A Guide to Modernizing Cloud Management:
ServiceNow vRA CPG Connector

vRealize vmware + servicenow

now Certified App

Copyright 2021 ICG LLC. All rights reserved

ICG AUTOMATION

www.icgautomation.com | info@icgautomation.com

Cloud Mgmt. Challenges

Enable services faster in a multi-cloud environment through simplifying cloud provisioning and governance operations

Complex workflows to provision and manage cloud services

Takes longer times to deploy critical services

Lack of visibility and poor cost tracking in multi-cloud environments

Reduced Operational Efficiency

Reduced productivity due to complex provisioning

Slower time to deploy

Hiking Cloud Spend

Copyright 2021 ICG LLC. All rights reserved

ServiceNow Cloud Provisioning & Governance

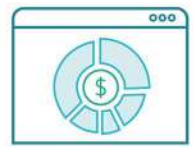
Multi-cloud provisioning made simpler and efficient through **Centralized Governance**, **User Empowerement** and **Cost Optimization**

Single Pane of Glass

for native self-provisioning support across multiple cloud provider-specific templates

Empower Users

through service portals that simplify user expereince



Cloud Usage & Costs

can be controlled by Cloud Insights

Remove complexity accross multi-cloud environments

Enable users to easily access service catalog and order new services

Rightsizing cloud resources to match usage and switch off unused services via automation

Operational Efficiency Gains

now Certified App

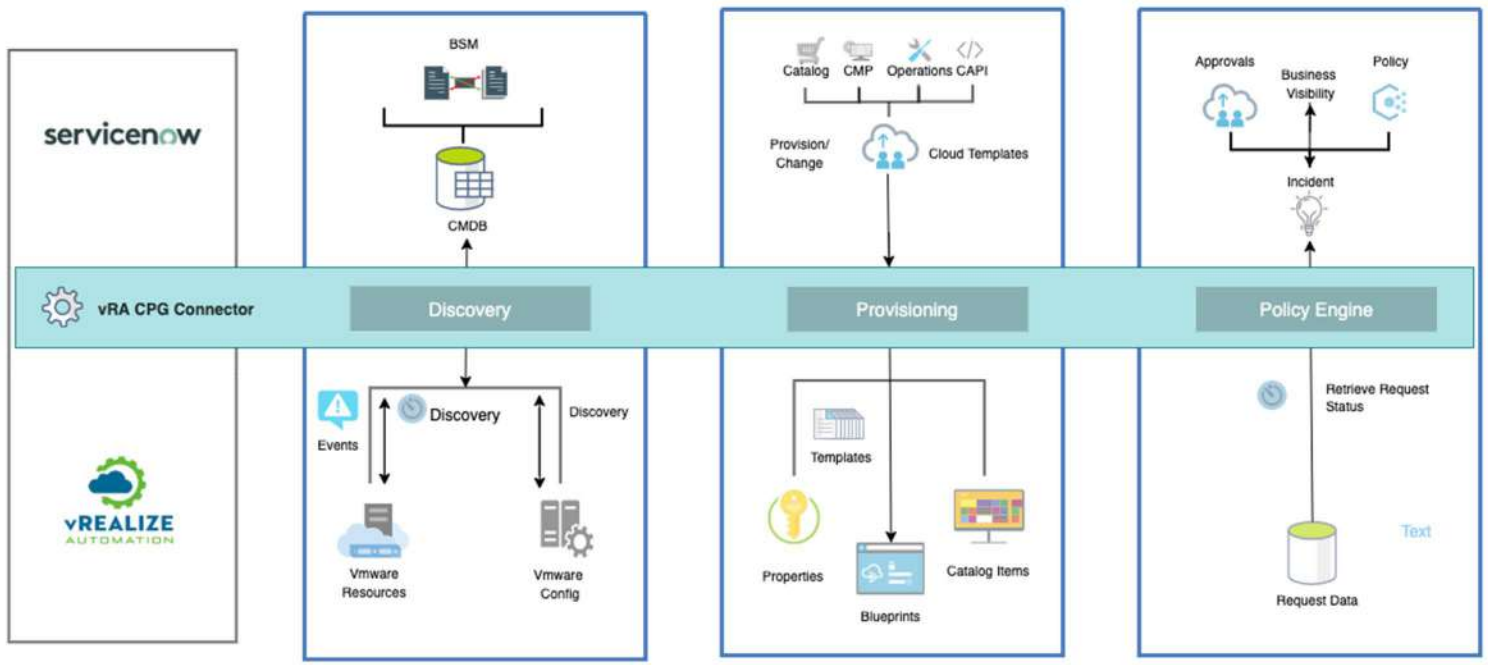
Copyright 2021 ICG LLC. All rights reserved

ICG AUTOMATION

NOW CPG + vRA Connector

Modernizing cloud provisioning through levaraging ServiceNow's digital workflow management

System of Action



CMDB Data Synchronization

- Integrated with the ServiceNow identification and reconciliation Engine (IRE)
- Integrated with the ServiceNow credential store

OOTB Integrations into VMware vRealize Automation and VMware vCenter

- Populates CMDB with CIs and Relationships from vRA
- Integrates seamlessly with existing cloud accounts
- Imports vRA catalog items

Service Catalog Integration for vRealize Automation (vRA)

- Allows users to request vRA Catalog Items from ServiceNow Cloud User Portal
- Control access to Cloud Catalog Items through native CPG processes
- Automatically updates the CMDB when requests in vRA finish

Create and assign approval policies to catalog items

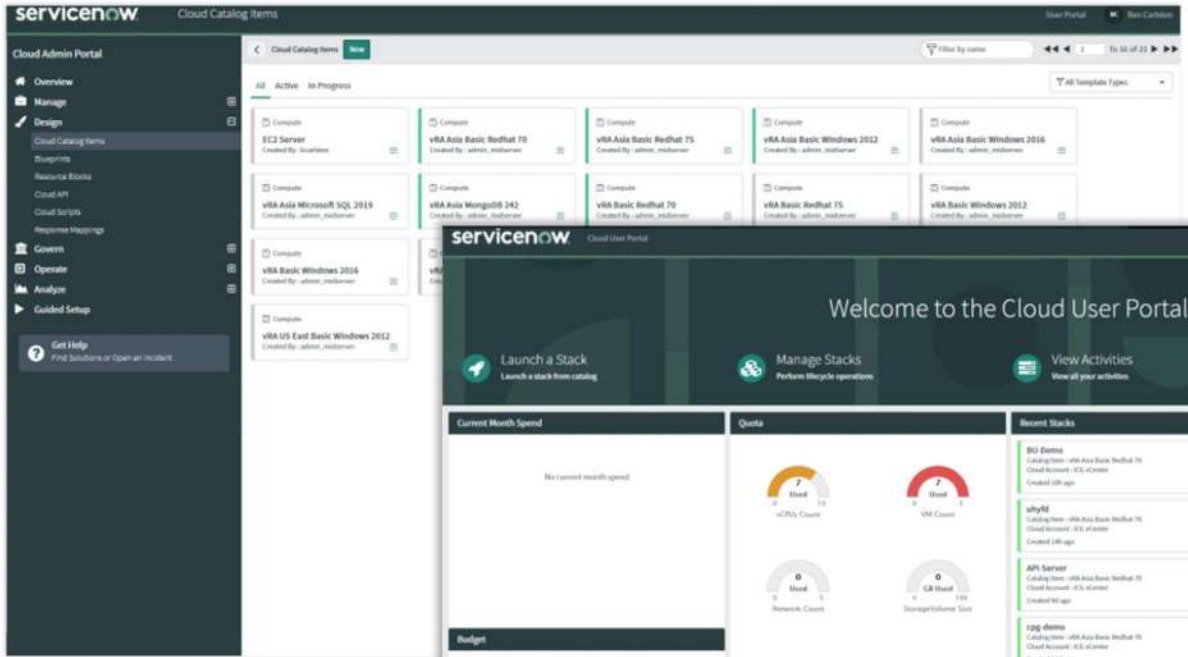
- Supports OOTB ServiceNow CPG robust policy and governance engine
- Enables the easy creation of custom approval policies in ServiceNow

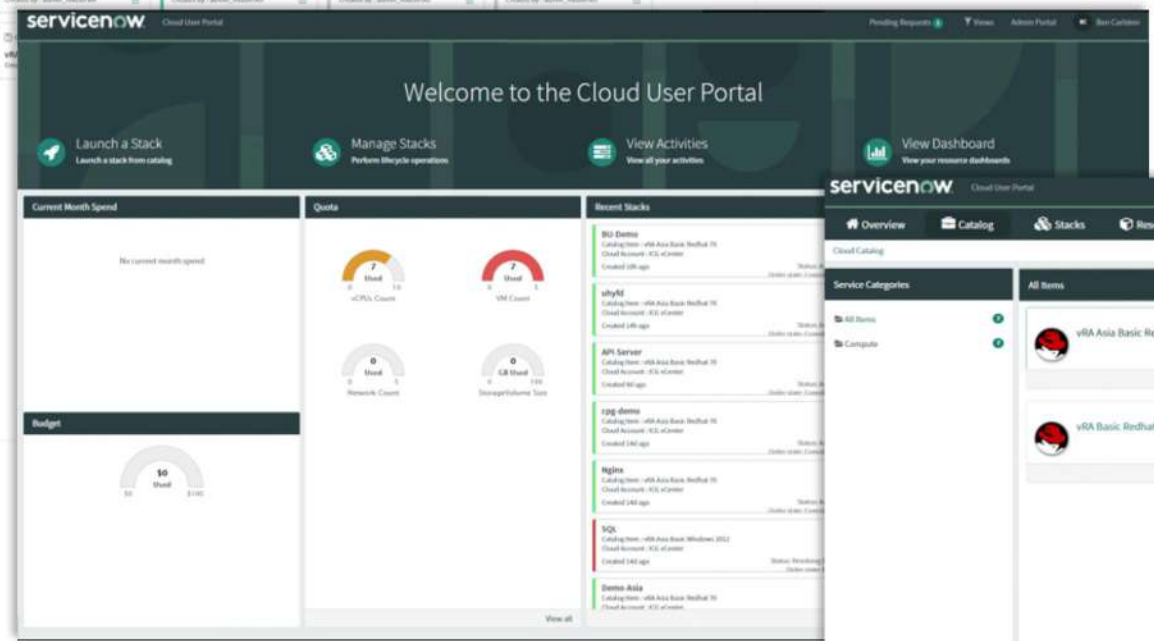
now Certified App

Copyright 2021 ICG LLC. All rights reserved

ICG AUTOMATION

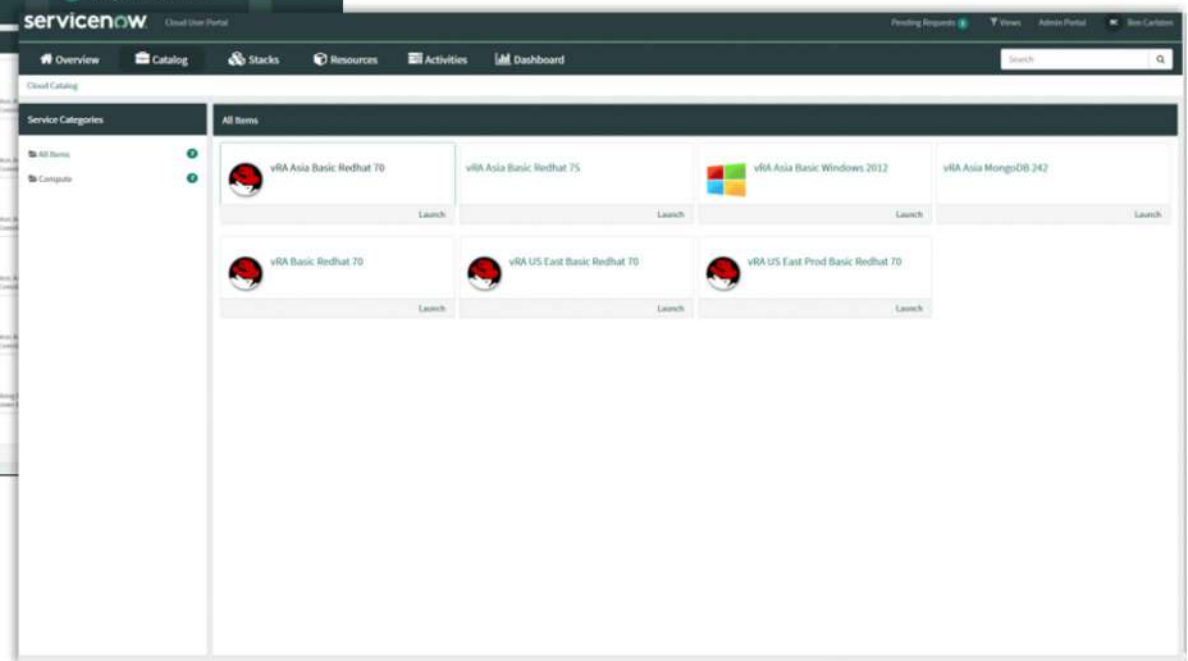
Deploy vRA Catalog Items by leveraging CPG





Utilize CPG Native Policies

Simplified End User Experience



Copyright 2021 ICG LLC. All rights reserved

Business Outcomes

Productivity Gains
Business Users

45%

Reduce Server
Time to Deploy

60%

Reduction in
Cloud Spend

35%

Copyright 2021 ICG LLC. All rights reserved