# PagerDuty

servicenow. Gold Technology Partner

Shift from queued to Real-Time Digital Operations

The PagerDuty + ServiceNow certified integration takes a HybridOps approach to digital transformation. ServiceNow teams using multiple operating models can collaborate more effectively to address critical incidents in real time. Teams can engage incident responders and track updates as they happen from ServiceNow—delivering "work-where-you-are" functionality and powerful DevOps workflows to every IT Ops team, including central IT and NOC. Users can take action to restore service and mitigate threats without leaving the ServiceNow interface, reducing mean time to resolution while minimizing the impact of digital disruptions.
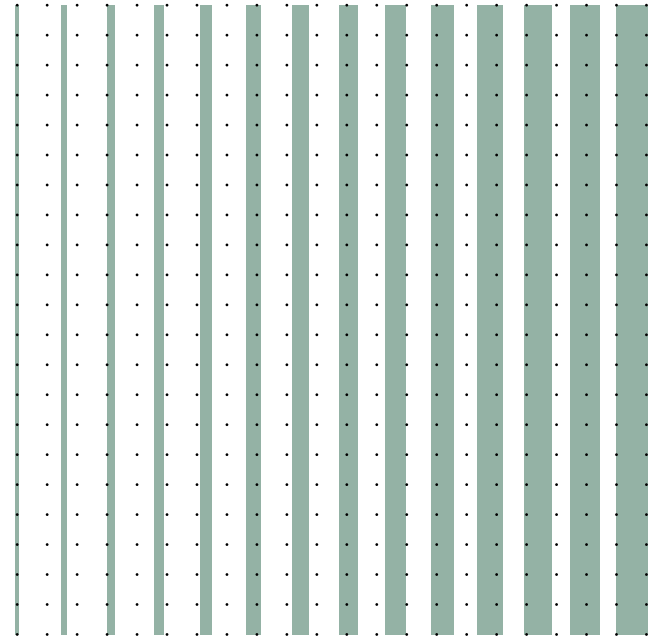
Real-Time Incident Response

Drive cross-team incident response and track status in real time from the ServiceNow interface. Easily recruit additional responders from Assignment Groups and automate escalations.

Connect People

Automatically initiate a team conference bridge with PageDuty's one-touch-to-join capabilities. Use Slack as a PagerDuty interface to drive real-time operations.

Reach The Right Team Every Time

Synchronize ServiceNow assignment groups and users with PagerDuty groups and escalation policies to ensure the right teams are alerted every time.

Leverage IT Tools

Connect to the existing services and applications in your CMDB and service hierarchy. Easily connect to more than 300+ tools with PagerDuty integrations.

Deeper Configuration Control

Customizable field mappings, easy on-boarding of PagerDuty users with appropriate roles and permissions. Flexible sync options between platforms.

Sync With System of Record

Full bi-directional sync to the system of record allows teams to work where they are and capture full, precise records of PagerDuty actions in ServiceNow incident history.

Work Where You Are

Native ServiceNow integration means teams can augment their operational data set without leaving the familiar ServiceNow interface that they are comfortable using.

Beyond IT incidents

Drive security incident response, emergency change requests, and other critical workflows requiring real-time engagement.

Allow any team using ServiceNow to manage their own on-call schedules and automated escalations policies from within the ServiceNow environment.
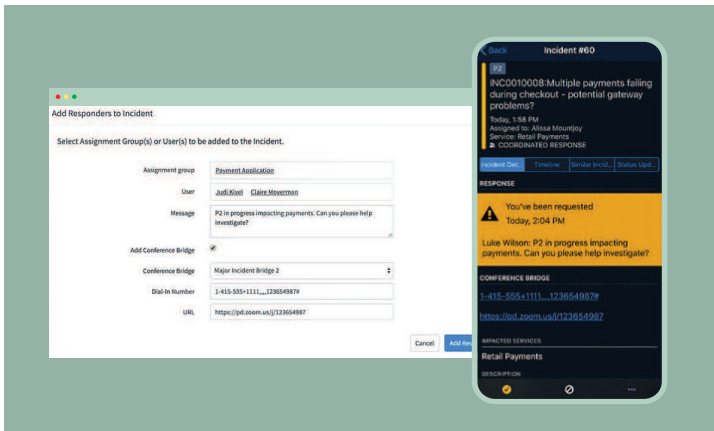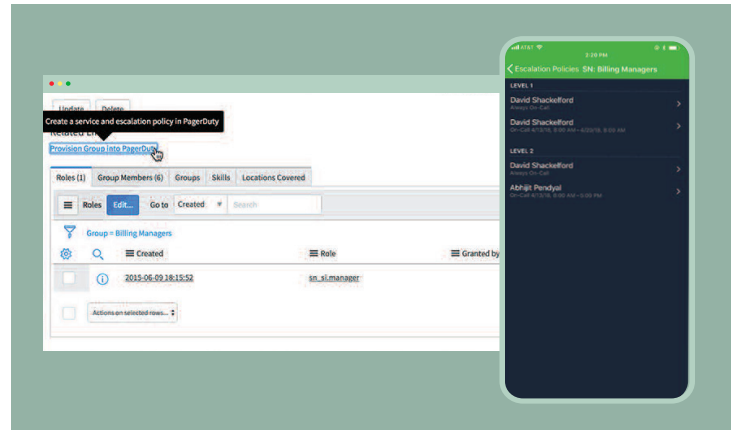
Take action to restore service and mitigate threats without leaving the ServiceNow interface, reducing mean time to resolution while minimizing the impact of digital disruptions.

Drive cross-team incident response—and track status in real time—from the ServiceNow interface. Easily recruit additional responders and automate escalations. Automatically initiate a team conference bridge with PageDuty's one-touch-to-join capabilities.

Learn more at PagerDuty.com