



Third-Party Integrations 1.5.2

ServiceNow Calm Plug-In 1.5.2 Release Notes

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Contents

- Scope of Integration..... 3
 - Key Benefits..... 4
- Features and Updates..... 5
- Known Issues..... 6
- Resolved Issues..... 7

SCOPE OF INTEGRATION

Nutanix Calm customers using ServiceNow can make Calm blueprints, runbooks, or marketplace items (published blueprints and runbooks) available as catalog items in ServiceNow. Any on-prem or SaaS Calm instance can be connected to a cloud ServiceNow instance by using the Calm plug-in for ServiceNow through MID server or without MID server.

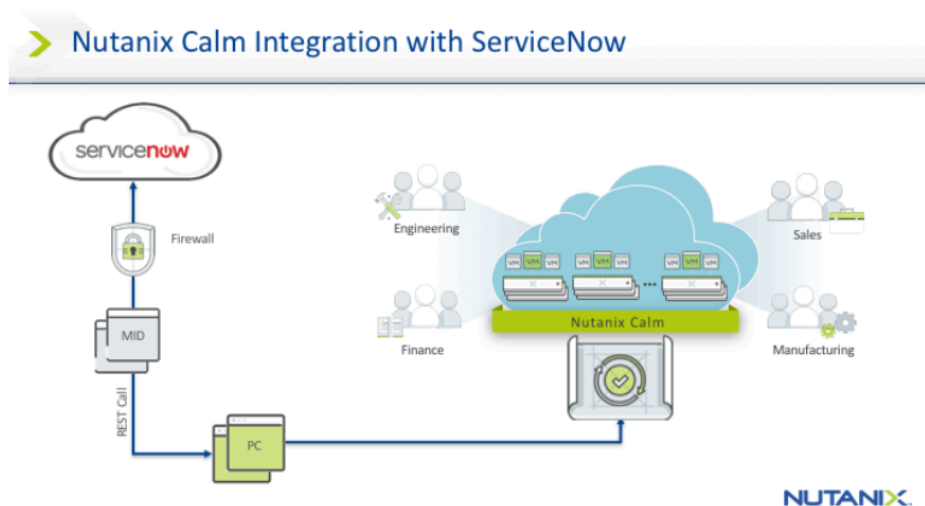


Figure 1: Nutanix Calm integration with ServiceNow

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

- Configure Calm blueprints, runbooks, or marketplace items as catalog items in ServiceNow. ServiceNow users with the right roles and permissions can order these catalog items.
- Configure catalog items such as runbooks (published or unpublished) or blueprints (published or unpublished) with required VM specifications (VM configuration or network).
- 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.



FEATURES AND UPDATES

New and Updated Features

No new or updated features in this release.



KNOWN ISSUES

The following issues are identified in this release.

- *CALM-25001* Username shows "centos" during the catalog launch even when a different credential username was used during the catalog creation.
- *CALM-24999* Runtime changes done on the Credentials tab during the catalog creation do not reflect during the catalog edit.
- *CALM-24997* Dependent service variable "String eScript depends on Date_Simple" is not working as expected at on load and on change.
- *CALM-24995* Dependent service variable "String Predefined depends on String Predefined MIA" shows partial value at catalog creation on load and on change.
- *CALM-24994* Dependent service variable "String_Simple depends on Date_Simple" is not working as expected.
- *CALM-24993* When you expand the service bar and edit the "String_Predefined_MIA" service variable, the service bar collapses automatically.
- *CALM-24992* The dependent service variable field is editable even when the "Use Calm to set/edit this field" message appears for the field.
- *CALM-18826* If you try to configure the guest customization in ServiceNow, the **Install Type** field does not display the value.
- *CALM-17458* If you go to **Orders > Select Order** after launching a catalog item in ServiceNow, the UUID is displayed instead of the project name.
- *CALM-17459* The format for date in Calm is DD/MM/YYYY and in ServiceNow the format for date is YYYY/MM/DD for service and profile variables.
- *CALM-16183* Macro resolution does not happen when a secret variable is referred in a dynamic variable of a runbook.



RESOLVED ISSUES

The following issue is resolved in this release.

- *CALM-27987* This ServiceNow Calm Plug-in release is certified on ServiceNow Rome version.
- *CALM-22518* If the user who is used as a service account to configure Calm Plug-in in ServiceNow has the Consumer role in Calm, the sync process either stops abruptly or gets into an infinite loop. For a successful inventory sync, the user must be associated with the available projects in Calm with the Project Admin role.

