NUTANIX™

Third-Party Integrations 1.1

ServiceNow Calm Plug-In 1.1 Release Notes

December 2, 2019

Contents

SCOPE OF INTEGRATION

GA Date: 02-December-2019

Last modified: 02-Dec-2019 (2019-12-02T20:54:07+05:30)

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.
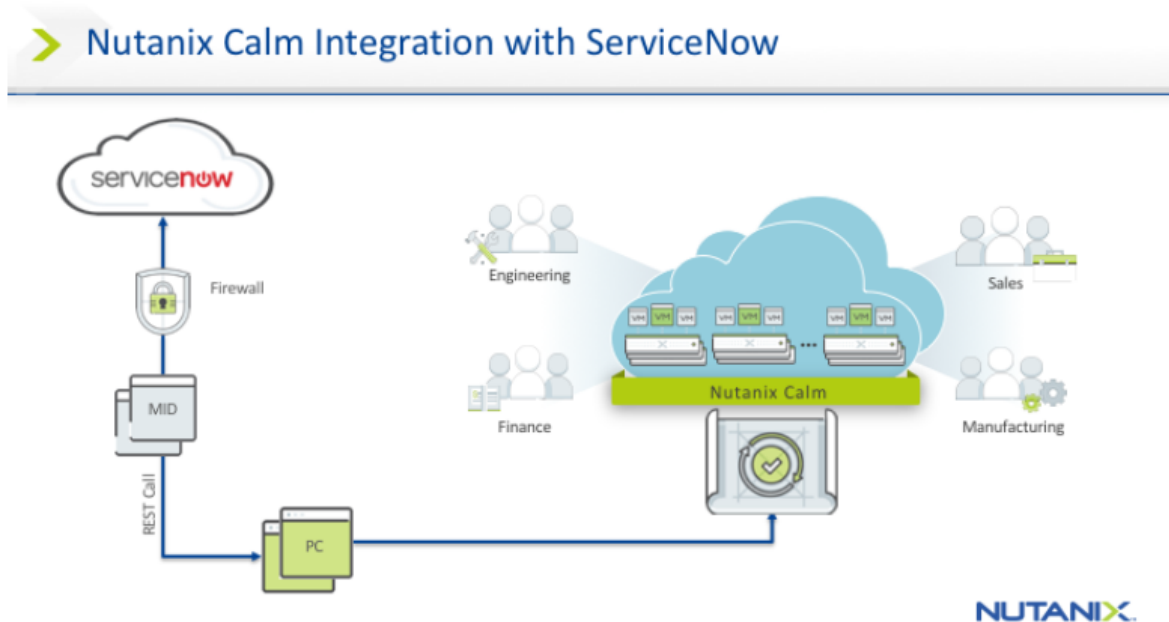

Figure 1: Nutanix Calm integration with ServiceNow

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catalog items with required VM specifications (VM configuration, network) for the same blueprint (published or unpublished).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

CALM-0216 **Advanced VM functions for single VM blueprint on Nutanix platform**

Calm plug-in now allows you to do the following advance functions for single VM blueprint running on Nutanix cluster.

- Taking snapshot

- Restoring an application from a snapshot

- Cloning an application blueprint

- Installing or uninstalling NGT

- Editing an application (Certain parameters of VM only)

CALM-1100 **Support for Madrid**

The Calm plug-in is now available on London and Madrid versions.

CALM-0199 **Support for Calm 2.7 Variables**

The Calm plug-in now supports the new variable types introduced in Calm 2.7.

CALM-0106 **Support for Edit and Delete Operation on Catalog items**

The Calm plug-in now allows you to edit or delete the catalog items already defined in the system.

KNOWN ISSUES

The following issues are identified in this release.

- *CALM-0368* On the end-user launch page, the run-time variable fields are not logically grouped under the expected containers.

- *CALM-0423* If a project is in error state in Calm, the project is not visible to the Calm administrator in ServiceNow when the administrator creates a catalog item.

- *CALM-0426* If a variable value contains a comma, then the advance variable type or multiple inputs breaks in ServiceNow and Calm.

- *CALM-0461* If you try to create an application with an existing application name in ServiceNow, you get an error message.

- *CALM-0428* The sequence of variables (profile, service, or action) displayed in ServiceNow page is different than the variables displayed in Calm pages.

- *CALM-0508* In the application page of ServivceNow, wrong name is displayed for custom actions.