



information technology

FIELD SERVICES

BigFix and ServiceNow

Michael Kearns

Topics

- BigFix Growth
- BigFix → ServiceNow
 - Asset inventory
- ServiceNow → BigFix
 - Security Exemption Process

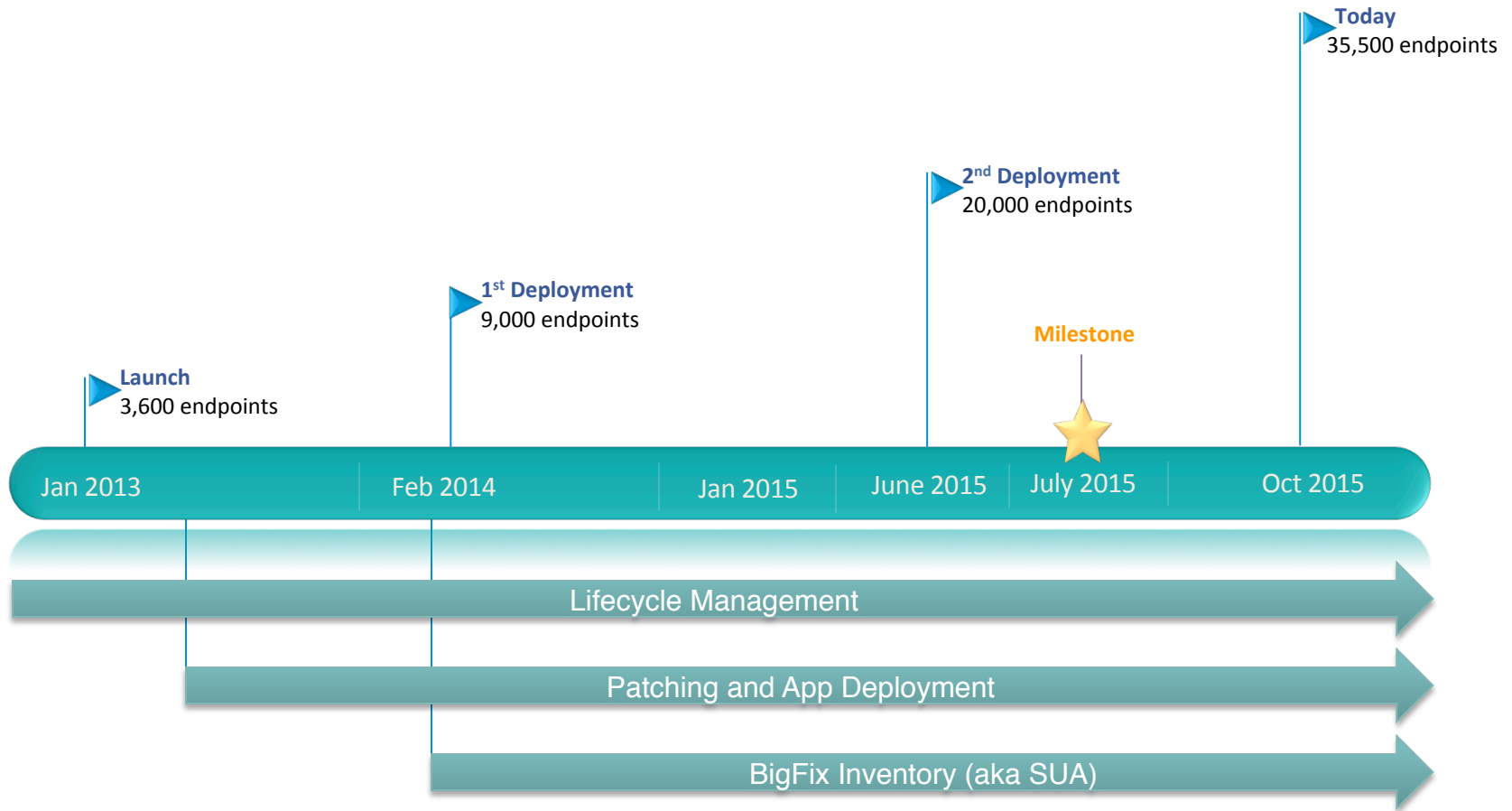


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BigFix Growth

How BigFix grew 10x in 2 years





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ServiceNow Inventory

ServiceNow – Long-term Asset Inventory

- Contains up-to-date information via BigFix
- Links computer asset to customer
- Links incident tickets to computer
- Infinite data retention
 - Compared to BigFix ~30 days

ServiceNow Imports

- Workstations (Windows and Linux)
- Mac OS X
- Servers

ServiceNow –Import Process for Workstations

- Nightly job to import BigFix Endpoint data
 - BigFix ComputerID
 - Basic hardware info
 - Encryption info
 - User info
 - Active Directory
 - Computer Registration
- Uses field mappings
 - Unique identifier is serial number
- ServiceNow CMDB
 - Updates/Creates the record

ServiceNow – Import Process for Servers

- Nightly imports into the SN Server CI Class
 - Server hardware info
 - Physical/Virtual
 - Ownership info
- Unique Identifiers:
 - Host name and MAC Address
 - Updates/Creates the record
 - Sets Status to Deployed
 - Sets CI Class to Server
 - Sets Support Group



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ServiceNow Security Exemptions

Security Exemption Process

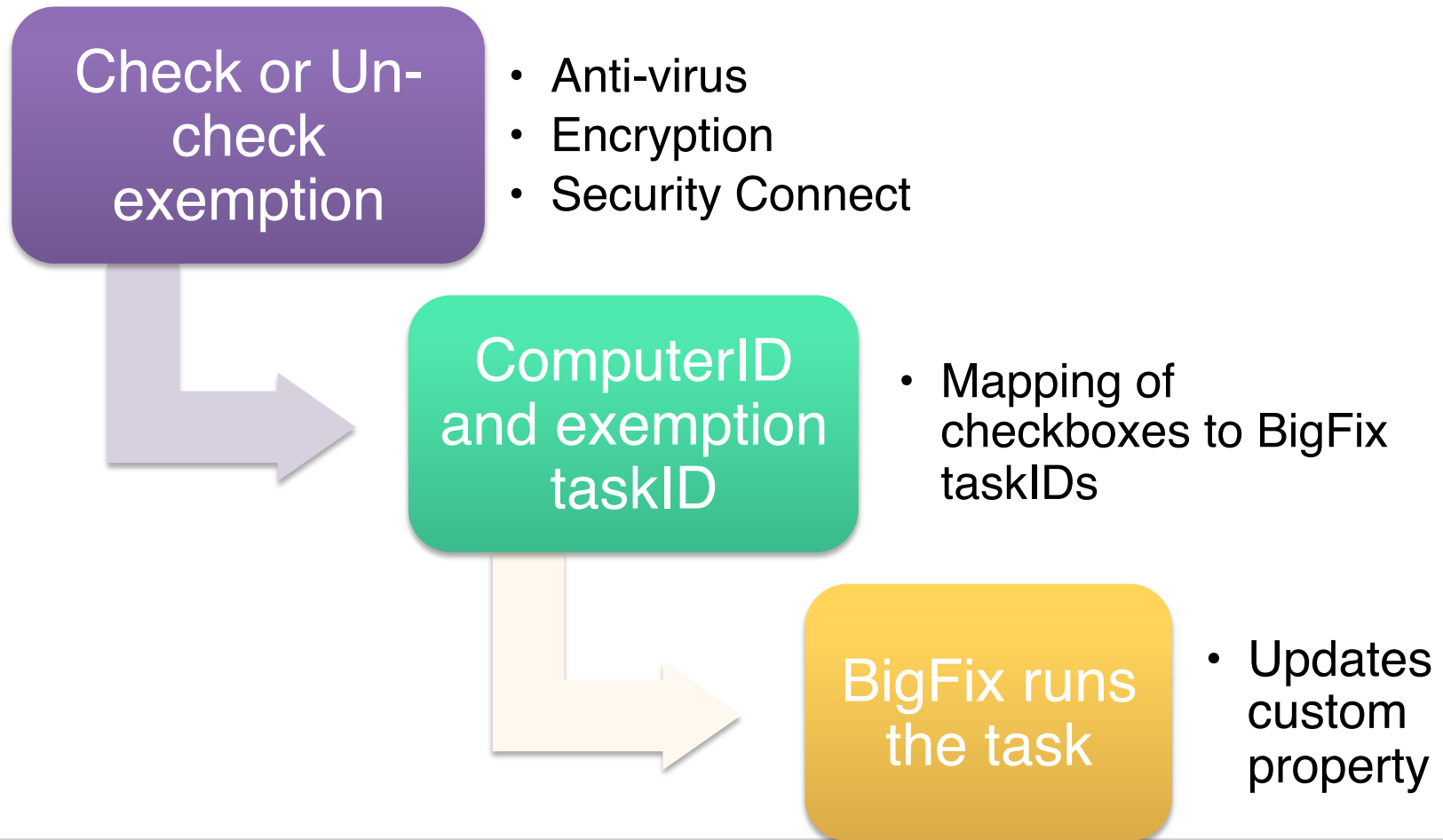
Computer Save and Close

Created	2015-08-14 02:23:49	Sub Program Name	-- None --
Created by	bigfix.integration	Cost	
Updated	2015-10-21 02:13:53	Purchase Order #	
Updated by	bigfix.integration		

Information and User Information * Encryption Information Hardware Spec Financial Information **Security Exceptions**

Anti-virus Software Exception	<input type="checkbox"/>	Anti-virus Exception Start Date	
Anti-virus Business Justification		Anti-virus Exception End Date	
Encryption Exception	<input checked="" type="checkbox"/>	Encryption Exception Start Date	2015-10-12
* Encryption Business Justification	Will be encrypted with bitlocker end of october/early november by my company, would like to use my computer for exams until then. no PHI will be used on this computer thanks!	Encryption Exception End Date	2016-10-12

Security Exemption Process



Questions?

Thank you!

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