



Third-Party Integrations 1.2

ServiceNow Calm Plug-In 1.2 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.

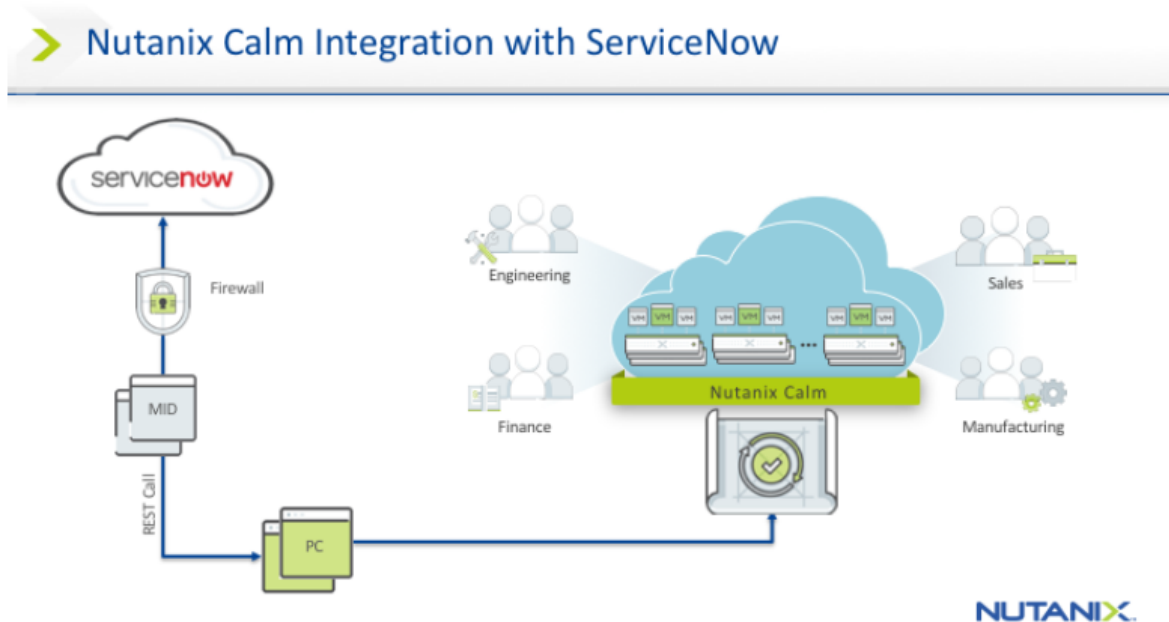


Figure 1: Nutanix Calm integration with ServiceNow

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catalog items with required VM specifications (VM configuration, network) for the same blueprint (published or unpublished).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.

FEATURES AND UPDATES

New and Updated Features

This release includes the following features.

***FEAT-10798* Advanced VM functions for single VM blueprint on AWS and VMware platform**

Calm plug-in now allows you to do the following advanced functions for single VM blueprint running on the AWS and VMware platforms.

- Taking snapshot
- Restoring an application from a snapshot
- Cloning an application instance
- Editing an application (Certain parameters of VM only)

Note: Editing an application is supported on VMware platform only.

***FEAT-10800* Support for New York**

The Calm plug-in is now available in New York and Madrid versions.

***FEAT-11013* Cyberark vault integration with Calm Plug-in**

The Calm plug-in supports the Cyberark vault integration for credential management.

***FEAT-11014* Support for Local Group**

Local group configured in ServiceNow can now be assigned to Nutanix Calm catalog items.

***FEAT-10797* Update SNOW CMDB with VM, NIC and IP address Details for each Application Instance**

Along with application name, the CMDB is further updated with VM details, NIC, and IP addresses.

***FEAT-10804* Project Deletion in ServiceNow Sync Job**

The Calm plug-in supports the project deletion in ServiceNow sync job.

***FEAT-10799* Assign Approval Workflows to Actions**

The Calm plug-in allows to create custom approval workflows to actions.

***CALM-16862, 16863* Blueprint Updation and Deletion from ServiceNow CMDB**

The Calm plug-in can handle the blueprint updates (variable renaming or deleting) and the changes are reflected in the next sync job. The administrator can delete the blueprint from the CMDB when it is out of sync with the Calm blueprint.

KNOWN ISSUES

The following issues are identified in this release.

- *CALM-17728* You cannot launch a catalog item, assigned to LDAP group user in ServiceNow.
- *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-17460* For VMware provider, the **Hardware Clock UTC** should be a true or false check-box.