SYNC FISH

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CI Sync (Enterprise Edition) for SCCM to ServiceNow
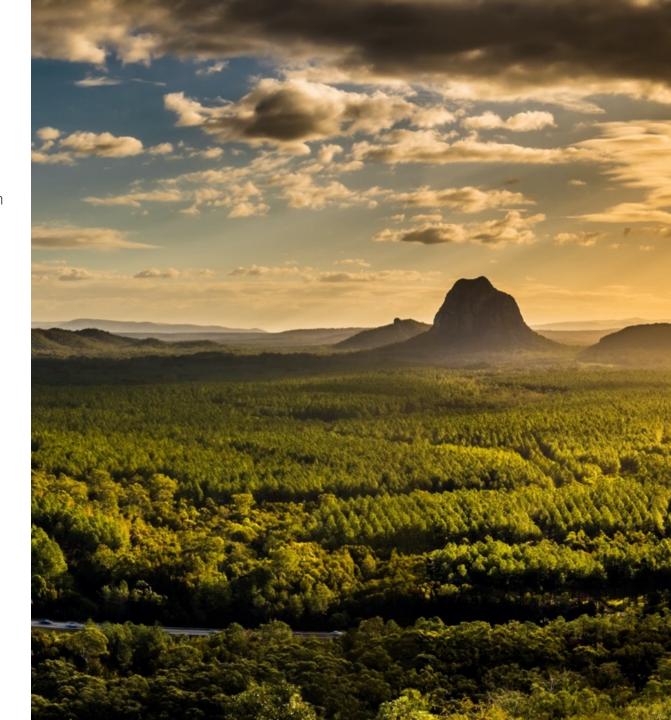
Platform Architecture and Security Overview

CI Sync (Enterprise Edition) is a modern SaaS-hosted integration platform that implements robust security mechanisms to ensure to protection of customer IT asset information.

The scope of this deck is the CI Sync (EE) connectors for Intune (as the source system) and ServiceNow (as the destination system).

Other CI Sync connectors include:

- Lansweeper On-Prem
- Lansweeper OT
- Lansweeper Cloud (for on-prem data augmentation)
- Azure
- AWS (currently in development)
- GCP (currently in development)
- Intune
- Nutanix
- VMware
- Palo Alto SD-WAN
- BeyondEdge SD-LAN
- Servicely.Ai
- and more coming on regular basis.

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General Overview

CI Sync (EE) for SCCM to ServiceNow

Key Points

1. Microsoft System Center Configuration Manager (SCCM) is a comprehensive and sophisticated management platform designed to streamline and enhance the administration of IT infrastructure. Integrating CI Synchronizer with SCCM allows your organisation to take full advantage of the managed IT Asset data in SCCM and have it accurately and fully represented in your CMDB.

2. CI Synchronizer requires minimal configuration to connect to your SCCM instance. Just a set of user credentials is required to access your on-premise SCCM SQL-Server database, and you are up and running.

   - Supports multiple SCCM instances.
   - Supports delta synchronisations by maintaining checksums of the last successfully synchronised version of every record.

For further information visit:
www.syncfish.com.au

Important Characteristics of CI Sync (EE)

CI Sync (EE) for SCCM to ServiceNow

Key Points

- Each customer is provided their own dedicated <u>instance</u> of the CI Sync (EE) SaaS application. There is **no sharing of processing or storage between customers**.

- **Each CI Sync (EE) customer decides where their SaaS instance is located**. The CI Sync (EE) SaaS application (for each customer) is deployed to any Azure Data Centre with the required services (so almost all Azure locations across the globe).

- **CI Sync (EE) does not store a copy of the SCCM data** after it has been processed and persisted into ServiceNow.

- **All authentication and authorisation is controlled by the customer's own Azure AD**

- There is **no requirement for any of the following in ServiceNow** :
    - **No ServiceNow** Mid-Server
    - **No** need for any **Service Graph connector/s**
    - **No** need for any **Integration Hub components**
    - **No** need for any **ITOM Discovery components**

- Only the following is needed within ServiceNow:
    - **A least privileged user/system account** for CI Sync (EE) to authenticate to ServiceNow.
    - **One/two simple settings** (a timeout and some CMDB CI dictionary settings). performance

- The **CI Sync (EE) Agent** (lightweight Windows service)
    - It can be installed on any VM in the customer environment.
    - The agent is installed using an installer wizard (MSI).
    - Multiple source systems are supported by a single agent (e.g. Azure, InTune, VMWare, etc).

The customer installation of CI Sync (EE) usually takes 60 to 90 minutes!

After this short time the customer is sync'ing into their non-prod CMDB

Contact Syncfish for further information

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