



IT Infrastructure / Software Development

# Automated Real-Time Visibility



## Summary

Implementing ServiceNow Discovery enables organizations to navigate the complexities of maintaining comprehensive IT visibility amidst a sprawling and evolving digital landscape. The solution not only provides a real-time view of IT assets and configurations but also fortifies the organization across various fronts, including enhanced security, improved incident resolution, optimized resource utilization, and strategic planning. Consequently, organizations can streamline their IT operations, mitigate risks, and make more informed, strategic decisions, ensuring robust overall performance and compliance adherence.

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# Automated Real-Time Visibility

## Background

In the contemporary digital age, organizations grapple with the complexity of managing a sprawling IT infrastructure, which is continually evolving due to rapid technological advancements. Ensuring a clear, accurate, and real-time view of IT assets, configurations, and their interdependencies is crucial for operational efficiency, strategic planning, and maintaining compliance with various regulatory standards.

## Scenario

An organization, amidst its expansive and multifaceted IT landscape, faces challenges in maintaining an up-to-date inventory of its IT assets and configurations. The difficulties extend to managing operational efficiencies, mitigating security vulnerabilities from unidentified or unauthorized devices, and navigating compliance risks due to inaccurate or untracked asset data and configurations.

## Solution

The proposed solution involves deploying ServiceNow Discovery, which provides automated, real-time mapping and management of IT assets and configurations across the organization's diverse IT environments.

## Benefits

**COMPREHENSIVE IT ASSET OVERSIGHT:** Ensures efficient asset management and real-time visibility by maintaining an accurate inventory across various environments, leading to informed decision-making.

**UNIFIED CONFIGURATION AND SECURITY:** Establishes a centralized repository for configuration items, ensuring robust change management and enhancing organizational security by identifying unauthorized devices and applications.

**INCIDENT MANAGEMENT EXCELLENCE:** Minimizes downtimes and enhances cross-functional team collaboration for faster resolution of issues by understanding dependencies between assets and sharing knowledge of the IT landscape.

**STRATEGIC RESOURCE MANAGEMENT:** Enables effective planning for capacities and optimizing IT resource allocation by providing valuable insights into resource utilization, leading to significant cost savings and peak performance.

**AUTOMATED IT ECOSYSTEM:** Reduces manual effort and ensures an up-to-date perspective on the IT environment by emphasizing the automation of IT asset discovery and its configurations.

**CROSS-FUNCTIONAL SYNERGY:** Fosters improved cross-functional collaboration by providing teams with a real-time understanding of the IT framework, ensuring that diverse teams are aligned.