



About Cisco DNA Center ITSM Integration

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Cisco DNA Center Integration Use Cases

Cisco DNA Center supports the following types of integration use cases with other third-party applications:

- Network management integrations:
 - Bidirectional IP grid synchronization
 - Integration with third-party IP Address Management (IPAM) systems
- Operation integrations:
 - ITSM event, problem, and incident management
 - Approvals and schedule window information
 - Assistance in issue triage and association
 - Data exports for building custom dashboards and reports



Note See the Deploy Cisco DNA Center Platform chapter in the [Cisco DNA Center User Guide](#) for detailed information about configuring integration settings.

Cisco DNA Center ITSM Support

Cisco DNA Center supports the following capabilities:

- Integrating Cisco DNA Center into ITSM processes of incident, event, change, and problem management.
- Integrating Cisco DNA Center into ITSM approval and preapproval chains.
- Integrating Cisco DNA Center with formal change and maintenance window schedules.

The scope of the integration is to retrieve events relating to software image updates, changes to configuration of network devices and group-based policy updates required for compliance, security, or any other operational triggers from Cisco DNA Center, and then publish the event data on a recurring schedule to an ITSM (Service Now) system.

Cisco DNA Center bundles are prebuilt solutions that enable integration between Cisco DNA capabilities and specific IT domains. The following bundles can be configured and used:

- **Basic ITSM (ServiceNow) CMDB Synchronization**
- **Cisco DNA Center REST API**
- **Endpoint Attribute Retrieval with ITSM (ServiceNow)**
- **Network Issue Monitor and Enrichment for ITSM (ServiceNow)**
- **Rogue and aWIPS**
- **Cisco DNA Center Automation Events for ITSM (ServiceNow)**