

ServiceNow

<https://campus.barracuda.com/doc/98220712/>

Barracuda RMM offers integration with ServiceNow. The integration offers two modes for Ticket Updates:

- Ticket to Incident mode
- Event Management mode

Ticket to Incident mode creates a ServiceNow incident directly from each Barracuda RMM ticket. When properly configured, the integration is bi-directional, meaning that each ServiceNow incident reflects the changes made in the corresponding Barracuda RMM ticket and vice versa, including when tickets are closed.

See **Ticket to Incident Mode** in [Understanding Barracuda RMM Tickets and ServiceNow Incidents and Events](#).

In Event Management mode, when a ticket is created in Barracuda RMM 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 RMM. You don't have to modify your workflow to take advantage of integration with ServiceNow.

See **Event Management for Ticket Updates** in [Understanding Barracuda RMM Tickets and ServiceNow Incidents and Events](#).

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