

ServiceNow Calm Plug-In 1.0 Release Notes

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Scope of Integration

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Nutanix Calm customers using ServiceNow can make Calm blueprints or marketplace items available as catalog items in ServiceNow. Any on-prem Calm instance can be connected to a cloud ServiceNow instance by using the Calm plug-in for ServiceNow through MID server.

> Nutanix Calm Integration with ServiceNow

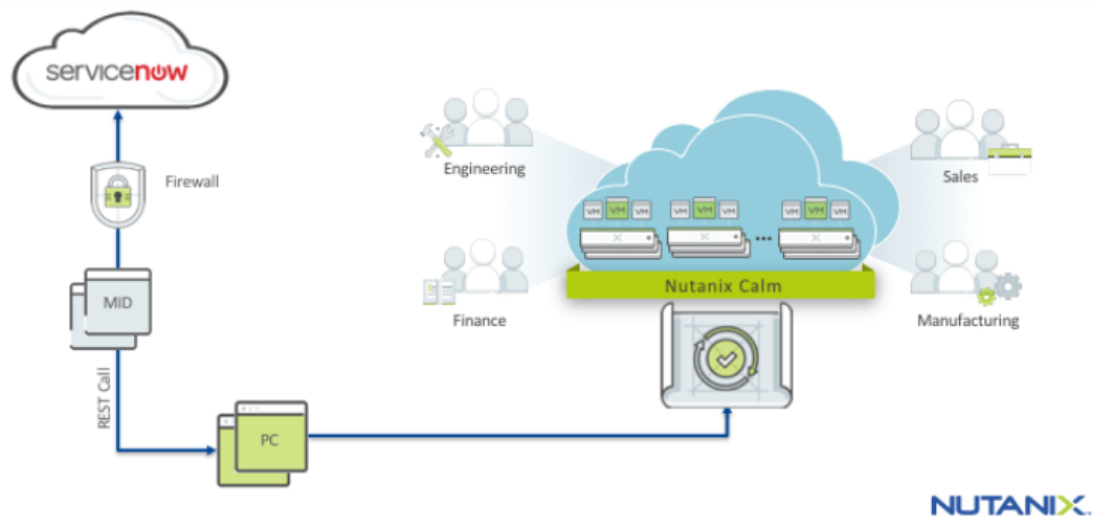


Figure 1: Nutanix Calm integration with ServiceNow

A Calm administrator needs to configure the following as part of Calm plug-in setup in ServiceNow:

- Configure Calm blueprints or marketplace items as catalog items in ServiceNow. ServiceNow users with the right roles and permissions can order these catalog items.
- Configure catalog items with required VM specifications (VM configuration, network) for the same blueprint (published or unpublished).
- Pre-fill several runtime variable values as part of catalog items. Pre-filling the variables except for private data (for example, password of a user) reduces manual inputs from the end users that simplify the blueprint launch process in Calm.
- Configure approvals in ServiceNow.
- Configure ServiceNow RBAC controls for each catalog item.
- Auto provision users or LDAP groups in Calm when RBAC policies are configured in ServiceNow as part of catalog item.
- Each user can view their launched application instances by using the ServiceNow catalog orders in ServiceNow. You can perform all the post launch LCM operations configured in the blueprint.
- If the incident management module is enabled in the ServiceNow, ServiceNow automatically creates incidents when the blueprint launch fails.
- Auto refresh of blueprint versions or edits in Calm to reflect the updates in ServiceNow. Scheduled jobs in ServiceNow reflect the projects or blueprint data at a configured interval in ServiceNow to keep the data in sync with the master.

Key Benefits

- **Promotes Self-Service:** Allows organization-wide users to required infrastructure setup without a need to train them on Calm thereby promoting selfservice, which is one of the primary goals of Calm.
- **Drives Adoption:** ServiceNow being a widely accepted tool for incidents or catalogs that users across organizations are trained. Requesting resource provisioning through Calm blueprints becomes easier through ServiceNow user interface. The ease of using Calm services through ServiceNow helps in increasing the Calm adoption within an organization.
- **Policies and Governance:** Helps to improve compliance to IT infrastructure library (ITIL) and IT operations management (ITOM) processes that ServiceNow offers. Calm integration into ServiceNow adheres to the same processes and improves governance and auditing compliance across organizations.

Known Issues

The following issues have been identified in this release.

- *CALM-0102* Under the Blueprints tab, in the description column, the description of a blueprint is not displayed correctly.
- *CALM-0106* The administrator is unable to delete a catalog item.
- *CALM-0159* While creating a catalog item, the blueprint description is not formatted correctly.
- *CALM-0160* The catalog item description is not visible to the user launching or ordering the catalog item.
- *CALM-0168* If special characters such as \$ and {} are used in a script, then the application launch fails.
- *CALM-0217* While launching a GCP blueprint, under SSH key > Block Project Wide SSH key, it is not shown as a check-box.
- *CALM-0119* If a description is added for a catalog item, then extra HTML tags are added to the description.
- *CALM-0137* After the catalog item is created by using a blueprint reference, even if the blueprint is deleted in Calm, the ServiceNow user can order the catalog item and launch the application successfully.
- *CALM-0178* If a blueprint is edited (for example, a profile is deleted) post catalog item creation, then the next CMDB sync does not automatically invalidate the catalog items in ServiceNow.
- *CALM-0182* If a catalog item is created referencing a published MPI, even if the MPI is unpublished, the catalog item continues to refer to the older published MPI and does not automatically get invalidated.