

ServiceNow Service Module

<https://campus.barracuda.com/doc/95264139/>

Barracuda Managed Workplace offers robust bi-directional integration with the ServiceNow PSA. When a ticket is created in Barracuda Managed Workplace manually or automatically, an event is also created in ServiceNow. ServiceNow then treats those events as any other events in their event management system. This simple integration lets you continue to use your established event management, alert management, and ticket management systems in ServiceNow with no adjustments to accommodate Barracuda Managed Workplace. You don't have to modify your workflow to take advantage of integration with ServiceNow.

Assets are synched from Barracuda Managed Workplace to ServiceNow once a day.

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