Cutover and ServiceNow

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The Cutover platform drives operational excellence by bringing you, your teams, and technology together to orchestrate complex work faster and smarter, with real-time visibility and control.

Work can be orchestrated end-to-end in dynamic runbooks that span manual and automated tasks to make work observable automatically with no interruptions, and no gap between management and the teams doing the work.

Cutover and ITSM

The Cutover platform spans across Application Release Orchestration and Operational Resilience use cases. In both cases, Cutover integrates with ServiceNow (and other ITSM platforms) to reference CMDB data and the Service Management workflows of Problem, Incident and Change.

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System of Record

- Golden source Asset Inventory (CMDB)
- Ticketing for incident, problem and change

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System of Execution

- Orchestration across human and machine activites
- Visualization of planned and live execution

Cutover - core capabilities

- Creation of templated runbooks that capture the detailed set of tasks, dependencies and automated steps that are associated with any technology change or resilience event.

- Simple UI for building the complex set of tasks, dependencies and decision points associated with complex change.

- Link to underlying automation tools (e.g. Jenkins and Ansible) to seamlessly join human and automation tasks as part of a single workflow.

- Provide executives and managers with dashboard views of live progress without interrupting those doing the work.

- Dynamically amend or update your workflows and tasks at any instance during a live run.

- Track critical path and interdependencies across large-scale releases, migrations or resiliency initiatives while eliminating siloed practices and bespoke spreadsheets.

- Drive seamless collaboration with non-technology teams with integrated communication via email, SMS, Slack or MS Teams.
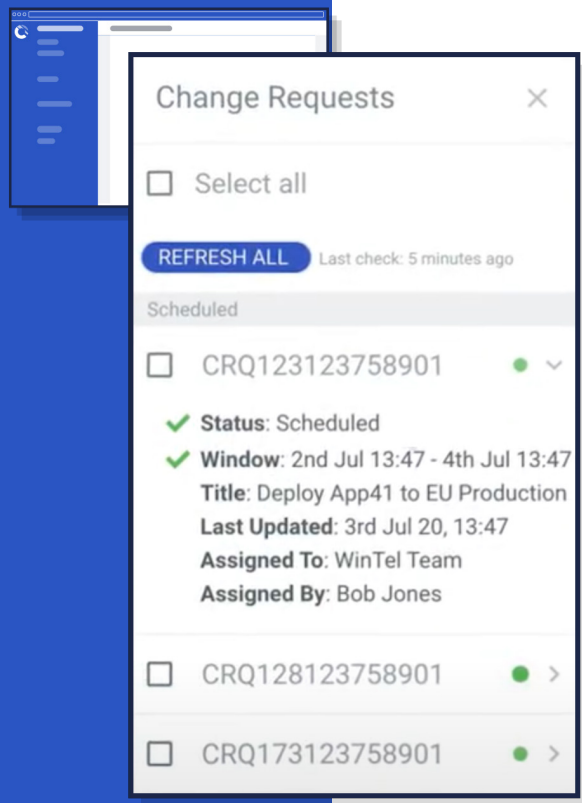
- Obtain an indelible audit trail, facilitating in-depth analysis and improvement as well as meeting regulatory and compliance requirements.

- Provide a forward view of planned change, ahead of a change ticket, to optimize or deconflict change to reduce risk and increase throughput.

How Cutover integrates with ITSM tools

Enhance your ITSM system of records through powerful integrations. With Cutover you can:

- Associate CMDB Data with Cutover runbooks, so that the detailed orchestration in a Cutover runbook links to the CMDB record for the impacted application or system making it easy to find and execute runbooks based on known CMDB data.

- Update CMDB records as an integral part of change execution.

- Link Cutover runbooks to change tickets, ensuring change plans and governance are aligned.

- Progress a change ticket from within Cutover to ensure execution steps and governance are aligned

- Automatically create and/or initiate Cutover runbooks as a result in workflow changes in your ITSM tool (e.g. create a recovery plan from the CMDB or create a release plan from a change ticket)

- Automatically feed post execution audit data from Cutover into ITSM

Change Requests

Select all

REFRESH ALL Last check: 5 minutes ago

Scheduled

CRQ123123758901

✓ Status: Scheduled
✓ Window: 2nd Jul 13:47 - 4th Jul 13:47
Title: Deploy App41 to EU Production
Last Updated: 3rd Jul 20, 13:47
Assigned To: WinTel Team
Assigned By: Bob Jones

CRQ128123758901

CRQ173123758901

Why choose Cutover

A clear path through chaos or complexity with dynamic, automated runbook technology

Cutover is focused on orchestration and automation of your complex workflows involving multiple teams and technologies to bring your technology and business teams closer. The platform helps eliminate change execution risks, inefficiencies, confused communication and provides full visibility end to end.

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Contact us

If you have any questions please contact us at info@cutover.com

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