Automation for ServiceNow ITSM

Boost ITSM response times. Streamline processes and productivity.

"Blue Cross and Blue Shield NC based its solution on Red Hat Ansible Certified Content Collection for ServiceNow IT Service Management (ITSM), supported by Red Hat Technical Account Management, to speed up the development of automation workflows."[1]

Read the full customer success story

Business-critical automation to improve ITSM performance and CMDB accuracy

Efficient, high-performance IT service management operations require IT teams to respond swiftly while ensuring data integrity throughout the incident or change request life cycle. Even with automation in place, IT teams often spend too much time troubleshooting and resolving issues, which can further degrade IT productivity, efficiency, and service reliability.

ServiceNow IT Service Management (ITSM) is a modern, cloud-based service management solution. With ServiceNow ITSM, you can consolidate on-premise conventional tools to a single cloud platform and harness shared data and analytics with automated workflows on the ServiceNow Platform. Using native artificial intelligence and machine learning (AI/ML) capabilities along with virtual agent chatbots, you can unburden your IT staff and boost productivity.

By integrating Red Hat® Ansible® Automation Platform with ServiceNow ITSM, you can improve the performance of your IT service experience. Red Hat Ansible Certified Content Collection for ServiceNow IT Service Management (ITSM) includes expert-created modules and other assets to help you get started with the creation of automation workflows based on ServiceNow ITSM, while establishing a single source of truth in the ServiceNow configuration management database (CMDB). You can programmatically open, close, and update service requests, incidents, change requests, and more, so IT teams spend less time on the maintenance of ITSM incidents and more time on higher priority initiatives.

In addition, by enabling the Event-Driven Ansible service within Ansible Automation Platform, you can respond to incidents with automated remediation, which dramatically reduces reliance on manual actions to resolve ITSM tickets.

Put service at the center of your ITSM processes

By integrating Ansible Automation Platform with ServiceNow ITSM, you can:

▸ **Automate change requests.** Use Ansible Playbooks to automate ServiceNow ITSM service requests, including reporting change results and all information related to those changes. Your service representatives can simply kick off an Ansible Playbook to resolve common requests and reduce rote, repetitive tasks.

▸ **Automate incident response.** Assets in the ServiceNow certified collection support automatic updates to incident tickets to provide a consistent audit trail. Your team can also streamline the required steps for issue remediation and apply them at scale.

▸ **Apply automation to your CMDB inventory.** Query the CMDB and pull them into Ansible Automation Platform in order to perform necessary configuration updates. Then share those updates with the CMDB, removing the need for manual updates.

1 Red Hat customer success story. "Blue Cross and Blue Shield NC builds platform for self-healing processes." March 2023.

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Brief   Automation for ServiceNow ITSM

▸ **Support full "closed loop" automation.** Simplify the opening, advancement, and resolution of IT service management workflow items while keeping relevant and accurate information flowing into the CMDB across disparate users, teams, and assets. Ensure that infrastructure information is always up to date, actionable, and auditable while work is completed by cross-domain teams that may or may not have access to ServiceNow.

▸ **Advance to event-driven automation.** Proactively respond to ITSM tickets with governance and control using "if this, then that" logic. Use activity from observability tools (events) to open and advance ServiceNow ITSM tickets (actions) based on parameters you define (rules). Create workflows that integrate with systems such as networking components, cloud infrastructure, storage, and more for end-to-end IT efficiency.

Explore the possibilities of ServiceNow ITSM automation

Here are just a few use cases to transform your ITSM with Ansible Automation Platform for ServiceNow:

▸ Open a ServiceNow incident, such as notification of a service outage. Create a problem in ServiceNow and attach it to the incident(s), then initiate a change request to reboot the affected servers.

▸ Create new Red Hat Enterprise Linux® nodes or collect inventory facts from Red Hat Enterprise Linux existing nodes, then update the ServiceNow CMDB setting for each node including Domain Name System (DNS) host name, CPU amount, and more.

▸ Identify ServiceNow records that are inactive or were initiated prior to a given date, then update and close out those records.

▸ Query ServiceNow CMDB for new host inventory and sync with Ansible Automation Platform while simultaneously grouping hosts in order to apply further automation.

Ready to get started?

Start automating your ServiceNow ITSM with Ansible Automation Platform:

▸ Download Red Hat Ansible Certified Content Collection for ServiceNow ITSM from Ansible automation hub in console.redhat.com.

▸ Visit the ServiceNow store to download API for Red Hat Ansible Automation Platform Certified Content Collection and Event-Driven Ansible controller plug-in.

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