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Improve the IT Lifecycle with Ansible Automation Platform and Servicenow

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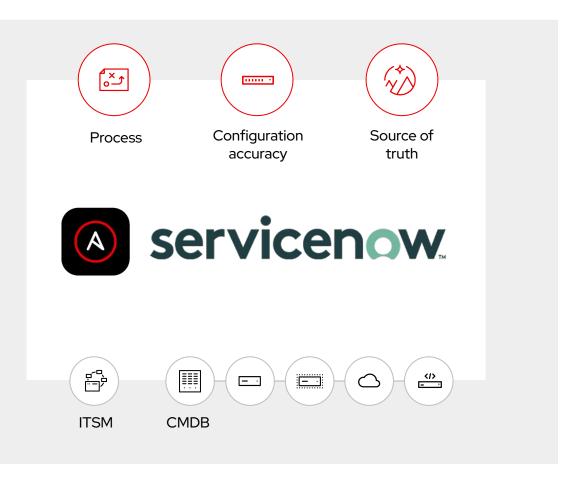
IT Service Management - ITSM







Ansible Automation Platform for ServiceNow solution.



IT Service Management (ITSM)

- Create and update records
 - Incident, problem, problem task, change request
- Assign items to user accounts
- Attach files to records
- Advanced queries of record types
- Support for custom mappings (modified choice lists)

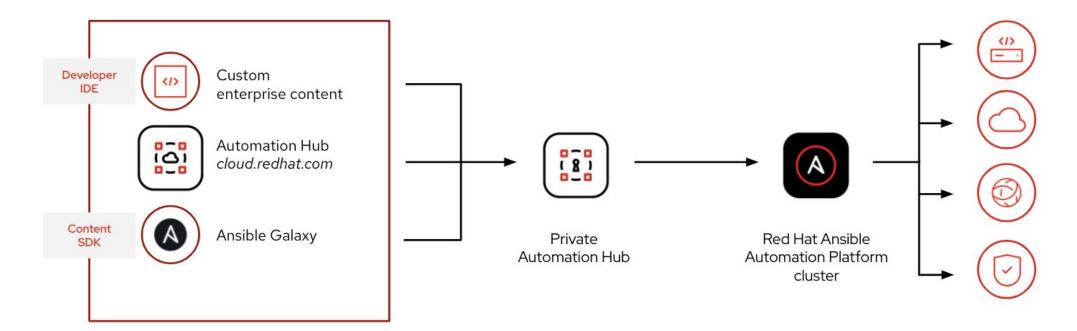
Configuration Management Database (CMDB)

- Advanced queries of configuration items
- Update configuration items after automated changes
- CMDB as inventory source for automation
- Batch modifications of configuration items





Red Hat Ansible Automation Platform





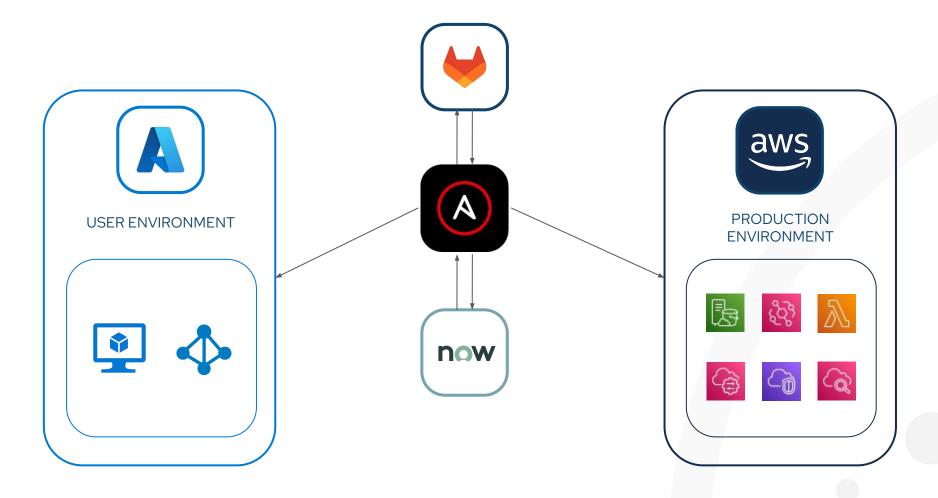


Ansible Automation Platform and ServiceNow

Time to play



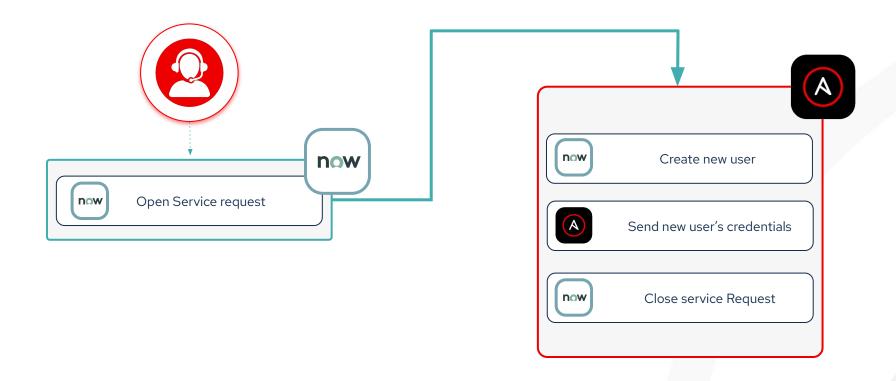
Environment





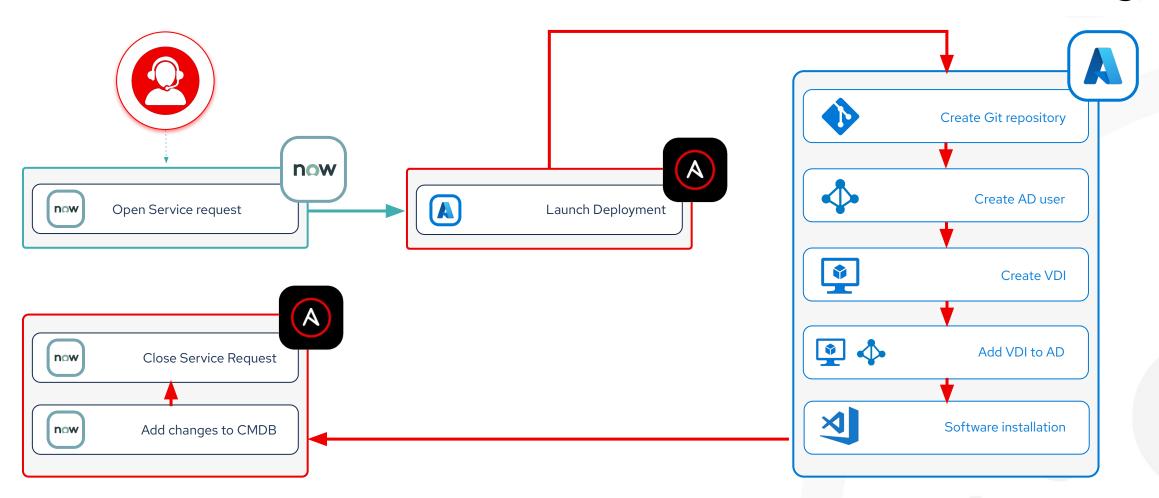


Scene 1: ServiceNow User Creation





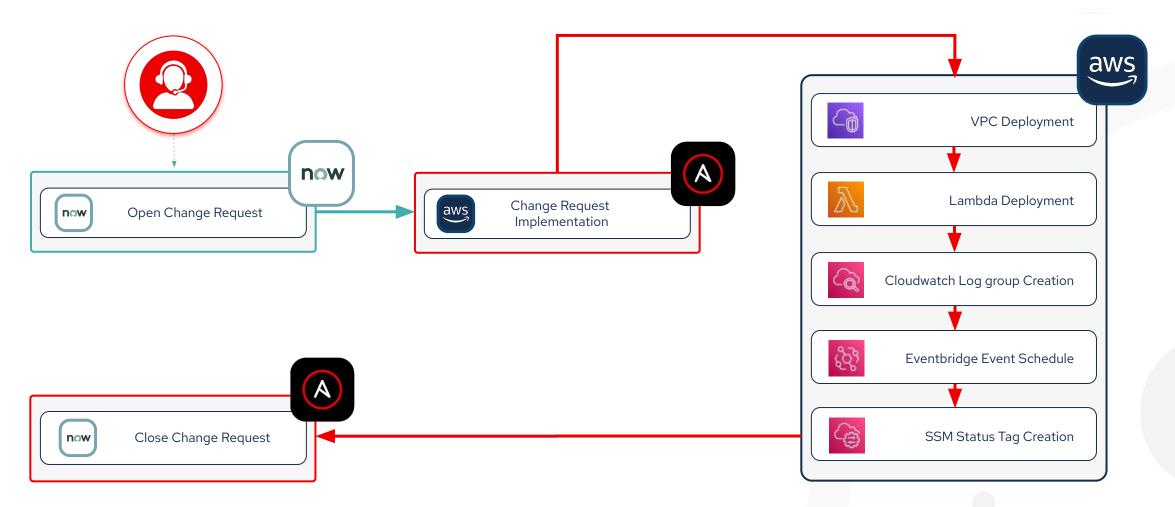
Scene 2: New User Onboarding







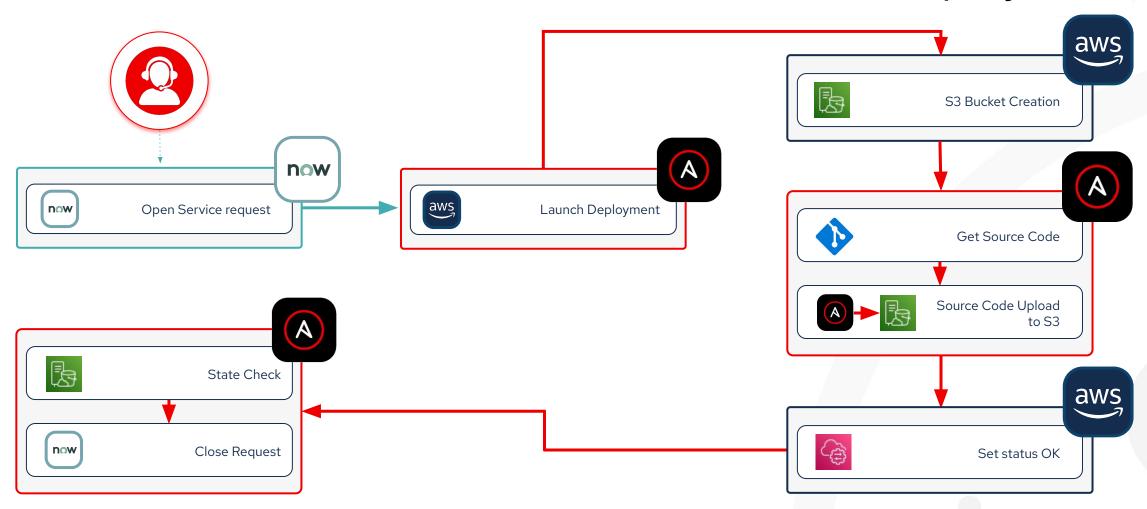
Scene 3: Production Environment Deployment







Scene 4: Source Code Deployment



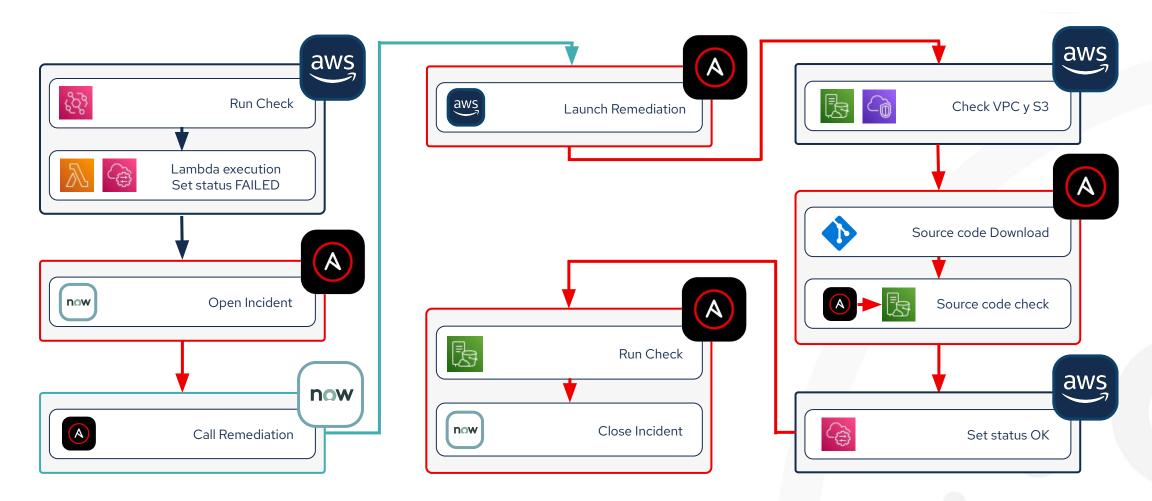


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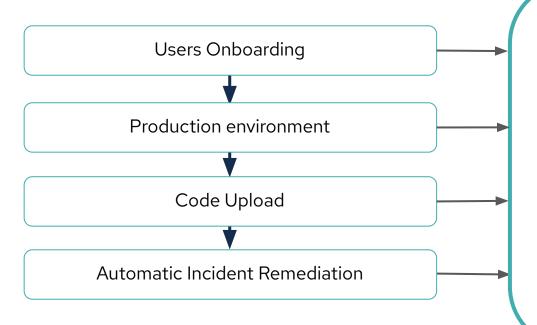
Scene 5: Incident Remediation







Summary



- Infrastructure deployment across Azure y AWS
- Incidents, Changes and Requests management
- CMDB Management
- Ansible Dynamic Inventories Creation from

ServiceNow CMDB

- Incident Automatic Remediation
- Bi-Directional communication between

Ansible Automation Platform y **ServiceNow**





Thank you

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