



# Turbonomic 8/CWOM Integration with ServiceNow

## 1. The Need for Orchestration

- An overview of how the integration of Turbonomic with ServiceNow benefits users
- Learn how to record, approve, and track Turbonomic actions in ServiceNow

## 2. Using the Turbonomic Actions App from the ServiceNow Certified App Store

- Learn how to install the Turbonomic Actions app to enable secure integration and implementation of ServiceNow workflows to control Turbonomic action execution

## 3. ServiceNow Target Configuration

- Understand the prerequisites for generating Change Requests for action approval on the configuration items in ServiceNow
- Learn how to enable a ServiceNow target in your chosen Turbonomic 8 deployment model: OVA, Kubernetes cluster, or Turbonomic SaaS

## 4. Creating Workflows

- Learn how to configure Turbonomic to require ServiceNow approval prior to executing actions using out-of-the-box workflows
- Understand how to create schedules for executing approved actions during user defined maintenance windows
- Understand the lifecycle of a Change Request within the ServiceNow approval process

## 5. Closing ServiceNow Tickets

- Learn what happens when a Change Request gets approved, rejected or missed and how it is viewed in Turbonomic UI and in ServiceNow
- Understand the conditions for closing a ServiceNow ticket

## 6. Creating Change Requests Using Custom Business Rules

- Configure Turbonomic to create approval records without creating Change Requests in ServiceNow
- Learn how to generate a Change Request for approval using custom business rules
- Understand various Action Approval states and implement compliant rules in ServiceNow for executing these actions within Turbonomic