



## About Catalyst Center ITSM Integration

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## Catalyst Center Integration Use Cases

Catalyst Center supports the following kinds 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



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

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## Catalyst Center ITSM Support

Catalyst Center supports the following capabilities:

- Integrating Catalyst Center into ITSM processes of incident, event, change, and problem management.
- Integrating Catalyst Center into ITSM approval and preapproval chains.
- Integrating Catalyst 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 that are required for compliance, security, or any other operational triggers from Catalyst Center, and then publish the event data on a recurring schedule to an ITSM (Service Now) system.

Catalyst Center bundles are prebuilt solutions that enable integration between Catalyst Center capabilities and specific IT domains. You can configure and use the following bundles:

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