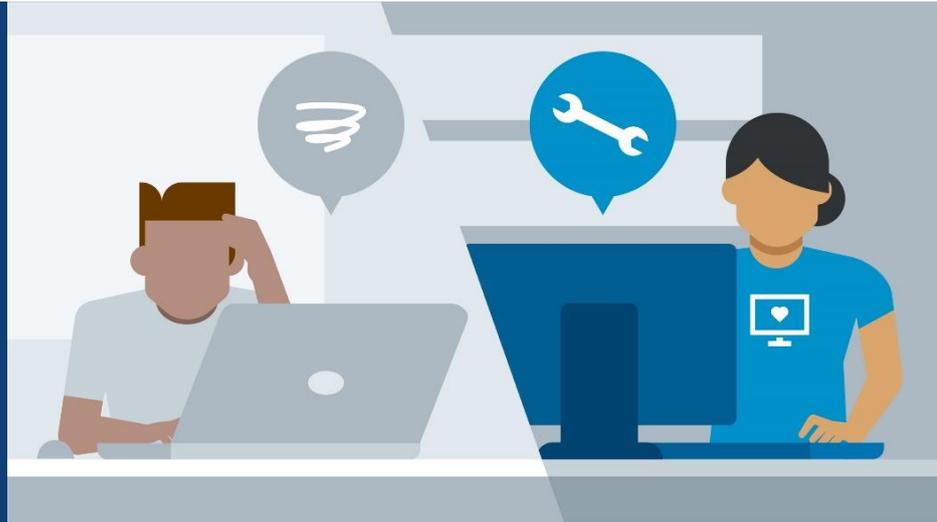# Service Management Integration

IT Service Management (ITSM) tools facilitate the design, planning, delivery, control and operation of IT systems. Cogito Group's Jellyfish integrates with ITSM tools for simplicity, ease of use and enhanced performance. Two examples of ITSM tools which Jellyfish integrate with are: ServiceNow and BMC's Remedy Suite.

Benefits of Service Management Integration

Cogito Group's Jellyfish as a Cyber Security Command Control system, which combines a number of cyber security components in one single interface, to ease the burden of management and reduce manual security processes.

When Jellyfish works with ITSM tools, the communicating systems enable increased efficiency, enhanced technical performance and automated security management. These benefits are enhanced by:

- **Elevated service experience:** staff only need to be familiar with one process to take advantage of the integration; if you know how to lodge a support ticket, you are using Jellyfish and its capabilities.
- **Consolidation of request tools:** end users able to complete what would otherwise be a foreign task using a process they are accustomed to that also hides the complexity of the task. No training is required. A familiar portal, such as ServiceNow, can be used to request certificates, without the need to learn a new process or tool.
- **Improved reporting:** as Jellyfish is an aggregator of multiple security systems – including systems and service monitoring, network and system discovery capability, and digital certificate issuance – all systems are able to communicate with one another to automatically generate consolidated reports. Reporting from multiple systems creates a more accurate snapshot of your organisation's security infrastructure.
- **Increased completion rates:** Jellyfish's integration with ITSM tools enables routine tasks to be completed in one view, without navigating away from the interface.

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ELEVATED SERVICE
EXPERINCE

CONSOLIDATION OF
IT SERVCIES

IMPROVED
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COMPLETION RATES

To demonstrate how simply Jellyfish integrates with ITSM tools, we will use ServiceNow and BMC Remedy as examples. ServiceNow and BMC Remedy are only two examples of Jellyfish's *Service Management Integration* capability.

Example: Jellyfish© and ServiceNow™

ServiceNow's ITSM solution manages support requests, tickets and jobs, in order to create a consistent and automated support process for customers and end users. ServiceNow allows users to submit their own service requests, these requests are then automated which allows them to be dealt with immediately.

For example: a user submits a service request for a certificate to the ServiceNow platform. If the user has the appropriate rights, then a certificate will be issued from the information provided in the request and the user can pick up the certificate immediately. If the user does not have sufficient rights the request gets placed in an approval queue and once approved, the user can again pick up the certificate attached to the service request record.

Example: Jellyfish© and BMC Remedy™

Jellyfish integrates with BMC Remedy and other BMC products with ease. Through BMC Remedy, a request can be submitted directly to Jellyfish (for example, as part of a service request or change), and the signed certificate is returned to BMC for download in BMC.

This integration is flexible as Jellyfish provides a standard library for deployment into BMC products. This library can be easily installed and subsequently attached to different BMC processes, providing standard inputs and outputs for certificate issuance that can be bound to any field or function in BMC.

Jellyfish integration with BMC Remedy can be performed via two approaches: one with immediate approval for pre-approved domains, and one with additional approval step before issuance. Additional steps can easily be integrated through capturing and utilising the Transaction ID that Jellyfish provides during issuance.

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Cogito Group is an award-winning ICT company specialising in authentication, cloud security, identity management and data protection. Cogito Group protect the authentication methods used to access information through the use of Identity and other security technologies.

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