



Possibilities

#CiscoLive

ITSM OS Update Closed Loop Between Cisco DNA Center And Service Now

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DGTL-PSOCX-1556



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#CiscoLive



Who is Markus Harbeck ???

Personal:

- Location: Eschborn, Germany (near Frankfurt) but lives in Bavaria
- Other Interests: My family, 2 kids, Horse back riding, motor cycling

My Background:

- CLI Junkie since 1996 for all Routing and Switching
- Joined CISCO October 2010
- Before; 12 years, operations, engineering, application engineering at Lufthansa Systems
- Drives Cisco DNA Center, Automation and Analytics in EMEAR and loops in the development team and Business Unit
- Book Author – Cisco DNA Assurance 2018

Current Projects:

- Cisco DNA Center since day1 in 2014
- Analytics, Assurance
- Multidomain
- SDA, ITSM

My Kids view on Cisco DNA Center and Network Design

```
interface GigabitEthernet2/0/9
description 3650-SDA-3
no switchport
dampening
ip address 172.20.195.17 255.255.255.252
ip router isis 2010
logging event link-status
load-interval 30
carrier-delay msec 0
bfd interval 300 min_rx 300 multiplier 3
no bfd echo
!

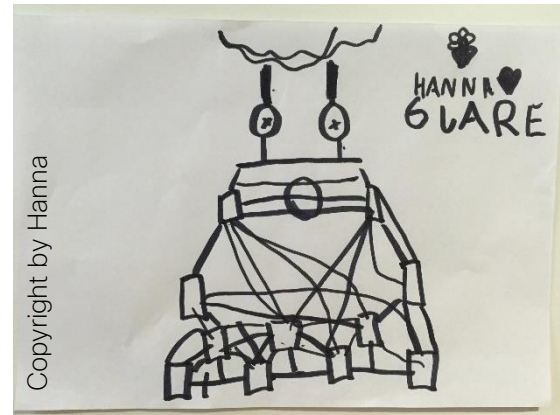
interface GigabitEthernet2/0/10
description ucs1-vmnic3
switchport access vlan 2136
switchport mode access
device-tracking attach-policy IPDT_MAX_10
spanning-tree portfast
!

interface GigabitEthernet2/0/11

CI3850-SDA-1#conf t
Enter configuration commands, one per line. End with CNTL/Z.
CI3850-SDA-1(config)#router lisp
CI3850-SDA-1(config-router-lisp)#
```



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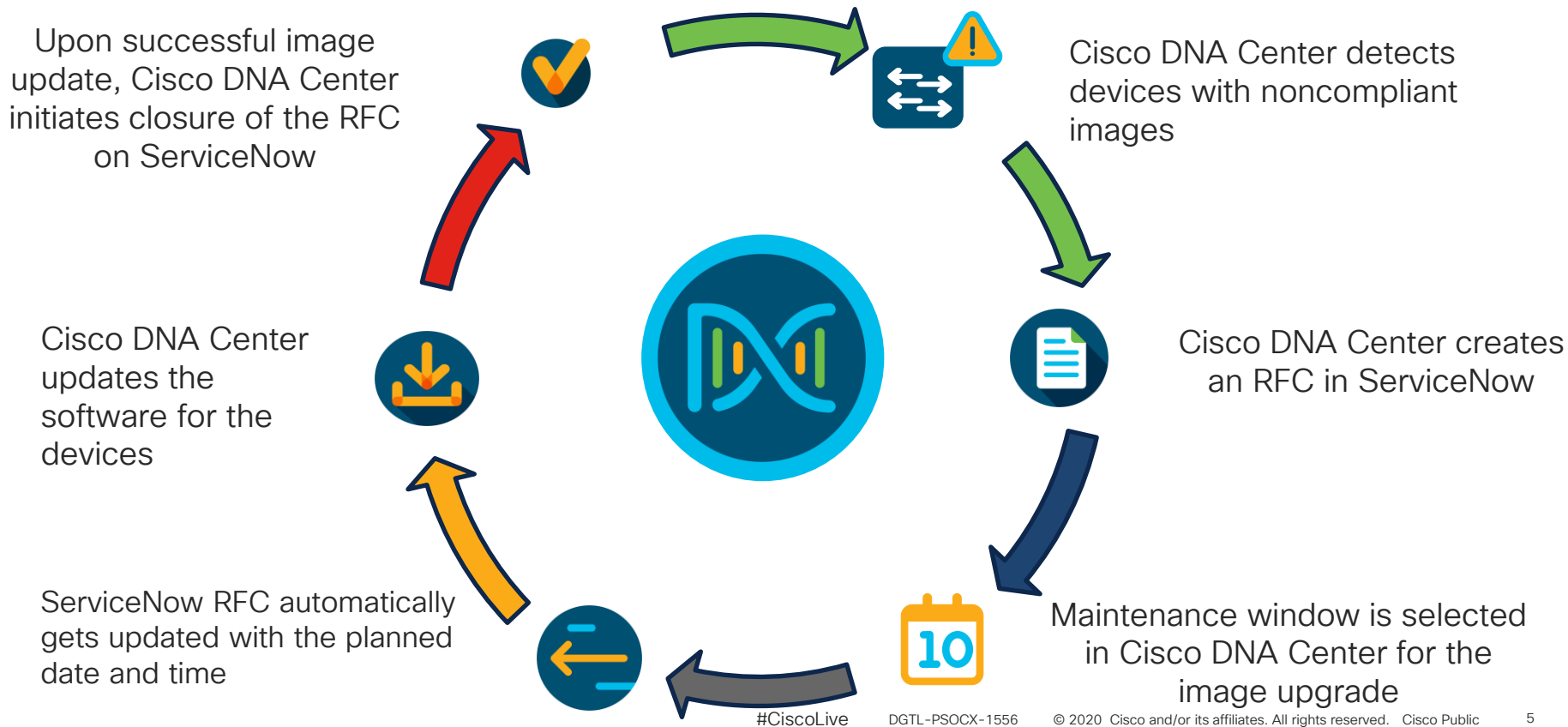
Copyright by Hanna



Agenda

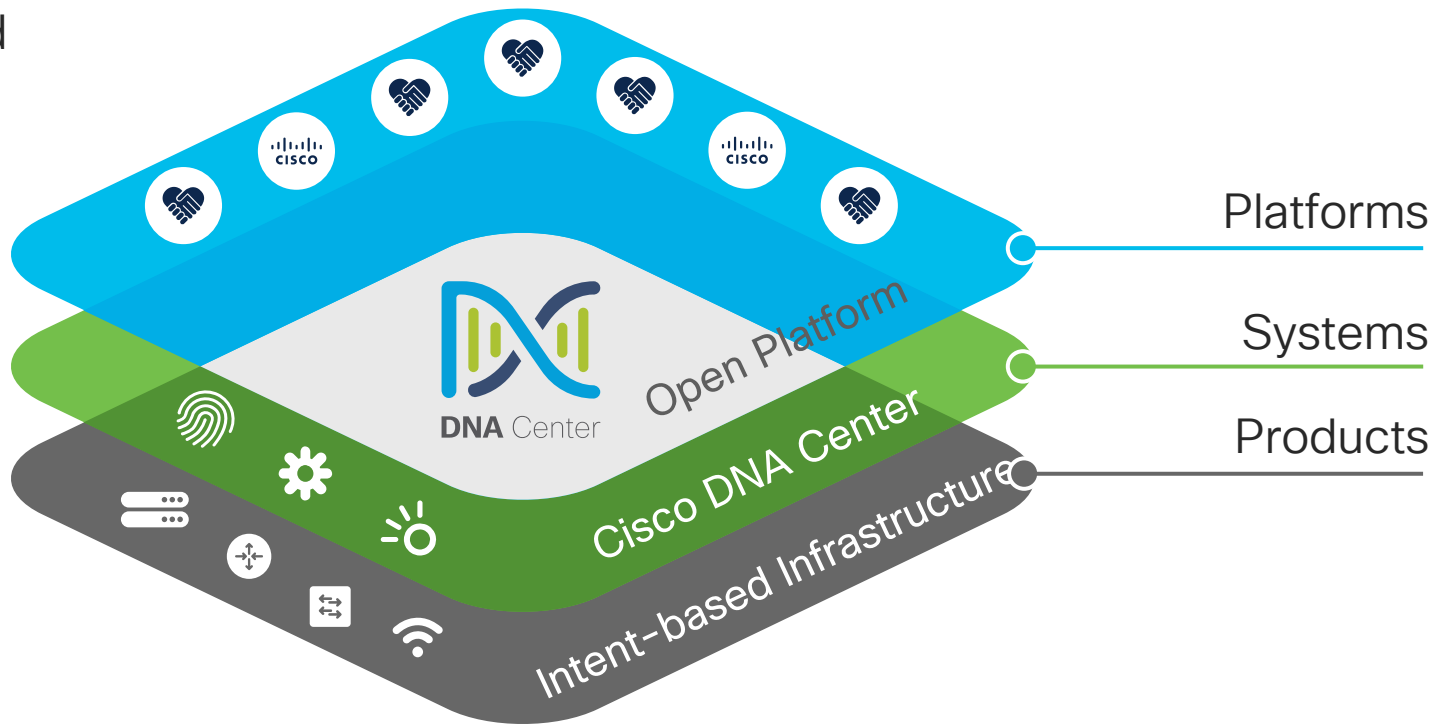
1. Quick Intro in Service Now Integration and Closed loop
2. Live Demo of a Software Change initiated by Cisco DNA Center with SNOW integration

Closed Loop Software Update



The Layers

Increased
IT Agility

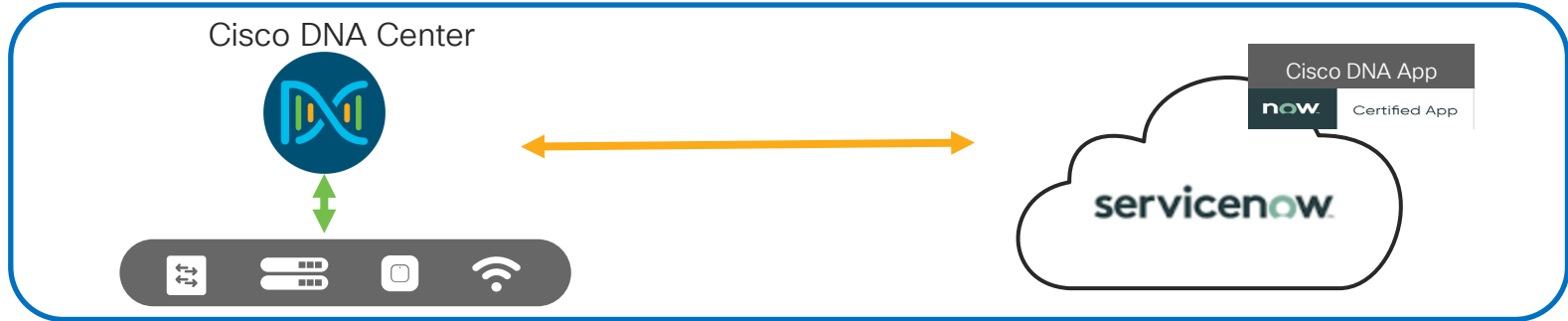


Automation

Analytics & Assurance



Cisco DNA Center & ServiceNow Integration



Increased IT efficiency by streamlining the processes



Automated ServiceNow CMDB population with rich asset data



Enhanced Incident management with enriched issue data



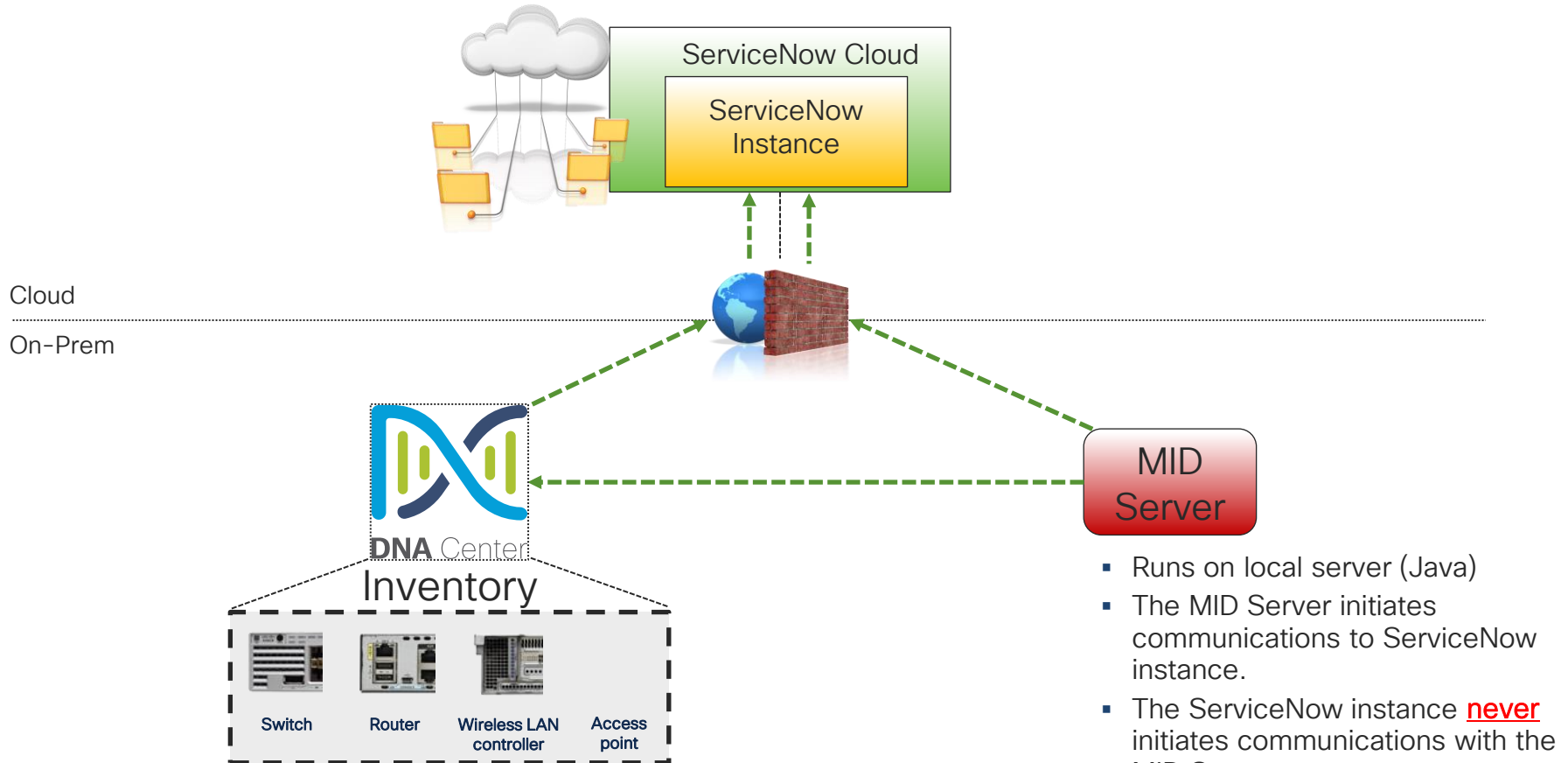
Simplified Change management with closed loop functionality

Supported on Cisco DNA Center 1.3.x onwards

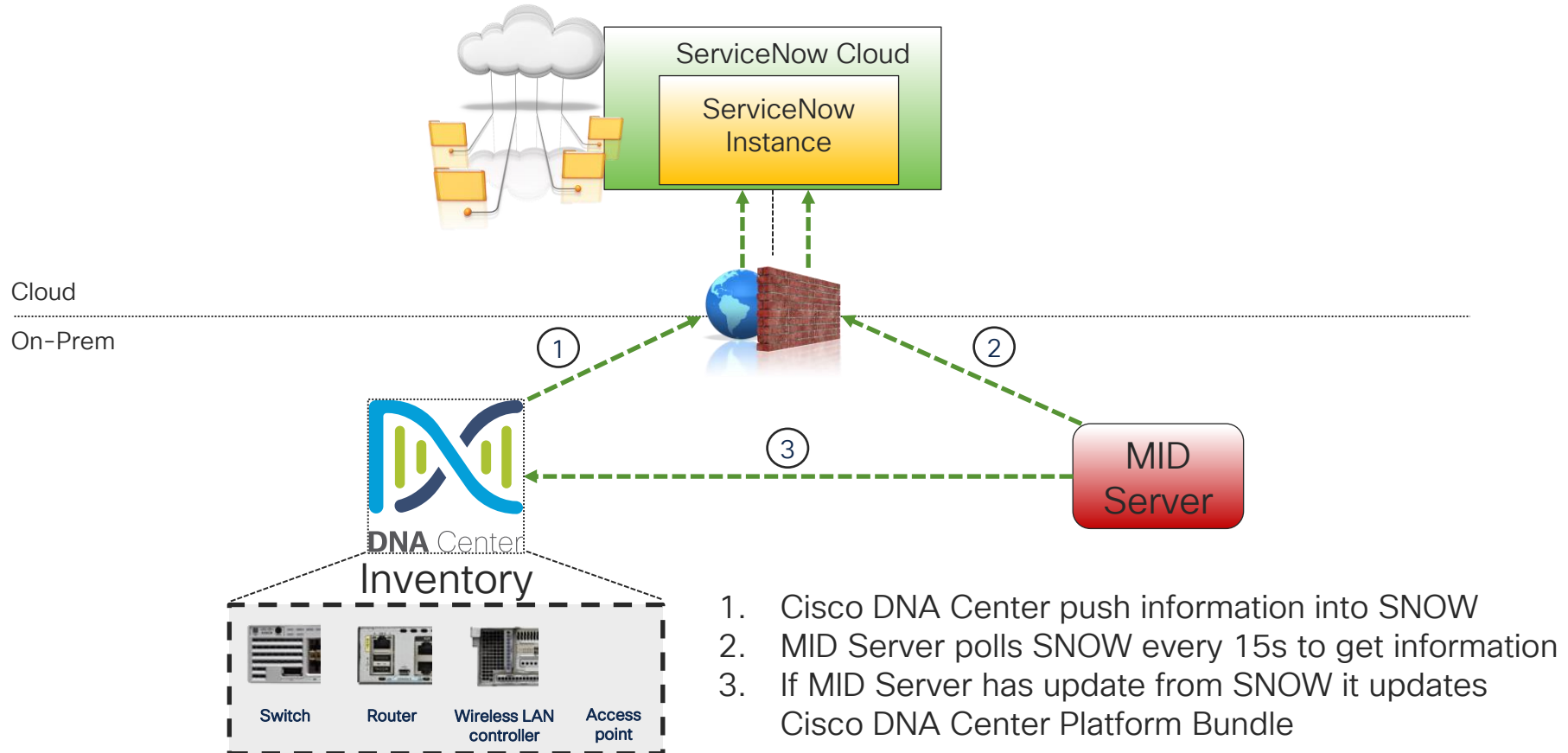
Latest Cisco DNA App 1.1.0 available on Service Now App store

Supported ServiceNow releases : London, Madrid, New York (Orlando in progress)

ServiceNow MID Server and Cisco DNA Center



ServiceNow MID Server and Cisco DNA Center



1. Cisco DNA Center push information into SNOW
2. MID Server polls SNOW every 15s to get information
3. If MID Server has update from SNOW it updates Cisco DNA Center Platform Bundle

Demo Time

Closed Loop Software and Image Management

Cisco DNA Center



Policy



Automation



Analytics



Cisco DNA Center



Policy



Automation



Analytics

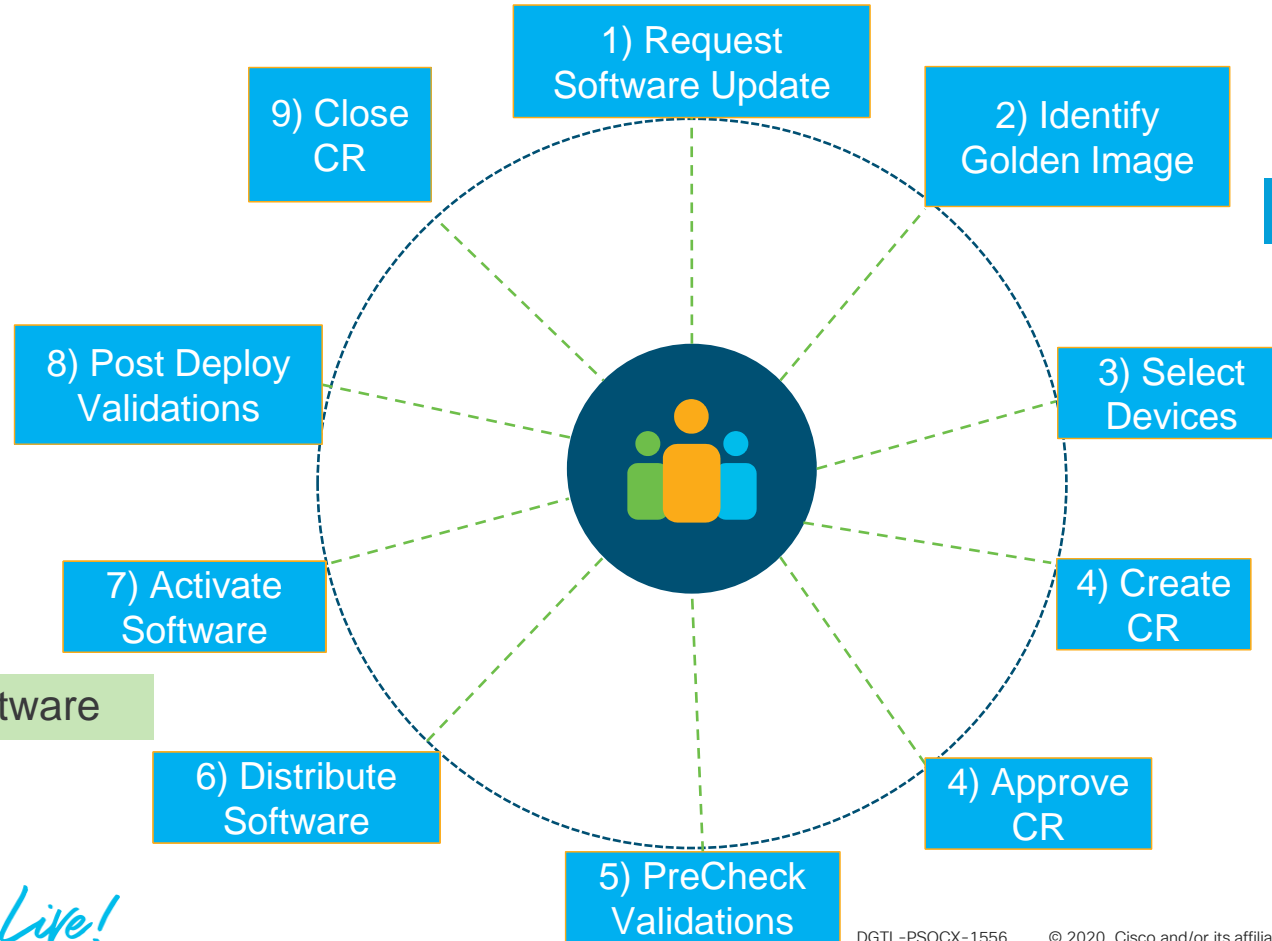


Vision, Summary & Conclusion

CR Software Upgrade Process



Cisco DNA Center



How we get to an SDN “controlled network...!”

Do you remember?

Business Intelligent

1.x



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1.x



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Transforming ...!

Processes are built for people, and Cisco DNA Center integrates the two!

Note: that happens all the time – now you make it happen !!!

Traditional networking

```
interface GigabitEthernet2/0/9
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CI3850-SDA-1#conf t
Enter configuration commands, one per line. End with CNTL/Z.
CI3850-SDA-1(config)#router lisp
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Cisco DNA Center

The screenshot displays the Cisco DNA Center web interface. At the top, there's a navigation bar with tabs: DESIGN, POLICY, PROVISION, ASSURANCE, and PLATFORM. Below this, the main heading is "Network Configuration and Operations". The interface is divided into five main sections, each with an icon and a brief description:

- Design:** Model your entire network, from sites and buildings to devices and links, both physical and virtual, across campus, branch, WAN and cloud. Includes links for "Add site locations on the network", "Designate golden images for device families", and "Create wireless profiles of SSIDs".
- Policy:** Use policies to automate and simplify network management, reducing cost and risk while speeding rollout of new and enhanced services. Includes links for "Segment your network as Virtual Networks", "Create scalable groups to describe your critical assets", and "Define segmentation policies to meet your policy goals".
- Provision:** Provide new services to users with ease, speed and security across your enterprise network, regardless of network size and complexity. Includes links for "Discover Devices", "Manage Unclaimed Devices", and "Set up fabric across sites".
- Assurance:** Use proactive monitoring and insights from the network, devices, and applications to predict problems faster and ensure that policy and configuration changes achieve the business intent and the user experience you want. Includes links for "Assurance Health" and "Assurance Issues".
- Platform:** Use DNA Center Platform, to programmatically access your network through Intent APIs, integrate with your preferred IT systems to create end-to-end solutions and add support for multi-vendor devices. Includes links for "View the API Catalog", "Configure DNA Center - to - Third Party Integrations", and "Schedule and Download - Data and Reports".

A large yellow arrow points from the "Platform" section towards the left, towards the "Traditional networking" section.



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Tony Colon, Pat Tittiranonda

Product & Strategy Overview

How CX Uses ML/AI to Reduce
Your Operational Risk

Chris Rittler

Product or Strategy
Overview Sessions

Managed Services

- Accelerate Transformation with Cisco Managed Services

Support Services

- Leverage Cisco Support Services for Business Continuity

Cloud

- Optimizing the Application Experience in a Cloud Native World

IoT

- Best Practices for Deploying Large Scale IoT Devices

Enterprise

- ITSM OS Update - Closed Loop Between Cisco DNA Center and Service Now
- Accelerate and Prepare the Groundwork for Your Cisco DNA Center Implementation
- Outsmarting SD-WAN Threats

Security

- How to Adapt Your Workforce Needs During Changing Times

Service Provider

- Virtualization in Mobility

Thank you



Possibilities

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