information technology
FIELD SERVICES

BigFix and ServiceNow

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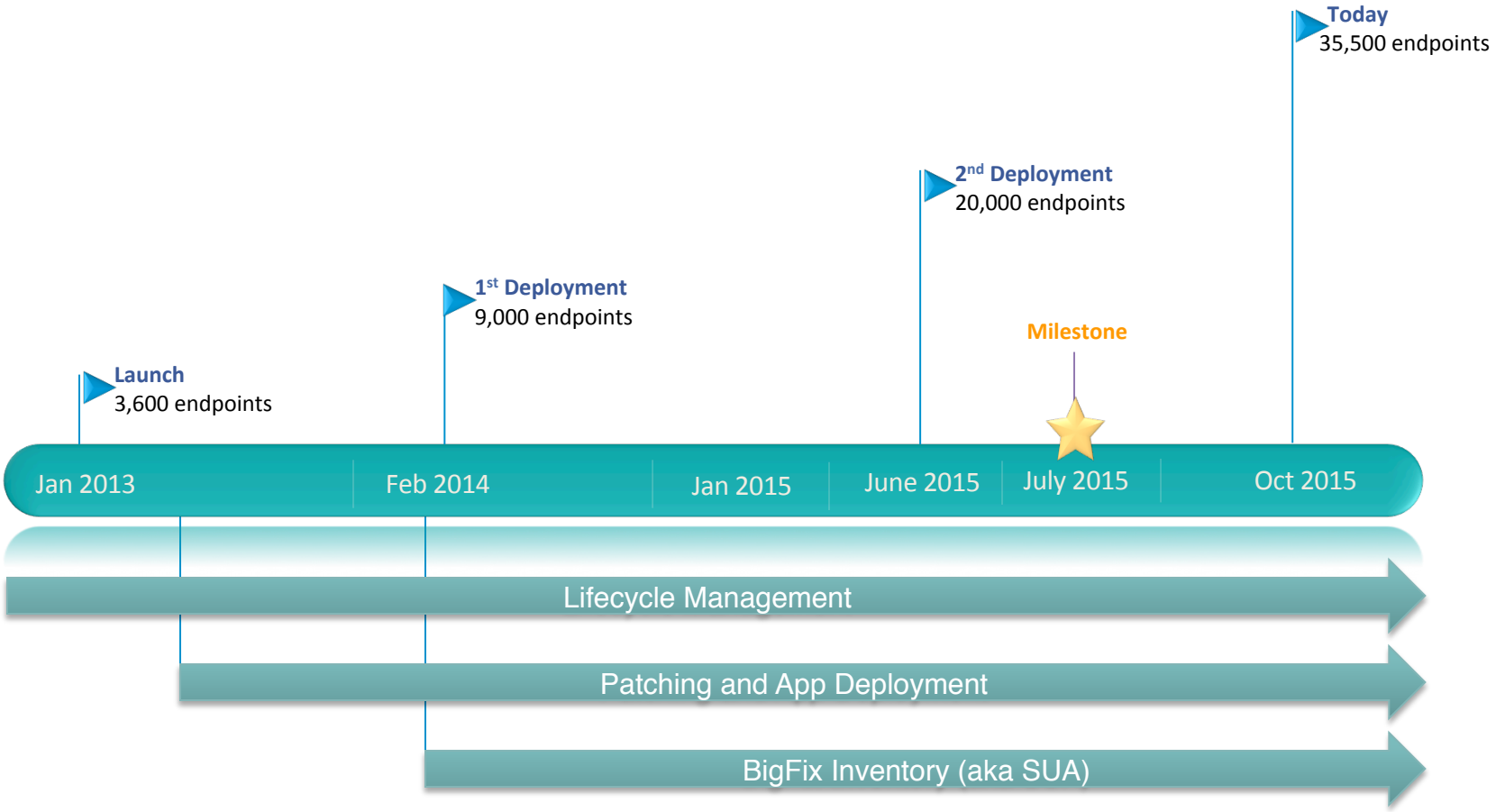
Topics

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

BigFix Growth

How BigFix grew 10x in 2 years



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ServiceNow Inventory

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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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Security Exemptions

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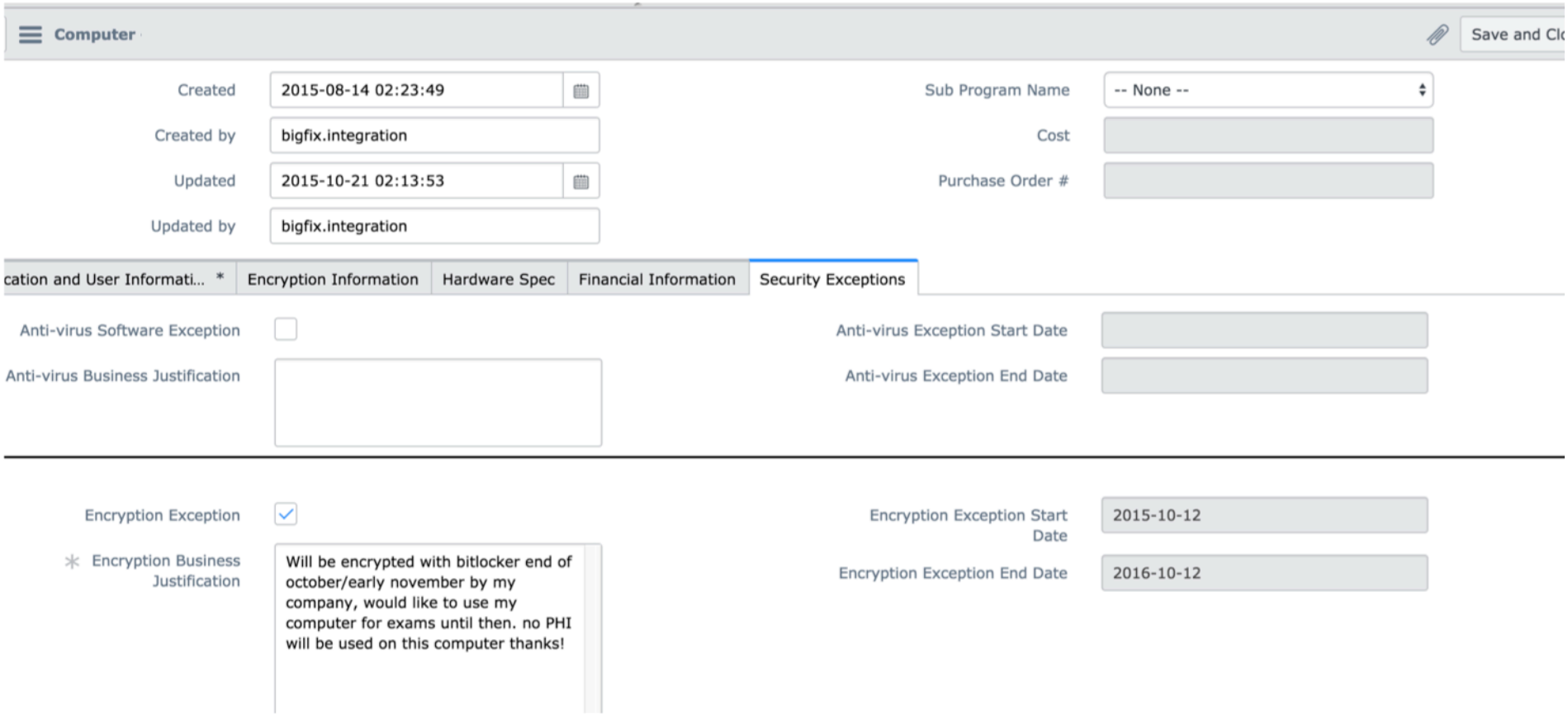
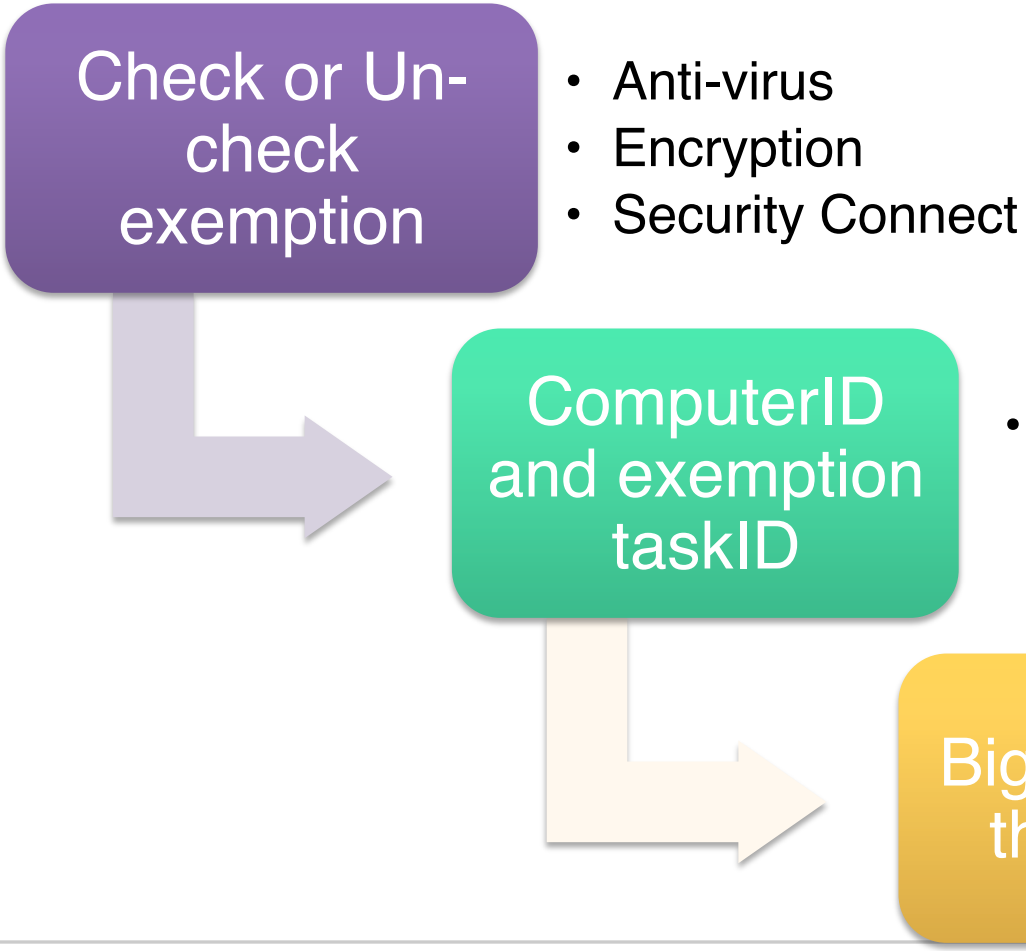
Security Exemption Process



Security Exemption Process



Questions?

Thank you!

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