# Discovery and Service Mapping for Halo ITSM

**Virima and Halo ITSM Integration** brings the power of Virima's hybrid discovery, full-featured visualized CMDB, service mapping, and the Virima Visual Impact Display (ViVID™) to HALO 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.
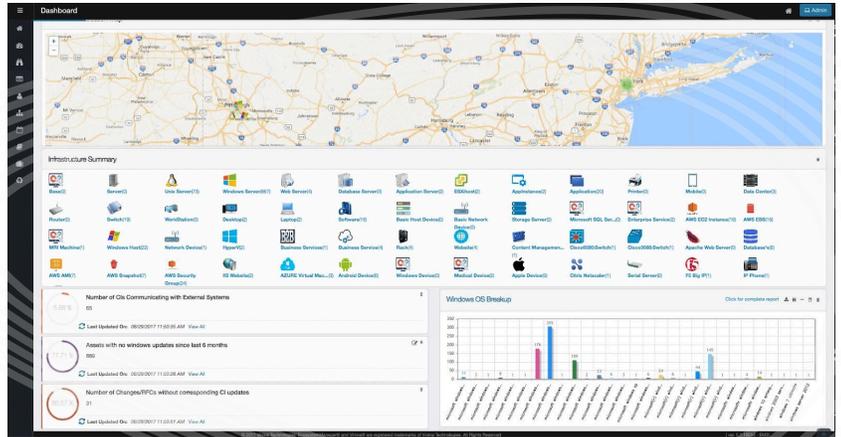


## Integration Highlights

- 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 Halo ITSM
- Full CMDB schema flexibility

## 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, MacOS, and Linux as well as 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 communication
- 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, MacOS and Linux
- 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 Halo ITSM with its pre-built, customizable CMDB blueprints. These blueprints map into Halo asset groups and types. 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 DiscoveryTM 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 Halo ITSM**
- **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 Halo 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 to 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?
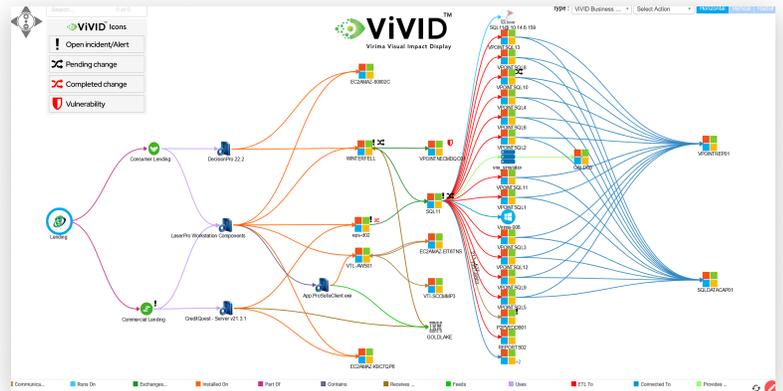


## Autonomic Social Discovery™

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 SLA's, contracts, ownership, status, EOL, 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 Halo ITSM with a CMDB and ITAM you can trust!**

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**Request Demo**