Enabling Self-Service Automation with ServiceNow and the Ansible Automation Platform

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Why Integrate with ServiceNow?

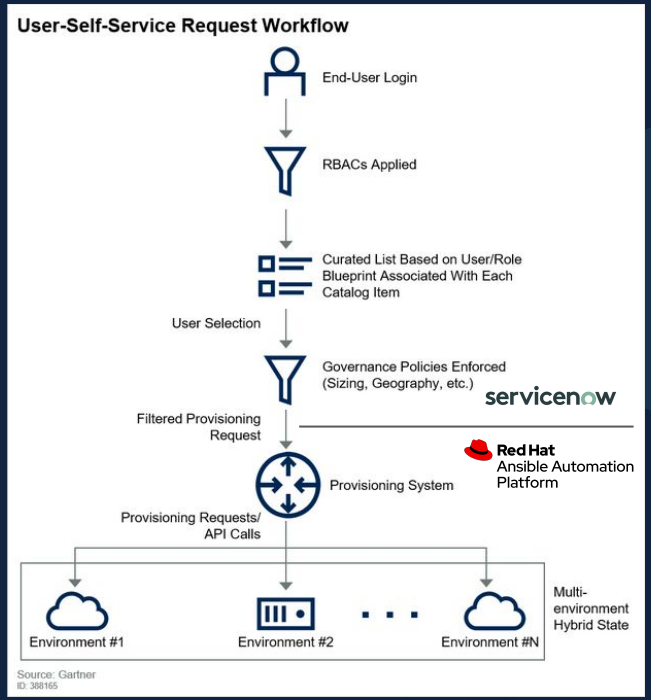
ServiceNow is an industry leader in...

- Self Service
- ITSM

Ansible Automation is an industry leader in...

- Infrastructure Automation
- Configuration Management

"an average of eight tools [used] throughout the [orchestrated] toolchain" -Gartner



https://www.gartner.com/document/3953495

Why Ansible: Infrastructure as Code

Peer-Reviewed Infrastructure as Code managed with Source Control

```
- name: "Create GCP Firewall for {{ gcp_prefix }}-vpc"
  gcp_compute_firewall:
    name: "{{ gcp_prefix }}-firewall"
    network: "{{ gcp_vpc }}"
    allowed:
    - ip_protocol: icmp
    - ip_protocol: tcp
      ports:
      - '22'
      - '80'
      - '443'
      - '8200'
      - '3306'
    target_tags:
    - appdeployment
    - "{{ application }}"
    state: present
  register: gcp_firewall
```

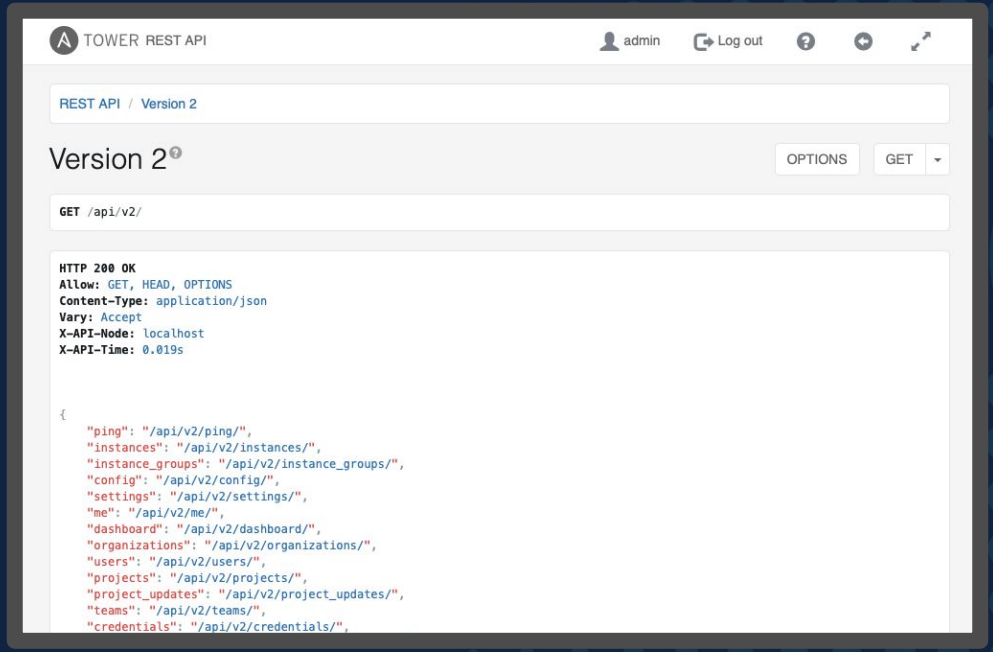
Why Ansible: Infrastructure Workflows

Workflows allow for individual playbooks to work together for whole services

Why Ansible: Common Infrastructure API

Common API for...

- Server Automation
- Network Automation
- Application Automation
- Security Automation
- Cloud Automation



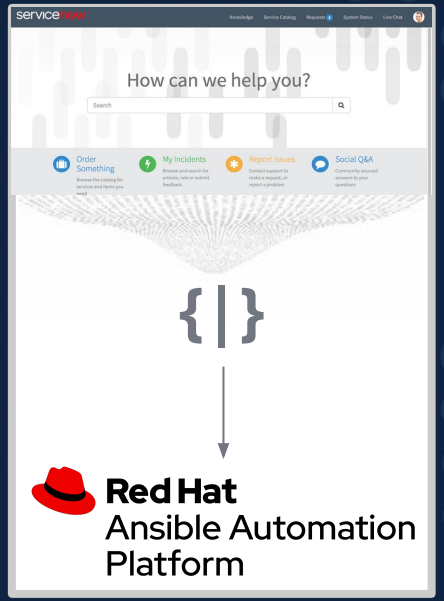
The Challenge with Product Adoption

- Biggest barrier to adoption is learning something new
- End Users tend to stick with things (in this case, interfaces) they already know
- Familiar-looking services foster greater adoption

Self Service Catalog

Use Cases

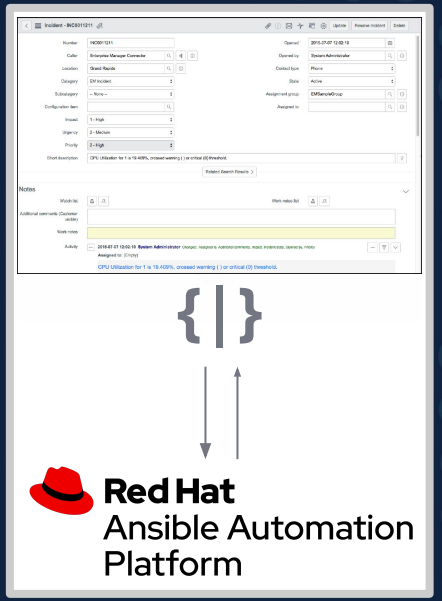
- Hybrid-Cloud Provisioning
- Automated Patching
- Server Reboots



Automated ITSM

Use Cases

- Open/Close Incident
- Update Change Request
- Create CMDB CI

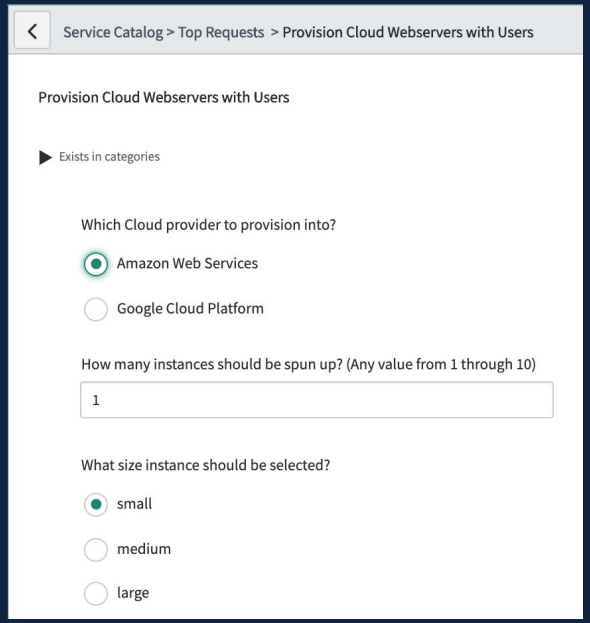


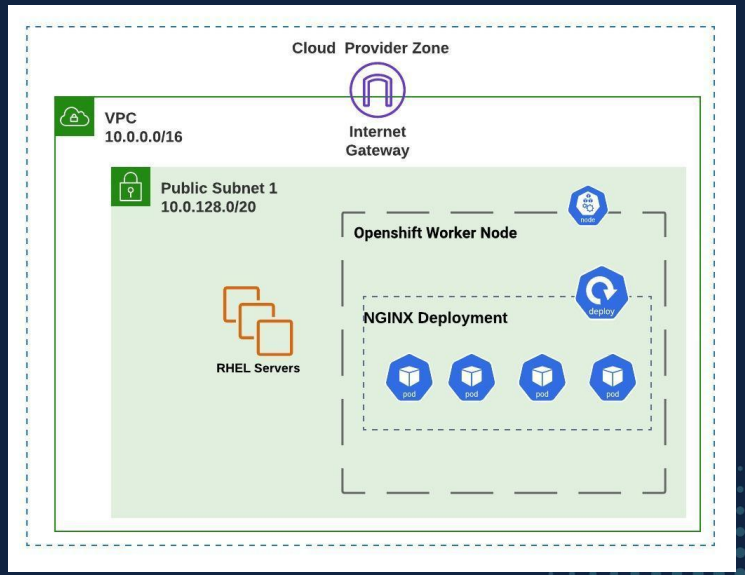
Dynamic Inventory

Use Cases

- Inventory Groups for Patching
- Ansible Variables from ServiceNow Discovery
- Relationships to Business Services

Self-Service IT Use Case: Repeatable Cloud Workload





Demonstration

Resources

- ServiceNow Ansible Galaxy Collection
  - https://galaxy.ansible.com/servicenow/servicenow
  - ServiceNow modules and inventory plugin
- Repeatable Cloud Workload Github Repository
  - https://github.com/michaelford85/cloud-deploy
  - If you have an AWS and/or GCP account, you can fork this repository and try this yourself

Thank you

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