Servicenow & Event Driven Ansible Integration

Servicenow (SNOW) Business Rules

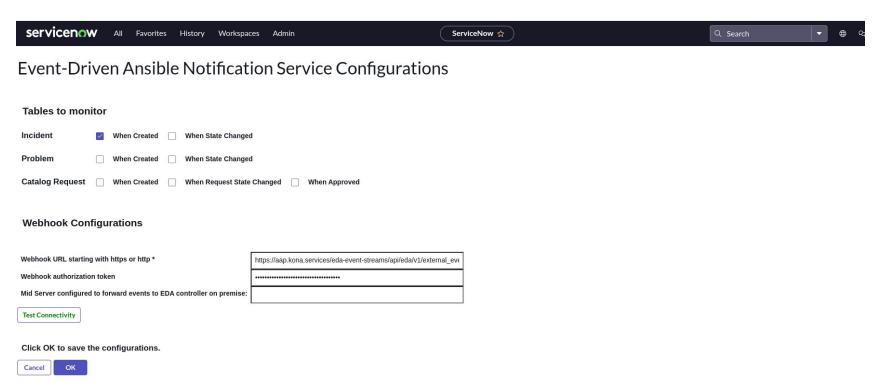Consider making this the Red Hat recommended way to integrate Servicenow and AAP 2.5

Ansible Spoke tensions

- Brittle due to the need to hard code job template IDs into the SNOW workflows
- Does not work with config as code (CAC) because job template IDs may be different in the new platform
- It cost more because it requires a higher level subscription

SNOW Event-Driven Ansible Notification Service tensions

- Limited in what events we can look for.
- No prefiltering of events.
- Can only be integrated with a single Automation Platform

SNOW Event-Driven Ansible Notification Service

Event-Driven Ansible Notification Service Configurations

Tables to monitor

Incident	☑ When Created	☐ When State Changed		
Problem	☐ When Created	☐ When State Changed		
Catalog Request	☐ When Created	☐ When Request State Changed	☐ When Approved	

Webhook Configurations

Webhook URL starting with https or http *   `https://aap.kona.services/eda-event-streams/api/eda/v1/external_eve`

Webhook authorization token   ••••••••••••••••••••••••••••••

Mid Server configured to forward events to EDA controller on premise:

Test Connectivity

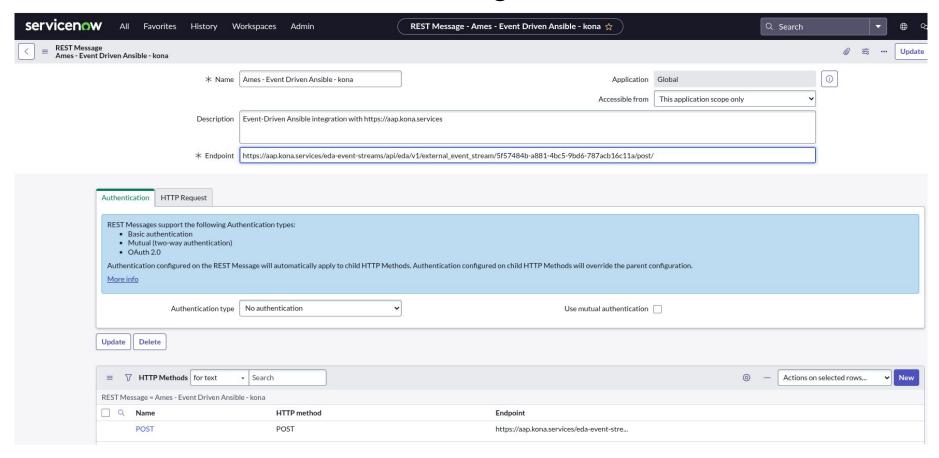**Click OK to save the configurations.**

Cancel   OK

SNOW Outbound REST Message

- Can be configured to integrate with many different Event Controllers
- Can be used by SNOW business rules

Tensions

- Event Driven Token is in plain text
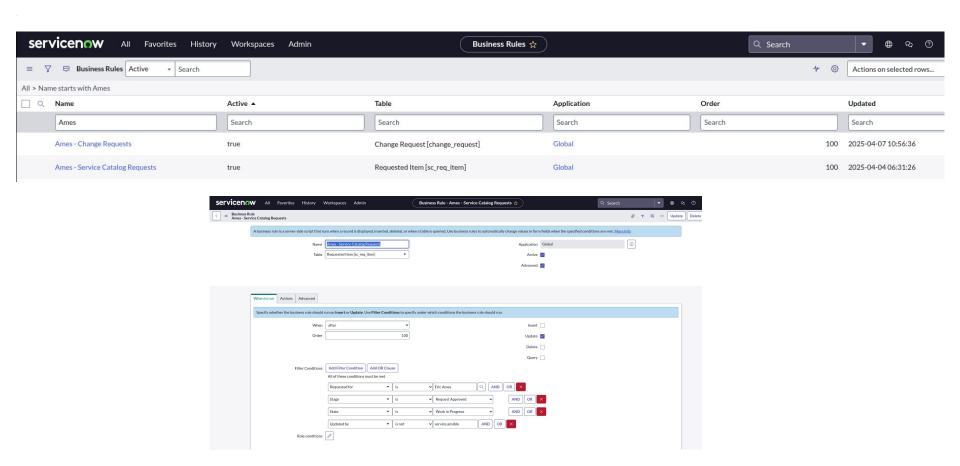- ~~Does this work with a SNOW mid server~~ yes

SNOW Outbound REST Message

SNOW Business Rules

- Can be configured to watch any table in servicenow
- Allows for prefiltering of events
- Works harmoniously with configuration as code
- No more hard coded job template IDs
- Gets customers using Event Driven Ansible

SNOW Business Rules

SNOW Business Rules