



## About Cisco DNA Center ITSM Integration

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- [Cisco DNA Center ITSM Integration Use Cases, on page 1](#)
- [Cisco DNA Center ITSM Support, on page 1](#)

### Cisco DNA Center ITSM 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

### 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 primarily to monitor your network for assurance and maintenance issues, as well as for events that require software image updates for compliance, security, or any other operational triggers. Details about these issues are then published to an ITSM (ServiceNow) system or any REST endpoint.

Cisco DNA Center bundles are prebuilt solutions that enable integration between 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)**