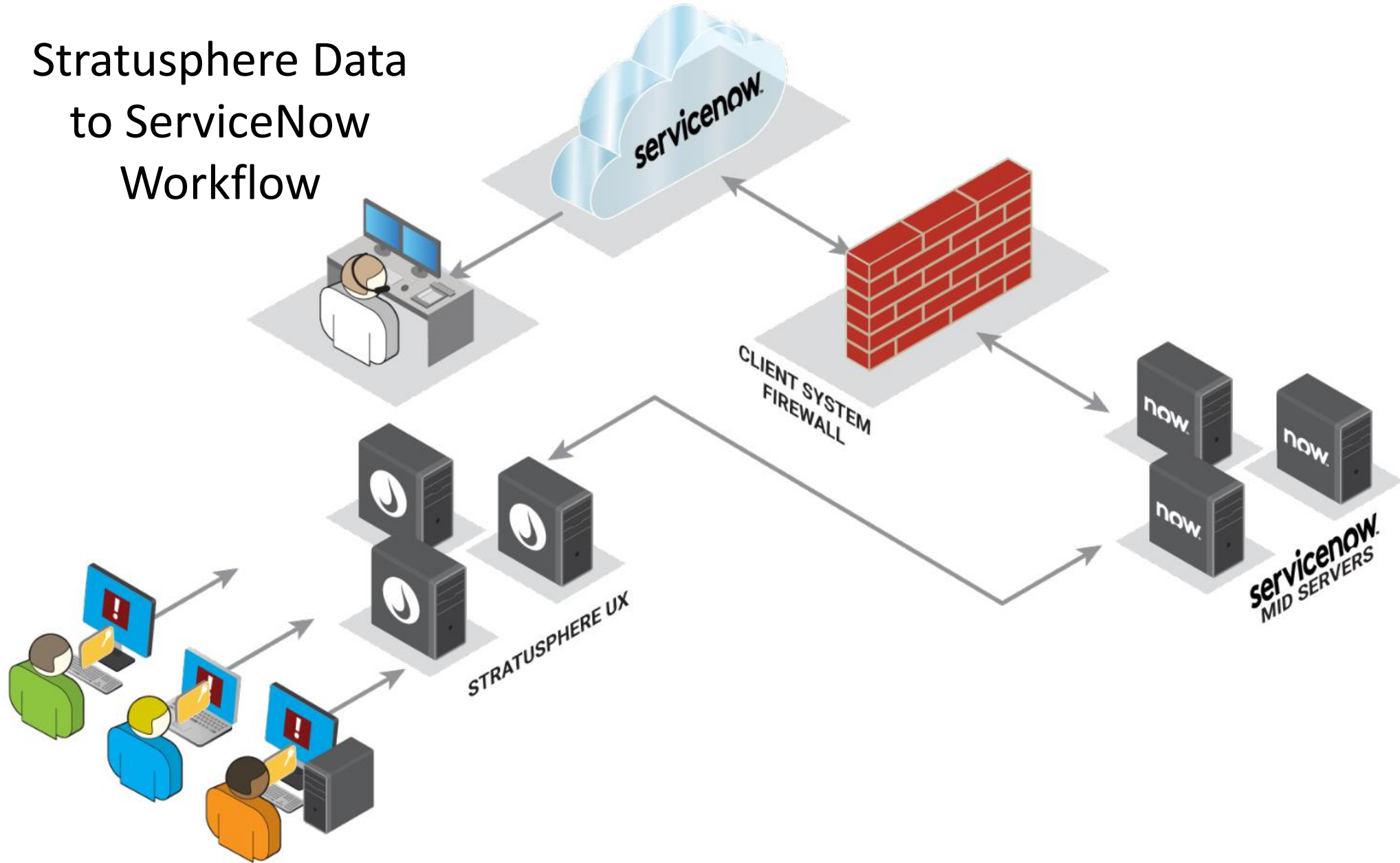




# Stratusphere UX + ServiceNow

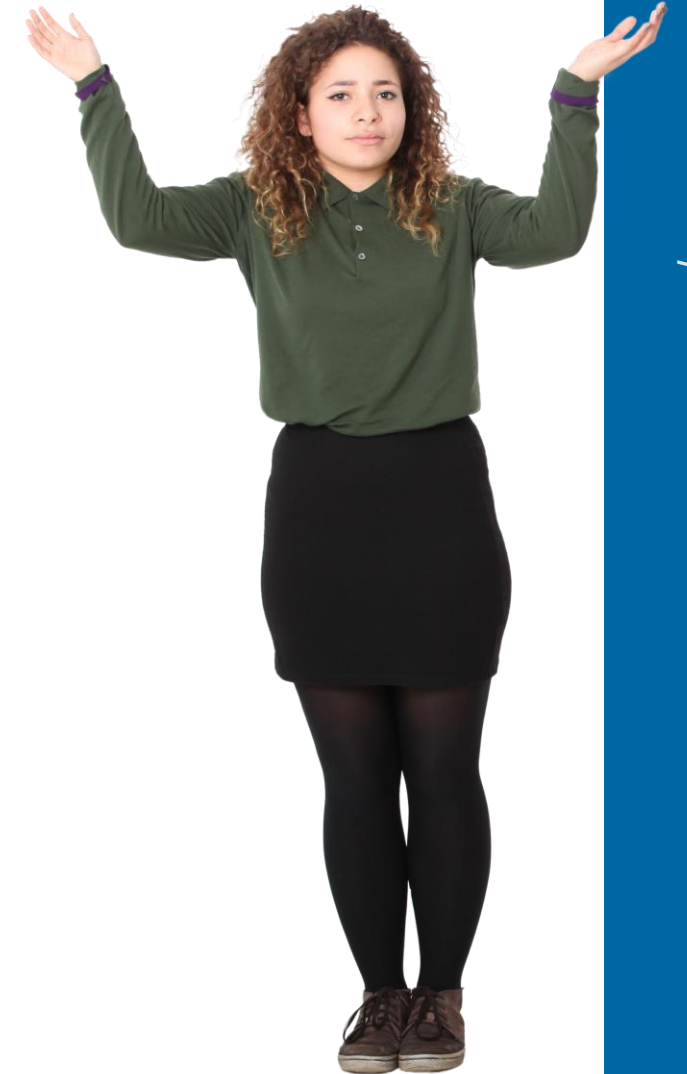
ITSM/HELP DESK EXAMPLE

# Stratusphere Data to ServiceNow Workflow



# Step #1

# “Who are you?”



## Step #1: “Who are you?”

### Ask Callers Company “User/Login ID”

- ✓ Existing ServiceNow CMD integration point(s) provides some information
  - Information last updated and available metrics will vary based on your integration point(s) and solution(s)
- ✓ Default Install “Stratusphere Base Integration Kit”
  - Can Augment CMD integration points
  - Can replace/consolidate some CMD integration points
  - Providing more up-to-date information and metrics

## Step #1: "Who are you?" ... and MORE

- Stratusphere Base Integration Kit (Default Install) Provides:
  - ✓ User ID
  - ✓ AD Distinguished Name Information
  - ✓ Last Login Date/Time
  - ✓ Last Updated
  - ✓ Last Machine Name Logged into
- With Link to Last Machine(s) Logged Into information

## Step #1: "Who are you?"... and Machine Details

Stratusphere Base Integration Kit (Default Install) Provides:

- ✓ Virtual, Physical, Cloud Machines
  - Windows, Linux, MacOS and Many ThinOS Providers
- ✓ Make, Model, SN, BIOS Date
- ✓ Chassis Type/Hypervisor or Cloud
- ✓ CPU/Memory Allocation
- ✓ OS Build/Version
- ✓ Last Boot Date/Time

## Step #1: "What do I Know about this person?"

I entered the user ID into ServiceNow...

### Now I know:

This is Tom Smith and Full AD Information(Marketing...)

He is currently working from home on his Laptop - IGEL Thin Client (Version: xxx)

Machine Types: Company Laptop, IGEL, Citrix, VMware and AWS Environments

Last Login - Citrix VM Name on xx/xx/xxxx @ 07:30:29

His Laptop Native OS has not reported in over 90 Days.

IGEL UDPocket is Reporting (Version: xxx)

His persistent Citrix Virtual Machine has not been rebooted in 60 days.

His VMware Horizon machine has not been logged into in over 90 days.

His AWS machine has not been logged into in over 120 days.

## Step #2

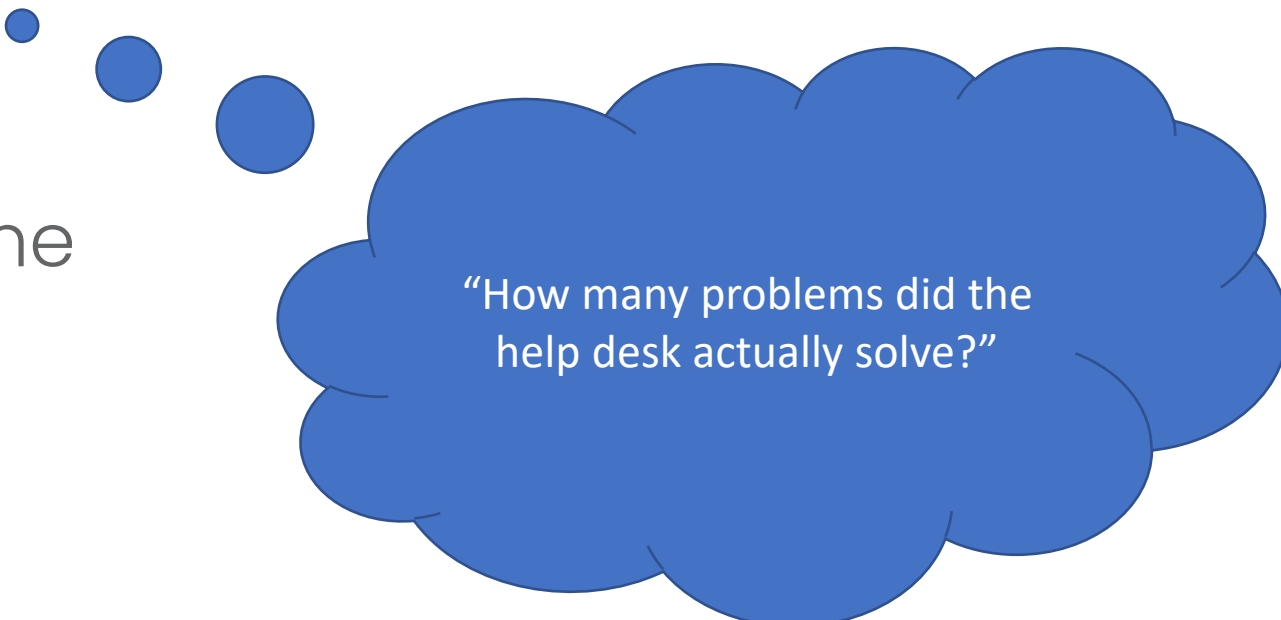


**“How can I help you?”**



# Solve the Problem, not the Symptom

- "SLOW"?????
- Slow Login
- Application Response Time
- Apps Locking Up
- WiFi
- VPN
- SCCM Updates



“How many problems did the help desk actually solve?”