



cutover

Cutover Integration with ServiceNow ITSM

**Improving efficiency in the
change management lifecycle
through Work Orchestration
& Observability.**

As a leader in work orchestration and observability, Cutover is helping some of the largest, most complex organizations in the world to navigate change in an ever-evolving business landscape.

Work Orchestration and Observability

One of the most prominent Cutover use cases is the effective delivery of technology change, allowing organizations to drive their business forward, while maintaining operational excellence. To accelerate this, Cutover integrates with IT Service Management Solutions (ITSM), including ServiceNow through the ServiceNow Interface Module. There are additional integrations with several tools in the Work Orchestration and Observability ecosystem, such as DevOps and collaboration tools.

ITSM solutions are used for governance and compliance tasks, including change approval authorization and ticketing, however, they don't address two key areas that Cutover focuses on:

- ◆ **Planning and Observability**
Longer term planning of changes and the activities that follow to optimise, deconflict change and ensure readiness for change ahead of change approval.
- ◆ **Change Orchestration**
Execution of the change once a request has been made in an ITSM tool. Through this integration, Cutover provides a method of engaging with ITSM data that was never before possible, streamlining the entire change lifecycle, and facilitating the execution of the change.



ServiceNow Interface Module

The ServiceNow Interface Module enables businesses to easily plan, rehearse, orchestrate and analyze change through Cutover and facilitate governance and compliance activities through ServiceNow. It gives you the tools you need to effectively manage your technology change initiatives end to end:



Change Execution

Rehearse and orchestrate change with ease - all done with live telemetry and real-time communications.



Post-Change Analysis

Cutover provides robust data analytics, simplifying postimplementation reviews for continuous improvement and meeting regulatory and audit requirements.



Change Management

Plan all organizational change from within the platform for increased collaboration and enterprise visibility.



Change Governance

Align change approval and ticketing with change execution through automatic runbook creation followed by automatic ticket closure for increased efficiency



About Cutover

Cutover, the leader in work orchestration and observability, is the only platform that provides full organizational visibility into dynamic flows of work, bringing them out of the dark matter of the enterprise to enable teams to move quickly with confidence. Cutover eliminates outdated approaches like static spreadsheets and weekend calls so teams can accomplish the work quickly and effectively—without the headache. Cutover’s solution helps enterprises more effectively plan, orchestrate and audit the human and automated activities that drive critical events, such as technology releases, resilience testing, operational readiness and major incident recovery.

Cutover benefits

- ◆ Manage change initiatives end-to-end through automation, orchestration, observability and governance.
- ◆ Engage with ITSM data in a way that was never before possible to execute change and streamline the change lifecycle.
- ◆ Integrate all processes in the change lifecycle across systems, reducing coordination effort and eliminating gaps in handovers
- ◆ Maintain source data integrity (eg: CMDB) and extend the value of the data in ServiceNow by linking it directly to the automation capabilities in Cutover.
- ◆ Improve change governance through automation of change execution and ticket closure
- ◆ The auditability of each change allows you to analyze runbook data and compare against key performance indicators, enabling continuous improvement as well as regulatory compliance.



A blue-tinted photograph of a space station orbiting Earth. The station's complex structure, including solar panels and modules, is visible in the upper right corner. The Earth's surface below is covered in swirling white clouds, with the dark horizon of space at the top.

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Contact us



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