



Open to the world

EMEA Tech Exchange | 2023



Improve the IT Lifecycle with Ansible Automation Platform and Servicenow

Rafael Minguillón
Technical Account Manager

César Fernández
Specialist Solution Architect



Rafael Minguillón

Technical Account Manager



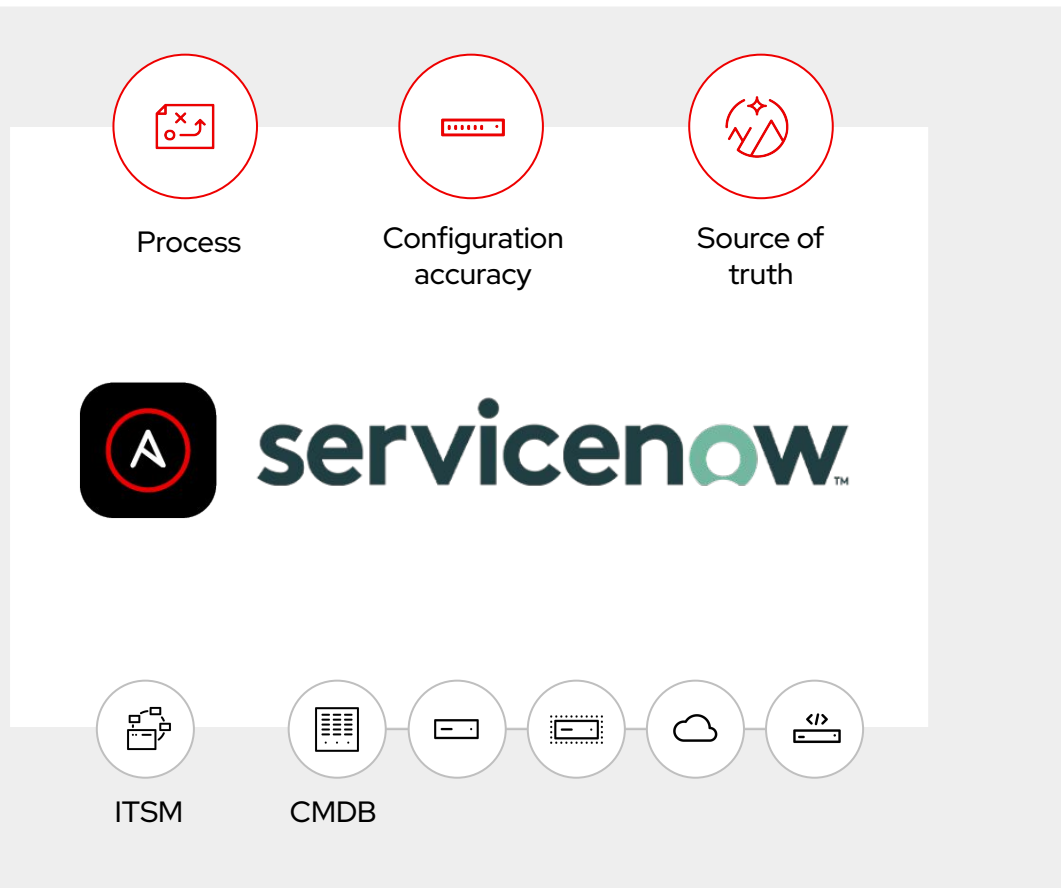
César Fernández

Specialist Solutions Architect

IT Service Management - ITSM



Ansible Automation Platform **for ServiceNow solution.**



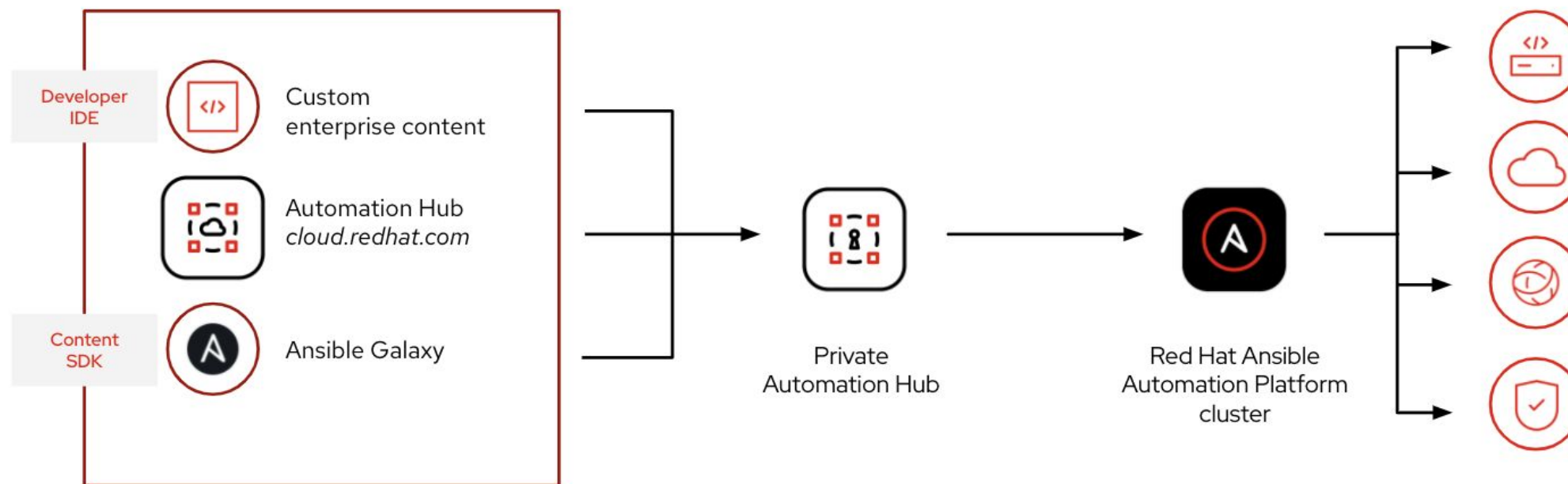
IT Service Management (ITSM)

- ▶ 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)

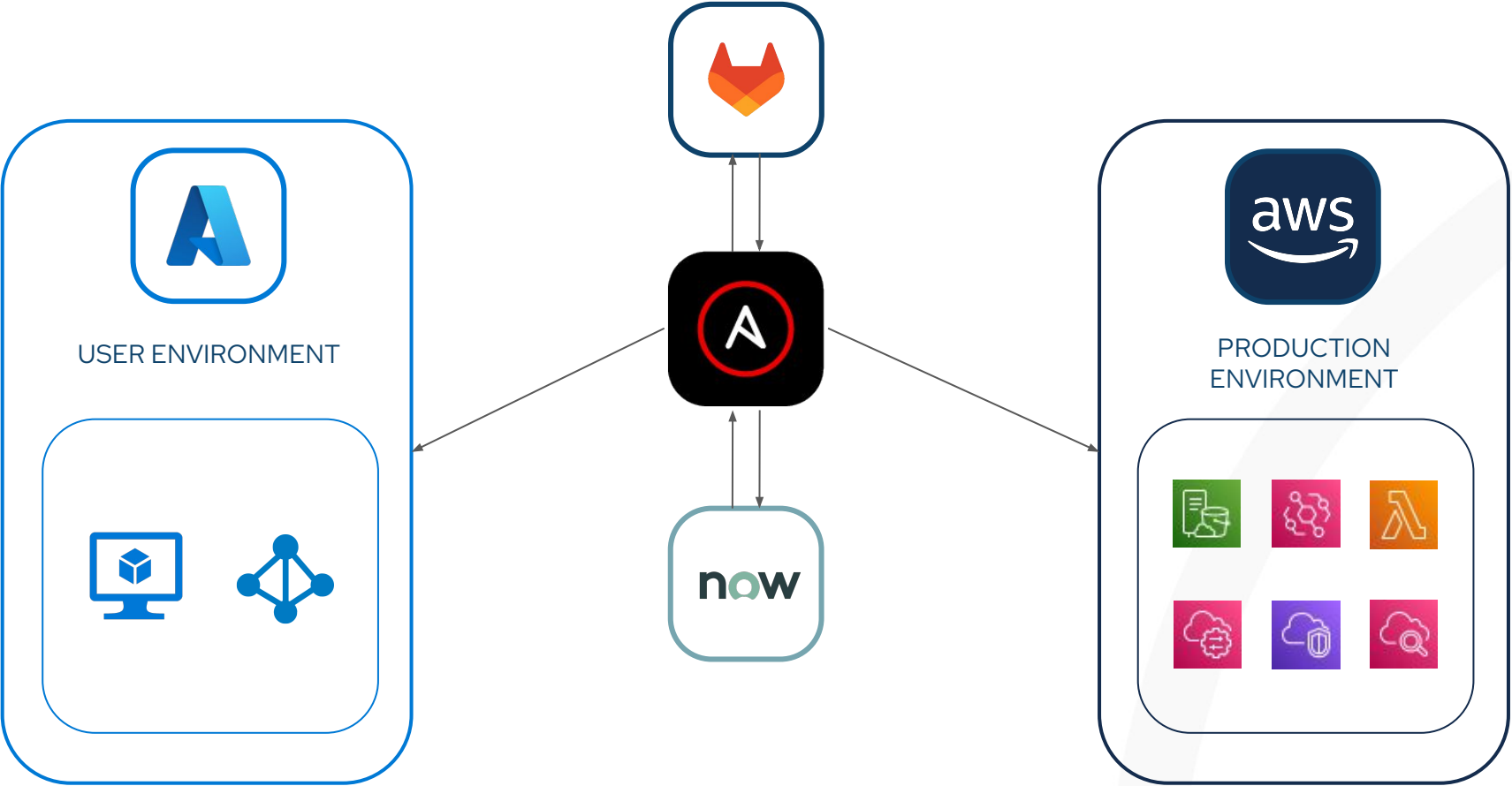
- ▶ Advanced queries of configuration items
- ▶ Update configuration items after automated changes
- ▶ CMDB as inventory source for automation
- ▶ Batch modifications of configuration items

Red Hat Ansible Automation Platform

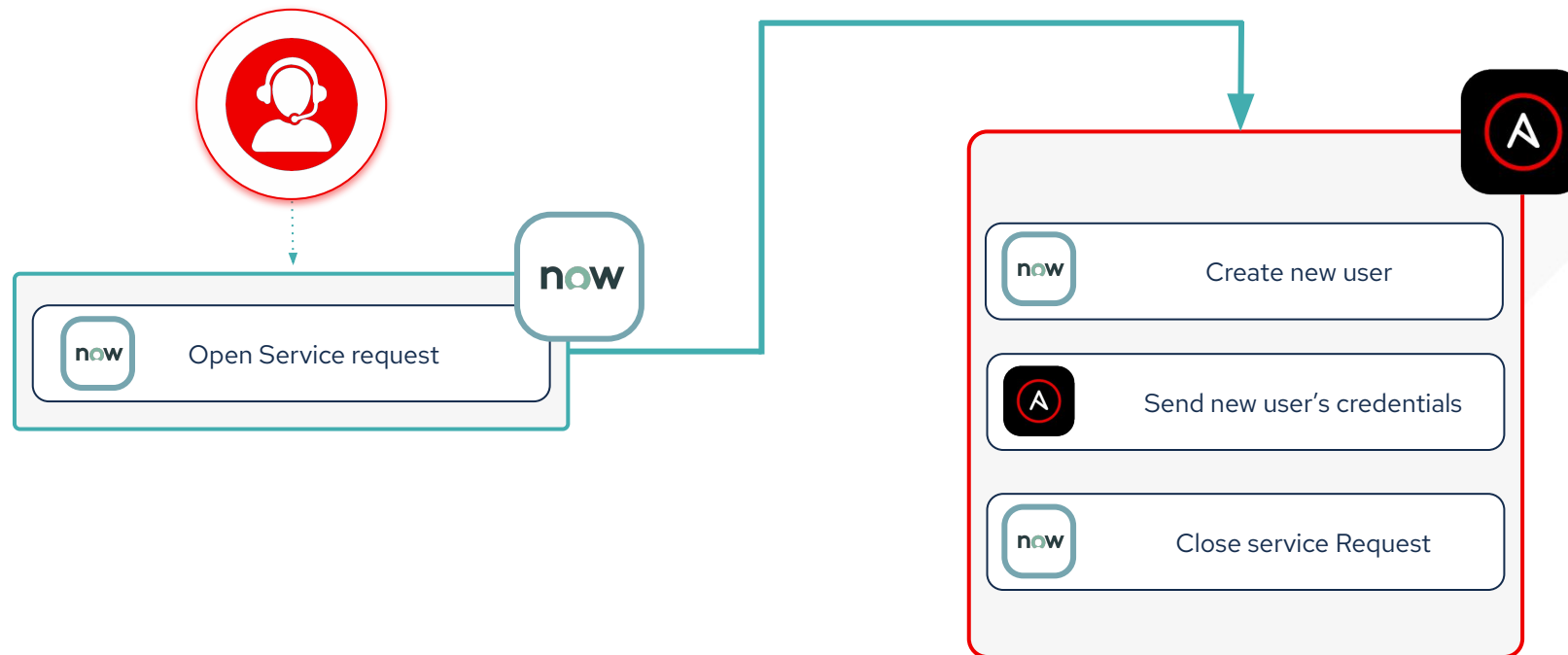


Time to play

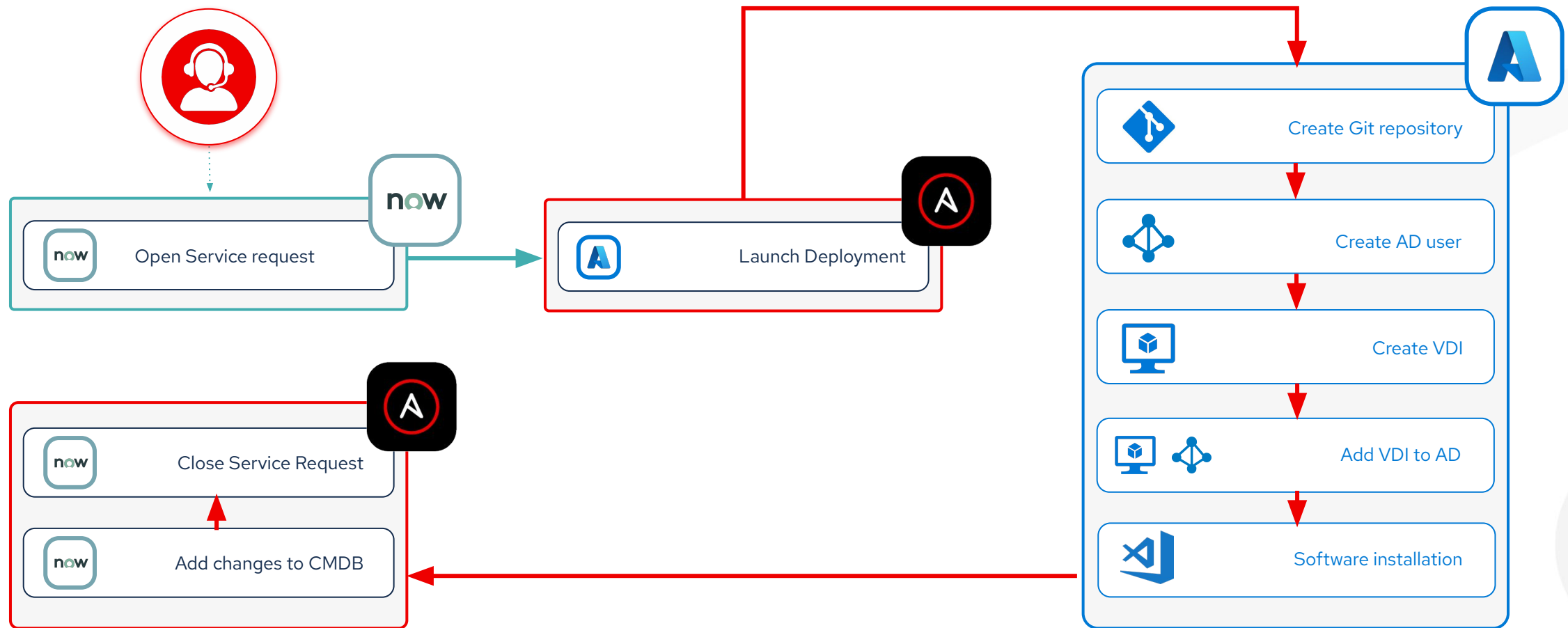
Environment



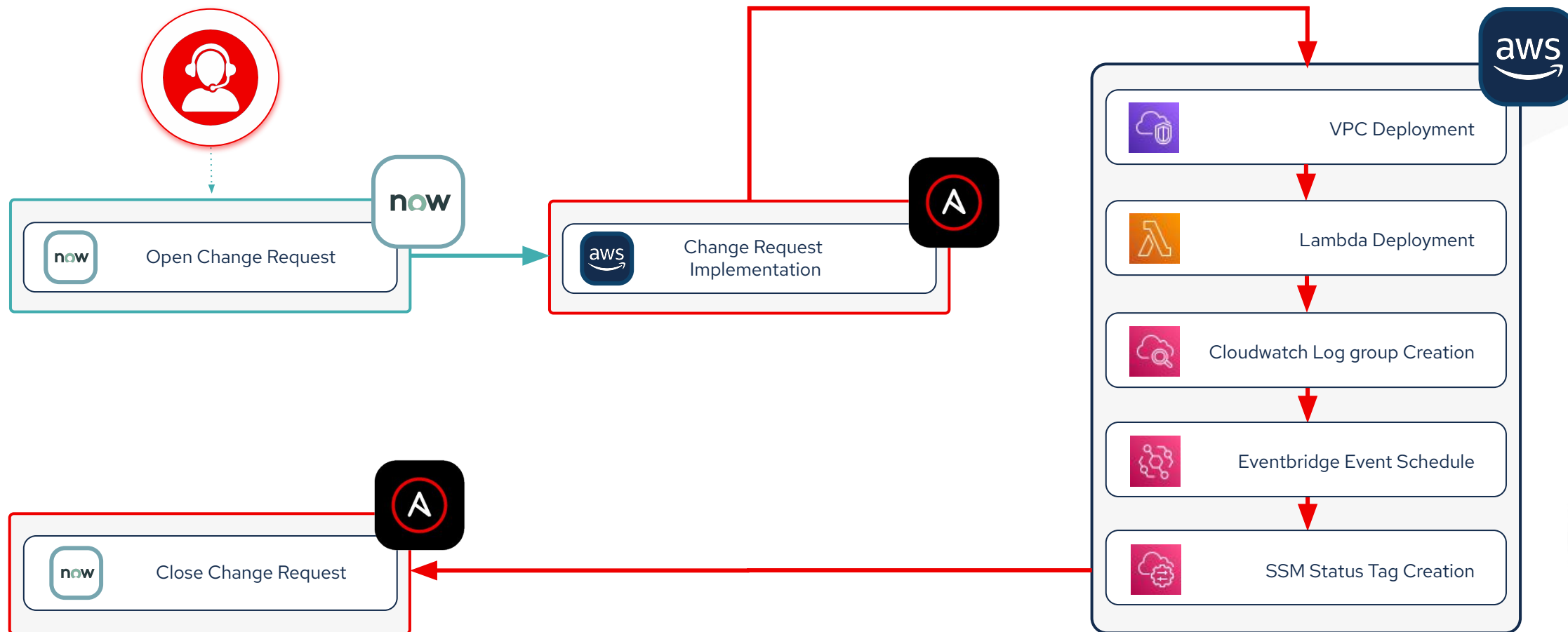
Scene 1: ServiceNow User Creation



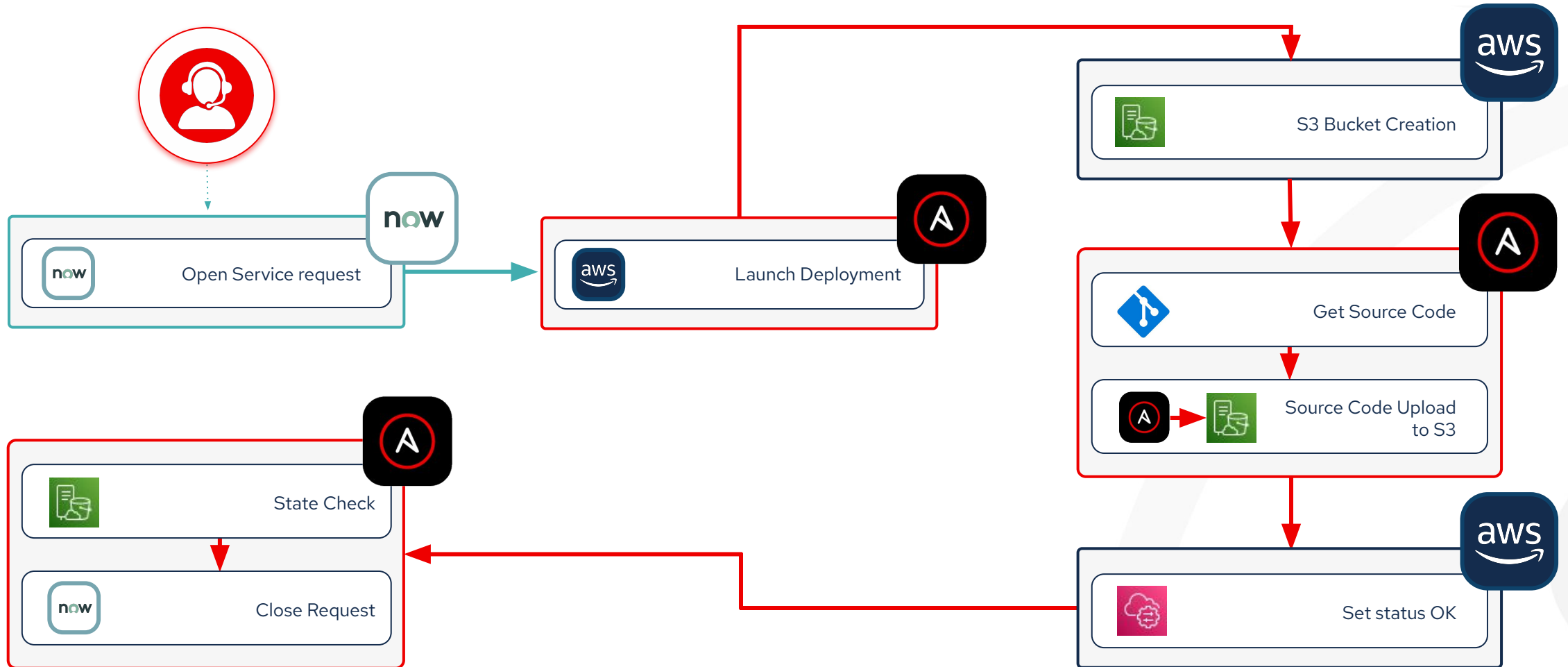
Scene 2: New User Onboarding



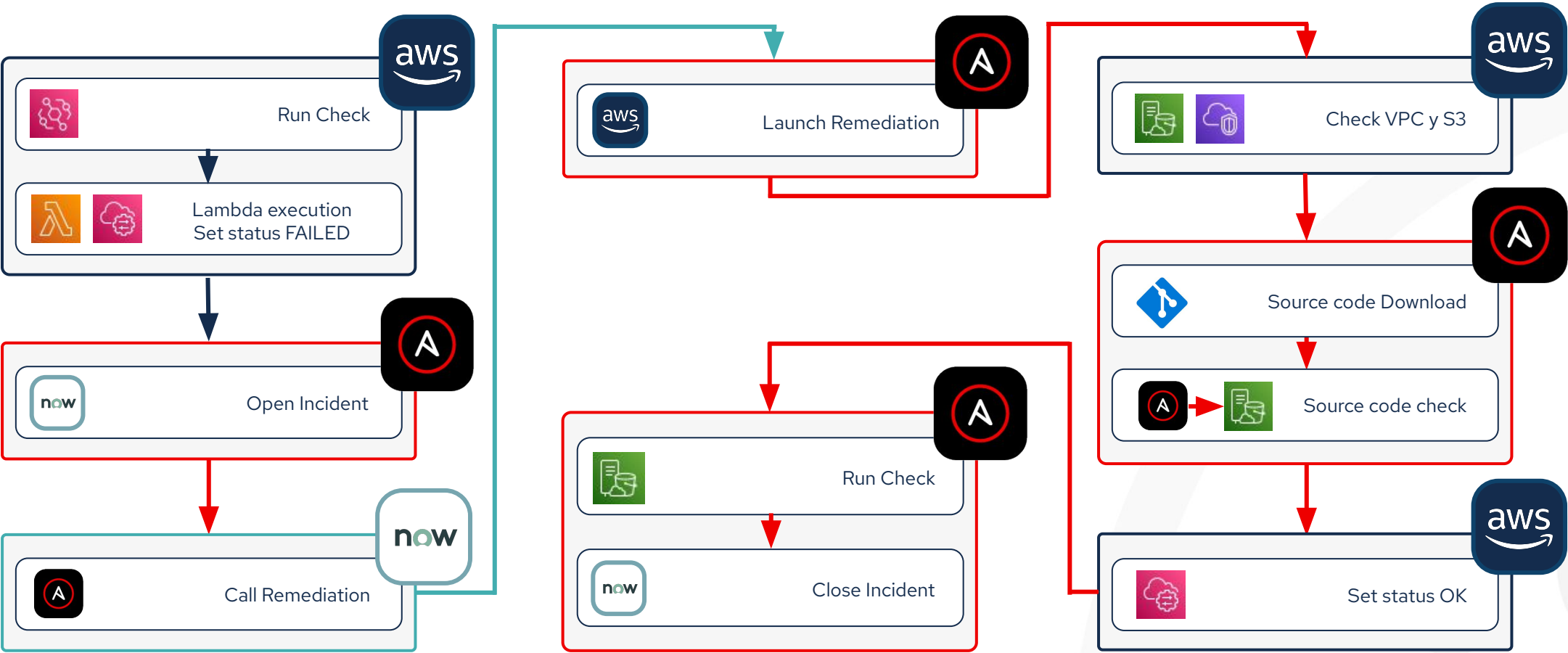
Scene 3: Production Environment Deployment



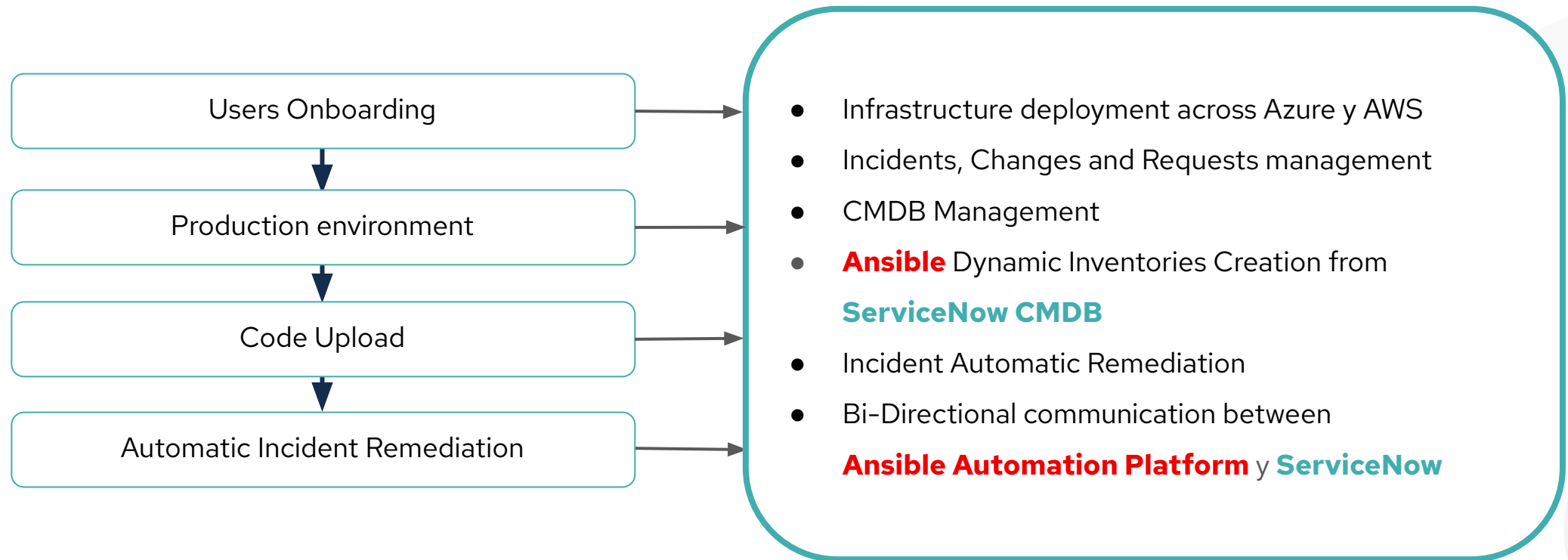
Scene 4: Source Code Deployment



Scene 5: Incident Remediation



Summary



Thank you

Red Hat is the world's leading provider of enterprise open source software solutions. Award-winning support, training, and consulting services make Red Hat a trusted adviser to the Fortune 500.



linkedin.com/company/red-hat



youtube.com/user/RedHatVideos



facebook.com/redhatinc



twitter.com/RedHat