

VMware Cloud Foundation & ServiceNow Integration QuickStart

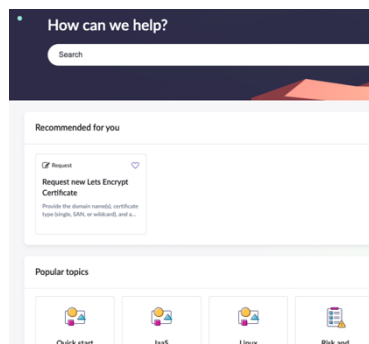
OUTCOMES

Potential outcomes may include the following:

- ◆ Integrated VMware Cloud Foundation (VCF) and ServiceNow environments with end-to-end visibility and automation
- ◆ CMDB synchronization for automated discovery and population of VCF workload components
- ◆ Real-time incident creation from VCF Operations
- ◆ Self-service catalog for provisioning infrastructure through VCF Automation

VCF Workflows in ServiceNow

Integrating VCF with ServiceNow creates a centralized workflow that accelerates infrastructure deployment.



VMware Cloud Foundation (VCF) provides a unified platform for private and hybrid cloud infrastructure. Integrating VCF with ServiceNow extends this capability into the enterprise service management layer, bringing together automation, governance, and operational visibility. Presidio's VCF & ServiceNow QuickStart helps organizations streamline operations by connecting VCF's native toolsets directly into the ServiceNow platform.

SCOPE OF SERVICES

Deployment and configuration of VMware Cloud Foundation (VCF) integrated ServiceNow workflows for operations monitoring and automation, including project management. Presidio ServiceNow experts will provide up to 100 hours of customized services, which may include some of the activities below:

- ◆ Facilitate discovery and design workshops to assess current and desired VCF and ServiceNow configurations.
- ◆ Develop Functional Design Document (FDD) outlining VCF and ServiceNow integrations.
- ◆ Integrate VCF Operations with ServiceNow to enable automated event, alert, and operational incident workflows.
- ◆ Implement ServiceNow catalog items and workflows for automated provisioning and operations tasks within VCF Automation.
- ◆ Test and validate end-to-end workflows, including event triggering, incident creation, and automated workflows from ServiceNow to VCF Automation.
- ◆ Integrate VCF Automation catalog items directly within the ServiceNow interface.
- ◆ Improve user experience with a single platform interface for catalog requests and resource management.

Let us know how we can help
Contact Presidio Today: www.presidio.com

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SERVICES AVAILABLE

Primary SKU	Service Name	Service Description	Max Qty
PS-PASVC-VIRT-VCFSN-BASE	VCF & ServiceNow Integration QuickStart	Deployment and configuration of VMware Cloud Foundation (VCF) integrated ServiceNow workflows for operations monitoring and automation (up to 100 hours).	1

The following services are available as additional scope when ordering with the above primary service.

ADD-ONS & EXTENDED SERVICES

Add-On SKU	Service Name	Service Description	Max Qty
PS-PASVC-VIRT-VCFSN-A1	VCF & ServiceNow Integration QuickStart – Additional 40 Hours	Add-on of additional ServiceNow integration engineering (up to 40 hours).	3

ASSUMPTIONS

- ◆ This service is provided entirely remotely.
- ◆ Remote access (VPN, etc.) is provided to Presidio, to facilitate installation and configuration tasks.
- ◆ All project tasks occur during regular business hours.
- ◆ VMware licensing and valid support contract is required.
- ◆ ServiceNow licensing and valid support contract is required.
- ◆ Additional effort beyond the initial 100 hour block will require add-on(s) of additional hours.

OUT OF SCOPE / CLIENT RESPONSIBILITIES

- ◆ Customization of VCF components unrelated to ServiceNow integration workflows.
- ◆ ServiceNow applications, integrations, or modules unrelated to VCF catalog and resource workflows.
- ◆ Event sources outside of the VCF platform.
- ◆ Custom event correlation or incident automation beyond standard VCF-ServiceNow integrations.
- ◆ Monitoring and management of non-VCF resources or ServiceNow modules unrelated to the integration.

The services in this brief are governed by:
[Presidio Terms of Service Agreement.](#)