



Administrator Guide

AWS Service Management Connector



AWS Service Management Connector: Administrator Guide

Copyright © 2026 Amazon Web Services, Inc. and/or its affiliates. All rights reserved.

Amazon's trademarks and trade dress may not be used in connection with any product or service that is not Amazon's, in any manner that is likely to cause confusion among customers, or in any manner that disparages or discredits Amazon. All other trademarks not owned by Amazon are the property of their respective owners, who may or may not be affiliated with, connected to, or sponsored by Amazon.

Table of Contents

What is AWS Service Management Connector? 1

What is AWS Service Management Connector?

AWS Service Management Connector (SMC) enable customers to provision, manage, and operate native AWS resources and capabilities in familiar IT Service Management (ITSM) tooling, such as ServiceNow and Atlassian.

These integrations enable Enterprises to accelerate migration and AWS adoption at scale through oversight and governance in their declared operational tooling and system of record.