

# COOKDOWN

"Cookdown's ServiceNow Monitoring MP was setup and configured in less than a day and the support & service provided has been five star! We recommend the ServiceNow Monitoring MP to any organisation, wanting a fast, effective and easily integrated solution to monitor and manage their ServiceNow instance."



Anthony Ashmead – Arup  
Enterprise Monitoring Consultant



## Who are Arup?

Arup are a global architectural engineering company, behind ground-breaking structures such as: Sydney Opera House, Changi Airport Singapore, Hong Kong Zhuhai-Macau Bridge and many more. Behind these amazing projects sits a large IT infrastructure, spanning 44 countries, across 3 key regions Americas, UK/EMEA & APAC.

Cookdown worked closely with Anthony Ashmead, Arup's Enterprise Monitoring Consultant, to identify key performance and usability issues with ServiceNow, when it is accessed from remote sites. Plus, investigate how to better connect SCOM and ServiceNow as part of Arup's fully integrated, end-to-end monitoring system.

### THE CHALLENGE:

#### Migration from regional monitoring to a global operating system

As with most large globally distributed companies, Arup's architecture is one of tool sprawl, with multiple monitoring tools and moving parts hosted in multiple places:

- OnPrem Multi Cloud (Azure/AWS)
- Different monitoring tools in regional IT teams (SolarWinds/PAMonitor/SCOM)
- Native tools for platforms (OCOM/Vcentre/VROps)



## THE SOLUTION:

### 1) Fully Integrating SCOM & ServiceNow

Arup needed an overarching enterprise monitoring tool, capable of integrating all their regional tools and systems into one centralised place – so they used SCOM, coupled by ServiceNow for their global ITSM. This meant that regional offices and users could continue to use localised tools; keeping these teams upskilled, happy and engaged in the process of moving to a fully integrated solution.

### 2) Global Visibility

It soon became clear that relying on ServiceNow to monitor itself would not be sufficient when being used globally.

Arup experienced significant issues with latency, time-outs and slow page loading in 4 key regions: London, Amsterdam, Australia & North Europe. Despite users in these regions consistently reporting issues ServiceNow was not flagging any problems instead, ServiceNow's performance metrics were 'green' and in theory full support was being provided. Rightly-so, Arup concluded the problem must be a localised issue in their network.

### 3) Root Cause Resolution

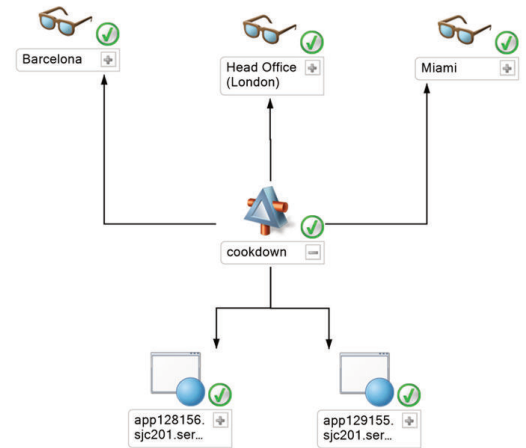
Arup needed to understand, monitor and test what was happening at a local level. But, as we all know time can be easily consumer by trouble-shooting local apps, investigating individual user systems and generally shooting in the dark for a solution! They need to get to the root cause of the issue and fast!

### 4) The Solution - Our ServiceNow Monitoring MP

So how does it work? Firstly, we use SCOM agents in each remote site to watch your ServiceNow instance, discovering a Distributed Application for it. As you can see from the diagram, this is underpinned by two nodes, which run ServiceNow in the cloud. The watchers you setup allow you to observe ServiceNow from where the users are experiencing the problem. This means issues found are raised as alerts in SCOM providing immediate visibility.

Our ServiceNow Monitoring MP enabled them to implement a Connection Time Monitor, with the following thresholds:

- Latency <150ms the monitor flags 'GREEN'
- Latency 150-300ms the monitor flags 'AMBER'
- Latency >300ms the monitor flags 'RED'



Override	Parameter Name	Parameter Type	Default Value	Override Value	Effective Value	Change Status
<input type="checkbox"/>	Alert On State	Enumeration	The monitor is...	The monitor is...	The monitor is...	[No change]
<input type="checkbox"/>	Alert Priority	Enumeration	Low	Low	Low	[No change]
<input type="checkbox"/>	Alert severity	Enumeration	Critical	Critical	Critical	[No change]
<input type="checkbox"/>	Auto-Resolve Alert	Boolean	False	False	False	[No change]
<input type="checkbox"/>	Degraded Threshold...	Double	.150	0.15	0.15	[No change]
<input type="checkbox"/>	Enabled	Boolean	True	True	True	[No change]
<input type="checkbox"/>	Generates Alert	Boolean	False	False	False	[No change]
<input type="checkbox"/>	Unacceptable Tires...	Double	.300	0.3	0.3	[No change]

Our ServiceNow Monitoring MP also provides a range of additional functions:

- Alerts can be easily configured to flag (RAG) for issues of varying degrees/levels
- Alerts can be set to auto-heal
- Alerts can be customized based on priority/severity of the issue

The table illustrates the properties of the Connection Time Monitor that are configurable via overrides.

### 4) All In A Days Work

Cookdown were able to take out all the hard work out of this process, with a quick and easy to integrate solution! We worked with Arup to implement a new monitor to allow for the latency experienced from each watcher to be exposed in SCOM as alerts, to gain quick insight on performance issues end users are experiencing when using ServiceNow, so they could get straight to the root of the problem - our ServiceNow Monitoring MP was setup and configured in less than a day!

### 5) Visualization

Arup are also using a dashboard from our sister company, SquaredUp, to visualize their SCOM data. This provides an easy to use platform for reviewing data on their system health and performance, they have configured it to look at individual nodes and watchers, to see how many users are being affected by regional issues.