Virima Integration Data Sheet

Discovery and service mapping for Jira Service Management

Note: Some CMDB features require a JSM subscription with Assets

Integration Highlights

- **Automated CMDB discovery for hybrid IT**
- **Support for off-network PC's and Macs**
- **Visualized CMDB experience**
- **Service mapping automation**

- **Virima Visual Impact Display (VIVID™)**
- **Autonomic Social Discovery™**
- **Bi-directional API integration with Jira Service Management**
- **Full CMDB schema flexibility**

Virima and Jira Service Management integration brings the power of Virima's hybrid discovery, full-featured visualized CMDB, service mapping, and the Virima Visual Impact Display (ViVID™) to Jira users looking to speed up incident resolution, reduce failed changes, and streamline configuration management processes.

The bi-directional integration redefines collaboration for IT teams while responding to outages, mitigating inherent risks of making changes to their complex IT environments and prioritizing vulnerabilities. The integration also transforms the way IT teams build, maintain, and operationalize a trustworthy CMDB.

The value of Virima also extends to various facets of IT asset management, cyber security, and audit/compliance.
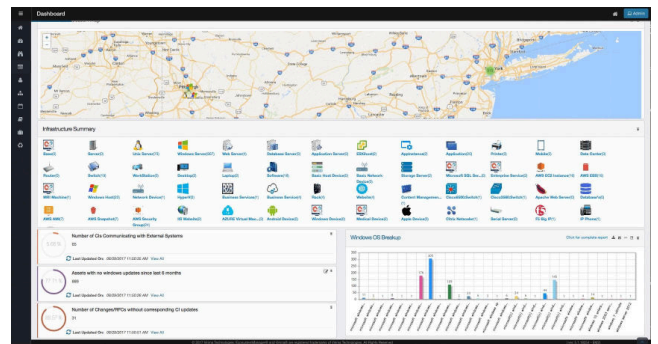
Automated CMDB discovery for hybrid IT

Using a multitude of agentless probes and API integrations, Virima Discovery automatically and repeatedly discovers and maps data center, network, edge, and cloud resources, visually revealing intricate asset interdependencies and communications. Virima also offers optional agents for Windows and MacOS and a work-from-anywhere solution to report on any changes occurring while off-network.

Discovery Highlights

- **Flexible agentless and agent options**
- **Physical, virtual, cloud, IoT**
- **Hardware configurations**
- **Windows, Linux, Unix, and MacOS attributes**

- **Software, websites, and certificates**
- **Relationships, dependencies, and communications**
- **Automatically populate CMDB**
- **Maintain CMDB integrity**

Agentless Discovery

- Discovery Apps run on servers you control
- Credentials stay local, encrypted, and secure
- Over 140 extendable device and software probes
- API support for cloud, hypervisors and more
- Set and forget scan parameters and scheduling
- Detailed logs to ensure success and coverage
- Integration with IPAM and PAM solutions

Discovery Agent

- Optional for Windows and MacOS
- Flexible delivery and auto-update options
- Persistent monitoring of configuration changes and software usage
- Alternative for agentless discovery concerns (i.e. service accounts, remote command executions)
- Work-From-Anywhere device monitoring

Build, maintain, and operationalize your CMDB: Create a single source of truth

Virima streamlines the process of setting up a Configuration Management Database (CMDB) in JSM Assets with its pre-built, customizable CMDB blueprints. These blueprints map into existing JSM schemas or can be turned into new schemas. The best part is it's all done in the Virima UI with no code or hassle! As Virima Discovery automates the CMDB population and relationship discovery, features like business rule automation and Autonomic Social Discovery™ keep the CMDB up-to-date and trustworthy. Moreover, Virima's Visual Impact Display (ViVID™) operationalizes the CMDB to enhance incident response and change planning with dynamic relationship and service mapping.

CMDB Highlights

- **Codeless bi-directional integration with Jira Service management**
- **Certified for Service Asset and Configuration Management**
- **Configuration and relationship changes maintained through discovery**

- **Automate CMDB maintenance with granular business rules**
- **Visualize assets and relationships for increased consumability of CMDB data**
- **Virima Visual Impact Display and Autonomic Social Discovery**

Service Mapping Automation

Enjoy the full benefit of Virima's innovative Service Mapping that provides dynamic visual representations of business service dependencies, infrastructure relationships, application dependencies, network topologies, and system communications. Automatically generated from discovery data, these maps eliminate the guesswork of how your major applications, websites, and enterprise services function.

Virima Visual Impact Display (ViVID™)

With ITSM overlays of the Jira incident and change records, ViVID serves as a heads-up display and collaboration tool for unprecedented impact analysis to help improve MTBF and MTTR. Together with the overlaying of NVD vulnerability data help set remediation priorities, ViVID answers questions like:

- What is the risk exposure to making this change?
- Who are the stakeholders to this change or incident?
- What recent change may be the root cause of this service outage?
- What services could be impacted by this open incident or alert?
- Which critical assets have vulnerabilities?
- Where are the weak links in my business services?
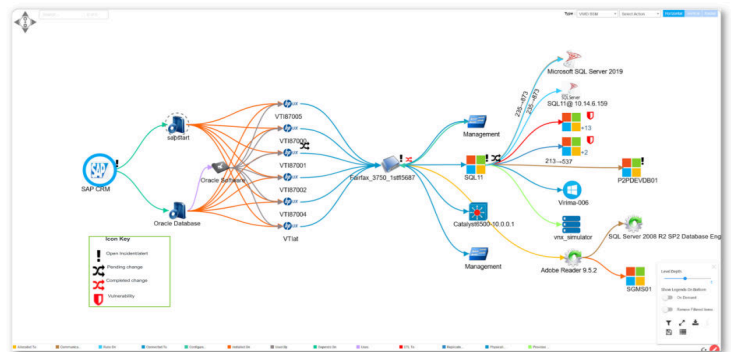
Autonomic Social Discovery™

Autonomic Social Discovery is an innovative feature that automates human intelligence gathering, providing a deeper understanding of your IT and cyber asset inventory that can't be learned through discovery.

- Human discovery for things like SLAs, contracts, ownership, status, EOL, and policies
- Ensure CMDB and ITAM completeness
- Multi-channel task assignment
- Tasks can be easily assigned to others
- System adapts and learns who best to provide missing data

Get more value from Virima and a Jira Service Management CMDB you can trust!

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