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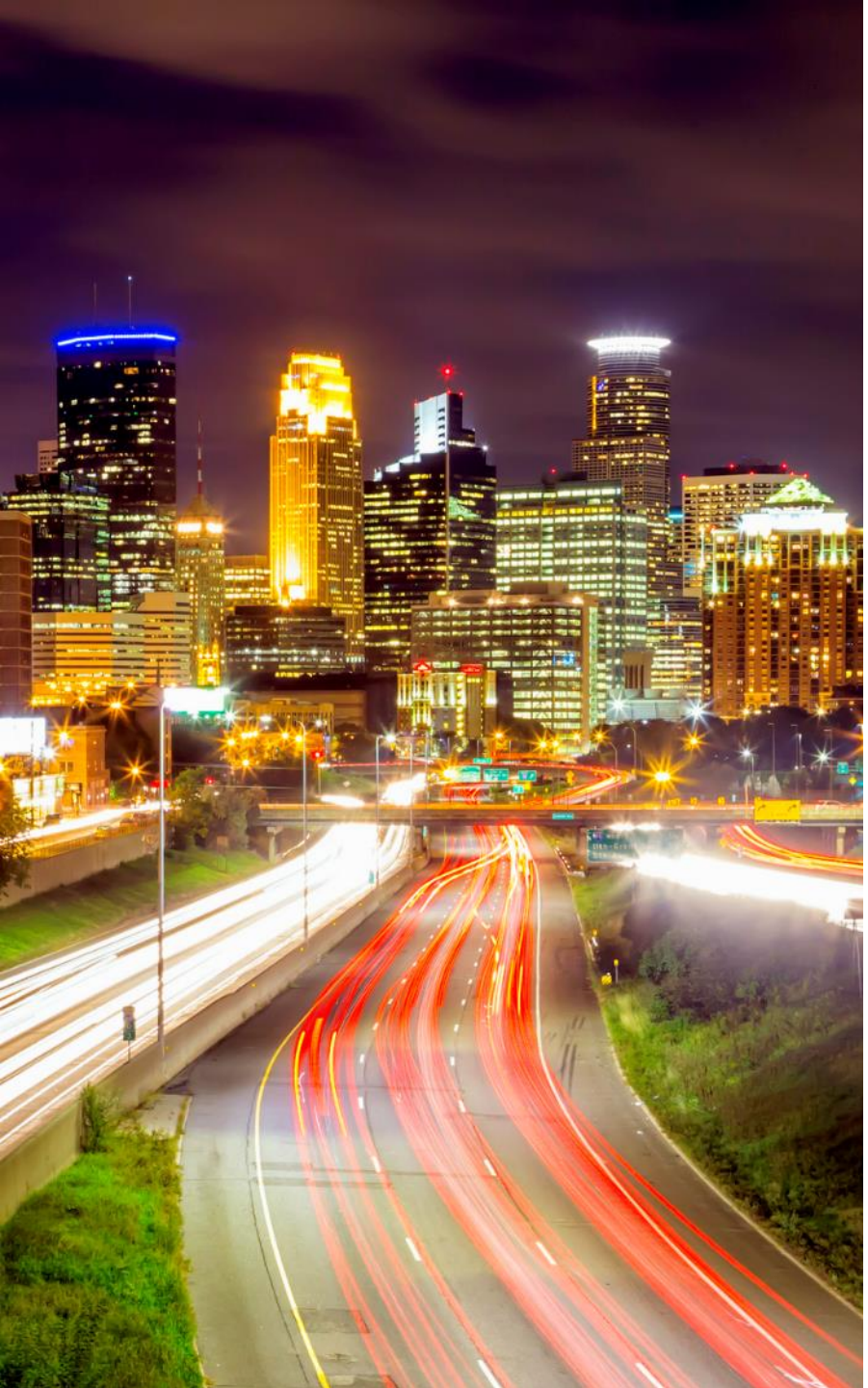
UNLOCK
TOMORROW



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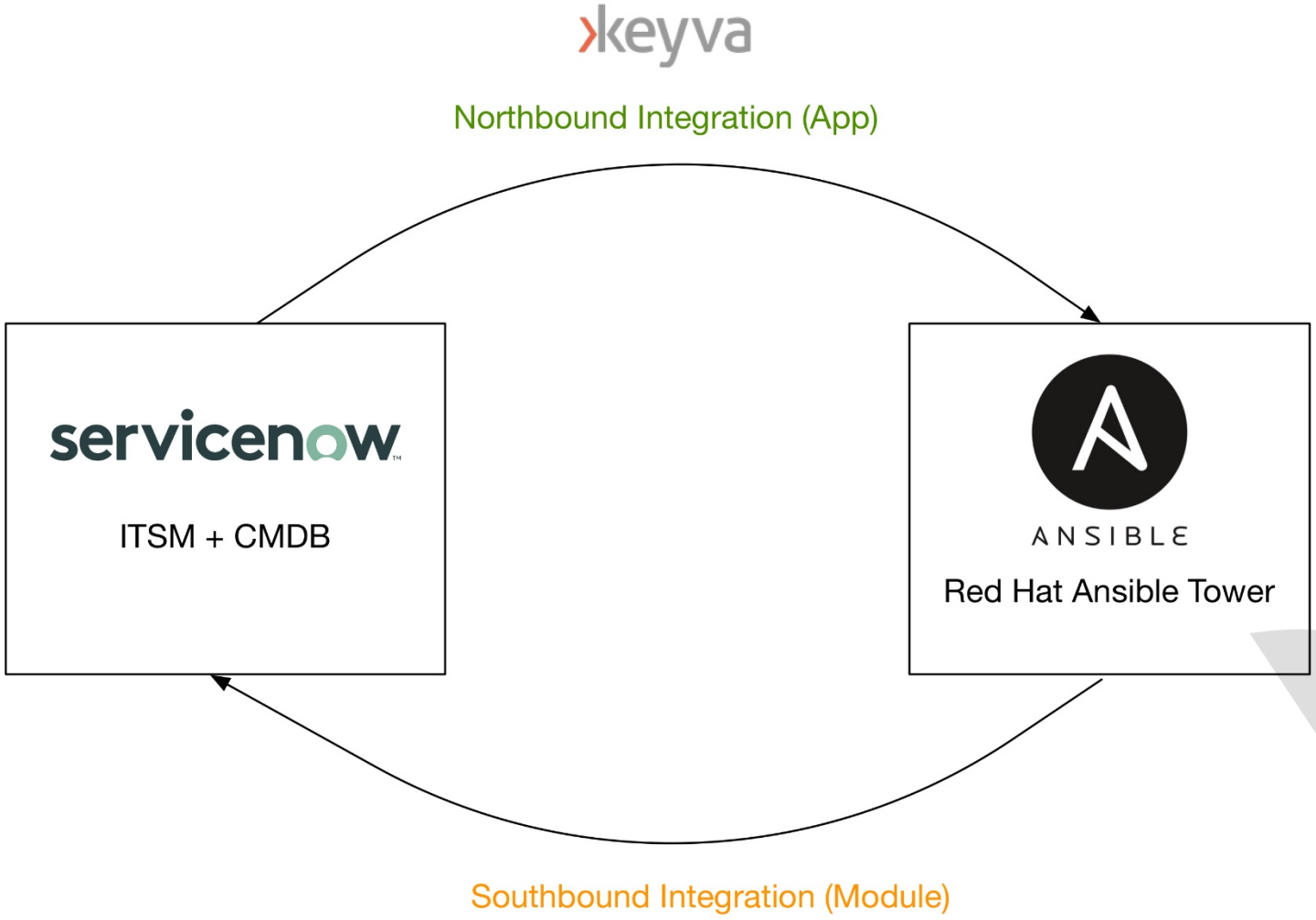
ServiceNow App for Ansible Tower Automation

Presented by:

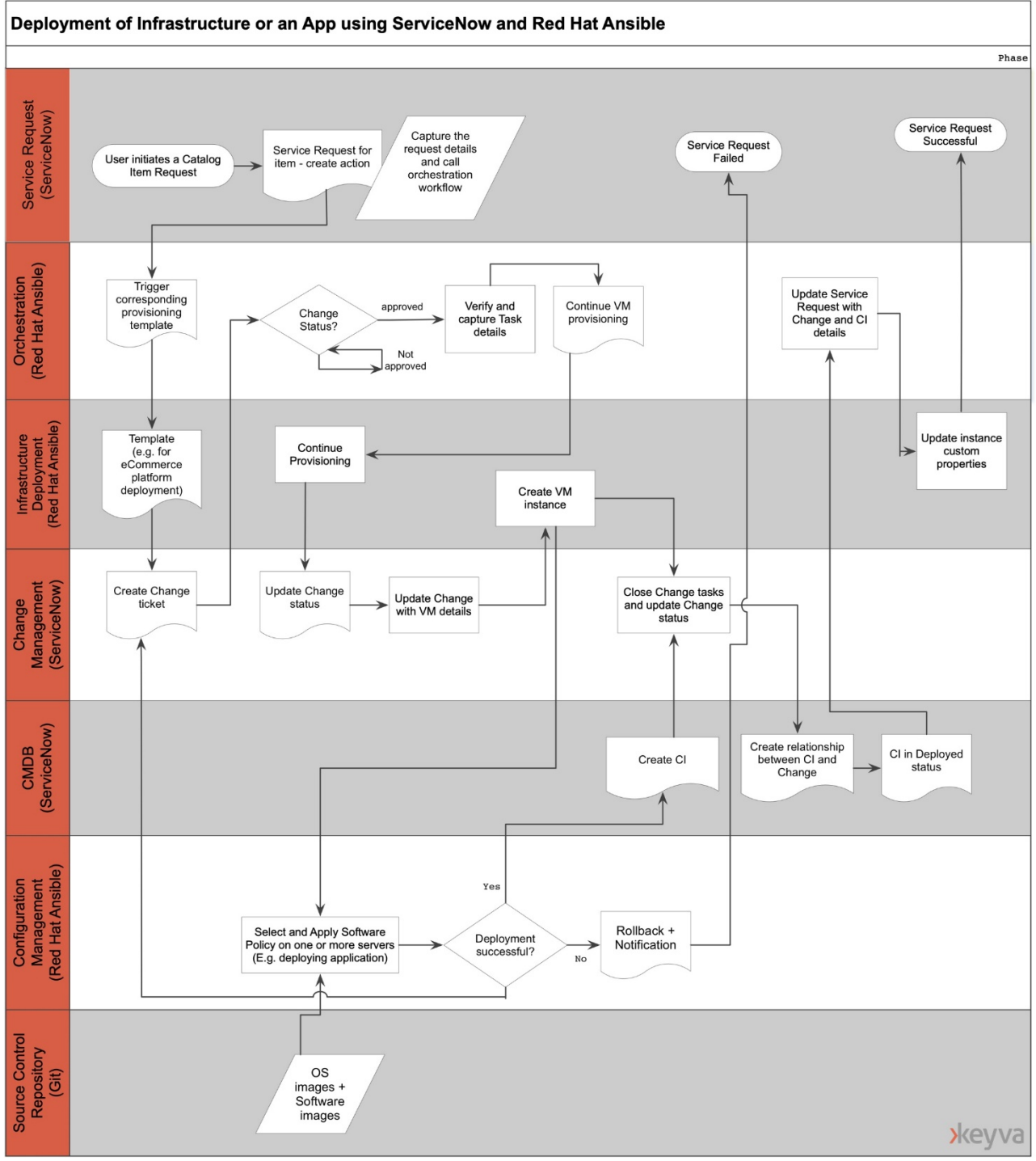
- Anuj Tuli, Chief Technology Officer – atuli@keyvatech.com

SERVICENOW APP FOR RED HAT ANSIBLE TOWER

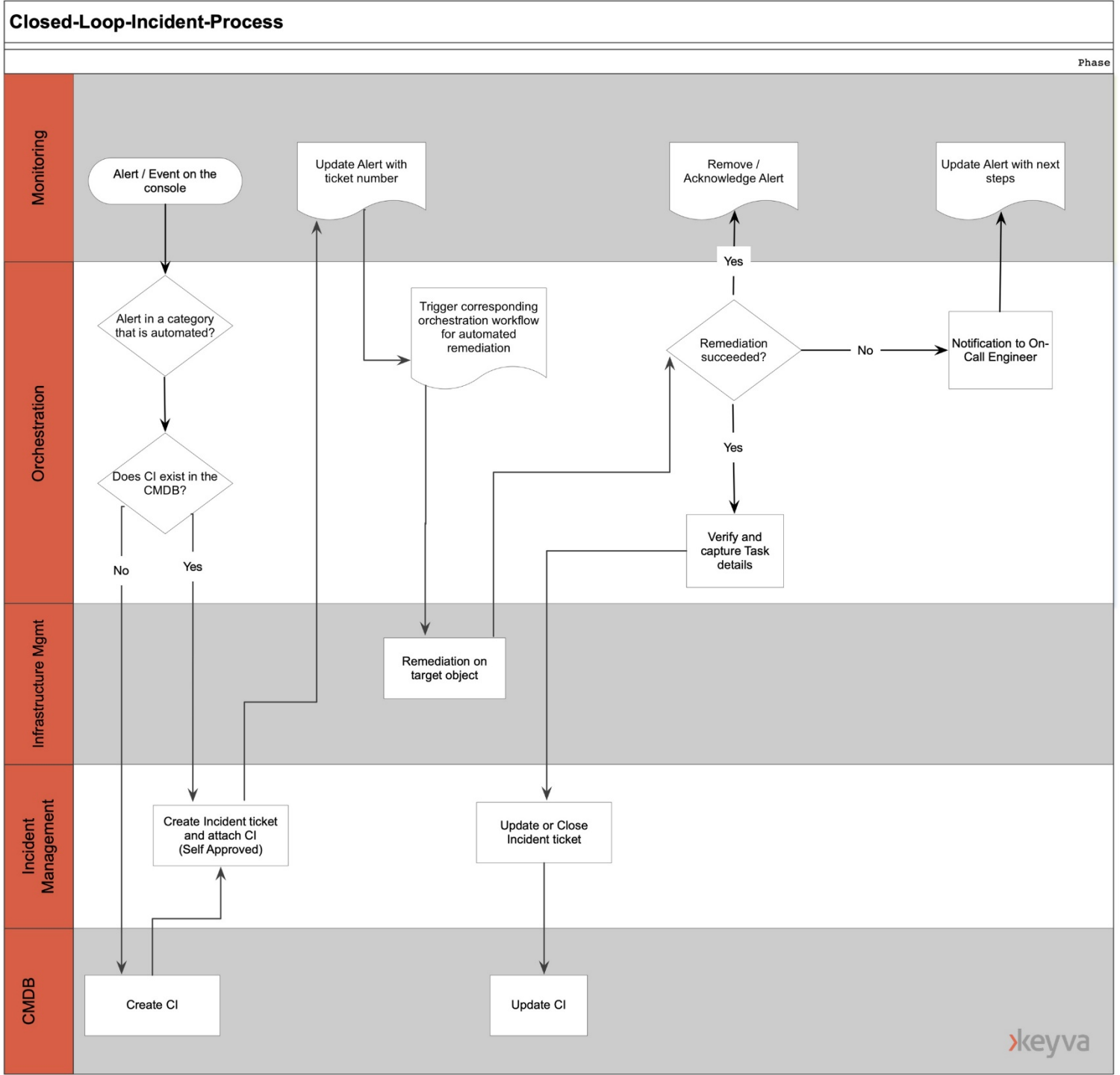
WHAT IS IT?



USE CASE
PROVISIONING AUTOMATION



USE CASE
CLOSED LOOP OPERATIONS AUTOMATION



Demo

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SERVICENOW APP FOR RED HAT ANSIBLE TOWER

SUMMARY

Free and Commercially Supported versions

Free version:

- 1 Ansible endpoint
- 1 trigger

Optional Services:

- End to End use case development
- Customizations
- Integration with other 3rd party systems
- Training and Evangelization
- Tools rationalization
- Application assessments / readiness for automated deployments

Commercial:

- *Listed on ServiceNow App store*
  - *Does not require Orchestrator license*
- Support for multiple Ansible Tower endpoints
- Support for multiple triggers
- Support for Southbound integration

Additional features:

- Bi-directional capability
- Subscription or Perpetual licensing
- Support for all GA versions of ServiceNow
- Support for the latest versions of Ansible Tower
- Plug-and-Play

SERVICENOW APP FOR RED HAT ANSIBLE TOWER - COMMERCIAL

SUPPORT AND ROADMAP

App certification

Southbound integration release

Multiple Ansible Tower endpoints and Triggers

Trigger using workflow names

Pre-packaged Use Cases (best practices)

Ansible Tower versions – backward support until “End of Full Support”

ServiceNow versions – last 3 GA (Madrid, London, Kingston)

Proposed Feature Set (* Subject to change without notice)

SERVICENOW APP FOR RED HAT ANSIBLE TOWER

SOUTHBOUND – ANSIBLE MODULE

Proposed Feature Set (* Subject to change without notice)

Change Management:

Create Change
Create Change from Template
Update Change (using Change ID)
Update Change using sys id
Get Change (using Change ID)
Get Change using sys id
Get Changes using a filter

Incident Management:

Create Incident
Create Incident from Template
Update Incident (using Incident ID)
Update Incident using sys id
Get Incident (using Incident ID)
Get Incident using sys id
Get Incidents using a filter

Problem Management:

Create Problem
Create Problem from Template
Update Problem (using Problem ID)
Update Problem using sys id
Get Problem (using Problem ID)
Get Problem using sys id
Get Problems using a filter

Configuration Item Management

Create CI
Get CI (using CI Name)
Get CI using sys id
Update CI (using CI name)
Update CI using sys id
Get Cis using a filter

Configuration Item Relationship Mgmt

Create CI Relationship
List CI Relationships
Get CI Relationship using sys id
Update CI Relationship using sys id
List CI Relationship Types
Get CI relationships using a filter

Generic Service / Record Transaction Management

Create Record
Read Record
Update Record
Delete Record

Service Catalog Management

List Catalogs
List Catalog Items
List Catalog Categories
Get Catalog Item by Name
Get Catalog Category by Title
Get Catalog by Title
Create New Service Catalog Category
Create New Service Catalog
Create New Service Catalog Item
Update Service Catalog Category
Update Service Catalog
Update Service Catalog Item

Service Request Management

List Service Requests
List Service Request Items
Get Service Request by Name
Get Service Request by ID
Get Service Requests using a filter
Get Service Request Item by Name
Get Service Request Item by ID
Get Service Request Item Options
Get Service Request Items using a filter
Create Service Request
Create Service Request Item

Q&A

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