

Service Management Integration

What are IT Service Management Tools?

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 Jellyfish integrates with are ServiceNow and BMC's Remedy Suite.

Benefits of Service Management Integration

Cogito Group's Jellyfish is a Cyber Security Command and Control system, designed to combine several base security components in one single interface to ease the burden of management and reduce manual security processes. Jellyfish, when combined with ITSM tools, enables 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 familiar with 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 can 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.

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.

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, which are then automated, allowing an immediate response.

For example, a user may submit a service request for a certificate to the ServiceNow platform. If the user has the appropriate rights, a certificate will be issued from the information provided in the request and the user can acquire 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 acquire the certificate attached to the service request record.

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 as part of a service request or change, and the signed certificate is returned to BMC for download.

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: with immediate approval for pre-approved domains, or with additional approval step before issuance. Additional steps can easily be integrated through capturing and utilising the Transaction ID Jellyfish provides during issuance.

About Cogito Group

Cogito Group is an award-winning, Australian owned and operated 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. Cogito Group protect data not only from unauthorised access and disclosure, but also from being altered by an unauthorised third party or a trusted insider with malicious intent. This assists in the detection and prevention of fraud or other malicious activities by third parties or trusted insiders.