

Leveraging Automation for Seamless Infrastructure Service Delivery

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AUROCON 2

THE NETWORK AUTOMATION CONFERENCE

Who Can Relate to a Never-Ending Backlog?

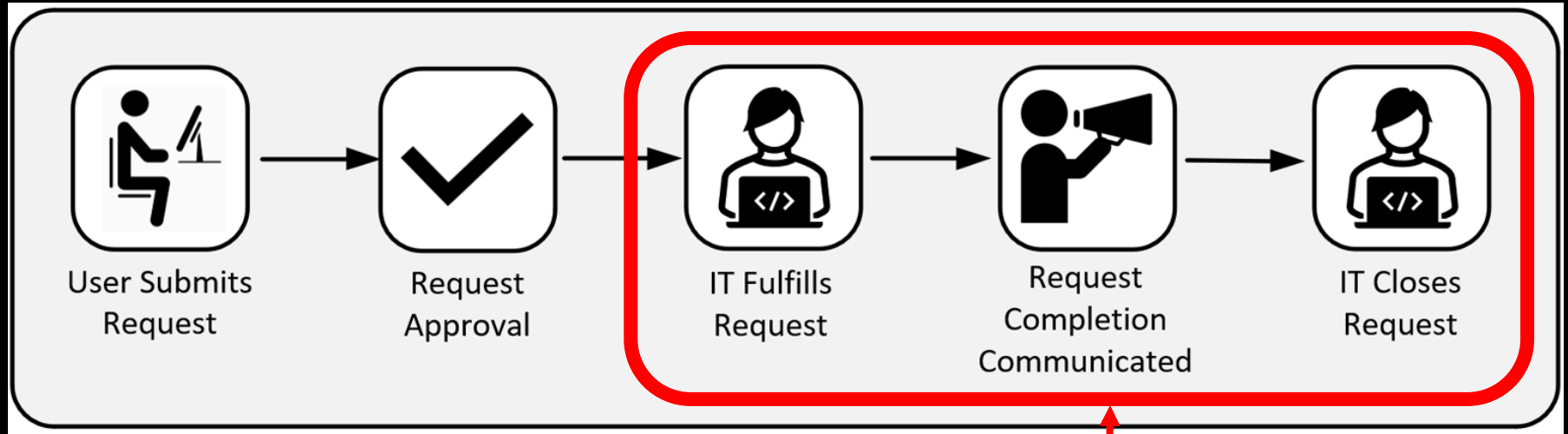
Piling Requests: Requests stacking up faster than they're completed

Manual Processes: Slow response times and human error

Missed SLAs: Growing queues slow progress and cause delays



Streamlining the Service Request Process



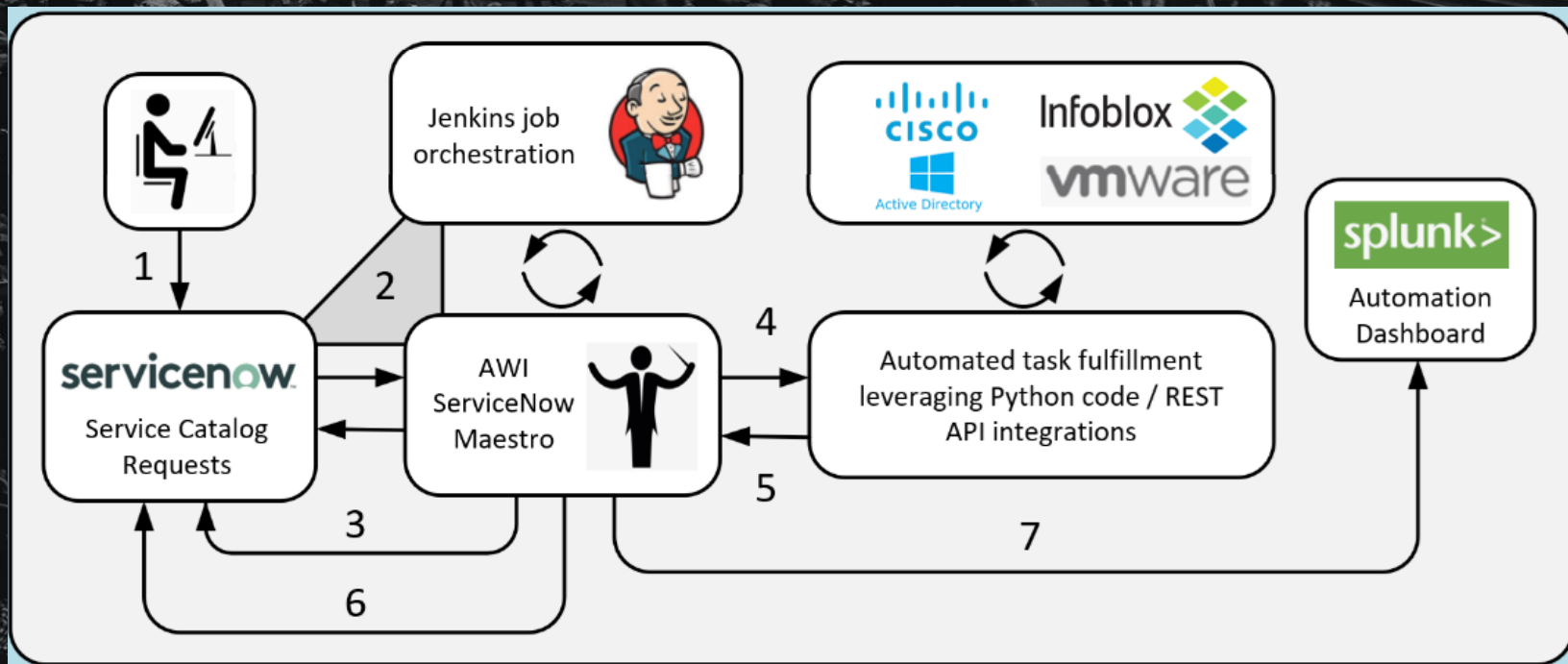
Automation

Initial Approach: Homegrown Orchestration

- Built solely with Python
- Communicated via API with ServiceNow & other tools
- Pull-based - Retrieved jobs at a certain interval



Initial Approach: Architecture



Homegrown Limitations

Scalability Issues: As the solution grew, managing higher transaction volumes and complex workflows became challenging

Dependence on Key Personnel: The knowledge gap for aspiring engineer-developers was very high

Transition to Orchestration Platform

Event Driven

Scalable & Reliable

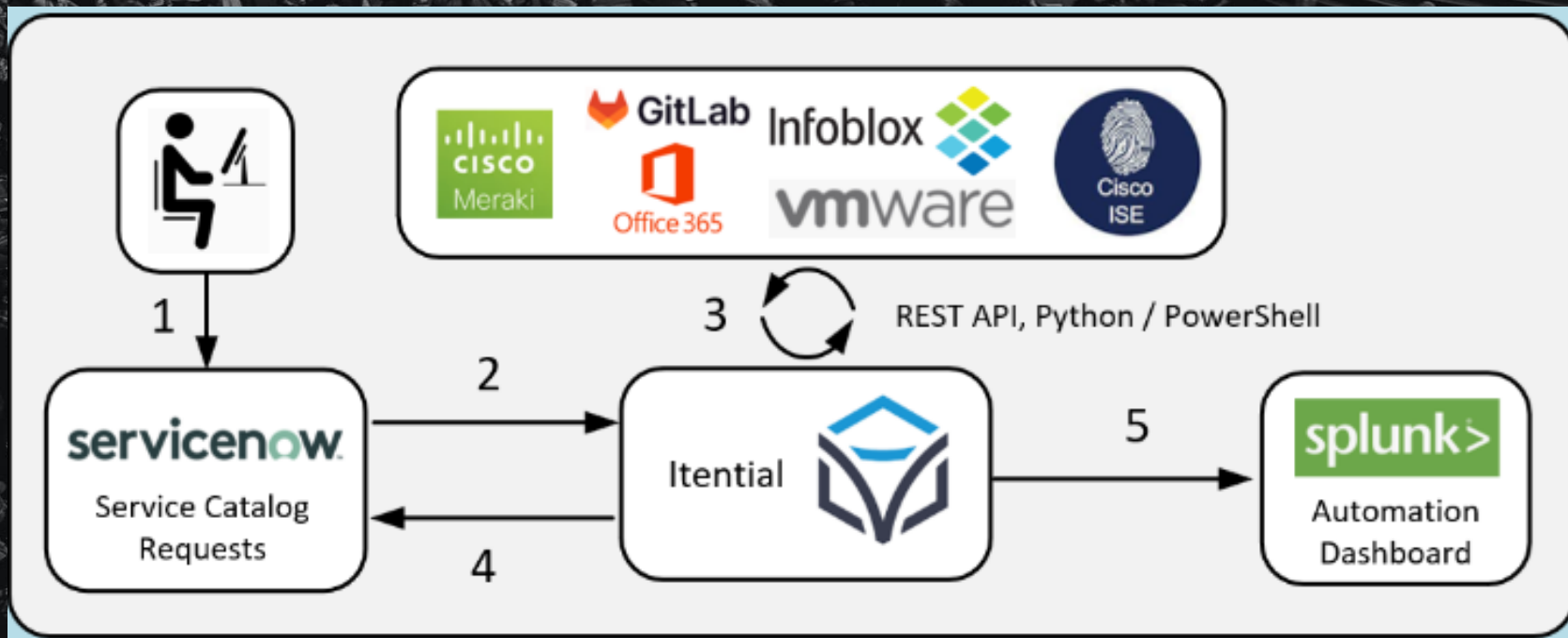
Pre-Built Integrations

User-Friendly Interface

Leverage Existing Scripts



Orchestration Platform Architecture



Some Services Automated

Service	Tools Integrated (API or code)
Switch Deployment / Refresh	Netmiko, Infoblox, Jinja, ServiceNow CMDB, Monitoring Tools
New Subnet Creation	Netmiko, Ansible, Infoblox, Meraki, Azure
DNS Requests	Infoblox
Active Directory (AD) MACDs	Azure (Entra ID), PowerShell
VM Creation & Retirement	ServiceNow CMDB, VMWare, Infoblox, AD

Key Results

Time Savings - Reduces time spent on manual operations

Accelerated Service Delivery - Provides customers with quicker access to services.

Automation Metrics Dashboard

Productivity Savings: The measurable time saved by automating tasks that engineers would traditionally perform manually.

Total Time to Delivery Improvement: The time customers save receiving services through automated delivery

Productivity Time Savings

Time saved by automating FS tasks

15,324 Hours

Total Time to Delivery Improvement

Total amount of time saved by customers by receiving services faster

7114 Days

Summary / Takeaways

Transformation through Automation: Automation streamlines service delivery and reduces manual processes and probability of errors.

Orchestration Platform: Intentia offers scalable automation that solves issues with home-grown tools

Real-World Impact: Implementing automation leads to faster service delivery, reduced lead times, and substantial time savings for customers.