan, and Singapore. More than a million customers, including fast-growing startups, large enterprises, and government agencies across 190 countries, rely on AWS services to innovate quickly, lower IT costs, and scale applications globally. To learn more about AWS, visit, <http://aws.amazon.com>

### About ServiceNow IT Operations Management Solutions

ServiceNow® IT Operations Management (ITOM) delivers a comprehensive and integrated set of capabilities that's built seamlessly on your existing ServiceNow® IT Service Management (ITSM) investments. The Now Platform® delivers the intelligence you need to rapidly find service degradations and outages, understand and resolve issues, automate problem remediation, and optimize cloud spend. Now IT operations can move from manually collecting events to automatically narrowing down critical incidents and their root cause, resolving them quickly and effortlessly.

