

# Datadog과 ServiceNow 연계를 통한 모니터링 그 이후까지 관리하기

이노훈, Partner Solutions Architect

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# 오늘 세션에서는...

- Datadog 소개
- Datadog X ServiceNow
- Demo
- Wrap-up





**이노훈 | Nohoon Lee**

**Partner Solutions Architect**

**Global Partner Technical Solutions**


**(Channel & Alliances)**


*[nohoon.lee@datadog.com](mailto:nohoon.lee@datadog.com)*


Datadog은 On-premise 및 Cloud 환경 기반의 애플리케이션을 위한 보안/모니터링 서비스로, 서버, 데이터베이스, 다양한 솔루션 및 서비스의 데이터를 한 곳으로 수집하여 End-to-End 가시성을 제공합니다.


- **AWS, Azure, GCP**와의 손쉬운 연동(Integrations)
- 클라우드 마이그레이션, 앱 현대화, DevOps/컨테이너/서버리스
- 클라우드 마이그레이션 전후 비교를 위한 360° 뷰 제공
- **100% SaaS**

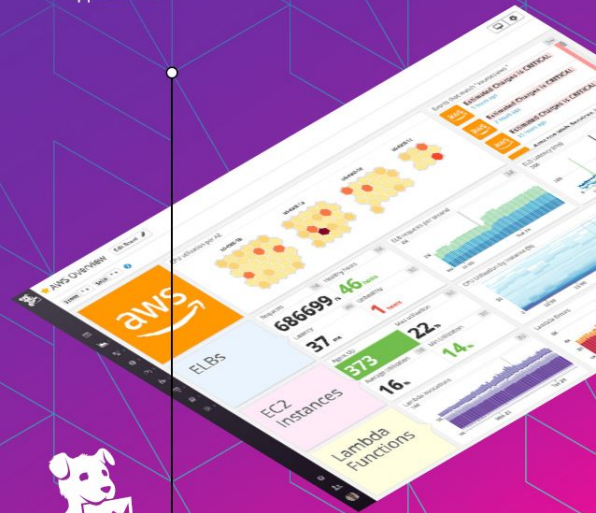
## Modern monitoring & analytics

 **Track** auto-scaling EC2 hosts and ECS containers

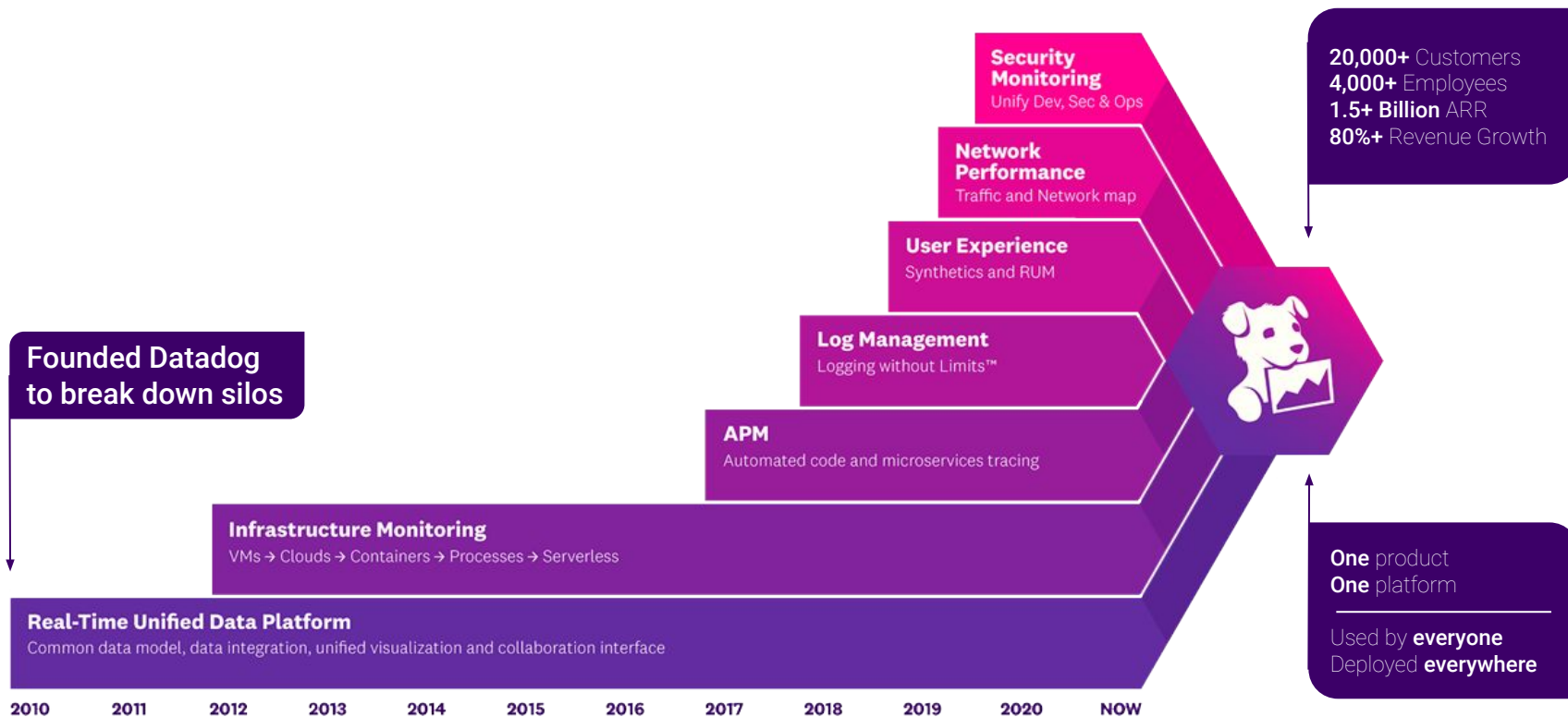
 **Alert** team members to critical performance issues

 **Monitor** dynamic cloud, on-prem, or hybrid infrastructure and applications

 **Trace** requests across service boundaries



# Our History of Innovation

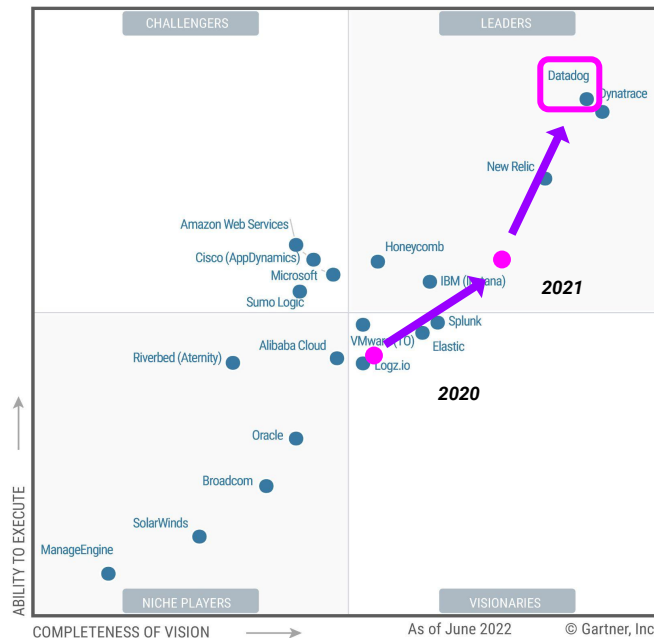


## Datadog Named Leader in the 2022 Gartner Magic Quadrant

Application Performance Monitoring and Observability, June 2022

- Recognized as a Leader in for the second consecutive year
- With the highest position for Ability to Execute

Figure 1: Magic Quadrant for Application Performance Monitoring and Observability



Source: Gartner (June 2022)

This graphic was published by Gartner, Inc. as part of a larger research document and should be evaluated in the context of the entire document. The Gartner document is available upon request from Datadog.

# Why Datadog?



Frontend

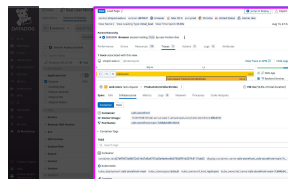
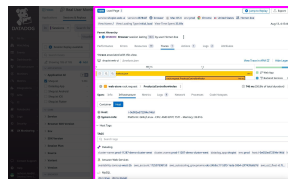
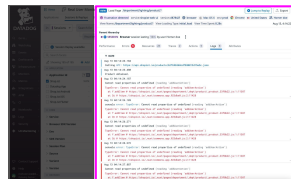
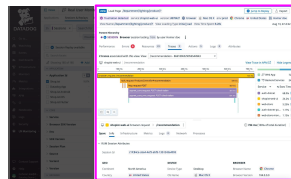
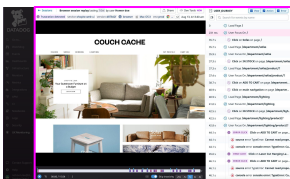
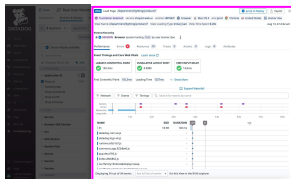
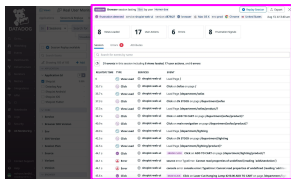
Backend

Log Management

UX Monitoring

APM

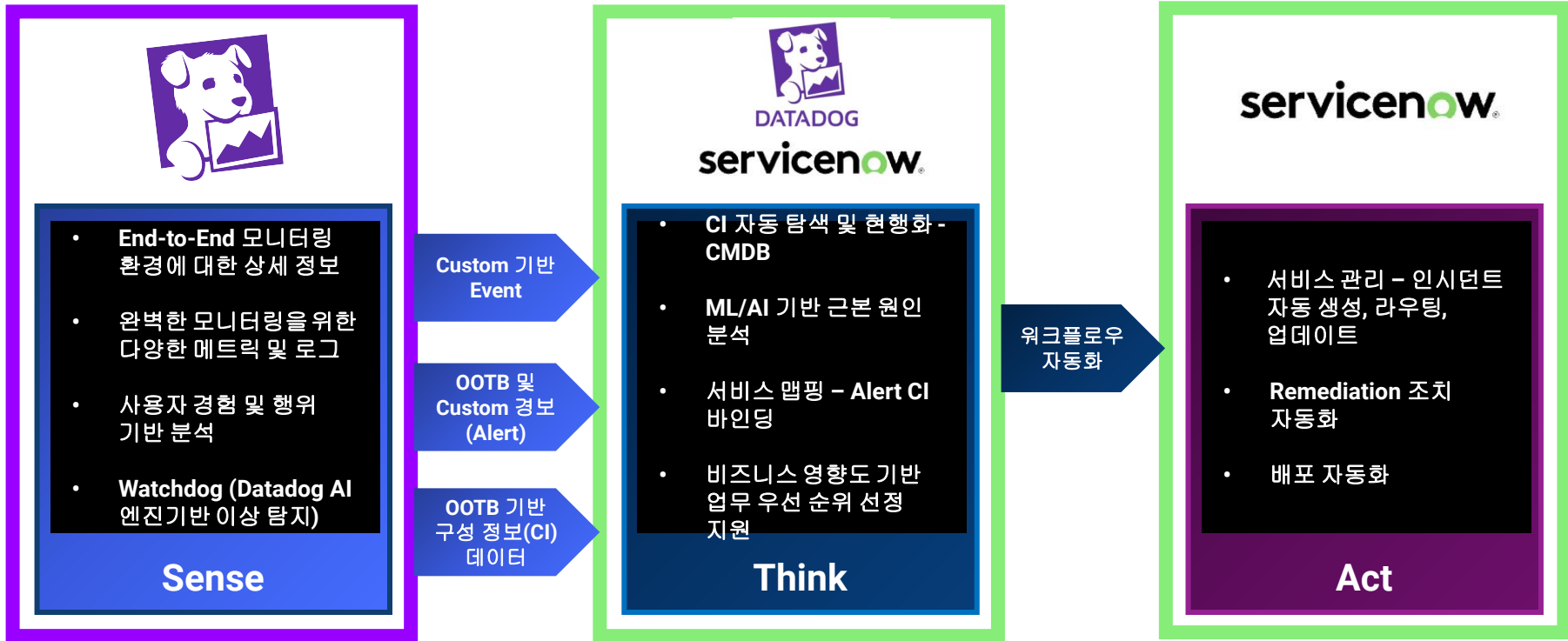
Infrastructure

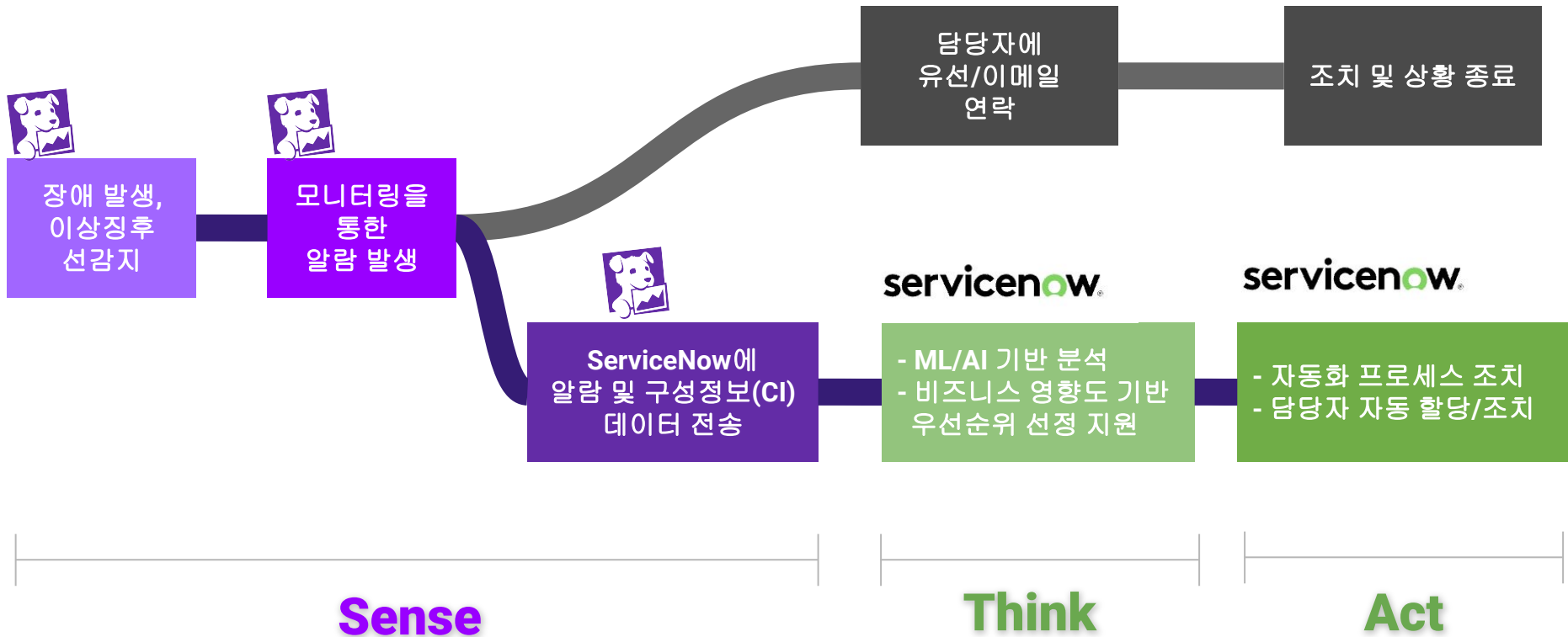


Seamless한 Correlation을 통해  
완벽한 End-to-End Observability 제공

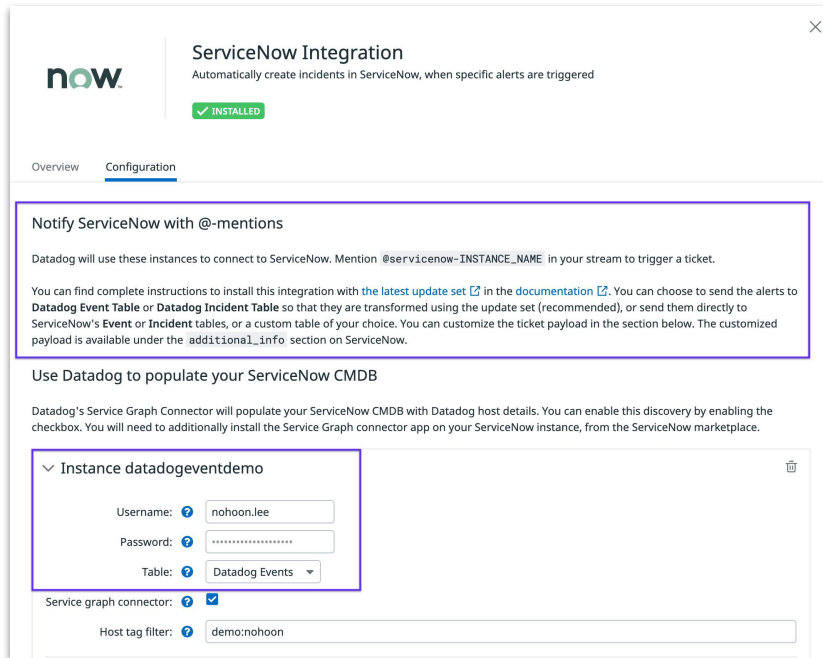
# Datadog Products and Features







## Datadog 알람을 통한 Incident/Event 정보 전송



**ServiceNow Integration**  
Automatically create incidents in ServiceNow, when specific alerts are triggered

INSTALLED

Overview **Configuration**

**Notify ServiceNow with @-mentions**

Datadog will use these instances to connect to ServiceNow. Mention `@servicenow-INSTANCE_NAME` in your stream to trigger a ticket.

You can find complete instructions to install this integration with [the latest update set](#) in the [documentation](#). You can choose to send the alerts to **Datadog Event Table** or **Datadog Incident Table** so that they are transformed using the update set (recommended), or send them directly to ServiceNow's **Event** or **Incident** tables, or a custom table of your choice. You can customize the ticket payload in the section below. The customized payload is available under the `additional_info` section on ServiceNow.

**Use Datadog to populate your ServiceNow CMDB**

Datadog's Service Graph Connector will populate your ServiceNow CMDB with Datadog host details. You can enable this discovery by enabling the checkbox. You will need to additionally install the Service Graph connector app on your ServiceNow instance, from the ServiceNow marketplace.

**Instance datadogeventdemo**

Username:

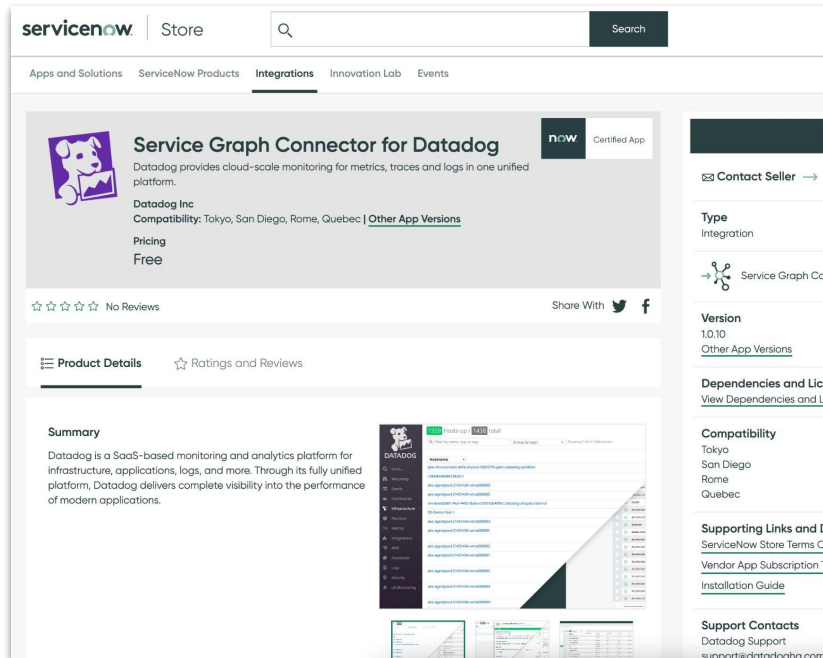
Password:

Table:

Service graph connector:

Host tag filter:

## Service Graph Connector for Datadog - 서버 구성정보(CI)를 CMDB에 적재



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Apps and Solutions | ServiceNow Products | **Integrations** | Innovation Lab | Events



**Service Graph Connector for Datadog** now Certified App

Datadog provides cloud-scale monitoring for metrics, traces and logs in one unified platform.

Datadog Inc  
Compatibility: Tokyo, San Diego, Rome, Quebec | [Other App Versions](#)

Pricing  
Free

☆☆☆☆ No Reviews

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**Product Details** ☆ Ratings and Reviews

**Summary**

Datadog is a SaaS-based monitoring and analytics platform for infrastructure, applications, logs, and more. Through its fully unified platform, Datadog delivers complete visibility into the performance of modern applications.

**Dependencies and Lic**  
[View Dependencies and Lic](#)

**Compatibility**  
Tokyo  
San Diego  
Rome  
Quebec

**Supporting Links and D**  
[ServiceNow Store Terms Of](#)  
[Vendor App Subscription Tr](#)  
[Installation Guide](#)

**Support Contacts**  
Datadog Support  
[support@datadoghq.com](mailto:support@datadoghq.com)

# Demo

- **Datadog Platform Overview**
- **Monitors**
- **ServiceNow Integration**

# Thank you!

