Activities

**Monday March 23**

ToDo:

* For PI2, Sprint 1:
  + Get upgraded template from Priya.
  + Incorporate the template in Linux VM workflow.
  + Run Linux VM workflow on non-prod Tower.
  + Check that template is OK.
* For IOAC upload to JFrog
  + Test output for success/fail. Success is when no content is returned.

[IAOTEAM-1230](https://jira.tjx.com/browse/IAOTEAM-1230) (IOAC upload to JFrog)

* Triggered Jenkins pipeline from Ansible using Rajesh’s username and (new) token.
* Staged file: **test\_upload1.zip** got uploaded to artifactory. ☺
* Switched to user: **tjxasvc-ioac-ci**
* Job ran clean. No ‘Auth fail’ error. No error from Ansible or Jenkins – but file not uploaded!!

[IAOTEAM-3050](https://jira.tjx.com/browse/IAOTEAM-3050) (Create incident from email)

* Sync-up meeting with Ram.
* Reviewed revised input values and query to get incident created.

**Tuesday March 24**

[IAOTEAM-3050](https://jira.tjx.com/browse/IAOTEAM-3050) (Create incident from email)

Updated playbook: Restructure variables, Add correlation id.

Ran playbook. Generated [INC1614924](https://tjxdev.service-now.com/nav_to.do?uri=%2Fincident.do%3Fsys_id%3D17373ab4db3b80d0c06edc935b96198e%26sysparm_view%3DDefault%2520view%26sysparm_record_target%3Dincident%26sysparm_record_row%3D1%26sysparm_record_rows%3D55127%26sysparm_record_list%3Dactive%253Dtrue%255EORDERBYDESCopened_at)

Ask Ram: Why **Location** field is: “The TJX Companies US”

**Wednesday March 25**

**Thursday March 26**

**Friday March 27**

**Monday March 16**

**Tuesday March 17**

[IAOTEAM-1230](https://jira.tjx.com/browse/IAOTEAM-1230) (IOAC upload to JFrog)

* Implemented various updates to header/crumb content and format.
* Implemented Uma’s suggested URL update.
* Updated [DSOE-4043](https://jira.tjx.com/browse/DSOE-4043) with detailed description of latest status.
* Email & skype exchanges with Humayun for debugging.
* Set up meeting request (for Wednesday 3/18) with all detail to Humayun, Rajesh, and AHS team for working session.

[IAOTEAM-3050](https://jira.tjx.com/browse/IAOTEAM-3050) (Create incident from email)

* Resolved all issues concerning quotation marks around email input fields.
* Successful run of job template: [IAOTEAM-3050-create-incident-from-email](https://tjxansiblenp.tjx.com/#/templates/job_template/666)
* Generated incident: [INC1614340](https://tjxdev.service-now.com/nav_to.do?uri=%2Fincident.do%3Fsys_id%3D6c2d31a6dba708507d4662405b961979%26sysparm_view%3DDefault%2520view%26sysparm_record_target%3Dincident%26sysparm_record_row%3D1%26sysparm_record_rows%3D54589%26sysparm_record_list%3Dactive%253Dtrue%255EORDERBYDESCopened_at) in Service-Now dev env.
* Asked Ram for confirmation that incident is valid.

[IAOTEAM-3594](https://jira.tjx.com/browse/IAOTEAM-3594) [IAOTEAM-3051](https://jira.tjx.com/browse/IAOTEAM-3051) (Std Change in Prod)

* Implemented vaulted password for Service-Now prod environment. (Used a copy of the **snow\_vault.yml** password file from **createincident** role.)
* Enabled snow environment switching: Exposed **chg\_api\_url** and upd\_chg\_api\_url as extra-vars.
* Updated [IOAC-Workflow-Create-Update-StdChg](https://tjxansible.tjx.com/#/templates/workflow_job_template/600) on prod Ansible Tower to include added and renamed variables.
* Merged updates from master branch into feature/IAOTEAM-3051-automate-creation-of-service-now-standard-change-requests
* Submitted [pull request](https://bitbucket.tjx.com/projects/IO/repos/ioac-automation/pull-requests/259/overview) for Priya
* Began writing confluence page: [IOaC Automation - Automate creation/update of Service Now Standard Change Requests](https://confluence.tjx.com/pages/resumedraft.action?draftId=74355284&draftShareId=f508670d-b849-40b9-ab93-b7b3c0604892&)

**Wednesday March 18**

[IAOTEAM-3594](https://jira.tjx.com/browse/IAOTEAM-3594) (Validate Std Change in Prod)

Added variable 'u\_reason\_for\_outside\_change\_window' to **Review** state update

Note: Added to feature/IAOTEAM-3051-automate-creation-of-service-now-standard-change-requests not yet merged to master.

Need to test in dev.

[IAOTEAM-3050](https://jira.tjx.com/browse/IAOTEAM-3050) (Create incident from email)

* Merged updates from **master** branch into [feature/IAOTEAM-3050-create-service-now-incident-from-email](https://bitbucket.tjx.com/projects/IO/repos/ioac-automation/browse?at=refs%2Fheads%2Ffeature%2FIAOTEAM-3050-create-service-now-incident-from-email)
* Submitted [pull request](https://bitbucket.tjx.com/projects/IO/repos/ioac-automation/pull-requests/259/overview) for Priya

[IAOTEAM-1230](https://jira.tjx.com/browse/IAOTEAM-1230) (IOAC upload to JFrog)

Tried inserting the Jenkins crumb into the URL on the API call, as requested by Rajesh:

**URL**:  "https://jenkinscore.tjx.com/job/IOaC/job/UploadArtifacts/job/IOAC\_ArtifactUpload/build?token=**97a989faaffcd5daf875c960c7b6ad3f3aae137c04a87724dc700ec007273c2f**&sourcePath=test\_upload1.zip+artifactoryPath=IOAC/Linux/ESP/"

**Got same result:**   HTTP Status 403 – Forbidden   **No valid crumb was included in the request**

Updated [DSOE-4043](https://jira.tjx.com/browse/DSOE-4043)

Held debug session with Rajesh and AHS team members.

Tried several different options on the API call with variations of URL and header contents.  All failed with the same error: **No valid crumb was included in the request**

Rajesh stated that API calls to Jenkins may not be best practice. [Best Practice For Using Jenkins REST API](file:///C:\Users\jam01370\AppData\Roaming\Microsoft\Word\ https:\support.cloudbees.com\hc\en-us\articles\217911388-Best-Practice-For-Using-Jenkins-REST-API%3fmobile_site=false)

Suggested using **curl** command instead.

Suggested solution by Rajesh**: curl -X POST https://raj00387:1137fd0e0436b5f43c202340f4f5387c6b@jenkinscore.tjx.com/job/IOaC/job/UploadArtifacts/job/IOAC\_ArtifactUpload/buildWithParameters --data-urlencode json='{"parameter": [{"name":"artifactoryPath", "value":"IOAC/Linux/ESP/"}, {"name":"sourcePath", "value":"test\_upload1.zip"}]}'**

**Thursday March 19**

[IAOTEAM-3050](https://jira.tjx.com/browse/IAOTEAM-3050) (Create incident from email)

* [Tower prod run (master branch): IAOTEAM-3050-create-incident-from-email](https://tjxansible.tjx.com/#/jobs/playbook/5094980?job_search=page_size:20;order_by:-finished;not__launch_type:sync)
* Incident created via email: [INC1614450](https://tjxdev.service-now.com/nav_to.do?uri=%2Fincident.do%3Fsys_id%3De3177783dbefcc507d4662405b9619c3%26sysparm_view%3DDefault%2520view%26sysparm_record_target%3Dincident%26sysparm_record_row%3D1%26sysparm_record_rows%3D54682%26sysparm_record_list%3Dactive%253Dtrue%255EORDERBYDESCopened_at)
* Confluence page: [IOaC Automation - Automate creation of Service Now incidents via mailbox](https://confluence.tjx.com/pages/resumedraft.action?draftId=74355828&draftShareId=2b2bb239-a077-42f5-9a42-1c23a92b2fb3&)

[IAOTEAM-3594](https://jira.tjx.com/browse/IAOTEAM-3594) (Validate Std Change in Prod)

* Tower prod run (master branch): [IOAC-Workflow-Create-Update-StdChg](https://tjxansible.tjx.com/#/workflows/5088778)
* Confluence page: [IOaC Automation - Automate creation/update of Service Now Standard Change Requests](https://confluence.tjx.com/pages/viewpage.action?pageId=74355278)

[IAOTEAM-1230](https://jira.tjx.com/browse/IAOTEAM-1230) (IOAC upload to JFrog)

**ToDo**

Ask Uma about new VPN connection (**TJX US 770**) How to install/use?

**Friday March 20**

Ticket to get **tjxasvc-ioac-ci** password vaulted: [INC1967726](https://tjxprod.service-now.com/incident.do?sys_id=afa28ad9dbe30c9c19a292ccd3961936&sysparm_stack=incident_list.do?sysparm_query=active=true)

**Monday March 9**

**ServiceNow sync up**: Prod deployment pushed back from 3/12 to 3/19. Changes to std templates coming this week.

[IAOTEAM-1230](https://jira.tjx.com/browse/IAOTEAM-1230) (IOAC upload to JFrog)

* Submited ARMS request [REQ0297525/RITM0586247](https://tjx.service-now.com/tjx/sc_req_item.do?sys_id=a0fcd040dbafc8507801ff431d9619e3&sysparm_view=ess) to enable service account **tjxasvc-ioac-ci** on staging servers: lnx1ijump01p, lnx1ijump02p
* Updated Jenkins pipeline job [IOAC\_ArtifactUpload](https://jenkinscore.tjx.com/job/IOaC/job/UploadArtifacts/job/IOAC_ArtifactUpload/): Switched credentials from ‘Rajesh’ user to service account **tjxasvc-ioac-ci**
* (Jenkins job worked under ‘Rajesh’ credentials)
* Service Account: **tjxasvc-ioac-ci** is now a local account on lnx1ijump01p,  as per ARMs request [REQ0297525](https://tjx.service-now.com/tjx/sc_req_item.do?sys_id=a0fcd040dbafc8507801ff431d9619e3&sysparm_view=ess)
* The Jenkins pipeline job is failing with an [authentication error](https://jenkinscore.tjx.com/job/IOaC/job/UploadArtifacts/job/IOAC_ArtifactUpload/34/console) related to tjxasvc-ioac-ci.
* Reached out to Garrett Meola (Security) re: **Security guidance: Jenkins pipeline to upload files to artifactory**
* Solution will involve creating an AD group for **tjxasvc-ioac-ci**. Priya and Garrett working together.

**Tuesday March 10**

[IAOTEAM-3594](https://jira.tjx.com/browse/IAOTEAM-3594) (Validate Std Change in Prod)

* Playbook updates required for Prod validation:

1. Replace UAT URL references with Prod URLs.
2. Transition user input vars mechanism from extra-vars to workflow vars.
3. Implement Std. Change Template Name–SysId table mapping

* Developed a try playbook to map template sys id from template name.
* Noticed that template **AMS - HMG Divisional Realignment** has a duplicate name entry. Notified snow team.

[IAOTEAM-3050](https://jira.tjx.com/browse/IAOTEAM-3050) (Create incident from email)

* Priya sent me sample Ansible calls to generate emails.
* Follow up questions and Priya’s answers:

1. Should mail server host and port be tjx.com and 25 respectively as in the examples? **Answer:** Yes
2. Should ML-IOaC-Core be used for the to field? Is that temporary or long term? **Answer: Temp. Long term will depend on failure type.**
3. What should be the from field value? **Answer:** Prod-Ansible-Tower
4. Is there a sample VM build failure I can use as an example for subject and body content? **Answer:** VM build failed due to wrong Jason file
5. What does ServiceNow have to do with this automation? **Answer: Need to ask Snow team.**

* Discussion with Chandra re ServiceNow email process. [I emailed the summary to Snow team.]
  + Destination email addr: [tjxdev@service-now.com](mailto:tjxdev@service-now.com)
  + Subject must begin with: “Ticket number”
  + IOaC team will let Snow team know which fields we will include in the email body.  It will be some combination of the fields below.
    - Caller: tjx.ansible
    - To: [tjxdev@service-now.com](mailto:tjxdev@service-now.com)
    - From: *<should be actual email addr for automation purposes>*
    - Contact type: Email
    - Category
    - Subcategory
    - Configuration item
    - Short description
    - Description
    - Assignment group

[IAOTEAM-1230](https://jira.tjx.com/browse/IAOTEAM-1230) (IOAC upload to JFrog)

Reached out to Priya for next steps.

**Wednesday March 11**

**ServiceNow sync up**: Discussion with Chandra re: how they do the field mapping. What info they need from us and required format of the fields in email body.

[IAOTEAM-3050](https://jira.tjx.com/browse/IAOTEAM-3050) (Create incident from email)

* Chandra will let us know if he can use the **From** email to distinguish incidents generated by automation. If he can, he won’t need us to include a unique prefix in the **Subject** line.
* Our team must decide the following:

1. Source email address, e.g. [tjx.ansible@tjx.com](mailto:tjx.ansible@tjx.com) or some other email?
2. I asked Chandra if the **From** email addr must be real or can be non-existent.
3. Which Service-Now incident fields we should include in the body of the email.

I asked Priya this question. She said she’ll consult Alex and Raj.

* Create feature branch [feature/IAOTEAM-3050-create-service-now-incident-from-email](https://bitbucket.tjx.com/projects/IO/repos/ioac-automation/browse?at=refs%2Fheads%2Ffeature%2FIAOTEAM-3050-create-service-now-incident-from-email)

[IAOTEAM-1230](https://jira.tjx.com/browse/IAOTEAM-1230) (IOAC upload to JFrog)

* Submitted incident [INC1957408](https://tjxprod.service-now.com/nav_to.do?uri=%2Fincident.do%3Fsys_id%3Dd13f0b2cdb23cc1c19a292ccd396191d%26sysparm_stack%3D%26sysparm_view%3D) to get service account tjxasvc-ioac-ci added to group corp.tjxcorp.net/UNIX/Provisioning Groups/UNIX-Universal-Zone-Users.
* Assigned to: TJX SECURITY Notified Garrett Meola of the ticket.

**Thursday March 12**

Submitted request Desktop Software request [REQ0062228](https://tjxprod.service-now.com/sc_request.do?sys_id=6ce99841db6f4c5c19a292ccd3961921&sysparm_record_target=sc_request&sysparm_catalog=e0d08b13c3330100c8b837659bba8fb4&sysparm_catalog_view=catalog_default) for Cisco Jabber teleconferencing app.

Asked Al Clark to escalate incident [INC1957408](https://tjxprod.service-now.com/nav_to.do?uri=%2Fincident.do%3Fsys_id%3Dd13f0b2cdb23cc1c19a292ccd396191d%26sysparm_stack%3D%26sysparm_view%3D) to get service account tjxasvc-ioac-ci added to group corp.tjxcorp.net/UNIX/Provisioning Groups/UNIX-Universal-Zone-Users

[IAOTEAM-3050](https://jira.tjx.com/browse/IAOTEAM-3050) (Create incident from email)

* Created project and template on Ansible np Tower: [IAOTEAM-3050-create-incident-from-email](https://tjxansiblenp.tjx.com/#/templates/job_template/666?template_search=page_size:20;order_by:name;type:workflow_job_template,job_template)
* Template passes all email values as extra-vars
* Template generates email as specified by user input values.

[IAOTEAM-3594](https://jira.tjx.com/browse/IAOTEAM-3594) (Validate Std Change in Prod)

Created job templates in Ansible Tower Prod:

* [IOAC-SvcNow-CreateStdChg](https://tjxansible.tjx.com/#/templates/job_template/594)
* [IOAC-SvcNow-UpdateChg\_State=SCHEDULED](https://tjxansible.tjx.com/#/templates/job_template/593)
* [IOAC-SvcNow-UpdateChg\_State=IMPLEMENT](https://tjxansible.tjx.com/#/templates/job_template/595)
* [IOAC-SvcNow-UpdateChg\_State=REVIEW](https://tjxansible.tjx.com/#/templates/job_template/596)
* [IOAC-SvcNow-UpdateChg\_State=CLOSE](https://tjxansible.tjx.com/#/templates/job_template/598)
* Created project in Ansible Tower Prod: [IAOTEAM-3051-std-change-request](https://tjxansible.tjx.com/#/projects/591)

ToDo

Ask Priya to create Workflow template for in Ansible Tower Prod, similar to [IOAC-Workflow-Create-Update-StdChg](https://tjxansiblenp.tjx.com/#/templates/workflow_job_template/653)

**Playbook updates:**

* Implement Std. Change Template Name–SysId table mapping  [Migrate code from try playbook]
* Transition user input vars mechanism from extra-vars to workflow vars. [Work with Sindhu on this]
* Replace UAT URL references with Prod URLs  [Must wait until Snow team deploys to Prod]
* Update branch and submit Pull request.

[IAOTEAM-1230](https://jira.tjx.com/browse/IAOTEAM-1230) (IOAC upload to JFrog)

* Commit **upload\_to\_artifactory** role and associated playbook to: [feature/IAOTEAM-1230-automate-upload-of-IOAC-artifacts-to-jfrog](https://bitbucket.tjx.com/projects/IO/repos/ioac-automation/browse?at=refs%2Fheads%2Ffeature%2FIAOTEAM-1230-automate-upload-of-IOAC-artifacts-to-jfrog)
* Created project in Ansible Tower non-prod: [IOAC-Upload-to-Artifactory](https://tjxansiblenp.tjx.com/#/projects/668)
* Created job template in Ansible Tower non-prod: [IOAC-Upload-to-Artifactory](https://tjxansiblenp.tjx.com/#/templates/job_template/669)
* Security tickets have been resolved:
* [REQ0297525/RITM0586247](https://tjx.service-now.com/tjx/sc_req_item.do?sys_id=a0fcd040dbafc8507801ff431d9619e3&sysparm_view=ess): Enable service account **tjxasvc-ioac-ci** on staging servers: lnx1ijump01p, lnx1ijump02p
* [INC1957408](https://tjxprod.service-now.com/nav_to.do?uri=%2Fincident.do%3Fsys_id%3Dd13f0b2cdb23cc1c19a292ccd396191d%26sysparm_stack%3D%26sysparm_view%3D): Add service account **tjxasvc-ioac-ci** to group tjxcorp.net/UNIX/Provisioning Groups/UNIX-Universal-Zone-Users
* Jenkins pipeline [IOAC\_ArtifactUpload](https://jenkinscore.tjx.com/job/IOaC/job/UploadArtifacts/job/IOAC_ArtifactUpload/) is failing with [Auth Error](https://jenkinscore.tjx.com/job/IOaC/job/UploadArtifacts/job/IOAC_ArtifactUpload/35/console). Reached out to Rajesh Bhagam for immediate help.
* Got Jenkins pipeline [IOAC\_ArtifactUpload](https://jenkinscore.tjx.com/job/IOaC/job/UploadArtifacts/job/IOAC_ArtifactUpload/) working! Authentication failure occurred because password for **tjxasvc-ioac-ci** was not in CyberArk
* Created a Jenkins API token (115585b95c8d0e8f8c5d0ae5f7514f05db) via my login at <https://jenkinscore.tjx.com/user/jam01370/configure>
* Ansible playbook to call Jenkins job fails:
* Created a ticket on **Enterprise Tools team** Kanban board: [DSOE-4043](https://jira.tjx.com/browse/DSOE-4043) (Call Jenkins job via API from Ansible playbook)
* ToDo:
  + Ask Priya how to log in to Windows staging server **wioac001p**
  + Test staging file on lnx1ijump02p and Windows server: **wioac001p**
  + Create user token on Jenkins for service account **tjxasvc-ioac-ci**. Ask Vincent Goernert (Security) to enter password through my desktop.

Submitted timesheets:

* Artemis

**Friday March 13**

[IAOTEAM-1230](https://jira.tjx.com/browse/IAOTEAM-1230) (IOAC upload to JFrog)

* Opened [INC1966832](https://tjxprod.service-now.com/nav_to.do?uri=%2Fincident.do%3Fsys_id%3D26f2a919db63889c19a292ccd3961922%26sysparm_stack%3Dincident_list.do%3Fsysparm_query%3Dactive%3Dtrue) to have Vincent Goernert login to Jenkins as **tjxasvc-ioac-ci** so I can generate an API token for the user.
* Generated and saved the API token for service account **tjxasvc-ioac-ci.** However we cannot use it until password for **tjxasvc-ioac-ci** is vaulted**.**
* Opened[INC1967726](https://tjxprod.service-now.com/incident.do?sys_id=afa28ad9dbe30c9c19a292ccd3961936&sysparm_stack=incident_list.do?sysparm_query=active=true) to have Security engineer type **tjxasvc-ioac-ci’s** password for Ansible vault.
* Updated Ansible Tower job template (non-prod) [IOAC-Upload-to-Artifactory](https://tjxansiblenp.tjx.com/#/templates/job_template/669) to include extra-vars for required parameters.
  + **source\_filename**: test\_upload1.zip
  + **artifactory\_path**: IOAC/Linux/ESP/
* Revised playbook for all changes: URL updates, variable updates, “validate\_certs: no”, etc.
* Attempts to call Jenkins pipeline from Ansible
  + Action 1: Call API with **port** in URL https://jenkinscore.tjx.com**:8080**/job/IOaC/job/UploadArtifacts/job/IOAC\_ArtifactUpload/build.......
  + Symptom: Error return. **Failed to connect to jenkinscore.tjx.com at port 8080: [Errno 113] No route to host**"
  + Action 2: Remove port from URL https://jenkinscore.tjx.com/job/IOaC/job/UploadArtifacts/job/IOAC\_ArtifactUpload/build.......
  + Symptom: Ansible reported Certificate error: Failed to validate the SSL certificate for jenkinscore.tjx.com:443. Make sure your managed systems have a valid CA certificate installed.
* I hope we can get this working by end of day Tuesday at the latest.I researched how to create an **Ansible vault password file** but it is very unclear. My POC test to encrypt a test file (Ansible lab machine: /home/tjx/jam01370/**tryvault.yml**) did not do anything!

[IAOTEAM-3050](https://jira.tjx.com/browse/IAOTEAM-3050) (Create incident from email)

* Discussed with Priya: Our playbook & job template are ready.
* Will hope that Snow team can implement their mapping by Monday in Dev so we can try.

[IAOTEAM-3594](https://jira.tjx.com/browse/IAOTEAM-3594) (Validate Std Change in Prod)

* Added new include file **std\_change\_templates.yml**
* Added logic to get sysid from supplied template name.
* Updated Tower(prod & nonprod) job templates [IOAC-SvcNow-CreateStdChg](https://tjxansible.tjx.com/#/templates/job_template/594) to pass template **name** instead of **sysid**.

**Monday March 2**

Service-Now sync up meeting. Ram veviewed Std Change **state** sequence and required fields.

[IAOTEAM-2835](https://jira.tjx.com/browse/IAOTEAM-2835) (Validate incident creation in snow PROD)

* Worked with Priya to create a vaulted password for the tjx.ansible user.
* Ran template [IOAC-ServiceNow-Integration](https://tjxansible.tjx.com/#/templates/job_template/560) in prod Tower.
* Created test incident [INC1918889](https://tjxprod.service-now.com/nav_to.do?uri=%2Fincident.do%3Fsys_id%3D3d7cb0711b1f4c54e2128550cd4bcba1%26sysparm_stack%3D%26sysparm_view%3D) in prod ServiceNow
* This test proves the playbook is working with the vaulted password.
* Notified assigned team (AHS-Unix-L2) to cancel the production ticket.
* Added ‘**no\_log = true**’ to hide password from Ansible log
* Sent pull request:  <https://bitbucket.tjx.com/projects/IO/repos/ioac-automation/pull-requests/243/overview> to merge **Feature/ ansible integration with service now** with master branch.

[IAOTEAM-3051](https://jira.tjx.com/browse/IAOTEAM-3051) (Create & Update Std Change request)

* Updated AnsibleTower template [IOAC-SvcNow-CreateStdChg-Jim](https://tjxansiblenp.tjx.com/#/templates/job_template/621?template_search=page_size:20;order_by:name;type:workflow_job_template,job_template) to use ‘create’ tag instead of ‘change’
* Role: createchange:
  + Added ‘no\_log = true’ to hide password from Ansible log
  + Replaced json input vars with extra-vars.
  + Renamed tag from ‘change’ to ‘create’
* Role: updatechange:
  + Added ‘no\_log = true’ to hide password from Ansible log
  + Replaced json input vars with extra-vars.
  + Tested empty ‘assigned\_to’ value:
    - Empty Result = success
    - Populated with name (Christos Nikolaidis) Result = success
    - ToDo: Ask Ram if **user id** is supported for ‘assigned\_to’
* Ansible Tower:
  + Renamed IOAC-SvcNow-UpdateChg-Jim template to: [IOAC-SvcNow-UpdateChg\_STATE=**SCHEDULED**-Jim](https://tjxansiblenp.tjx.com/#/templates/job_template/652)
  + Define new template: [IOAC-SvcNow-UpdateChg\_STATE=**IMPLEMENT**-Jim](https://tjxansiblenp.tjx.com/#/templates/job_template/654)
* ToDo:
  + Replace cleartext password with vaulted password
  + Create Ansible Job Templates updates to states: **Scheduled**, **Implement**, **Review**, **Close**
  + Use extra vars for user-supplied values
  + Implement ‘survey’ to prompt user for input.
  + Call linux time conversion command. EST to GMT
  + Implement dictionary of std change template names and sysids.

**Tuesday March 3**

[IAOTEAM-2835](https://jira.tjx.com/browse/IAOTEAM-2835) (Validate incident creation in snow PROD)

* Priya merged feature/INOP-242-ansible-integration-with-service-now to [IOAC-Automation](https://bitbucket.tjx.com/projects/IO/repos/ioac-automation/browse) master branch
* Ansible Tower (prod) actions:
  + Created project [IOAC-Snow-Automation-Master](https://tjxansible.tjx.com/#/projects/584)
  + Created job template:  [IOAC-ServiceNow-Integration](https://tjxansible.tjx.com/#/templates/job_template/560)
  + Ran job template to ceate incident: [INC1927057](https://tjxansible.tjx.com/#/jobs/playbook/4934060?job_search=page_size:20;order_by:-finished;not__launch_type:sync) on ServiceNow prod.
    - Input values for incident:
      * u\_caller\_id: tjx.ansible
      * u\_subcategory: Support Services
      * u\_assignment\_group: AHS-UNIX-L2
      * u\_short\_description: This is a test of automated incident creation by Ansible.
      * u\_category: IT Services
      * u\_correlation\_display: Ansible
      * u\_impact: 3
      * u\_urgency: 2
      * u\_cmdb\_ci: UNIX/LINUX/AIX-prod
      * u\_work\_notes: "Incident created via Ansible-ServiceNow integration. Please ignore."
  + All aspects of the incident are as expected.

[IAOTEAM-3051](https://jira.tjx.com/browse/IAOTEAM-3051) (Create & Update Std Change request)

* Implemented new roles: **common, update-scheduled, update-implement, update-review, update-close**
* Each role uses a distinct tag so **Playbook\_create\_std\_change\_req.yml**) can run the desired role.
* Ansible Tower (non-prod) updates:
  + Developed a job template for change creation and each state change:
    - [IOAC-SvcNow-CreateStdChg](https://tjxansiblenp.tjx.com/#/templates/job_template/621)
    - [IOAC-SvcNow-UpdateChg\_State=SCHEDULED](https://tjxansiblenp.tjx.com/#/templates/job_template/652)
    - [IOAC-SvcNow-UpdateChg\_State=IMPLEMENT](https://tjxansiblenp.tjx.com/%23/templates/job_template/654)
    - [IOAC-SvcNow-UpdateChg\_State=REVIEW](https://tjxansiblenp.tjx.com/#/templates/job_template/655)
    - [IOAC-SvcNow-UpdateChg\_State=CLOSE](https://tjxansiblenp.tjx.com/#/templates/job_template/656)
  + Updated workflow template: [IOAC-Workflow-Create-Update-StdChg](https://tjxansiblenp.tjx.com/#/templates/workflow_job_template/653) calls each job template.
  + Development Test Results ([SvcNow Dev](https://tjxdev.service-now.com/))
    - Successfully created standard change request [CHG0049428](https://tjxdev.service-now.com/nav_to.do?uri=%2Fchange_request.do%3Fsys_id%3Da516974edb9700147d4662405b961991%26sysparm_stack%3D%26sysparm_view%3D)
      * State updates: New**🡪**Scheduled**🡪**Implemented🡪Review🡪Close
    - All change request elements and state changes look as expected.
    - Input for Std Change:
      * Std Change Template: **AHS Ops - VMWare - DataStore Addition or Removal**
      * std\_chng\_template\_sys\_id: ca6f469b1b284490e2128550cd4bcb07
      * u\_company: The TJX Companies
      * u\_where\_to\_implement: Corporate
      * u\_update\_to\_ci\_req\_new: No
      * u\_it\_svp: Larry Foster
      * start\_date: 2020-03-23 08:00:00
      * end\_date: 2020-03-27 09:00:00
      * work\_notes: "Standard change request created by Ansible"
    - Input for State change to **Scheduled**:
      * work\_notes: Moving to 'Scheduled' state. Assigning to Abhijit Roy
      * assigned\_to: abh00063
    - Input for State change to **Implemented**:
      * work\_notes: Moving to 'Implement' state
    - Input for State change to **Review**:
      * work\_notes: Moving to 'Review' state
      * work\_start: 2020-03-24 08:02:12
      * work\_end: 2020-03-27 08:30:00
    - Input for State change to **Close**:
      * close\_code: Successful Change
      * close\_note: Implemented change successfully
      * work\_notes: Change request completed

**Wednesday March 4**

ServiceNow Sync up meeting: Jim and Ram

* Ran through workflow [IOAC-Workflow-Create-Update-StdChg-Jim](https://tjxansiblenp.tjx.com/#/templates/workflow_job_template/653) to create & update std change: [CHG0049431](https://tjxdev.service-now.com/nav_to.do?uri=%2Fchange_request.do%3Fsys_id%3D1e3b8f9adb1f0410c06edc935b9619e4%26sysparm_stack%3D%26sysparm_view%3D)
* Ram noticed that ‘**close\_notes**’ was blank in the output.
* I corrected the issue (misspelled variable) in Ansible Tower and in playbook.
* Successful rerun!

**Thursday March 5**

ServiceNow Sync up meeting

Discussed UAT testing plan for Create Std Change

For Sindhu: Canceled requests in ServiceNow prod (created for test purposes)

Sprint 3 retrospective

[IAOTEAM-3051](https://jira.tjx.com/browse/IAOTEAM-3051) (Create & Update Std Change request)

* Playbook code update: We now convert input dates (start\_date, end\_date, work\_start, work\_end) to GMT time prior to passing to API.
* Datetime values look correct from our side but Snow UI times are off by 1 hour each. Notified Snow team.
* Final test in DEV: Created std change request [CHG0049443](https://tjxdev.service-now.com/nav_to.do?uri=%2Fchange_request.do%3Fsys_id%3D74eef97edb5f88147d4662405b961968%26sysparm_stack%3D%26sysparm_view%3D) and set all required states. Reviewed by Priya. Thumbs up to start UAT testing.
* Updated playbook to point at UAT.
* UAT testing: Created std change request [CHG0049443](https://tjxdev.service-now.com/nav_to.do?uri=%2Fchange_request.do%3Fsys_id%3D74eef97edb5f88147d4662405b961968%26sysparm_stack%3D%26sysparm_view%3D) in UAT.

**Friday March 6**

Times sheets submitted: Artemis

ServiceNow Sync up meeting: Priya, Sindhu, Ram, Chandra, me

* Worked through the timezone issue. Our code will produce wrong dates when the current date is in one time (e.g. daylight savings) and a given start date is in another period (e.g. standard time).
* Priya stated that the window of time where this problem exists is very small and not worth the extra coding logic needed to fix it.
* We asked snow team if UAT testing is considered complete.

[IAOTEAM-3051](https://jira.tjx.com/browse/IAOTEAM-3051) (Create & Update Std Change request) **UAT testing**

* Resolved false-alarm issue with blank Close code. Issue caused by an extra char in the close\_code value, e.g. “**Successful;**”
* Created new Std Change request: [CHG0049250](https://tjxuat.service-now.com/nav_to.do?uri=%2Fchange_request.do%3Fsys_id%3D1056fd43db1b4c104d10f4331f9619fc%26sysparm_stack%3D%26sysparm_view%3D).
* Snow tean will inspect.

[IAOTEAM-1230](https://jira.tjx.com/browse/IAOTEAM-1230) (IOAC upload to JFrog)

* URL for new Jenkins: [**https://jenkinscore.tjx.com/**](https://jenkinscore.tjx.com/)
* URL for Job: [IOAC\_ArtifactUpload](https://jenkinscore.tjx.com/job/IOaC/job/UploadArtifacts/job/IOAC_ArtifactUpload/16/console)
* Pipeline params:
* Source path: **test\_upload1.zip**
* Destination on JFROG: **webapp/#/artifacts/browse/tree/General/IOAC/Linux/ESP**

Pipeline script (orig)

def remote = [:]

remote.name = "lnx1ijump01p"

remote.host = "lnx1ijump01p.tjx.com"

remote.allowAnyHosts = true

node('linux')

{

withCredentials([usernamePassword(credentialsId: 'tjxasvc-ansibunix', passwordVariable: 'tjxasvc-ansibunix\_password', usernameVariable: 'tjxasvc-ansibunix')])

{

stage("Connect\_&\_Upload") {

sshCommand remote: remote, command: 'curl -u $tjxasvc-ansibunix:$tjxasvc-ansibunix\_password -T "lnx1ijump01p.tjx.com:/tjx/ioac-artifact-staging/${params.sourcePath}" "https://jfrog.tjx.com/artifactory/${params.artifactoryPath}" -k'

}

}

}

Pipeline script (working) Rajesh credentials!

def remote = [:]

remote.name = "lnx1ijump01p"

remote.host = "lnx1ijump01p.tjx.com"

remote.allowAnyHosts = true

node('ljenka001p')

{

withCredentials([usernamePassword(credentialsId: **'raj00387'**, passwordVariable: 'password', usernameVariable: 'userName')])

{

remote.user = userName

remote.password = password

stage("Connect\_&\_Upload") {

sshCommand remote: remote, command: "curl -u $userName:$password -T '/tjx/ioac-artifact-staging/${params.sourcePath}' 'https://jfrog.tjx.com/artifactory/${params.artifactoryPath}' -k"

}

}

}

* Worked 1.5 hours with Jenkins admin (Rajesh B) on upload pipeline (IOAC\_ArtifactUpload)
* Current status: Pipeline is working! Now able to upload files from staging area (/tjx/ioac-artifact-staging).
* Problem: Job is currently configured with Rajesh's credentials. It fails when service account tjxasvc-ioac-ci is used.
* To Do: Submit (ARMS?) request to enable service account tjxasvc-ioac-ci to have access to staging servers: lnx1ijump01p, lnx1ijump02p .

**Monday Feb 24**

Service-Now sync up meeting.

[IAOTEAM-2835](https://jira.tjx.com/browse/IAOTEAM-2835) (Validate incident creation in snow PROD)

* Met with Priya and Sindhu re: plans for Prod testing of snow incidents & requests.
* Prep work:
  + Set up branch for creating incidents in UAT: [feature/**Jim\_**INOP-242-ansible-integration-with-service-now](https://bitbucket.tjx.com/projects/IO/repos/ioac-automation/browse?at=refs%2Fheads%2Ffeature%2FJim_INOP-242-ansible-integration-with-service-now)
  + Set up branch for creating incidents in PROD: [feature/INOP-242-ansible-integration-with-service-now](https://bitbucket.tjx.com/projects/IO/repos/ioac-automation/browse?at=refs%2Fheads%2Ffeature%2FINOP-242-ansible-integration-with-service-now)
  + Ansible Tower Prod setup:
* Job template: [IOAC-ServiceNow-Integration](https://tjxansible.tjx.com/#/templates/job_template/560?template_search=page_size:20;order_by:name;type:workflow_job_template,job_template)
* Create project for UAT: [IOAC-Snow-Automation-UAT](https://tjxansible.tjx.com/#/projects/561)
* Create project for PROD: [IOAC-Snow-Automation](https://tjxansible.tjx.com/#/projects/562)
* Ran job template against UAT branch. Created incident [INC1593225](https://tjxuat.service-now.com/nav_to.do?uri=%2Fincident.do%3Fsys_id%3D7a9669abdb8740904d10f4331f9619c2%26sysparm_stack%3D%26sysparm_view%3D) in ServiceNow UAT. Values look good.
* Ran job template against PROD branch. Created incident [INC1893539](https://tjxprod.service-now.com/nav_to.do?uri=%2Fincident.do%3Fsys_id%3Dd1a9e5a7db4380509399166e139619bd%26sysparm_stack%3D%26sysparm_view%3D) in ServiceNow PROD. Values look good.
* Notified snow team via email to check the results.
* Authored Test Plan:  [Test Plan IAOTEAM-2835 - Validate Incident ticket creation using API calls in Production Service now](https://confluence.tjx.com/display/INOP/Test+Plan+IAOTEAM-2835+-++Validate+Incident+ticket+creation+using+API+calls+in+Production+Service+now)

[IAOTEAM-1230](https://jira.tjx.com/browse/IAOTEAM-1230) (IOAC upload to JFrog)

* Asked Rajesh if I can have both **Developer** and **Executor** permission on new Jenkins.

**Tuesday Feb 25**

[IAOTEAM-2835](https://jira.tjx.com/browse/IAOTEAM-2835) (Validate incident creation in snow PROD)

* Generated incident in ServiceNow Prod: [INC1896531](https://tjxprod.service-now.com/nav_to.do?uri=%2Fincident.do%3Fsys_id%3D0a07f1f3db4b8850f07f6e25ca961944%26sysparm_stack%3D%26sysparm_view%3D) containing new variable for configuration item: u\_cmdb\_ci.
* It is working as expected.
* Updated test plan: [Test Plan IAOTEAM-2835 - Validate Incident ticket creation using API calls in Production Service now](https://confluence.tjx.com/display/INOP/Test+Plan+IAOTEAM-2835+-++Validate+Incident+ticket+creation+using+API+calls+in+Production+Service+now)

[IAOTEAM-3051](https://jira.tjx.com/browse/IAOTEAM-3051) (Create Std Change req)

* Created Bitbucket branch: [feature/IAOTEAM-3051-standard-change-requests](https://bitbucket.tjx.com/projects/IO/repos/ioac-automation/browse?at=refs%2Fheads%2Ffeature%2FIAOTEAM-3051-automate-creation-of-service-now-standard-change-requests)
* Cloned branch to laptop: **C:\Users\jam01370\gitrepos\ioac-automation\IAOTEAM-1442 Request Creation**
* Copied Sindhu’s (Std Change) code from branch*:* [feature/INOP-242-ansible-integration-with-service-now](https://bitbucket.tjx.com/projects/IO/repos/ioac-automation/browse/snow/roles/createchange?at=refs%2Fheads%2Ffeature%2FINOP-242-ansible-integration-with-service-now)
* Created Ansible Tower project: [IOAC-Automation-ServiceNow](https://tjxansiblenp.tjx.com/#/projects/651?project_search=page_size:20;order_by:name;search:IOAC-Auto)
* Project points at branch: [feature/IAOTEAM-3051-standard-change-requests](https://bitbucket.tjx.com/projects/IO/repos/ioac-automation/browse?at=refs%2Fheads%2Ffeature%2FIAOTEAM-3051-automate-creation-of-service-now-standard-change-requests)

The ServiceNow UI shows an error: The following mandatory fields are not filled in: Update to CI Required, Planned end date, Impacted Business Unit, Company, Assigned to, Planned start date, IT SVP

Issue: Getting error on Update Change call: POST method not supported for API

Questions:

* Are **username** and **password** variables required in initial change request call or in **update** call?
* It does not appear that the **state** update got applied.   How can we programmatically check the return values?
* Who put the data in the **AHS IOaC Automation Build** template? Is that our only use case?
* How to update fields such as: **Priority, Risk, Impact, Justification, Impact, Implementation plan, Backout plan**, etc.
* Why are the API urls not mentioned in the Create standard change\_template document?
* Does **assigned\_to** variable belong with the **create** or **update** calls? Same question for the other “missing” values.

**Wednesday Feb 26**

Email exchange with Ram re: create/update change API.

ServiceNow sync up meeting

[IAOTEAM-3051](https://jira.tjx.com/browse/IAOTEAM-3051) (Create Std Change req)

Got

**Thursday Feb 27**

ToDo:

Ask best way to save change request sys\_id. So it can be used later on update.

Ask where to store sys\_id file on “localhost”. What should the path be?

Ask How to update fields such as: **Priority, Risk, Impact, Justification, Implementation plan, Backout plan**, etc.

Change request: CHG0049383

Ram stated: User supplied date-time must be GMT, not local time.

ToDo: see if Ansible can convert time to GMT.

Ram said to work with Change Mgmt Team to have different values in the Description field and other fields of the templates.

NEED A WAY TO GET SYSID OF STD TEMPLATES!

Challenge: To create a Std Change request requires user to provide sysid of the desired **std change template**.

Solution: We will embed a dictionary of std change templates and associated sysids. User will provide the Change Template Name. Our code, will perform a lookup of the name to get the sysid.

Actions

Separated **createchange** and **updatechange** into distinct roles.

Create Job Templates: IOAC-SvcNow-CreateStdChg-Jim, IOAC-SvcNow-UpdateChg-Jim

Create Workflow template: IOAC-Workflow-Create-Update-StdChg-Jim

Role: createchange **–** Updated logic in role to persist the **ChgReq\_SysId** variable

Role: updatechange – Update logic to use persisted **ChgReq\_SysId** variable

Generated change request: [CHG0049387](https://tjxdev.service-now.com/nav_to.do?uri=%2Fchange_request.do%3Fsys_id%3D6eee4528dbd388907d4662405b961982%26sysparm_stack%3D%26sysparm_view%3D) on Dev SvcNow.

**Friday Feb 28**

Timesheets

* Artemis: yes
* Fieldglass: yes
* Wipro: No

Session w Priya: Ansible-vault

mkdir snow/vault

ansible-vault create snow/vault/snowstdchange.yml

**Monday Feb 17**

ServiceNow Sync up meeting: We informed ServiceNow team (Chandra Ravipatri) that current snow API for **requests** is limited. We need API to create any type of request. Only need these fields: Request Type, Application Name…

[IAOTEAM-1230](https://jira.tjx.com/browse/IAOTEAM-1230) (IOAC upload to JFrog)

* Sent email to Raghav asking when we can test Artifact upload pipeline.
* Asked Rajesh Bagham how to get API token. I found this article online: [How to generate Jenkins user token](https://support.cloudbees.com/hc/en-us/articles/115003090592-How-to-re-generate-my-Jenkins-user-token)
* Updated [DSOE-3807](https://jira.tjx.com/browse/DSOE-3807)
* TEST #1: Got [Jenkins pipeline](https://jenkins.tjx.com:8443/job/IOaC/job/UploadArtifacts/job/jfrog_IOAC_upload/) to successfully upload Uma's file to artifactory!
  + Source path & file: **/tjx/Apps\_depot**/software/ControlM/EM/DROST.9.0.19.000\_Linux-x86\_64.tar.z
  + Destination on JFROG: <https://jfrog.tjx.com/artifactory/Unix-Linux/Control-M/EM>
  + Result: **Success!**
* TEST #2: Use NFS share staging area: **/tjx/ioac-artifact-staging**
  + Source path & file: **/tjx/ioac-artifact-staging/test\_upload1.zip**
  + Destination on JFROG: <https://jfrog.tjx.com/artifactory/webapp/#/artifacts/browse/tree/General/IOAC/Linux/ESP>
  + Result: Failed. Cause: NFS share **/tjx/ioac-artifact-staging** is not mounted on the Jenkins slave. Tools team says we are not authorized to create new mount on Jenkins slave.
* Ran pipeline job: [Jenkins pipeline](https://jenkins.tjx.com:8443/job/IOaC/job/UploadArtifacts/job/jfrog_IOAC_upload/)
  + Params:
    - artifactoryPath = ioac-test/ESP\_11.4.tar
    - sourcePath = lnx1ijump01p**/tjx/ioac-artifact-staging**/ESP\_11.4.tar

**Tuesday Feb 18**

ServiceNow sync up meeting:

* Currently the snow API supports 4 request types only. Each type has different input variables.
* Requirement: We need snow API to create any request type.
* All requests will have the same 5 input fields: **application\_name, request\_type, assignment\_group, requested\_for, description**
* API will support/recognize any valid Assignment group that exists in ServiceNow. No special coding required on API side.

[IAOTEAM-1230](https://jira.tjx.com/browse/IAOTEAM-1230) (IOAC upload to JFrog)

* Requested Priya’s help filling out ARMs request for access to Windows staging server **wioac001p.**
* Notes:
  + Article on calling Jenkins job externally (e.g.  ansible playbook): [Jenkins Remote access API](https://wiki.jenkins.io/display/JENKINS/Remote+access+API)
  + Syntax for artifact source path (in pipeline script):  **lnx1ijump01p.tjx.com:/tjx/ioac-artifact-staging**
* Jenkins upload job params:
  + artifactoryPath: **IOAC/Linux/ESP/test\_upload1.zip**
  + sourcePath: **test\_upload1.zip**
* Worked with Rajesh to debug the upload pipeline.
  + Declarative pipeline syntax vs Groovy syntax. Went back & forth.
  + Setback! Declarative format does not have logic to connect to external source machine!

**Wednesday Feb 19**

ServiceNow Sync up meeting:

* Snow team will move code into Prod today.
* Create standard change: 2 step process (1) create change using template (2) update change

[IAOTEAM-1230](https://jira.tjx.com/browse/IAOTEAM-1230) (IOAC upload to JFrog)

Got Jenkins API token for my user id (as a POC).

Updated playbook to call Jenkins pipeline job: [jfrog\_IOAC\_upload](https://jenkins.tjx.com:8443/job/IOaC/job/UploadArtifacts/job/jfrog_IOAC_upload/)

- name: Call Jenkins pipeline

uri:

url: "https:// jenkins.tjx.com:8443/job/IOaC/job/UploadArtifacts/job/IOAC\_ArtifactUpload

/build?token = fe67666073c89516b858d450d6c176c2

& sourcePath = test\_upload1.zip

artifactoryPath = IOAC/Linux/ESP/test\_upload1.zip"

url\_user: "{{ username }}"

url\_password: "{{ password }}"

method: POST

force\_basic\_auth: yes

status\_code: 201

API call is getting error: [Jenkins: 403 No valid crumb was included in the request](https://github.com/spinnaker/spinnaker/issues/2067)

Spent time debugging.

Tip: [Jenkins Remote Access API](https://wiki.jenkins.io/display/JENKINS/Remote+access+API) online guide

Write design document on **Confluence**: [IOaC Automation - Enable I&O users to upload artifacts to JFROG](https://confluence.tjx.com/pages/viewpage.action?pageId=66053997)

Sprint demo and retrospective: 1:30 – 3:30 pm

[IAOTEAM-3049](https://jira.tjx.com/browse/IAOTEAM-3049) Create request playbook

Worked with Sindhu on updates to createrequest playbook.

* Add logic to **loop through** our 4 files (one for each request type)
* Use **with\_files** and {{ item}}

**Thursday Feb 20**

Note - our Artemis code: **AH211019**

**ServiceNow Sync up meeting**:

Meeting Minutes

* Resolved API **password issue** on [servicenow dev environment](https://tjxdev.service-now.com/navpage.do).
* Snow team will move API changes to prod environment sometime today.
* Rama provided the url  for servicenow prod: [https://tjxprod.service-now.com](https://tjxprod.service-now.com/)
* Discussed Update Change Request state sequence:  New🡪Scheduled🡪Implement
* Discussed **createincident,** **createrequest** testing in prod:
  + Window is Feb 21-25
  + If we know of any **actual incidents**, **requests** we will create them, otherwise we will create dummy items.
  + We will notify the snow team of the item #s for validation.
  + Dummy items must be deleted after validation.

Action items (Rama)

1. Provide password for prod API
2. Provide list of appropriate values for each Update Change Request state.
3. Send email with required details of prod testing.

[IAOTEAM-3051](https://jira.tjx.com/browse/IAOTEAM-3051) Automate std change request

Review this story

Questions: Use cases? IOAC VM build workflow only?

Git/Bitbucket issue

Remove invalid commits from branch feature/INOP-242-ansible-integration-with-service-now

1. Cloned feature/INOP-242-ansible-integration-with-service-now
2. Deleted “artifactory” folder. Add,Commit,Push!

Worked with Sindhu on createrequest logic.

Objective: Remove hard coded file names.

1. Created new variable: **input\_json\_files**. Contains our 4 files. One for each request type.
2. In playbook, use **with\_items** to iterate through file names. For body content, call lookup file {{item}}

* Submitted Artemis timesheet

**Friday Feb 21**

* Submitted Fieldglass timesheet

[IAOTEAM-2835](https://jira.tjx.com/browse/IAOTEAM-2835) (Validate incident creation in snow PROD)

* Info from Ram:
  + User:  tjx.ansible
  + Password: Welcome@tjxsnow
  + Sys id:- 11186327dbe90814c06edc935b9619eb ( its same as Dev & UAT)
* Moved user story to In-progress state
* Updated playbook variables to create the incident on [ServiceNow UAT system](https://tjxuat.service-now.com/)
* Ran [IOAC-ServiceNow-Integration](https://tjxansiblenp.tjx.com/#/templates/job_template/501) Ansible job template
* Created incident: [INC1591944](https://tjxuat.service-now.com/nav_to.do?uri=%2Fincident.do%3Fsys_id%3Df7308766db430c101b12fafc0f9619a9%26sysparm_stack%3D%26sysparm_view%3D)
* All values are as expected.

[IAOTEAM-1230](https://jira.tjx.com/browse/IAOTEAM-1230) (IOAC upload to JFrog)

* Got URL for new Jenkins: [**https://jenkinscore.tjx.com**](https://jenkinscore.tjx.com) from Rajesh.
* Not able to run pipeline job on new Jenkins! There is no **Build with Parameters** option.
* Notified Rajesh and team via email.
* Updated DSOE ticket [DSOE-3807](https://jira.tjx.com/browse/DSOE-3807)

**Monday Feb 10**

Service-Now sync up meeting.

Thunder standup meeting

[IAOTEAM-714](https://jira.tjx.com/browse/IAOTEAM-714) - Add VM into TSM VE Backup

Worked with Sindhu on createrequest

Wrote little playbook to call ServiceNow API call to return **sys\_id.**

[IAOTEAM-1230](https://jira.tjx.com/browse/IAOTEAM-1230) (IOAC upload to JFrog)

Meeting with Rajesh Bhagam

* Started design document on Confluence: [IOaC Automation - Enable I&O users to upload artifacts to JFROG](https://confluence.tjx.com/pages/viewpage.action?pageId=66053997)
* Rajesh established a skeleton pipeline job on Jenkins.
* **Current job functionality**:
* Connects to jumpbox using Rajesh's credentials.
* Uploads dummy files from jumpbox to JFrog 'demo' folder.
* **Enhancements needed**:
* Replace Rajesh's credentials with service account: tjxasvc-ansibunix. (Rajesh will work with Security to add tjxasvc-ansibunix to Jenkins).
* Parameterize input path, output path.
* Add SonarQube scanning.
* **Blockers**:
* Need access to Jenkins to edit/update the skeleton job.
* Need tjxasvc-ansibunix to be added to SonarQube app.
* Need ioac repo added to SonarQube ioac-automation project.

Note: Submitted [INC1843051](https://tjxprod.service-now.com/sp?id=form&table=incident&filter=&sys_id=7700de83dbfe4450f07f6e25ca961959&v=&spa=1) for the SonarQube blockers

**Tuesday Feb 11**

Submitted **Fieldglass** timesheet for 2/2 to 2/8.

ServiceNow sync up meeting: Ram will fix **createrequest** API: email & contact number should auto populate.

[IAOTEAM-1230](https://jira.tjx.com/browse/IAOTEAM-1230) (IOAC upload to JFrog)

* Submitted [RITM0579296](https://tjx.service-now.com/nav_to.do?uri=sc_req_item.do?sys_id=34584e53dbfacc9469e392c6db961941%26sysparm_view=ess) (REQ0294301) for **Developer** access to Jenkins. (Earlier ticket:[RITM0578400](https://tjx.service-now.com/tjx/catalog.do?sysparm_document_key=sc_req_item,c86c6e0edbb2c89469e392c6db9619b4) wrongly requested Admin rights).
* Service-Now ticket: [INC1843051](https://tjxprod.service-now.com/sp?id=form&table=incident&filter=&sys_id=7700de83dbfe4450f07f6e25ca961959&v=&spa=1) Ian Dorsey said I need to change assignment group to **ACA Team** in ServiceNow.
* To Do: Check Jenkins guide <https://engineering.cerner.com/blog/ssh-steps-for-jenkins-pipeline/>

ToDo:

Ask Priya techniques for:

* Dynamic variables in json file
* How to get Ansible Tower to return original user id

Sent suggestions to Al & team re: **Definition of Ready** and **Definition of Done**

Created new user story [IAOTEAM-3322](https://jira.tjx.com/browse/IAOTEAM-3322) to add logic for [IAOTEAM-3049](https://jira.tjx.com/browse/IAOTEAM-3049) Automate ServiceNow **requests.**

Notified Priya via email.

Developed playbook/role and job template [IOAC-ServiceNow-Jim](https://tjxansiblenp.tjx.com/#/templates/job_template/621) to try to get user id dynamically.

Sent to Priya for further analysis.

**Ansible Tower**

Sindhu’s

Template: **IOAC-ServiceNow-Integration**

Project: **IOAC-Automation@INOP-242**

Jim’s

Template: [IOAC-ServiceNow-Jim](https://tjxansiblenp.tjx.com/#/templates/job_template/621)

Project**: IOAC-Automation@Jim\_INOP-242-ansible-integration-with-service-now**

**Wednesday Feb 12**

Cancel request ticket:[RITM0578400](https://tjx.service-now.com/tjx/catalog.do?sysparm_document_key=sc_req_item,c86c6e0edbb2c89469e392c6db9619b4) (wrongly requested Admin rights on Jenkins)

ServiceNow sync up meeting:

* Ram stated that email field will now auto populate.
* He asked if we are ready for UAT. We will discuss with Priya and let him know.

I am slated to complete UAT testing for ServiceNow createincident, createrequest by Friday morning 2/14

[IAOTEAM-1230](https://jira.tjx.com/browse/IAOTEAM-1230) (IOAC upload to JFrog)

* My Developer access to Jenkins is **resolved**! [RITM0579296](https://tjx.service-now.com/nav_to.do?uri=sc_req_item.do?sys_id=34584e53dbfacc9469e392c6db961941%26sysparm_view=ess) REQ0294301
* Jenkins URL: <https://jenkins-oc.tjx.com:8443/>
* Worked with Kodanda Ramarahavendra Rao Jupudi.
  + He has a Jenkins pipeline we can use. [I need to know where it is in Jenkins]
  + Says that uploading **all-files-in-folder** is a bad practice. No use case for it.

[IAOTEAM-3341](https://jira.tjx.com/browse/IAOTEAM-3341) ServiceNow UAT testing

* Created new story for ServiceNow UAT testing
* UAT Connection info:
* Host name:- <https://tjxuat.service-now.com>
* User name: tjx.ansible
* Password : Welcometjxuat09

**Thursday Feb 13**

ServiceNow sync up meeting.

[IAOTEAM-3341](https://jira.tjx.com/browse/IAOTEAM-3341) - ServiceNow UAT testing

* Got ServiceNow **UAT access issue** resolved by clearing Browser cache.
* Made the following [ServiceNow automation playbook](https://bitbucket.tjx.com/projects/IO/repos/ioac-automation/commits?until=refs%2Fheads%2Ffeature%2FINOP-242-ansible-integration-with-service-now) updates for **CreateRequest**
* New mechanism: Automatically select appropriate json file based on user-supplied request type value.
* Defined separate json input files for each request type:
  + monitoring\_input.json
  + sccm\_input.json
  + am\_input.json
  + backup\_input.json
* Removed **email** and **contact number** inputs as requested by Ram. (These are self-populated fields.)
* **Completed UAT testing by creating and verifying all types:**
* SCCM request: REQ0045725
* Backup request: REQ0045727
* AM request: REQ0045728
* Monitoring: REQ0045729
* Reported UAT test results to ServiceNow team.

[IAOTEAM-1230](https://jira.tjx.com/browse/IAOTEAM-1230) (IOAC upload to JFrog)

Met with Raghav and Rajesh.

Scan should be Vericode (not SonarQube). Also, scan will be implemented in a future user story/sprint.

**TODO:**

* Pull updates from master into local branch!
* Try "{{ **ansible\_env.USER** }}

**Friday Feb 14**

[IAOTEAM-3341](https://jira.tjx.com/browse/IAOTEAM-3341) - ServiceNow UAT testing

* Canceled today’s Sync-up meeting as we are good with UAT for INC and REQ.
* Ram is waiting for approval from Denise for production Deployment based on the UAT results.

[IAOTEAM-1230](https://jira.tjx.com/browse/IAOTEAM-1230) (IOAC upload to JFrog)

Raghav submitted service account request: **tjxasvc-ioac-ci** **REQ0294890**

Raghav provided a walkthrough of Jenkins pipeline job.

ToDo:

Get Jenkins job walkthrough from Raghav.

Get sample binary file to upload (from Priya?)

[Jenkins IOAC pipeline](https://jenkins.tjx.com:8443/job/IOaC/job/UploadArtifacts/job/IoAC_UploadArtifacts/configure)

[Ansible to Jenkins video](https://www.youtube.com/watch?v=Fx49hGhAnVk)

Create remote branch: [IAOTEAM-1230-upload-artifacts-to-jfrog](https://bitbucket.tjx.com/projects/IO/repos/ioac-automation/browse?at=refs%2Fheads%2Ffeature%2FIAOTEAM-1230-upload-artifacts-to-jfrog)

Clone to local: C:\Users\jam01370\gitrepos\ioac-automation\IAOTEAM-1230-upload-artifacts-to-jfrog

**Artifact to upload**

* Location on software depot: **/tjx/Apps\_depot/software/ControlM/EM**
* Artifact\_Name: DROST.9.0.19.000\_Linux-x86\_64.tar.z
* Destination on JFROG: <https://jfrog.tjx.com/artifactory/Unix-Linux/Control-M/EM>

Wrote playbook/role:

C:\Users\jam01370\gitrepos\ioac-automation\IAOTEAM-1230-upload-artifacts-to-jfrog\artifactory\roles\upload\_to\_artifactory

**Timesheets submitted**

Artemis (Project code: AH217001)

Week ending Feb 8

Week ending Feb 15

Fieldglass – Week ending Feb 15

**Monday Feb 3**

[IAOTEAM-689](https://jira.tjx.com/browse/IAOTEAM-689)

Worked with Sindhu. Replaced json input file with variables. Restored dynamic generated correlation id.

Testing showed that Ansible\_user\_id and whoami both return ‘AWX’ as user name when playbook runs from Ansible Tower!

Playbook updates:

* Restored logic to generate correlation-id dynamically.
* Service Now does not recognize Service-account group “tjxasvc-ansibunix”. It is s not added to the service-now list. That
* Test1: Specify “tjxasvc-ansibunix” as user Result: **Caller Id** and **Location** fields are blank
* Test2: Specify “tjx.ansible” as user Result: **Caller Id** and **Location** fields are valid.

[IAOTEAM-1230](https://jira.tjx.com/browse/IAOTEAM-1230)

Met with Humayun, Jeen, Garrett Meola (Security), Priya RE: IOAC upload to JFrog Solution for I&O automation teams will be to use Jenkins pipelines to upload artifacts to JFROG repository (IOAC)

* NFS/SMB mount point **/tjx/ioac-artifact-staging** will still be utilized as a staging area for the artifacts before uploading
* I & O users need to be member of existing AD group that was set up for IOAC (@Humayun/Jeen : can you please share the group name?)
* Jim will work with Humayun to setup/modify existing Jenkins Pipeline for IOAC
* New story needs to be created on DSO board for Humayun
* Scanning of the artifacts will integrated as part of the Jenkins Pipeline

**Tuesday Feb 4**

[IAOTEAM-689](https://jira.tjx.com/browse/IAOTEAM-689), [IAOTEAM-3049](https://jira.tjx.com/browse/IAOTEAM-3049)

Met with Ram.

Terms to understand:

* SCCM, SCCM ticket
* SCTASK
* AM ticket

To Do: Get Sindhu’s latest updates.

**Wednesday Feb 5**

**Thursday Feb 6**

Attended **Agile/SAFeBest Practices workshop** for I&O teams. Trainer: Naveen Chandar Audience: All I&O teams

Discussion with Priya:

* I&O teams
* VMware automation
* ServiceNow
* JFrog user story

Email to Shreela Roy re: **UNX0016397**. Install JFrog CLI on Linux jump servers. **I told Shreela to close the ticket.**

[IAOTEAM-1230](https://jira.tjx.com/browse/IAOTEAM-1230) (IOAC upload to JFrog)

Set up meeting with Humayun,Jeen, Priya, me.

Researched Ansible **jenkins\_job** module:

* It creates or deletes a Jenkins job. It does not invoke a job.
* To call a Jenkins job, we can use Ansible’s **uri** module.
* The **uri** module returns after the Jenkins job is completed. No need to poll for async result in a loop.

Set up meeting w/Humayun,Jeen,Priya, me to discuss proposed Jenkins job to upload artifacts to [IOAC repo on JFrog](https://jfrog.tjx.com/artifactory/webapp/#/artifacts/browse/tree/General/IOAC)

IOAC team will call the job from an Ansible playbook on Tower.

Topics:

* Service account & credentials to access Jenkins job
* Can we use an existing service account?
* Required input values/format?
* Source path is folder or file path or both?
* Output values/status returns?

[IAOTEAM-714](https://jira.tjx.com/browse/IAOTEAM-714) (Add VM to backup)

Review user story & supporting doc by Jafar.

Discussed design with Sindhu.

[IAOTEAM-3049](https://jira.tjx.com/browse/IAOTEAM-3049) Automate ServiceNow **requests**

Got these fields to display in request ticket:

* maintenance window
* environment
* email
* Special Instructions
* Make sure client is installed

These fields do not work:

* Work Notes
* Description
* Short Description
* Contact no

**Friday Feb 7**

[IAOTEAM-3049](https://jira.tjx.com/browse/IAOTEAM-3049) Automate ServiceNow **requests**

* Attended Service Now Sync Up Meeting w/Ram, Sindhu
* Sent out detailed meeting minutes & questions.
* More testing of **createrequest** – trying different variable inputs.

**Sprint Planning / Backlog Grooming Session**

https://jira.tjx.com/browse/IAOTEAM-3052

As a System Engineer, we need to development playbook in order to apply security patches on Windows VM as part of the VM build

My suggested Acceptance Criteria:

1. Ansible Playbook/Role to apply security patches to Windows VM according to SCCM patching process.

2. Integrate playbook into Windows VM build workflow.

[IAOTEAM-1230](https://jira.tjx.com/browse/IAOTEAM-1230) (IOAC upload to JFrog)

Submitted ARMS request:[REQ0293748](https://tjx.service-now.com/tjx/sc_req_item.do?sys_id=c86c6e0edbb2c89469e392c6db9619b4&sysparm_view=ess) to get Admin rights on Jenkins.

Met with Rajesh Bhagam to understand how we will collaborate.

Submitted DSOE request for Enterprise Tools team to create Jenkins pipeline [DSOE-3807](https://jira.tjx.com/browse/DSOE-3807) for JFrog upload.

Business reason: IOAC team needs to automate the upload of binary files to JFrog artifactory

* IOAC will develop playbook to call Jenkins pipeline from Ansible Tower.
* Playbook will pass source and destination paths to Jenkins.
* IOAC artifactory repo (base destination): [**https://jfrog.tjx.com/artifactory/webapp/#/artifacts/browse/tree/General/IOAC**](https://jfrog.tjx.com/artifactory/webapp/#/artifacts/browse/tree/General/IOAC)
* IOAC team will stage files on NFS mount point:  **/tjx/ioac-artifact-staging**
* NFS mount point connects to jump servers (lnx1ijump01p.tjx.com,  lnx1ijump02p.tjx.com).
* Will use service account **tjxasvc-ansibunix** for Jenkins authentication.

**Open Questions**

1. Can Jenkins upload the files directly from NFS mount point (**/tjx/ioac-artifact-staging**)?  Would remove need to scp files from jump servers. Could be an issue for LARGE files.
2. Does Ansible playbook need to pass Jenkins job token?
3. What kind of scan?  Sonarqube?
4. Are all files scanned?  Does it make sense to scan all file types?
5. Option to skip scan or scan only files of types:  xxx, yyy, zzz?
6. Use JFrog file versioning?

**Monday Jan 27**

Moved into I&o cubicle ☺

Need:

* **User story** for installing artifact cli on jump servers. (Priya)
* Dev access to Jira project (Al)
* Understand relationship between Ansible **snow\_record** module and **create\_incident** api.

**To do**

Confirm with Humayun

* Source of **JFrog cli** is <https://jfrog.com/getcli/>
* Install instructions: <https://github.com/jfrog/jfrog-cli>

Submited tickets for Unix & Windows teams to install JFrog CLI:

* [INF0023204](https://urldefense.com/v3/__https:/tjxprod.service-now.com/nav_to.do?uri=u_it_infrastructure.do*3Fsys_id=0fa341e21ba6005028880fe0cd4bcb7b*26sysparm_stack=u_it_infrastructure_list.do*3Fsysparm_query=active=true__;JSUl!!GahIEkFg!nqQ8T8_4aDyBDNBHbgjSG1WGIedAxHzVh2VF-VE7smhXycIAU1X7c4EHXmS842VFNNpEM30slg$) (linux)
* [INF0023205](https://urldefense.com/v3/__https:/tjxprod.service-now.com/nav_to.do?uri=u_it_infrastructure.do*3Fsys_id=621541e21b2a005028880fe0cd4bcbc6*26sysparm_stack=u_it_infrastructure_list.do*3Fsysparm_query=active=true__;JSUl!!GahIEkFg!hn1lVE6WlDDnFU0KJAMFxvOUWK_IIRhPI8bjGDQyRBu5OmKVVRe0uGlffGzLwTpwMsxOr8jiWg$) (windows)

NOTE: This may be moot if we go with a different artifactory upload approach such as Jenkins job.

Cloned latest bitbucket repo: [ioac-automation-feature-INOP-242-service-now](https://bitbucket.tjx.com/projects/IO/repos/ioac-automation/browse?at=refs%2Fheads%2Ffeature%2FINOP-242-ansible-integration-with-service-now) Contains Sindu’s updates.

Reviewed Sindhu’s updates to **ioac-automation-feature-INOP-242-service-now**.

C:\Users\jam01370\gitrepos\ioac-automation\snow\roles\createincident\

* defaults\main.yml
* tasks\main.yml
* vars\incident\_request\_vars.yml

Met with Sindhu to understand:

Playbook logic & values to create incidents.

I believe her correlatin\_id type-o will cause an error.

FYI: ServiceNow engineer Ramanadha Reddy [ramanadha\_reddy@tjx.com](mailto:ramanadha_reddy@tjx.com)

Met with Humayun and Jeen re: [IAOTEAM-1230 - Upload artifacts to JFrog](https://jira.tjx.com/browse/IAOTEAM-1230)

**Meeting with Humayun and Jeen re: JFrog upload design:**

* Security constraints are higher now than when plan was discussed.
* CLI will need id/password/token. This could be problematic.
* Suggests Jenkins job instead of JFrog CLI on jump servers.
* They asked: What type & nature of files that we would be uploading? If they are related to an App being built, the solution should be a Jenkins job to pull, scan and upload the files.
* What are the use cases?

Reported my concerns to Priya re: JFrog upload discussion with Humayun and Jeen.

**Tuesday Jan 28**

Dr Michenson appointment

Email to Priya asking her thoughts on JFrog upload approach.

Email to Dibya Biswas re: incident [INF0023204](https://urldefense.com/v3/__https:/tjxprod.service-now.com/nav_to.do?uri=u_it_infrastructure.do*3Fsys_id=0fa341e21ba6005028880fe0cd4bcb7b*26sysparm_stack=u_it_infrastructure_list.do*3Fsysparm_query=active=true__;JSUl!!GahIEkFg!nqQ8T8_4aDyBDNBHbgjSG1WGIedAxHzVh2VF-VE7smhXycIAU1X7c4EHXmS842VFNNpEM30slg$) (linux)

Dibya, Please see the business reasons on Confluence page:   [IOAC Artifact Upload Process Standardization](https://confluence.tjx.com/display/INOP/IOAC+Artifact+Upload+Process+Standardization)

Email to **ML-IOAC-Core** asking for guidance on JFrog upload design issue.

Met with Priya to discuss JFrog upload plan. She will email Humayun to propose they design a solution that meets our Artifactory Upload needs.

Cancelled tickets to install JFrog CLI:

* [INF0023204](https://urldefense.com/v3/__https:/tjxprod.service-now.com/nav_to.do?uri=u_it_infrastructure.do*3Fsys_id=0fa341e21ba6005028880fe0cd4bcb7b*26sysparm_stack=u_it_infrastructure_list.do*3Fsysparm_query=active=true__;JSUl!!GahIEkFg!nqQ8T8_4aDyBDNBHbgjSG1WGIedAxHzVh2VF-VE7smhXycIAU1X7c4EHXmS842VFNNpEM30slg$) (linux)
* [INF0023205](https://urldefense.com/v3/__https:/tjxprod.service-now.com/nav_to.do?uri=u_it_infrastructure.do*3Fsys_id=621541e21b2a005028880fe0cd4bcbc6*26sysparm_stack=u_it_infrastructure_list.do*3Fsysparm_query=active=true__;JSUl!!GahIEkFg!hn1lVE6WlDDnFU0KJAMFxvOUWK_IIRhPI8bjGDQyRBu5OmKVVRe0uGlffGzLwTpwMsxOr8jiWg$) (windows)

Discussion with Sindhu: She got **create incident** automated via REST api.

**Issues:**

* Can’t update or add comments to any IOAC Jira story. **Solution**: Al submitted a request a week ago. Still waiting.
* No visibility to IOAC job templates on Ansible Tower. **Solution**: Submit Security ticket to add AD group to my id.
* Need to know how to test completed user story. **Solution**: See examples of previous stories.

Submit **INC1795421** [Membership in TJXU-IOaC-Ansible-Tower-Users group](https://tjxprod.service-now.com/sp?id=form&table=incident&filter=&sys_id=b0220ffadbaecc50f07f6e25ca9619b0&v=&spa=1) Attached Raj’s approval email.

Created feature branch: [feature/Jim\_INOP-242-ansible-integration-with-service-now](https://bitbucket.tjx.com/projects/IO/repos/ioac-automation/browse?at=refs%2Fheads%2Ffeature%2FJim_INOP-242-ansible-integration-with-service-now)

Was able to create an incident and isolate the incident #!!!

Updates to **uri** module attributes:

* Commented out **'Content-Type**'
* Renamed **'user'** to **'url**\_**username'**
* Renamed **'password'** to **'url**\_**password'**

Isolation code:

register: info

- debug:

msg: "Output --- {{info.content}}"

- name: Isolate incident number

shell: echo "{{info.content}}" | grep -Po "(?<=display\_value:).\*?(?=,.\*)"

register: incident\_num

- debug: msg="Incident number = {{incident\_num.stdout}}"

**Wednesday Jan 29**

Email to Sindu re My playbook results.

Met with Service Now engineer **Ramanadha Reddy** & Sindhu to review ServiceNow API requirements and results.

Emailed Priya the ServiceNow **create\_incident** api requirements stated by Ram:

* Users need to manage their correlation Ids.
* Correlation Ids must be unique
* Users must remember each Correlation id in case they want to subsequently **update** a specific incident.
* Users will need a table/spreadsheet to map correlation ids with incident #s

Developed updates to the **create\_incident** role in my branch:

* Defined new variables for api values.
* Logic now references the variables (instead of hard coding).
* Body content is now structured (better readability).
* Generates unique correlation id (based on user id+datetime).

Pushed my updates to Bitbucket & asked Sindu to review.

Created [Test plan for IAOTEAM-689](https://confluence.tjx.com/display/INOP/Test+Plan+IAOTEAM-689+-+work+in+progress) in Confluence.

**Thursday Jan 30**

Discussion with ServiceNow engineer (Ram):

* Got access to dev **ServiceNow** to inspect our auto-generated incidents. [tjxdev service-now incidents](https://tjxdev.service-now.com/nav_to.do?uri=%2Fincident_list.do%3Fsysparm_userpref_module%3D087800c1c0a80164004e32c8a64a97c9%26sysparm_view%3Dess%26sysparm_query%3D%250A%2509%2509%2509caller_id%253Djavascript%253Ags.getUserID%2528%2529%255Eactive%253Dtrue%255EEQ%26caller_id%3Djavascript:gs.getUserID()%5Eactive%3Dtrue%26sysparm_clear_stack%3Dtrue)
* Informed Ram of our requests for ServiceNow’s Create\_incident api:
  + API should track which incidents are created via api (vs gui).
  + User should not have to provide correlation id.
  + For incident **creation**, user should provide no incident # (blank).
  + For incident **update**, user should provide incident # to be updated.

Requested escalation of **INC1795421** [Membership in TJXU-IOaC-Ansible-Tower-Users group](https://tjxprod.service-now.com/sp?id=form&table=incident&filter=&sys_id=b0220ffadbaecc50f07f6e25ca9619b0&v=&spa=1) **Al Clark escalated.**

Discussed design considerations with Sindhu:

* Use json file for user input.
* Want json file to contain only items subject to change, e.g. description, category, etc.
* Want static items to be pulled from variables.
* How to populate **body** fields from json file items and variable items?
* How can user indicate desire to **create** vs **update** incident?

Completed [TestPlan--IAOTEAM-689](https://confluence.tjx.com/display/INOP/Test+Plan+IAOTEAM-689) on Confluence

Wipro performance: Conduct Ansible interview with Zaheer.

**Friday Jan 31**

**My Access**

* No action on **INC1795421** [Membership in TJXU-IOaC-Ansible-Tower-Users group](https://tjxprod.service-now.com/sp?id=form&table=incident&filter=&sys_id=b0220ffadbaecc50f07f6e25ca9619b0&v=&spa=1) Last msg was: “Wrong Assignment group” Ask **Al**
* Still cannot update Jira user stories.

Reviewed Sindu’s design doc for [IAOTEAM-689](https://jira.tjx.com/browse/IAOTEAM-689)

Wipro: Met with Jesus to discuss candidate (Zaheer’s) interview.

**Monday Jan 20**

MLK Holiday

**Tuesday Jan 21**

Wipro: start Digital 101 course

Created bookmarks for I&O bitbucket projects

* <https://bitbucket.tjx.com/projects/IO/repos/ioac/browse>
* <https://bitbucket.tjx.com/projects/IO/repos/ioac-automation/browse>

Review selected Ansible code in repo’s

<https://bitbucket.tjx.com/projects/IO/repos/ioac/browse/roles/VMBUILD/tasks/main.yml>

Attended Sprint Planning for IOAC Thunder

Jira board: <https://jira.tjx.com/projects/IAOTEAM>

**Wednesday Jan 22**

Apply for PTO Feb 17,18

Set bookmarks for Jira items.

To Do:

* Clone repo for [IAOTEAM-3049](https://jira.tjx.com/browse/IAOTEAM-3049)
* Ask Sindu for info about [IAOTEAM-3049](https://jira.tjx.com/browse/IAOTEAM-3049) and other ServiceNow requests. How to test???
* Find out if any firewall issues connecting to ServiceNow.
* Ask about CrowdStrike user story?

Sat with Sindu re:

* [IAOTEAM-3049](https://jira.tjx.com/browse/IAOTEAM-3049) and other ServiceNow requests.
* Got sample ServiceNow playbook: [Bitbucket: INOP-242-ansible-integration-with-service-now](https://bitbucket.tjx.com/projects/IO/repos/ioac-automation/browse/snow?at=feature/INOP-242-ansible-integration-with-service-now)
* Any firewall issues connecting to ServiceNow? No.

**Ansible knowledge transfer to Deval. Review all playbooks.**

To Do: **Give Deval access to my templates on Ansible Tower**. Looks like she already has access because she is an Admin on Tower.

Attended team Thunder Stand Up and Final PI Planning Session: Reviewed features & user stories.

Suggested rewording of several story titles for clarity.

**Thursday Jan 23**

Got team project code for Artemis time sheet: **AH201017** Submitted time sheet.

Attended 1st Standup meeting for Thunder team **Sprint 1 PI 1**

Cloned Bitbucket repos:

* [IOAC-Automation](https://bitbucket.tjx.com/scm/io/ioac-automation.git)
* Feature branch:[INOP-242-ansible-integration-with-service-now](https://bitbucket.tjx.com/projects/IO/repos/ioac-automation/browse?at=feature/INOP-242-ansible-integration-with-service-now)

Can’t update user stories! Al said it’s because I don’t yet have **Dev** rights on our Jira project.

Cannot log into ServiceNow **dev** server: <https://tjxdev.service-now.com/>

[https://tjxdev.service-now.com/api/sn\_chg\_rest/change/standard/{standard\_change\_template\_id}](https://urldefense.com/v3/__https:/tjxdev.service-now.com/api/sn_chg_rest/change/standard/*7bstandard_change_template_id*7d__;JSU!!GahIEkFg!gztqlu4kxKExHtlR6TKvTBopvNfbeo0liViIYYUhNJ_oQmQjDkztsfYlrAewnANQUQ$)

[https://tjxdev.service-now.com/api/now/table/change\_request/{sys\_id}](https://urldefense.com/v3/__https:/tjxdev.service-now.com/api/now/table/change_request/*7bsys_id*7d__;JSU!!GahIEkFg!gztqlu4kxKExHtlR6TKvTBopvNfbeo0liViIYYUhNJ_oQmQjDkztsfYlrAdn4vIdiw$)

Submit ServiceNow **ARMS** request [RITM0571550](https://tjx.service-now.com/tjx/sc_req_item.do?sys_id=431e05d5dbe68c14c10b5c68dc961989&sysparm_view=ess) to get login rights to ServiceNow dev server [https://tjxdev.service-now.com](https://tjxdev.service-now.com/)

Reviewed **ServiceNow API** documentation:

* Create/update **ServiceNow** items (email from **Ram**anadha Reddy to Sindhu)
* API User Guide v1.docx

Seems like details are missing.

Reviewed sample ServiceNow playbook: [Bitbucket: INOP-242-ansible-integration-with-service-now](https://bitbucket.tjx.com/projects/IO/repos/ioac-automation/browse/snow?at=feature/INOP-242-ansible-integration-with-service-now)

Seems like something is missing. The Ansible code defines a record using values **from incident\_request\_vars.yml** but nothing happens after that.

**Education**:

View [Control-M (BMC software) Scheduling overview video](https://www.youtube.com/watch?v=ZM8Xk08mFao)

View Apigee 101 video: [APIGEE](https://www.bing.com/videos/search?q=what+is+APIGEE&&view=detail&mid=55CB95FC3222848FF47F55CB95FC3222848FF47F&&FORM=VDRVRV)

**Friday Jan 24**

# Wipro:

# Review appraisal.

# Update ADP registration ticket **R1\_16449681**.

# No Fieldglass timesheet template exists for last week and this week.

# Performed Fieldglass registration process. My new fieldglass account gives error that it is not fully set up.

# Thunder Standup:

# Priya will create new story (for Jim) based on [IAOTEAM-1230](https://jira.tjx.com/browse/IAOTEAM-1230) [Enable I&O users to upload artifacts to JFROG]

# Jim to work with Humayun to get **artifact-cli utilities** installed on lnx1ijump01p/02p and wioac001p servers

Got confirmation on Bitbucket branch to clone. [INOP-242-ansible-integration-with-service-now](https://bitbucket.tjx.com/projects/IO/repos/ioac-automation/browse?at=feature/INOP-242-ansible-integration-with-service-now)

To do: Ask Al how to get Dev access in Jira project.

**Upload to JFrog**

* Set meeting with Humayun, Priya (for Monday 1/27) on setting up jump servers to upload artifacts to JFrog artifactory.
* Confluence: [IOAC Artifact Upload Process Standardization](https://confluence.tjx.com/display/INOP/IOAC+Artifact+Upload+Process+Standardization)
* User stories: [IAOTEAM-1083](https://jira.tjx.com/browse/IAOTEAM-1083) (design), [IAOTEAM-1230](https://jira.tjx.com/browse/IAOTEAM-1230) (Enable I&O users to upload artifacts to JFROG)
* Servers: on **lnx1ijump01p**, **lnx1ijump02p** and **wioac001p**

Met with Sindhu for questions/kt:

* Sample playbook to create incident calls Ansible module: **snow\_record** with required values.
* Playbook does not call **u\_create\_incident\_api**

**Answer: (**Sundhu’s theory) Ansiblesnow\_record module calls u\_create\_incident\_api? We need to get confirmation.

* What info do you need to proceed on [IAOTEAM-3049](https://jira.tjx.com/browse/IAOTEAM-3049), [IAOTEAM-689](https://jira.tjx.com/browse/IAOTEAM-689) ?
* Where does the **input data** come from? E.g. sn\_severity, sn\_priority, sn\_category, sn\_subcategory

**Answer:** We hard-code in json file or some other external source.

* What are our use cases for testing? TBD
* Any need for my ID to have login access to ServiceNow **dev** server: <https://tjxdev.service-now.com/>

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