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Let's go

The bridge to possible

Managing your data center network with ServiceNow

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@LHercot

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BRKDCN-2969

Agenda

- What/Why/How of ServiceNow?
- Cisco DC Networking Integrations
- Use cases
  - ServiceNow as a Centralized CMDB
  - Centralized Dashboards
  - Automated Ticketing
  - Service Catalog and Automation
- Recap and next steps

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What is ServiceNow?

servicenow®

- The Now Platform, a PaaS/SaaS platform for:
  - IT Services Management (ITSM)
  - IT Operations Management (ITOM)
  - IT Business Management (ITBM)
- Large Ecosystem of Partners and Integrations
- Build around data and workflows

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ServiceNow Capabilities

Incident Management

Problem Management

Change Management

Configuration Management Database (CMDB)

Service Catalog

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Why ServiceNow and Cisco DC Networking?

- Enhance ServiceNow CMDB data with product specific information
- Automate Incident Management but creating Incidents from network events and alert
- Enrich Incidents with deep insights to speed up recovery
- Reduce MTTR by aggregating information in one location
- Increase IT efficiency by streamlining processes
- Provide a self-service experience

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The ServiceNow Architecture

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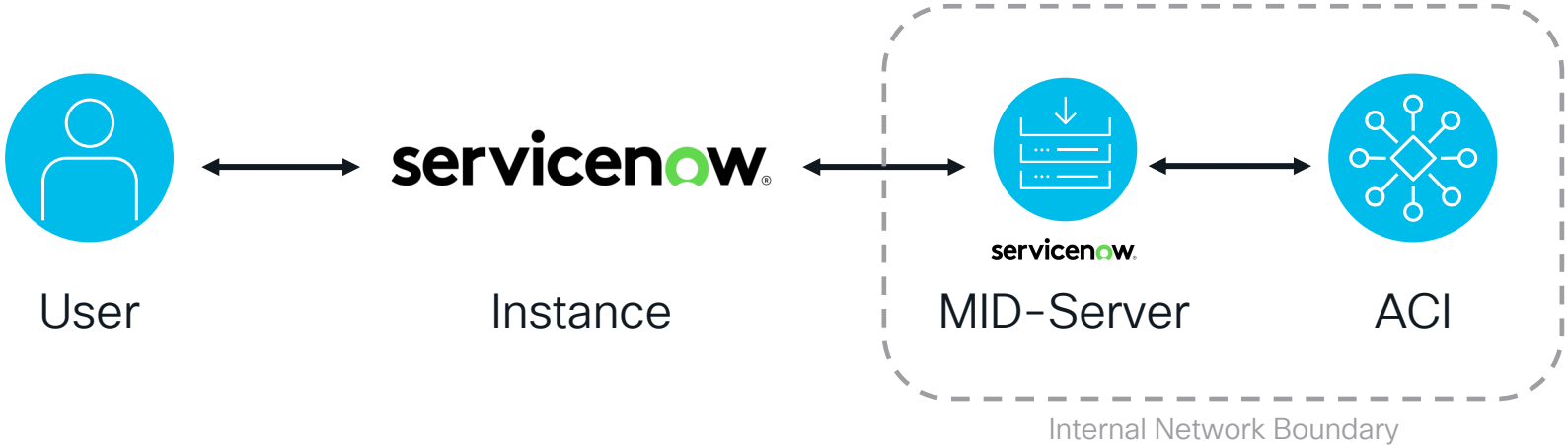
The ServiceNow Architecture



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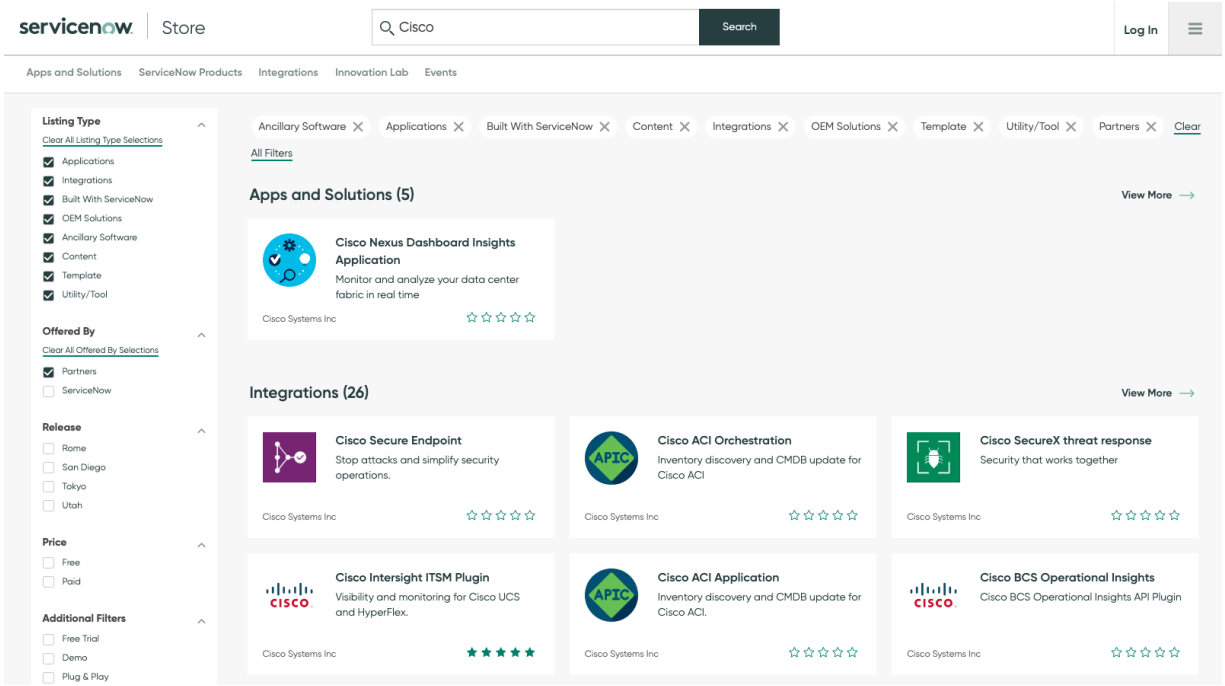
The ServiceNow Store



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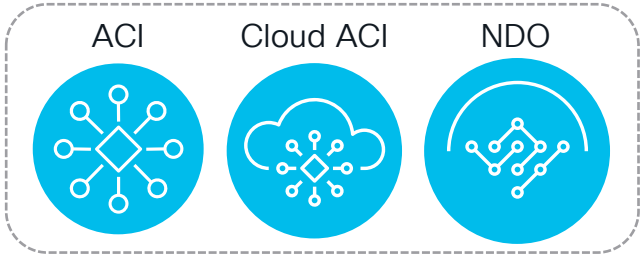
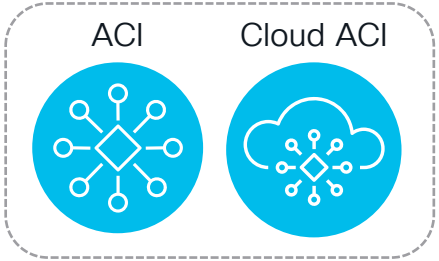
Cisco DC Networking ServiceNow Integrations

Cisco ACI Application



Nexus Dashboard Insights

Cisco ACI Orchestration



Nexus 9K

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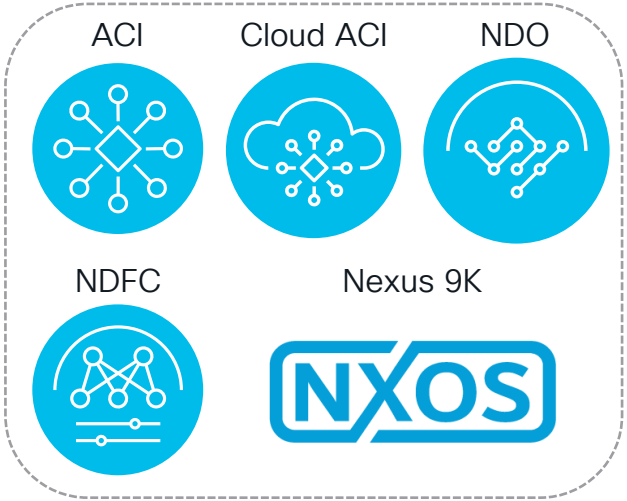
Cisco DC Networking ServiceNow Integrations

Cisco DC Networking Inventory Application



Nexus Dashboard Insights

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ServiceNow Release Compatibility

- ServiceNow release a new version every 6 month
- Keep N-2 supported at any time
- Current Supported Releases:
  - Tokyo
  - Utah
  - Vancouver
- Next Release: Washington DC

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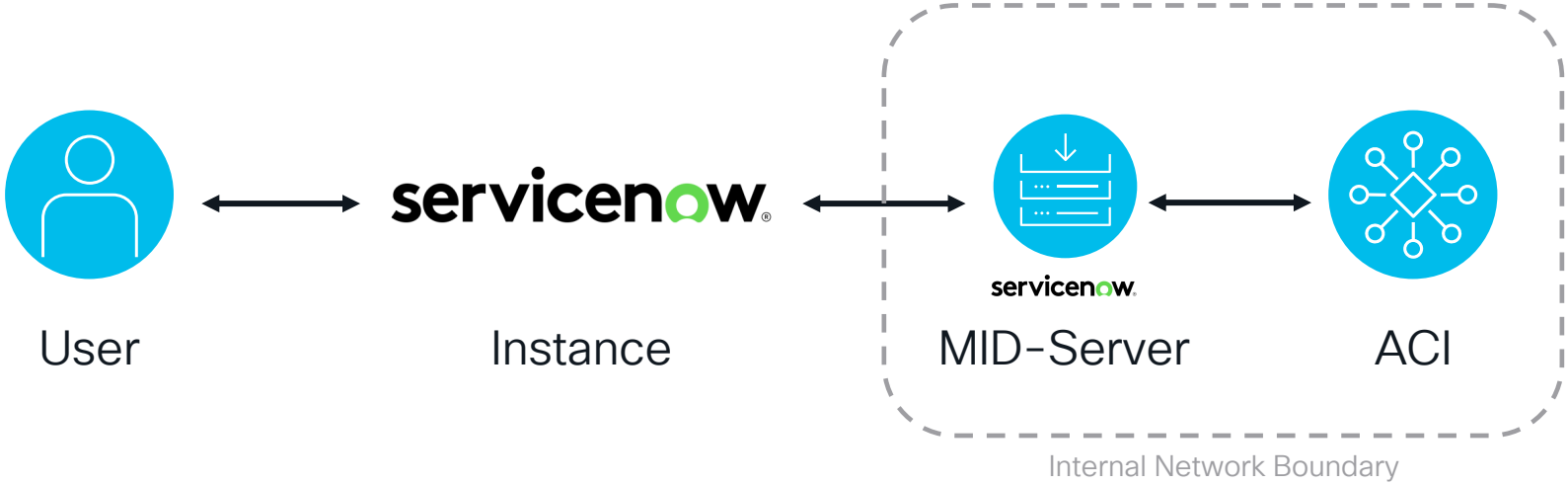
How are Apps deployed?



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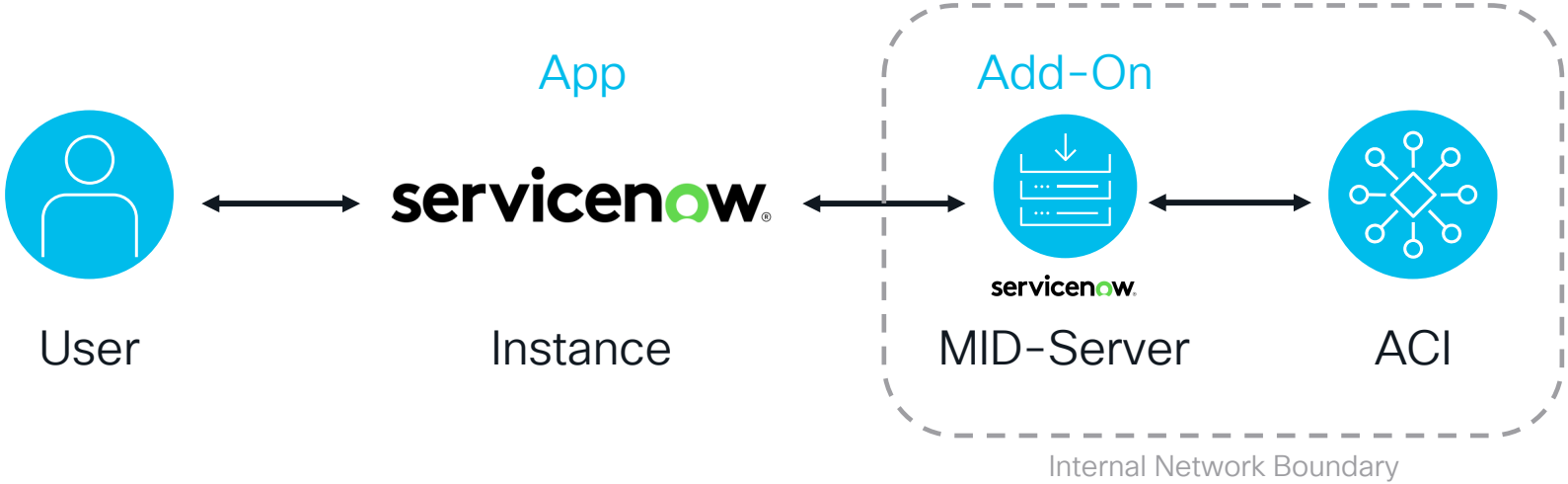
How are Apps deployed?



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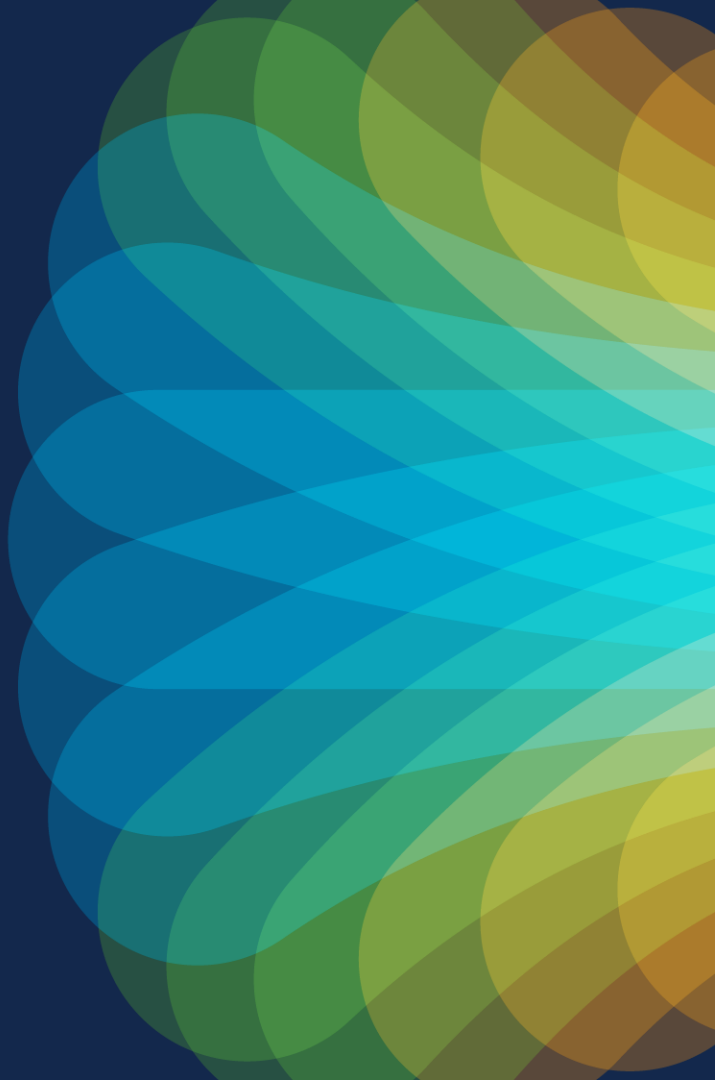
Use Cases



Use Case #1: ServiceNow as a Centralized CMDB

- Inventory switches, interfaces, logical components (Tenant, VRF, …)
- Create relationship between logical and physical components
- Create relationship with ServiceNow native classes
- Backup configurations of switches and controllers

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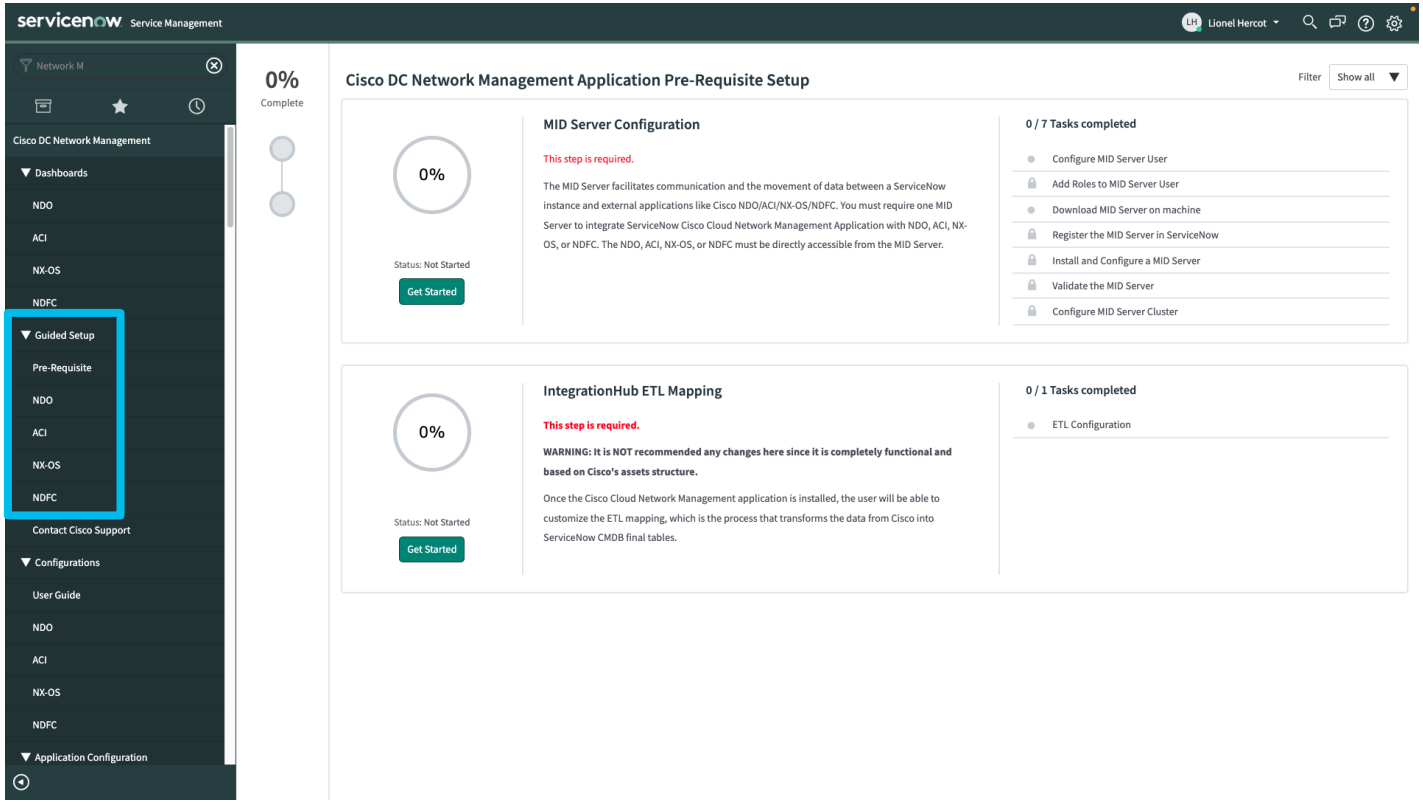
Guided Setups



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Create a Configuration

- Give it a Name
- Select a Mid-Server (must be already configured and Up)
- Provide the IP/Hostname
- Provide Credentials

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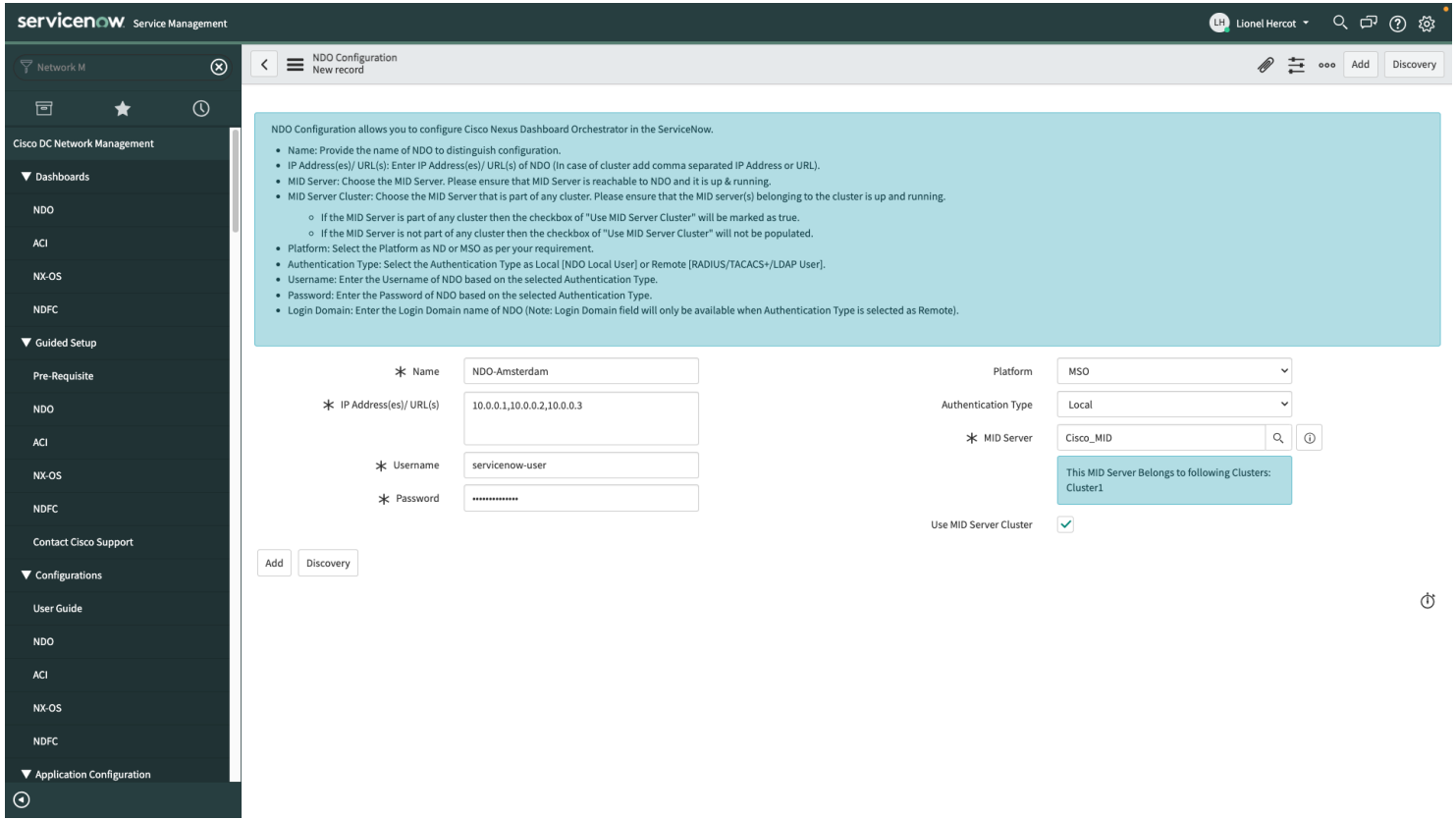
Configuration for NDO



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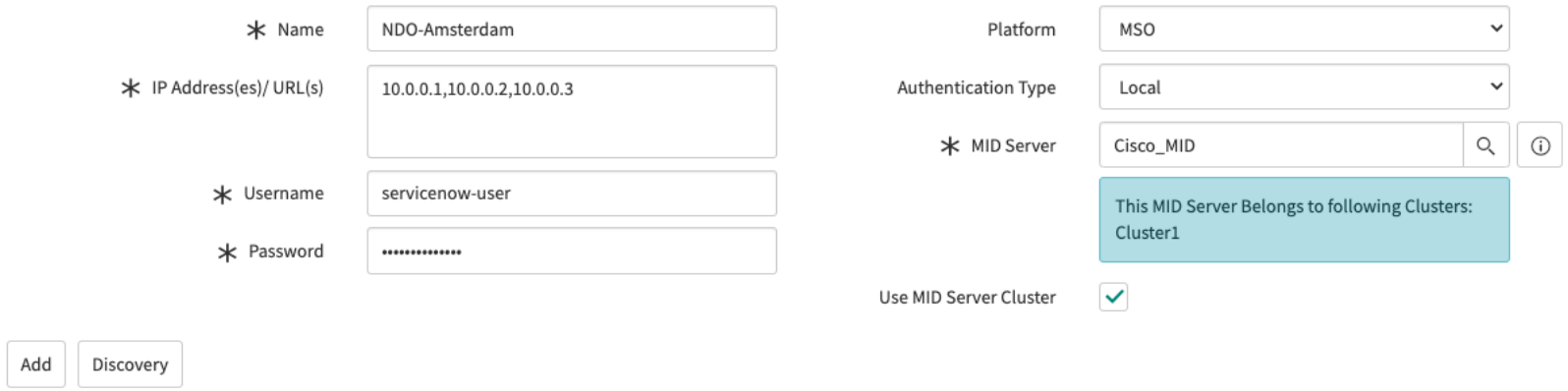
Configuration for NDO



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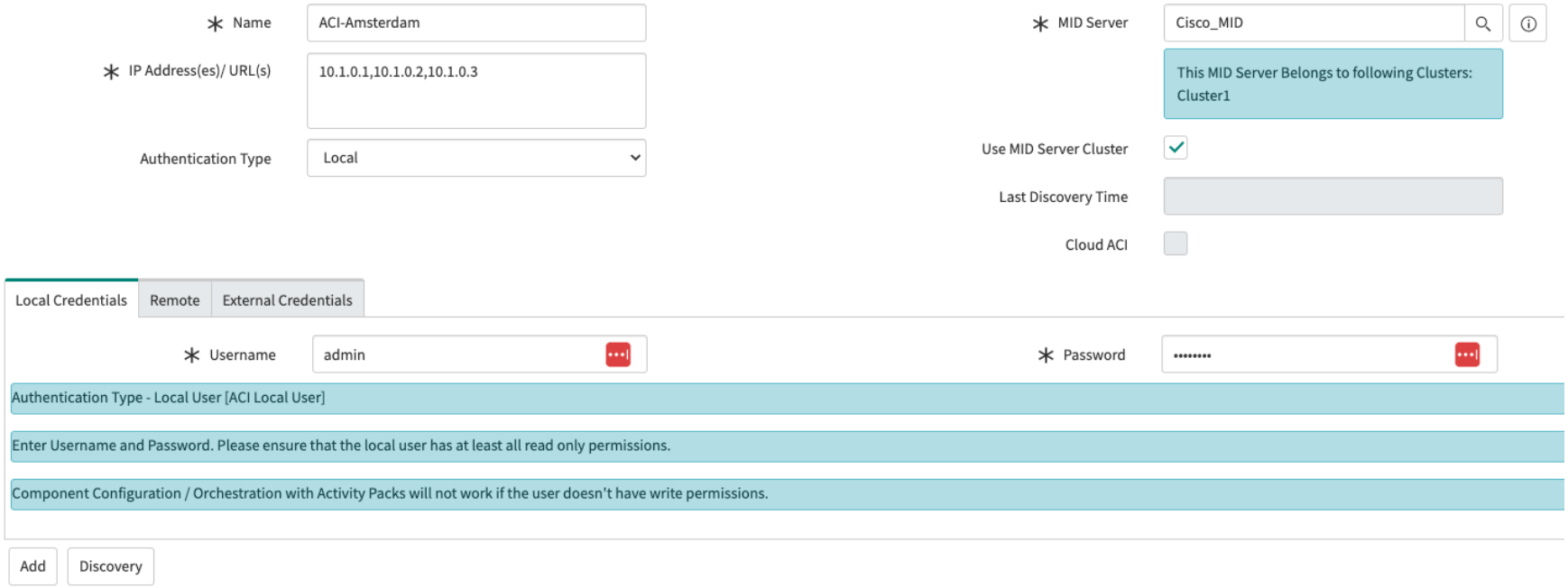
Configuration for ACI



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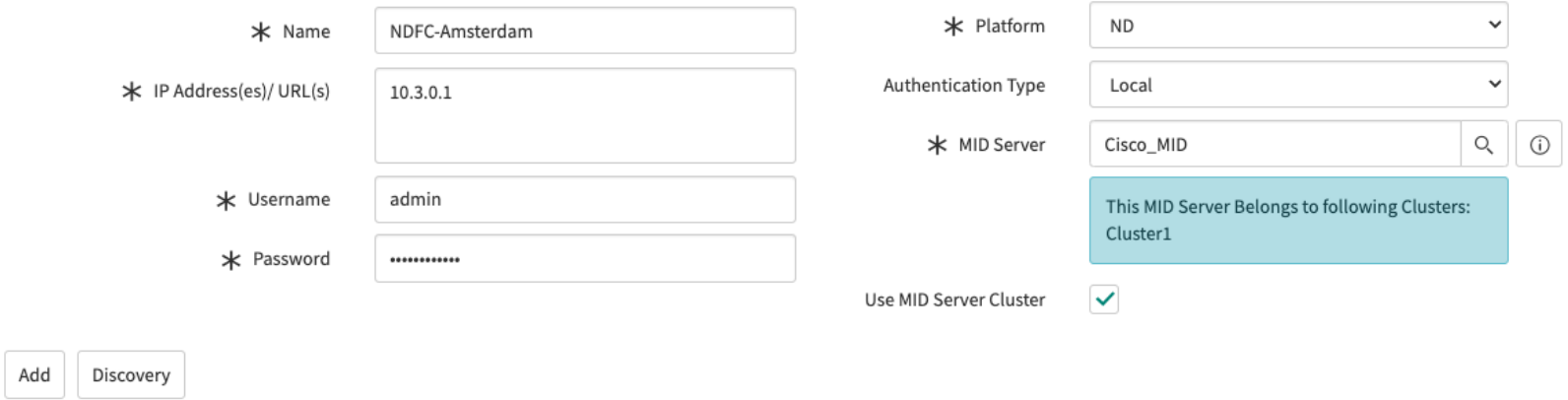
Configuration for NDFC



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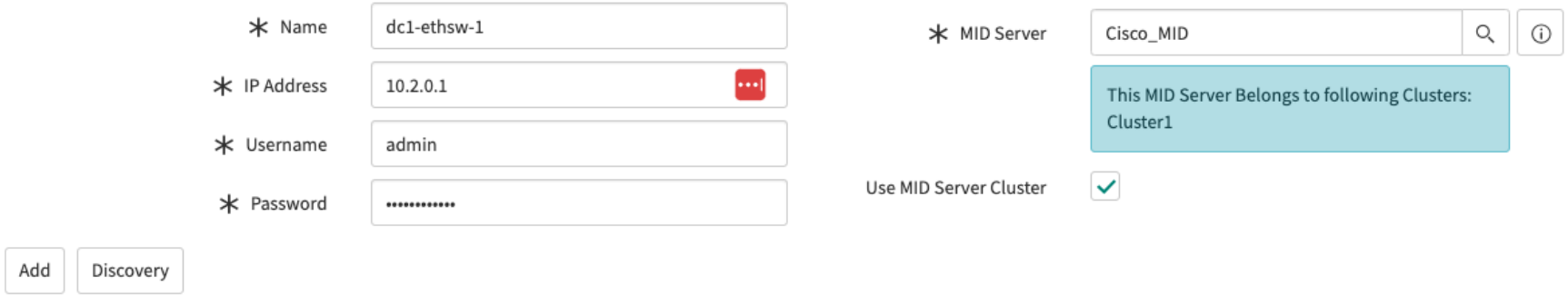
Configuration for Nexus 9k



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Discovery

- Two scheduling mechanisms:
  - Scheduled Job
    - at scheduled intervals
    - configured in the Scheduled Job menu
  - On Demand
    - via the Discovery button in the Configuration
- For ACI, two types of Discovery
  - Full Discovery
  - Incremental Discovery

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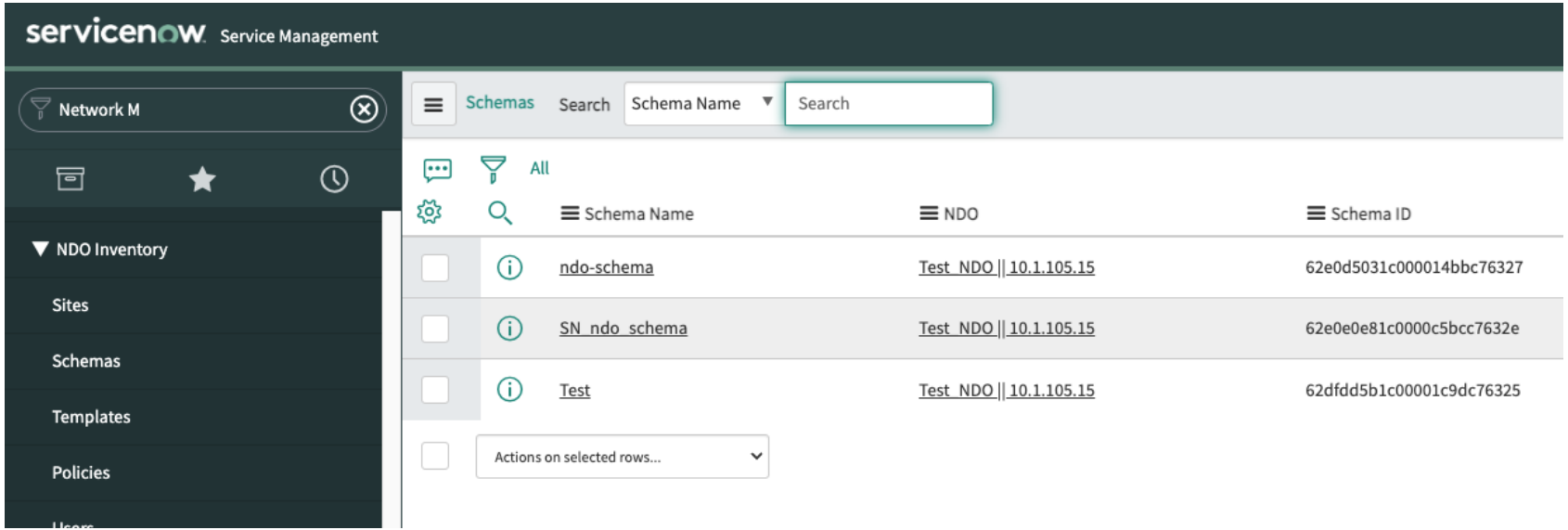
NDO Inventory Data in the CMDB



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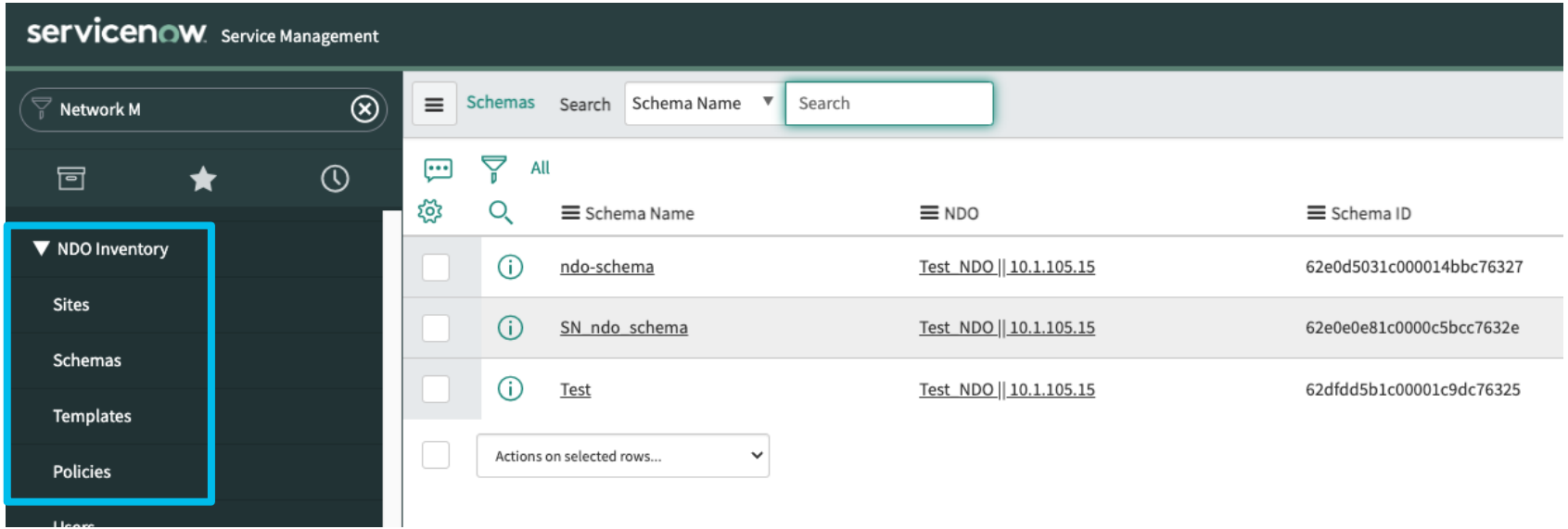
NDO Inventory Data in the CMDB



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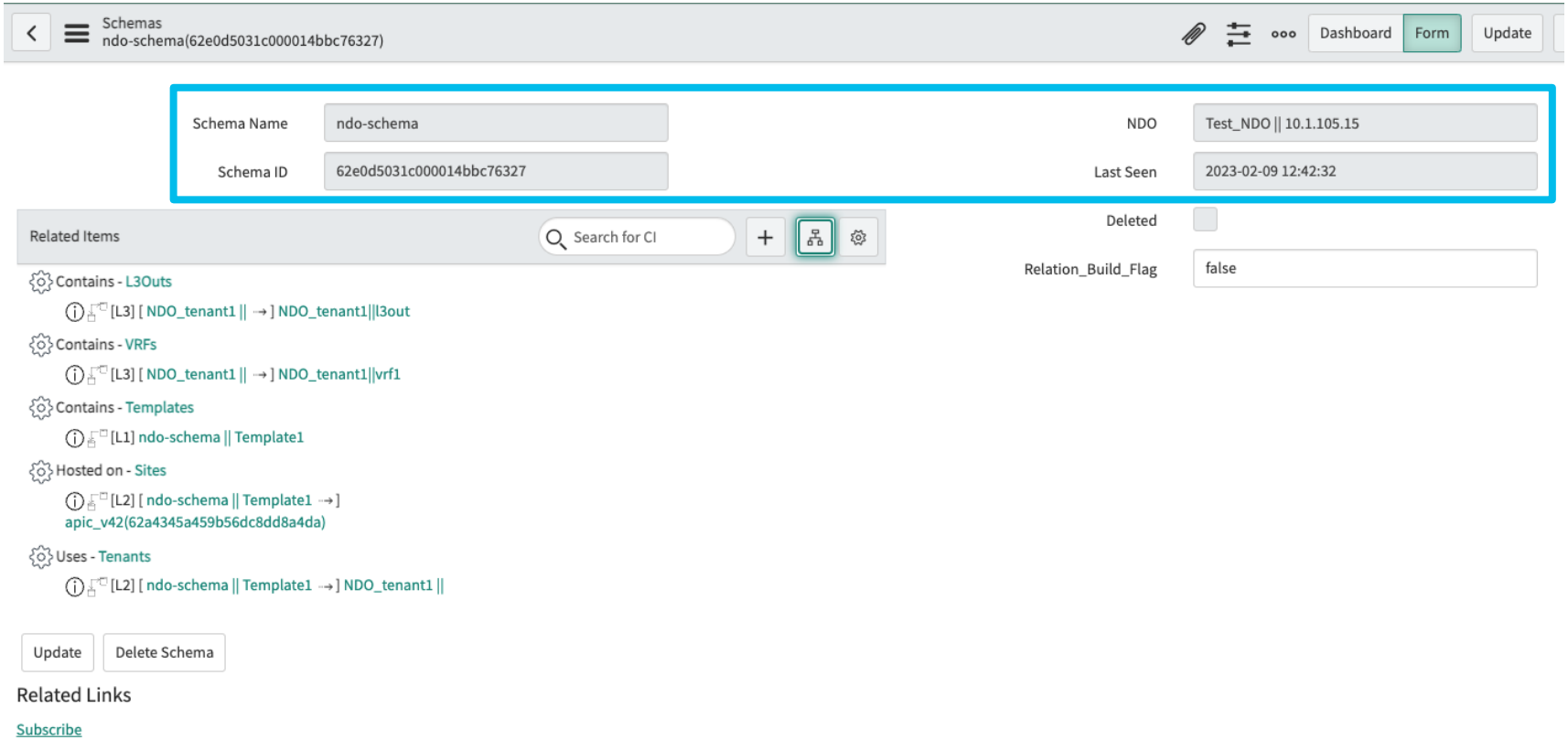
Detailed view of a NDO Schema CI



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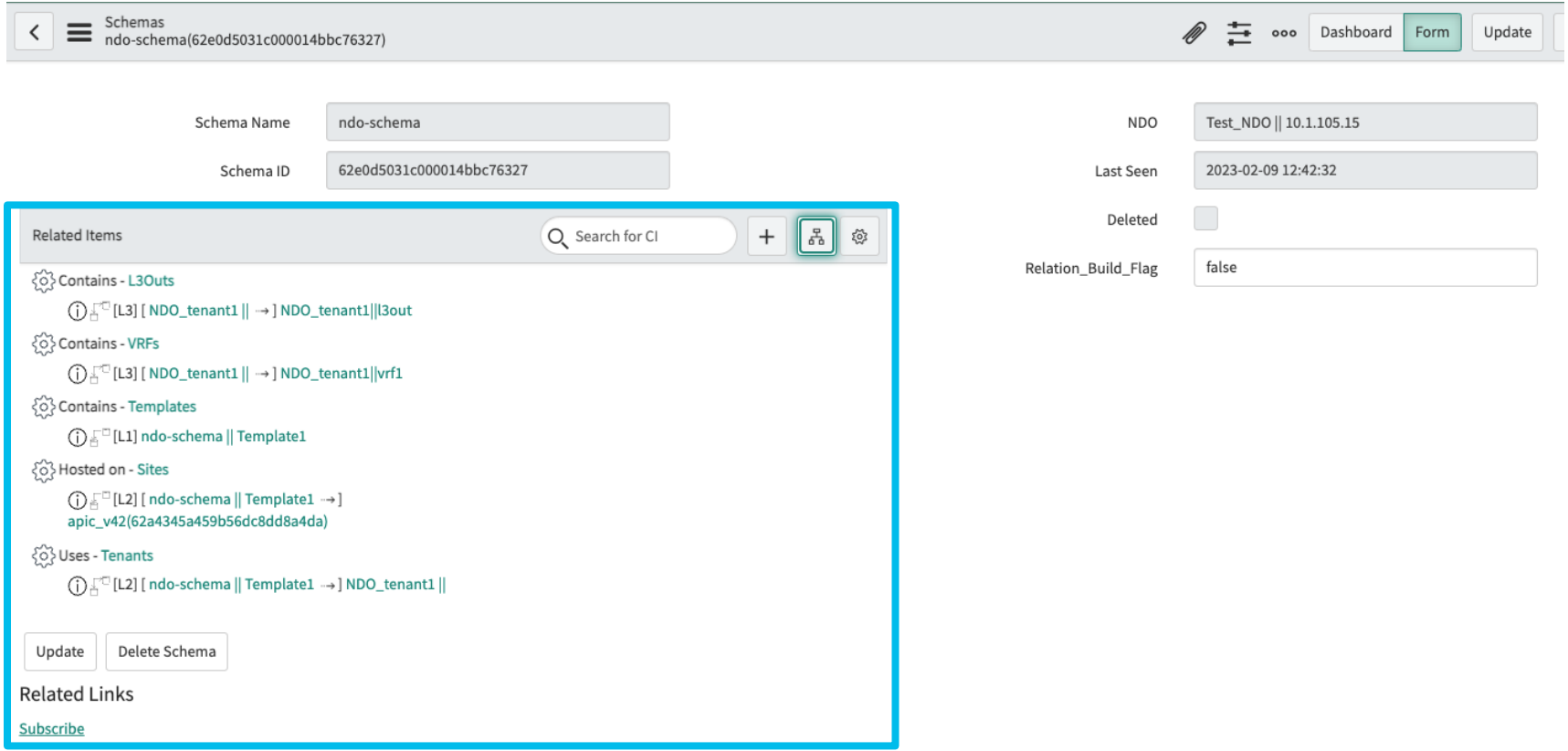
Detailed view of a NDO Schema CI



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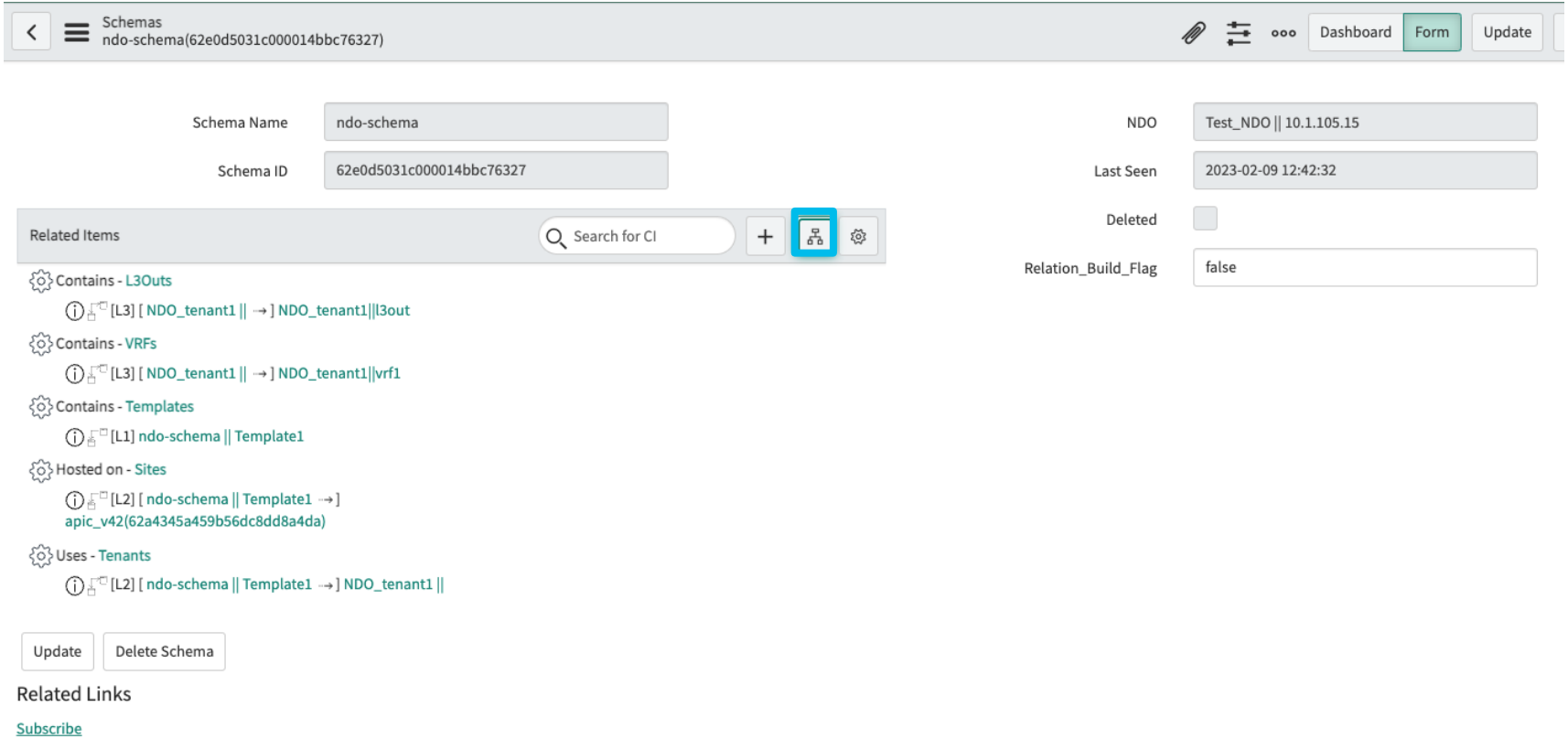
Detailed view of a NDO Schema CI



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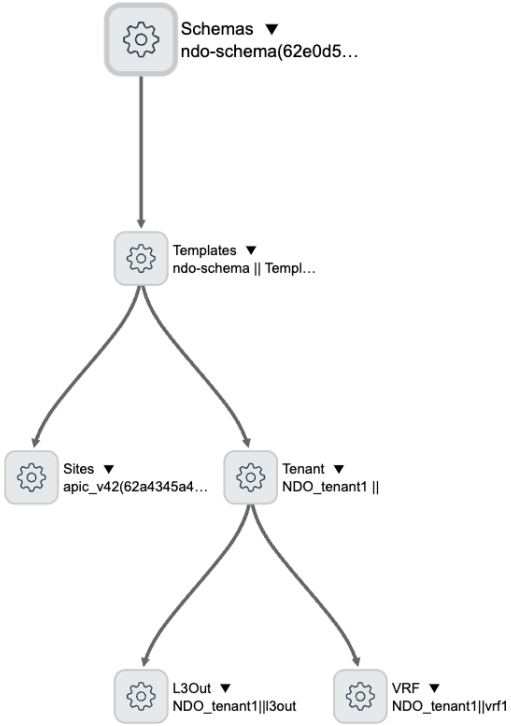
Dependency tree visualization



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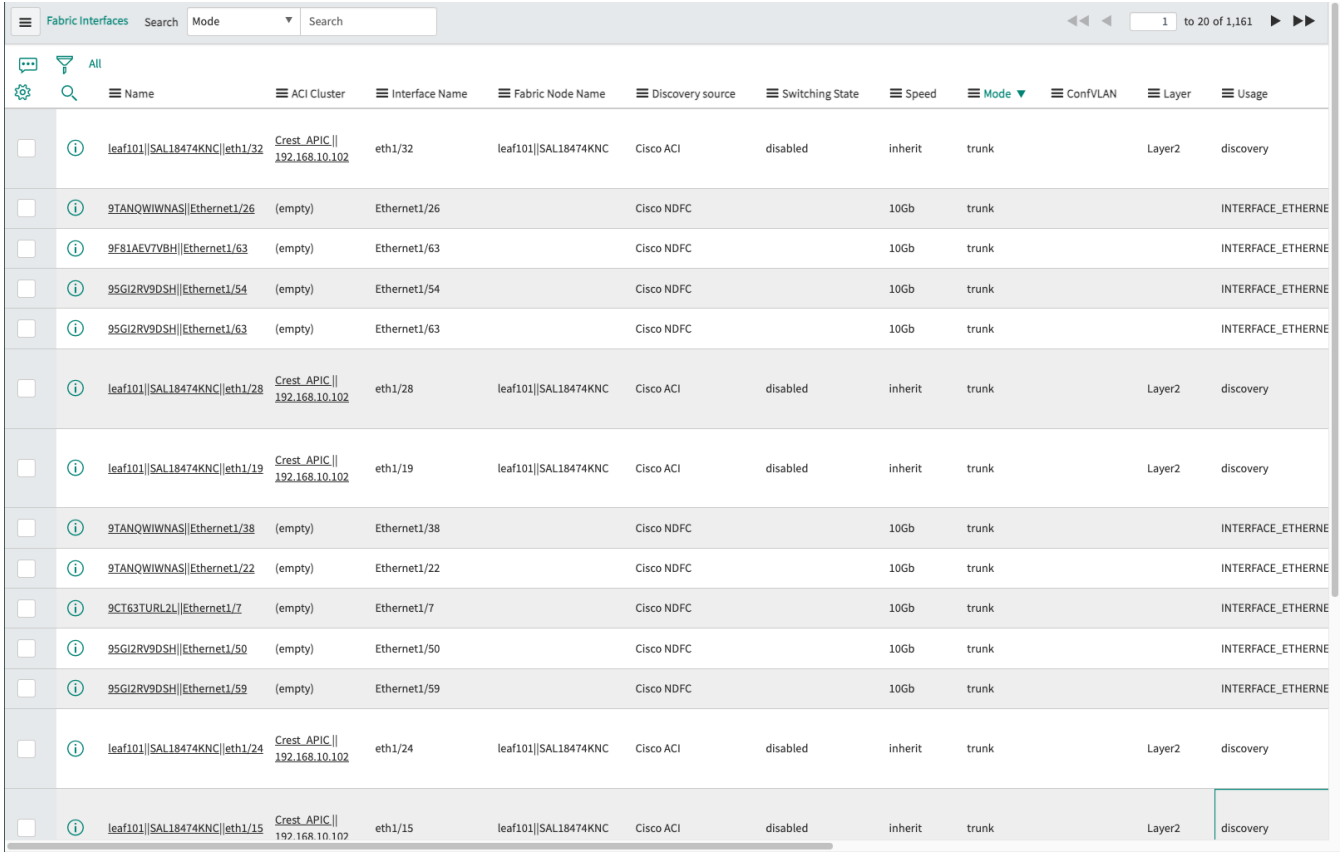
NDFC and ACI Inventory Data in the CMDB



Name	ACI Cluster	Interface Name	Fabric Node Name	Discovery source	Switching State	Speed	Mode	ConfVLAN	Layer	Usage
leaf101||SAL18474KNC|eth1/32	Crest_APIC || 192.168.10.102	eth1/32	leaf101||SAL18474KNC	Cisco ACI	disabled	inherit	trunk		Layer2	discovery
9TANQWIWNAS||Ethernet1/26	(empty)	Ethernet1/26		Cisco NDFC		10Gb	trunk			INTERFACE_ETHERNE
9F81AEV7VBH||Ethernet1/63	(empty)	Ethernet1/63		Cisco NDFC		10Gb	trunk			INTERFACE_ETHERNE
95GI2RV9DSH||Ethernet1/54	(empty)	Ethernet1/54		Cisco NDFC		10Gb	trunk			INTERFACE_ETHERNE
95GI2RV9DSH||Ethernet1/63	(empty)	Ethernet1/63		Cisco NDFC		10Gb	trunk			INTERFACE_ETHERNE
leaf101||SAL18474KNC|eth1/28	Crest_APIC || 192.168.10.102	eth1/28	leaf101||SAL18474KNC	Cisco ACI	disabled	inherit	trunk		Layer2	discovery
leaf101||SAL18474KNC|eth1/19	Crest_APIC || 192.168.10.102	eth1/19	leaf101||SAL18474KNC	Cisco ACI	disabled	inherit	trunk		Layer2	discovery
9TANQWIWNAS||Ethernet1/38	(empty)	Ethernet1/38		Cisco NDFC		10Gb	trunk			INTERFACE_ETHERNE
9TANQWIWNAS||Ethernet1/22	(empty)	Ethernet1/22		Cisco NDFC		10Gb	trunk			INTERFACE_ETHERNE
9CT63TURL2L||Ethernet1/7	(empty)	Ethernet1/7		Cisco NDFC		10Gb	trunk			INTERFACE_ETHERNE
95GI2RV9DSH||Ethernet1/50	(empty)	Ethernet1/50		Cisco NDFC		10Gb	trunk			INTERFACE_ETHERNE
95GI2RV9DSH||Ethernet1/59	(empty)	Ethernet1/59		Cisco NDFC		10Gb	trunk			INTERFACE_ETHERNE
leaf101||SAL18474KNC|eth1/24	Crest_APIC || 192.168.10.102	eth1/24	leaf101||SAL18474KNC	Cisco ACI	disabled	inherit	trunk		Layer2	discovery
leaf101||SAL18474KNC|eth1/15	Crest_APIC || 192.168.10.102	eth1/15	leaf101||SAL18474KNC	Cisco ACI	disabled	inherit	trunk		Layer2	discovery

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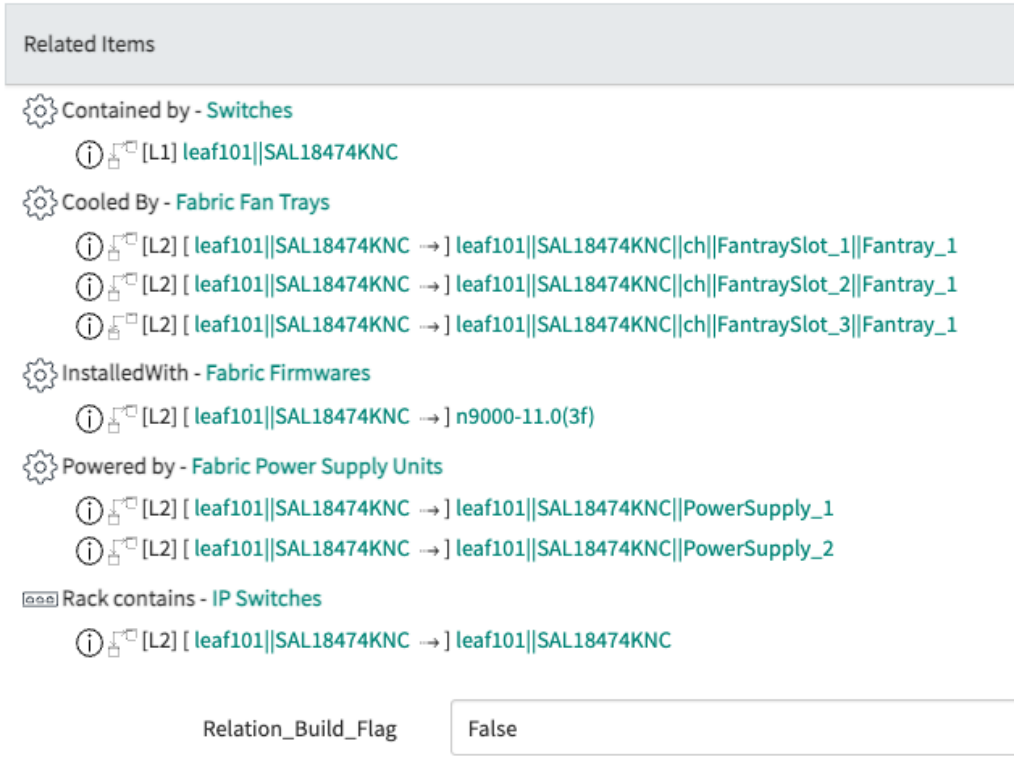
Detailed Related Item for Switches



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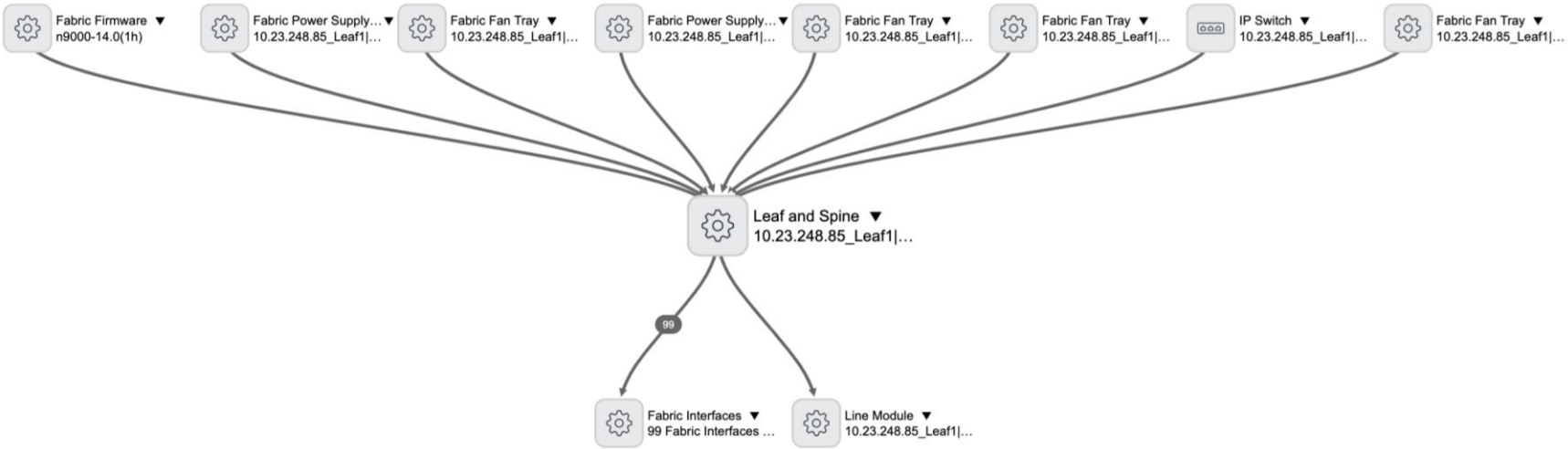
Dependency tree visualization for Switches



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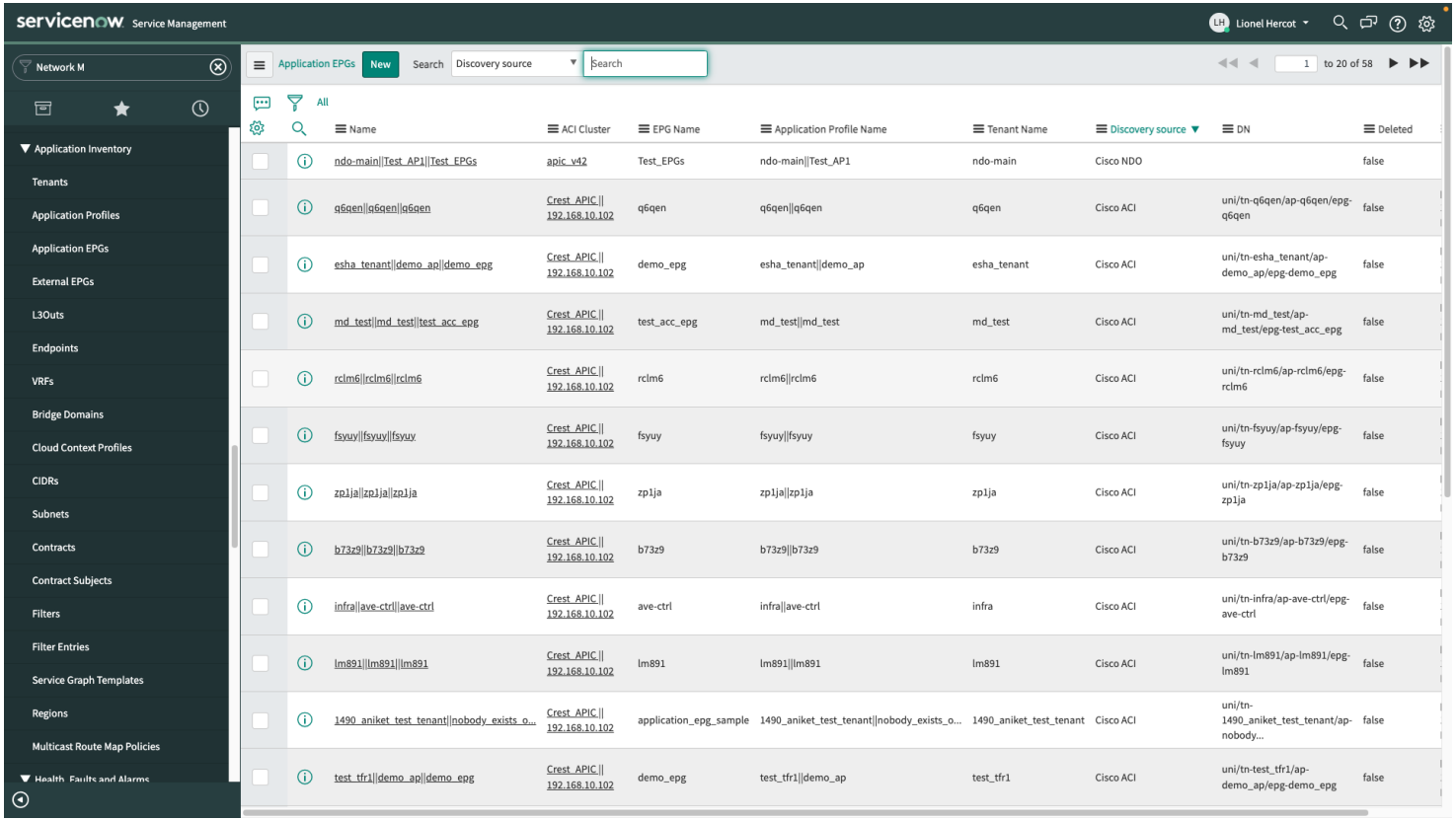
ACI EPGs Inventory Data in the CMDB



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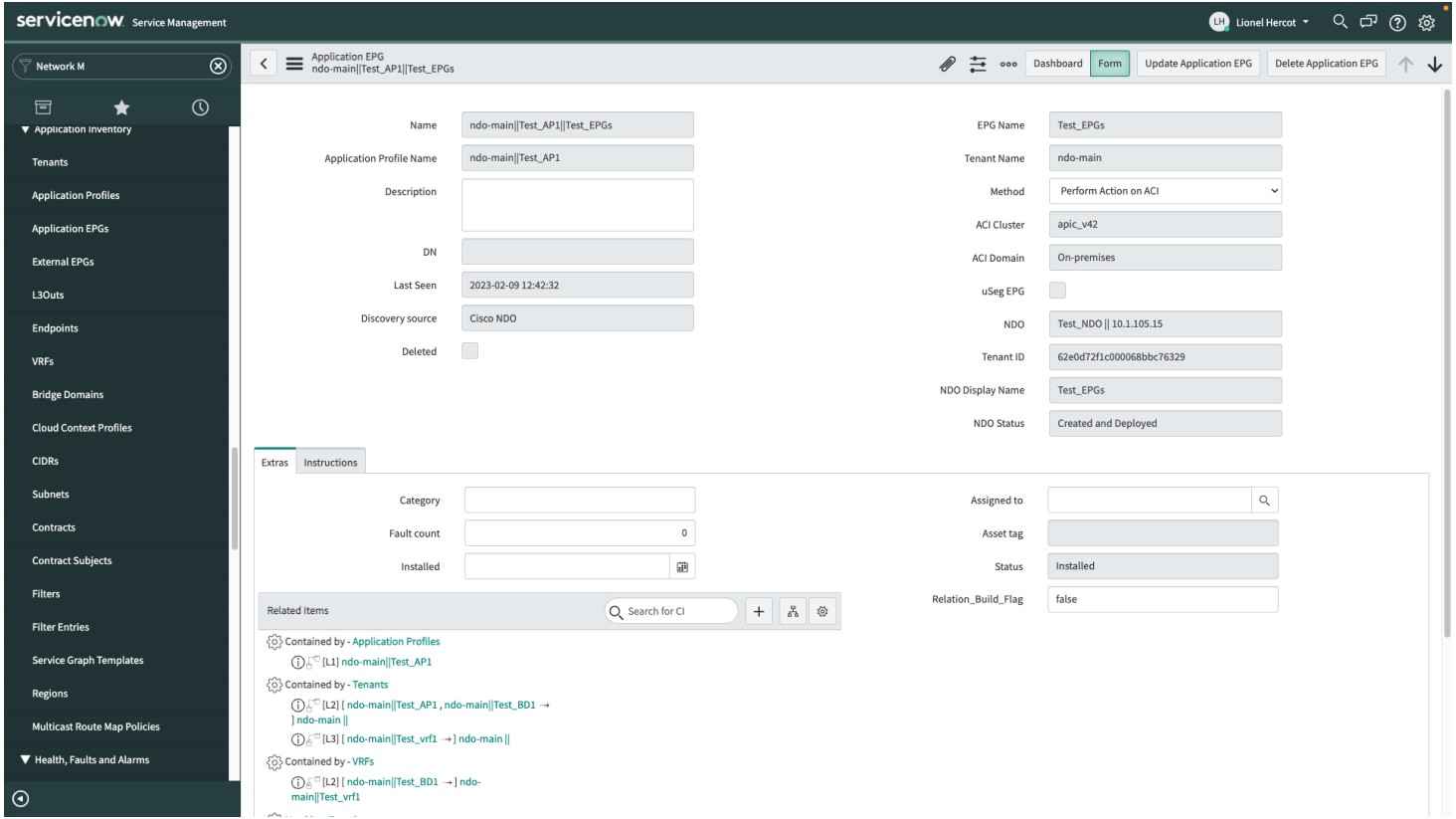
Detailed view of an ACI Schema CI



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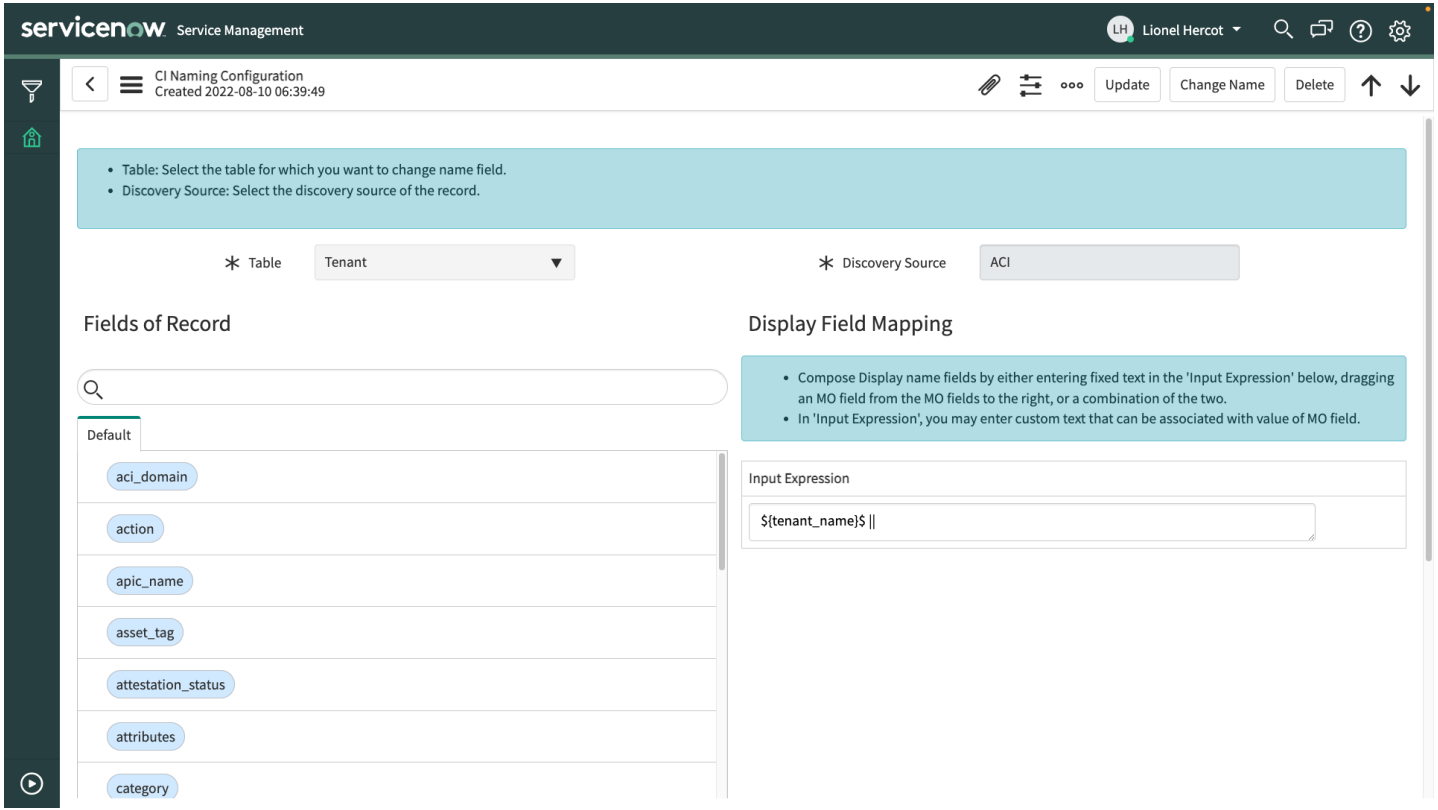
Naming Convention for Imported CI



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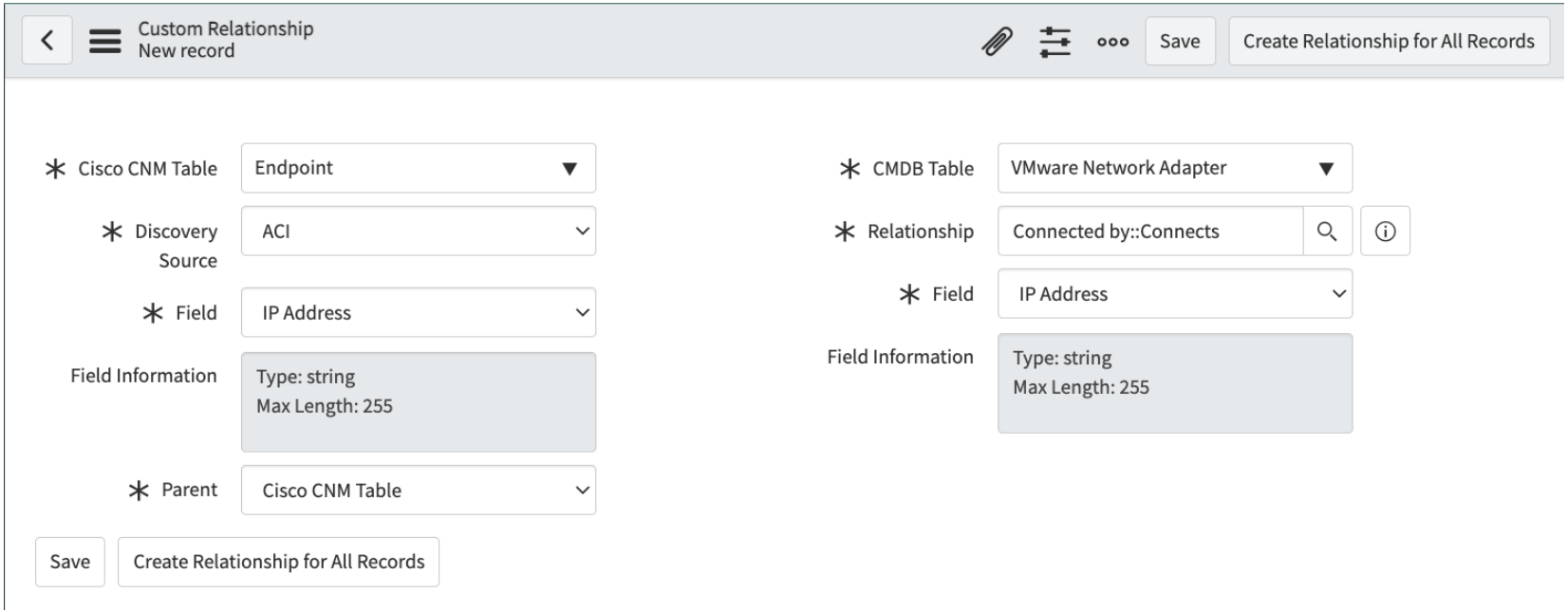
Custom Relationships

Converged App



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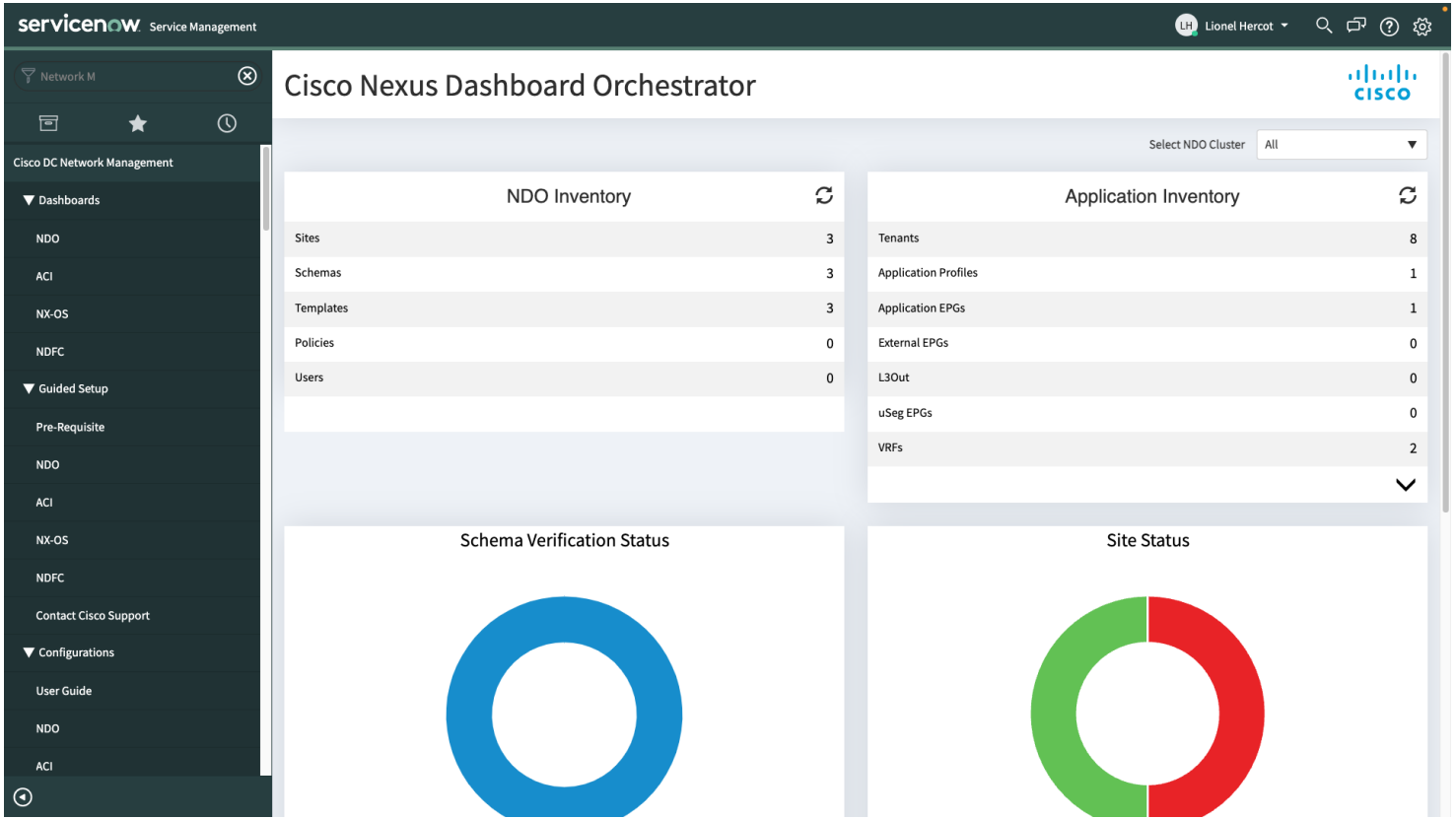
Use Case #2: Centralized Dashboards

NDO Dashboard



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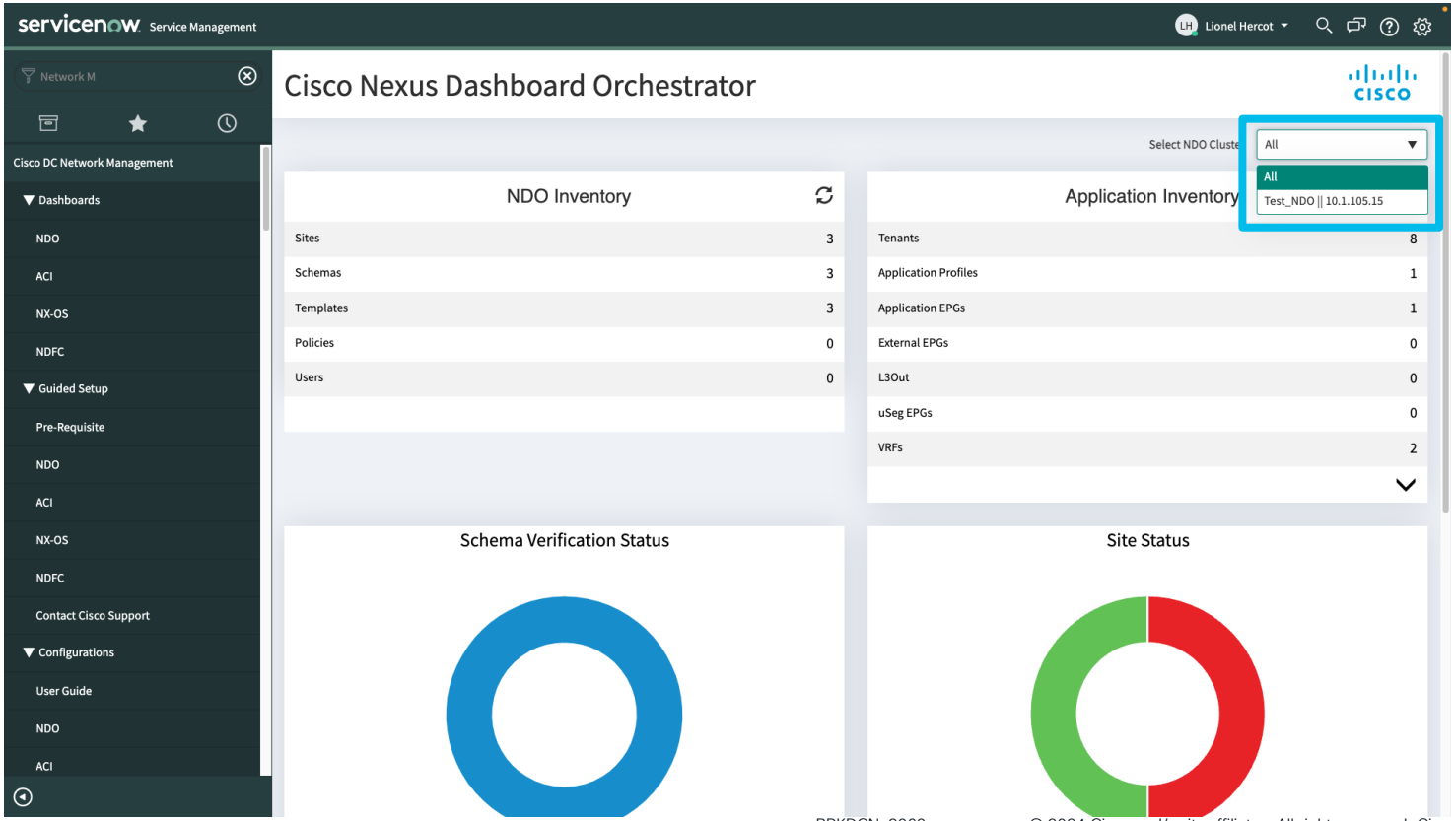
NDO Dashboard



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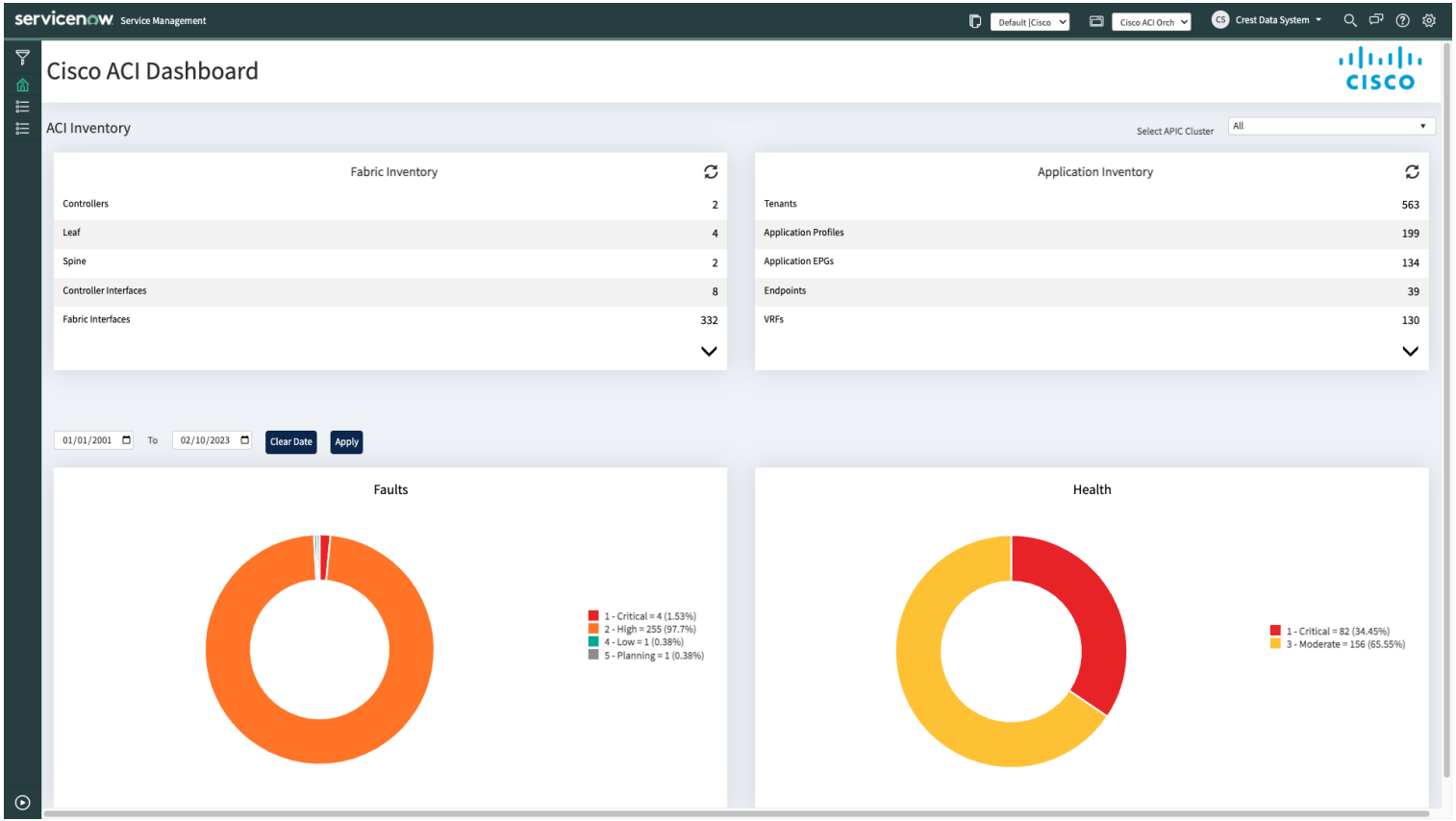
ACI Dashboard



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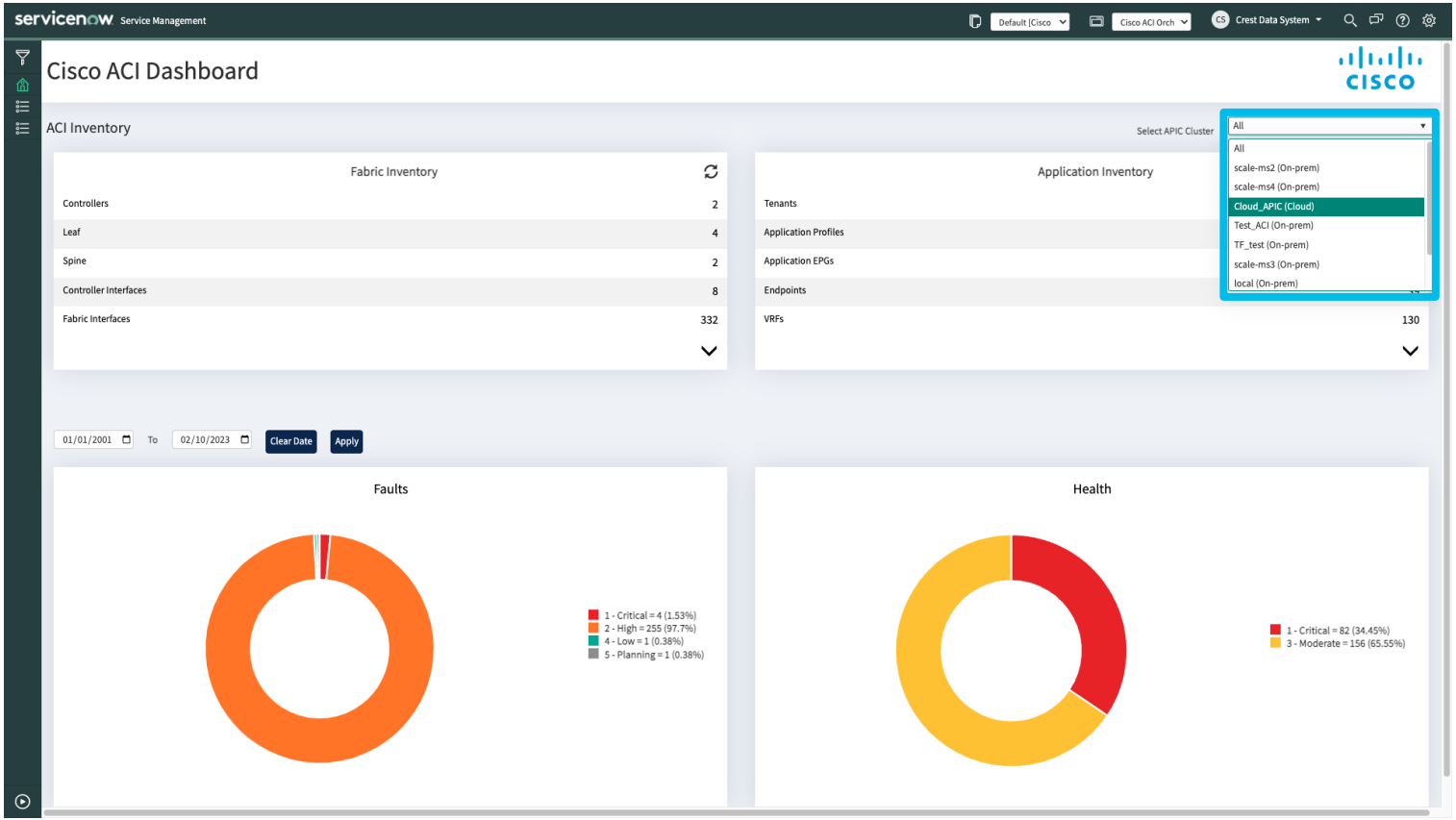
ACI Dashboard



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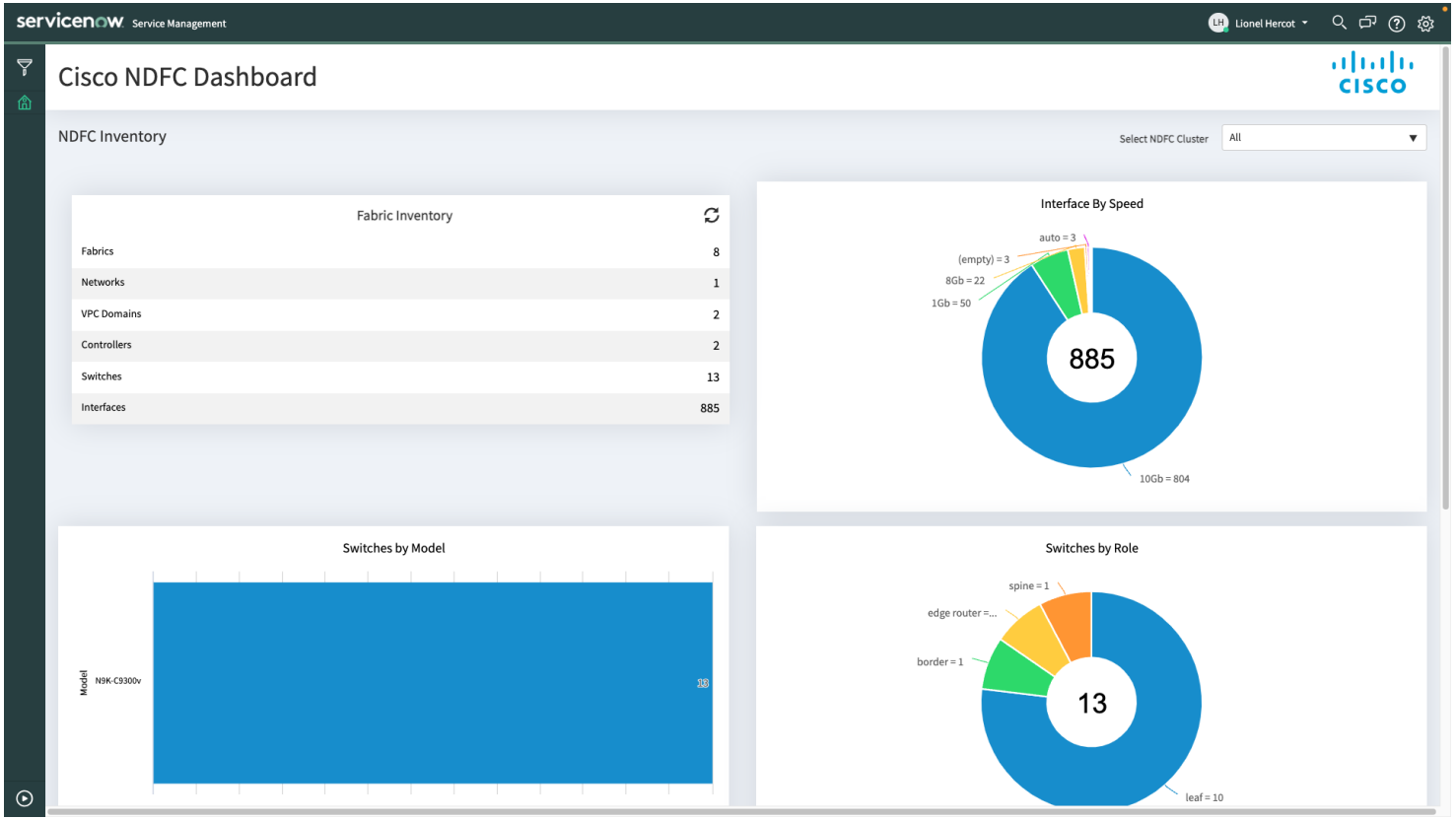
NDFC Dashboard



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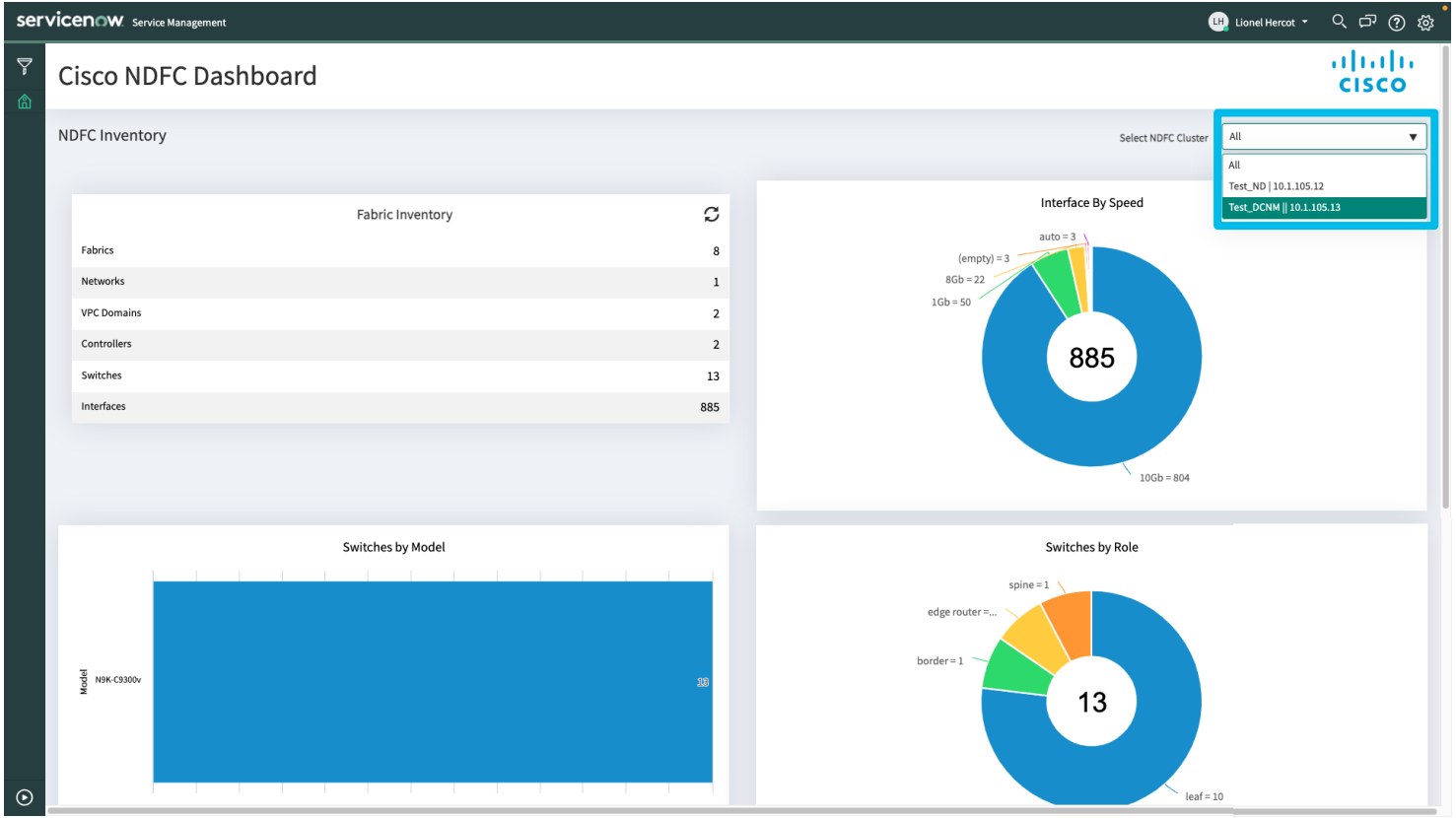
NDFC Dashboard



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Use Case #3: Automated Ticketing

- Collect Alerts, Health and Faults from ND Insights, NDFC and ACI.
- Create a ServiceNow Incidents (also called tickets) automatically based on a condition
- Assign Incidents to specific teams depending on a condition automatically
- Close Incidents automatically when a condition is met

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Collect the data into ServiceNow

- Collect:
  - Alarms from NDFC
  - Anomalies and Advisories from ND Insights
  - Faults and Health from ACI
- Only collect needed item with the collection criteria

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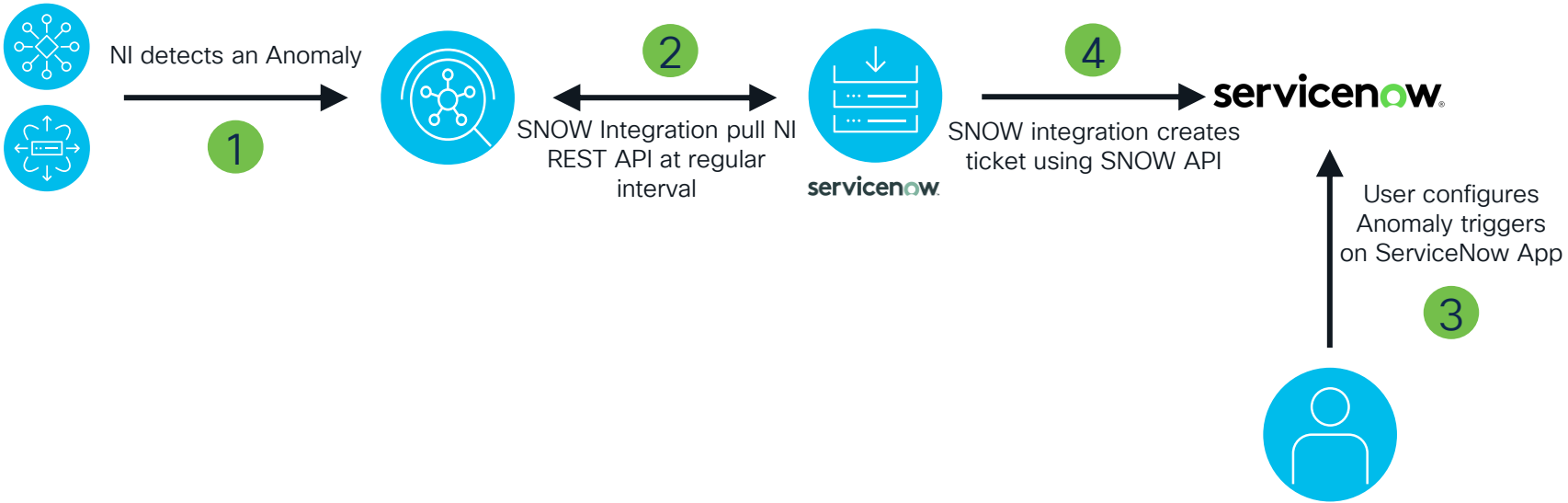
How does the collection works

Taking ND Insights as an example



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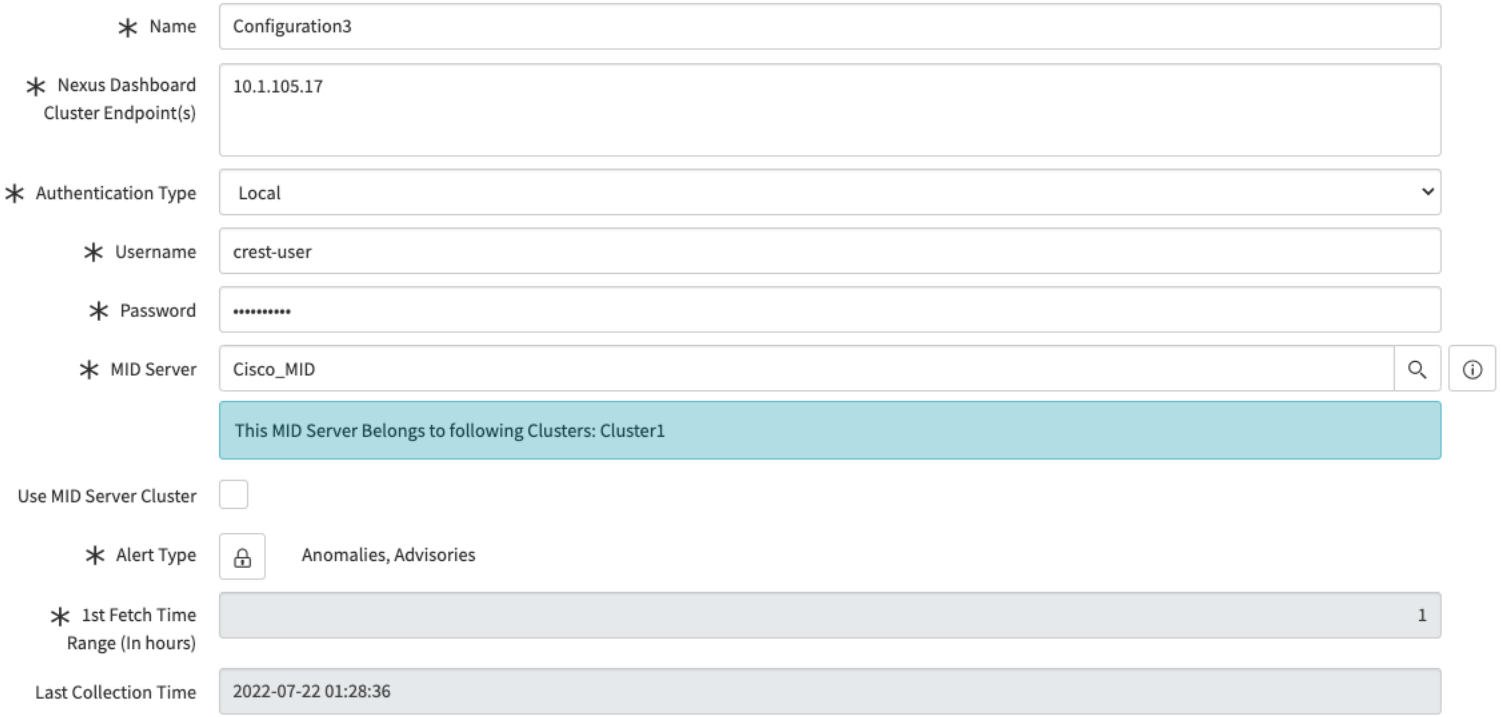
Configuration for ND Insights



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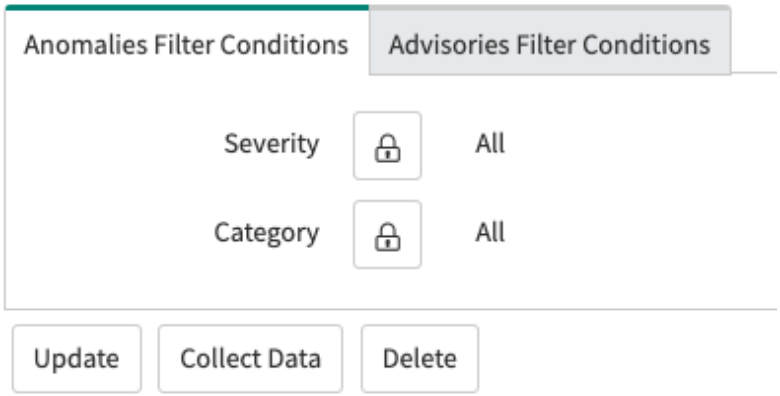
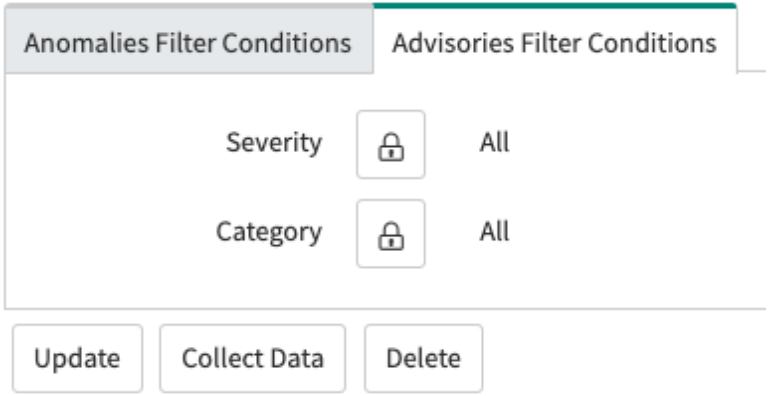
ND Insights Collection Criteria





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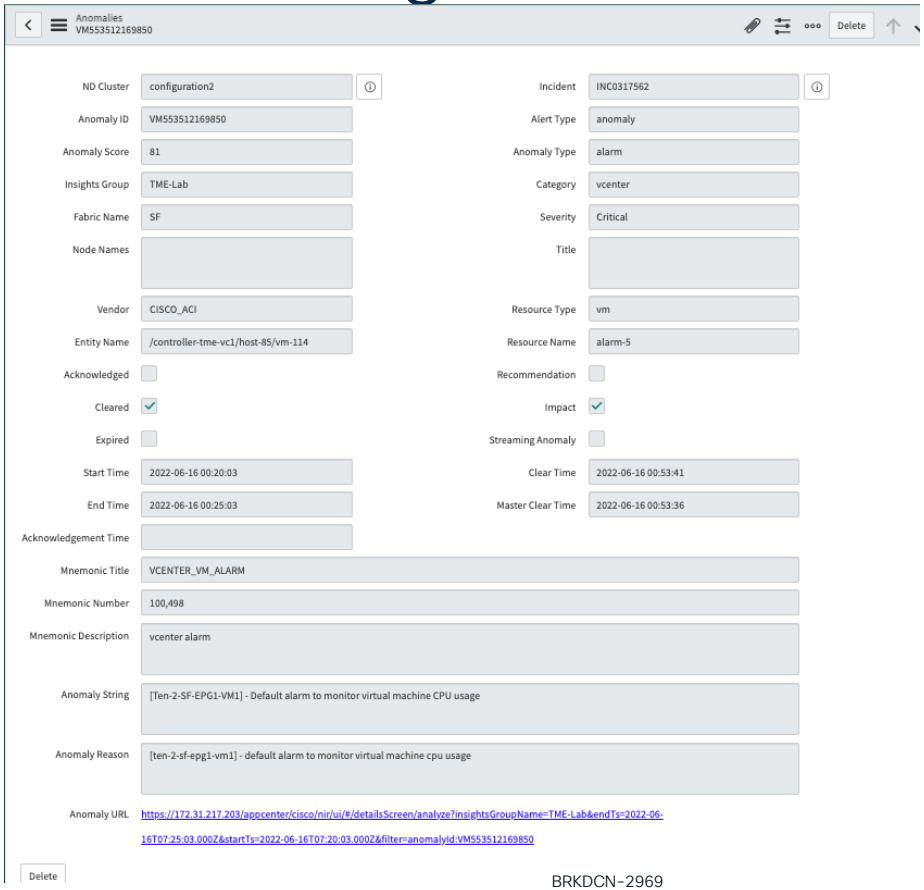
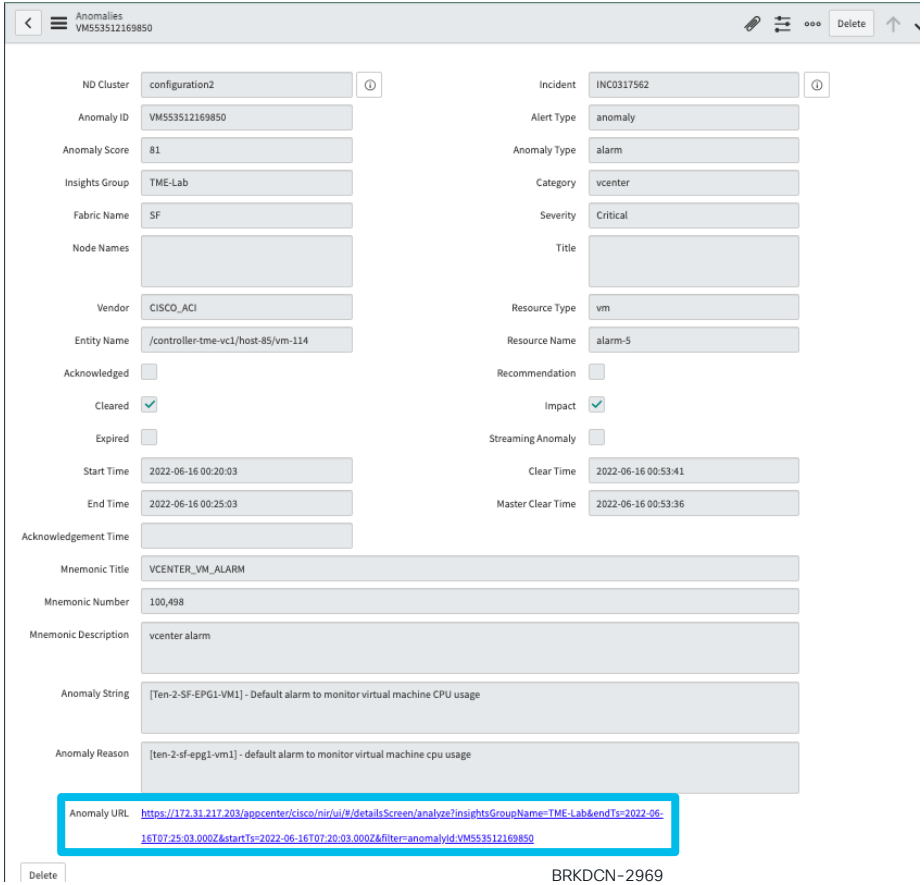
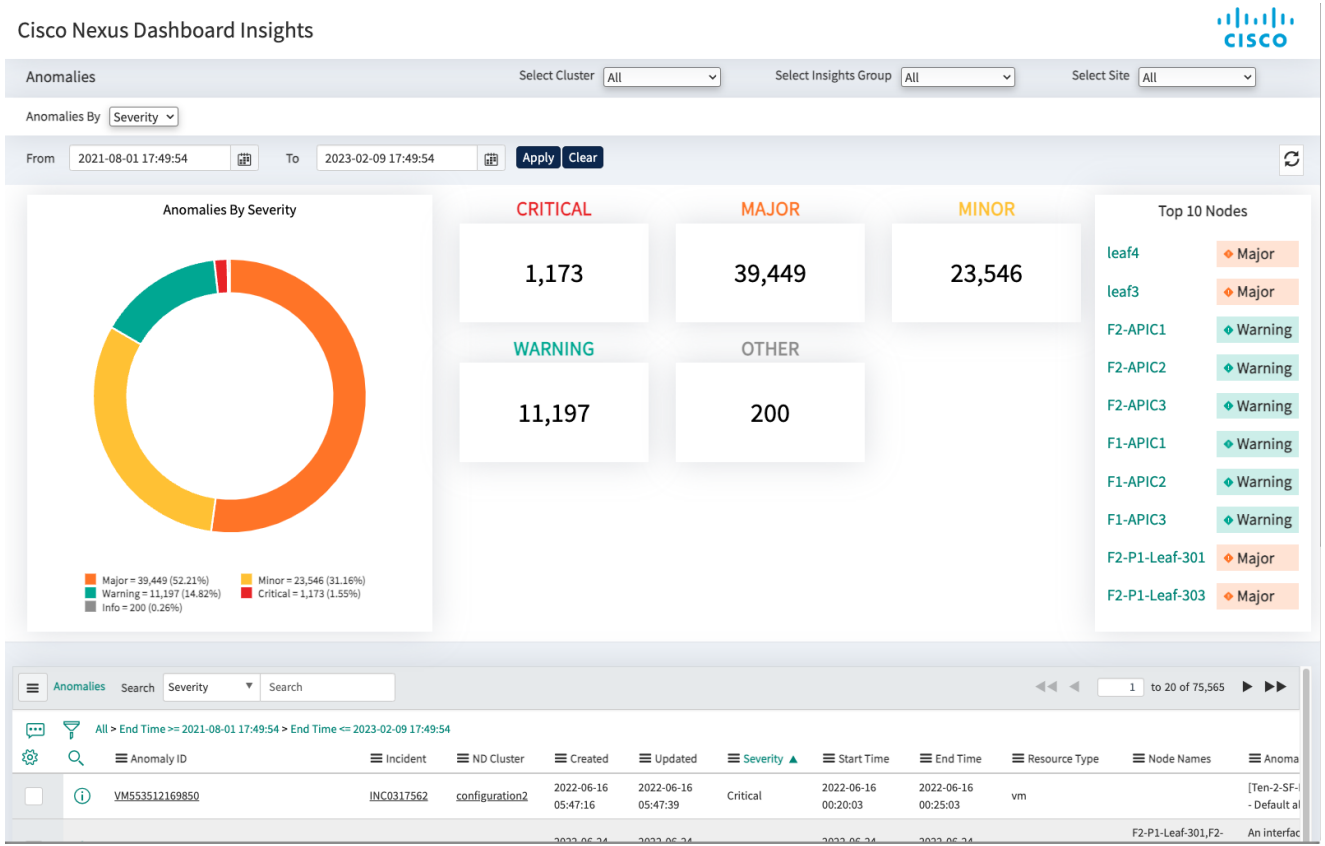
Detail view of a ND Insights Anomalies



Detail view of a ND Insights Anomalies



ND Insights Anomalies Dashboard



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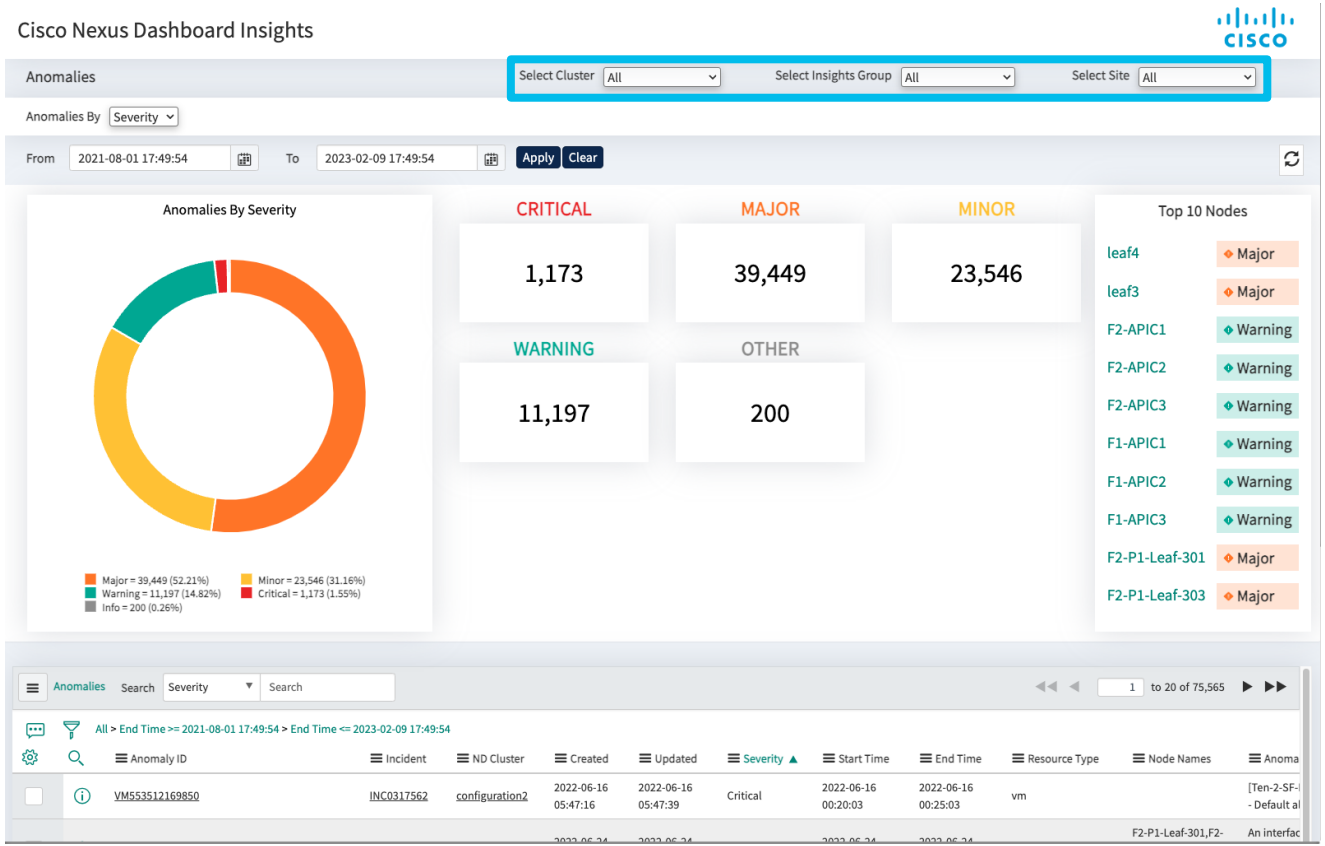
ND Insights Anomalies Dashboard



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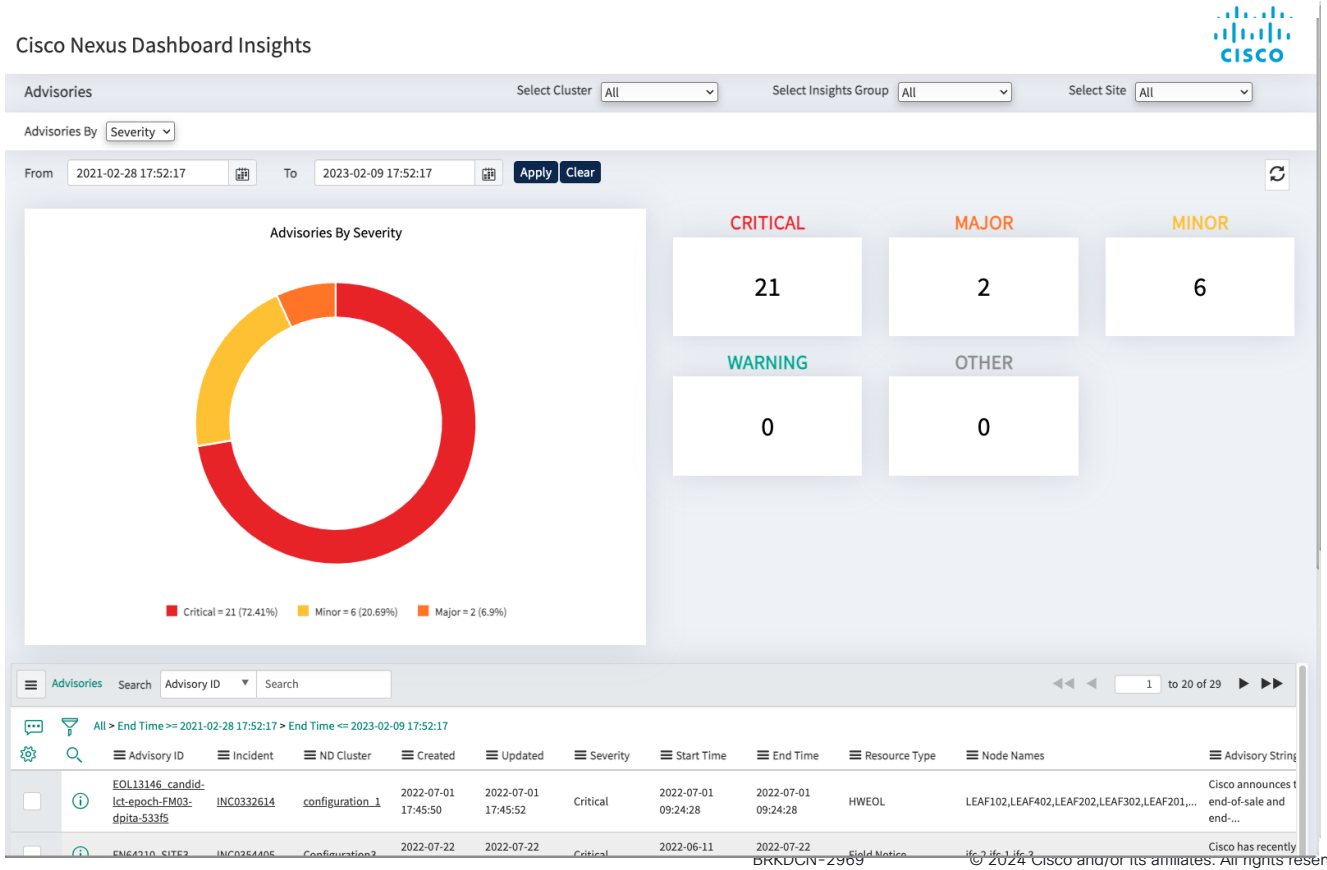
ND Insights Advisories Dashboard



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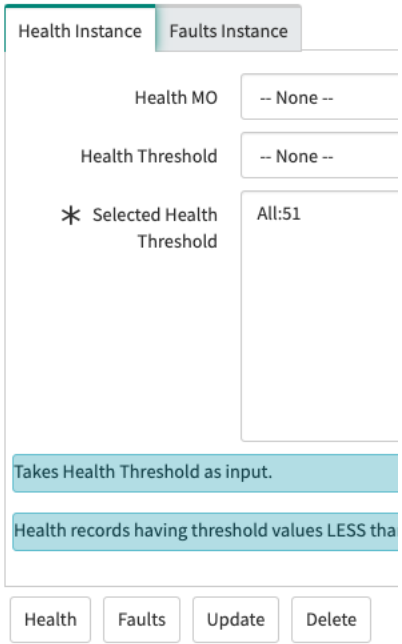
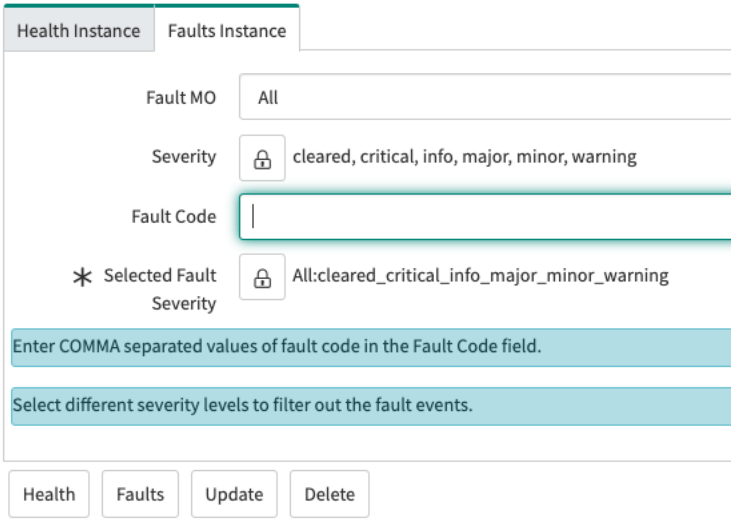
ACI Collection Criteria

Converged App





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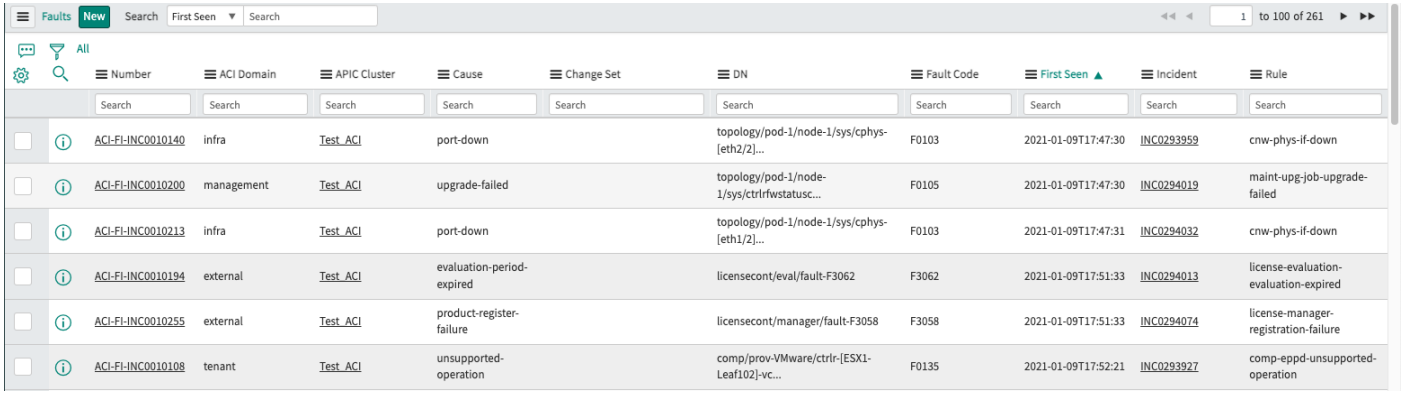
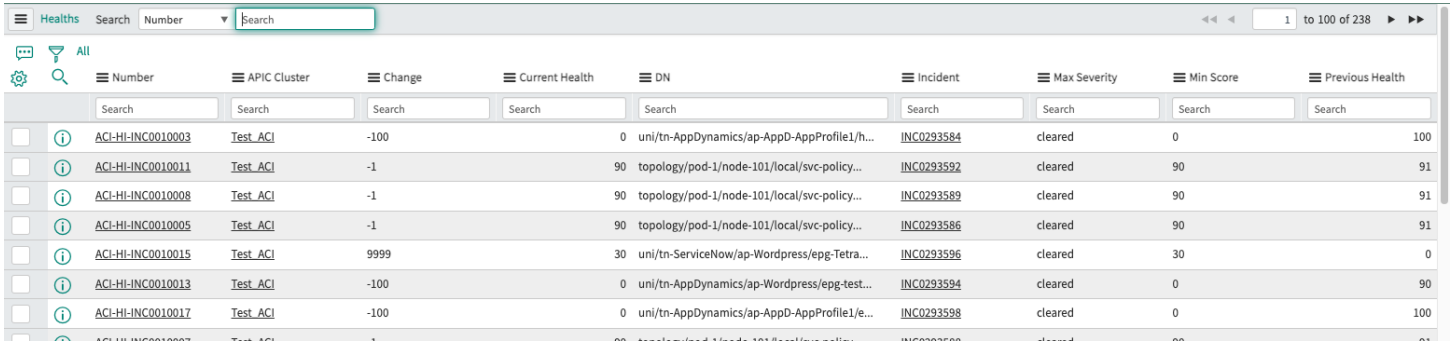
Health and Faults in ServiceNow

Faults



Number	ACI Domain	APIC Cluster	Cause	Change Set	DN	Fault Code	First Seen ▲	Incident	Rule
ACI-FI-INC0010140	infra	Test_ACI	port-down		topology/pod-1/node-1/sys/cphys-[eth2/2]...	F0103	2021-01-09T17:47:30	INC0293959	cnw-phys-if-down
ACI-FI-INC0010200	management	Test_ACI	upgrade-failed		topology/pod-1/node-1/sys/ctrlrfwstatusc...	F0105	2021-01-09T17:47:30	INC0294019	maint-upg-job-upgrade-failed
ACI-FI-INC0010213	infra	Test_ACI	port-down		topology/pod-1/node-1/sys/cphys-[eth1/2]...	F0103	2021-01-09T17:47:31	INC0294032	cnw-phys-if-down
ACI-FI-INC0010194	external	Test_ACI	evaluation-period-expired		licensecont/eval/fault-F3062	F3062	2021-01-09T17:51:33	INC0294013	license-evaluation-evaluation-expired
ACI-FI-INC0010255	external	Test_ACI	product-register-failure		licensecont/manager/fault-F3058	F3058	2021-01-09T17:51:33	INC0294074	license-manager-registration-failure
ACI-FI-INC0010108	tenant	Test_ACI	unsupported-operation		comp/prov-VMware/ctrlr-[ESX1-Leaf102]-vc...	F0135	2021-01-09T17:52:21	INC0293927	comp-eppd-unsupported-operation

Health



Number	APIC Cluster	Change	Current Health	DN	Incident	Max Severity	Min Score	Previous Health
ACI-HI-INC0010003	Test_ACI	-100	0	uni/tn-AppDynamics/ap-AppD-AppProfile1/h...	INC0293584	cleared	0	100
ACI-HI-INC0010011	Test_ACI	-1	90	topology/pod-1/node-101/local/svc-policy...	INC0293592	cleared	90	91
ACI-HI-INC0010008	Test_ACI	-1	90	topology/pod-1/node-101/local/svc-policy...	INC0293589	cleared	90	91
ACI-HI-INC0010005	Test_ACI	-1	90	topology/pod-1/node-101/local/svc-policy...	INC0293586	cleared	90	91
ACI-HI-INC0010015	Test_ACI	9999	30	uni/tn-ServiceNow/ap-Wordpress/epg-Tetra...	INC0293596	cleared	30	0
ACI-HI-INC0010013	Test_ACI	-100	0	uni/tn-AppDynamics/ap-Wordpress/epg-test...	INC0293594	cleared	0	90
ACI-HI-INC0010017	Test_ACI	-100	0	uni/tn-AppDynamics/ap-AppD-AppProfile1/e...	INC0293598	cleared	0	100

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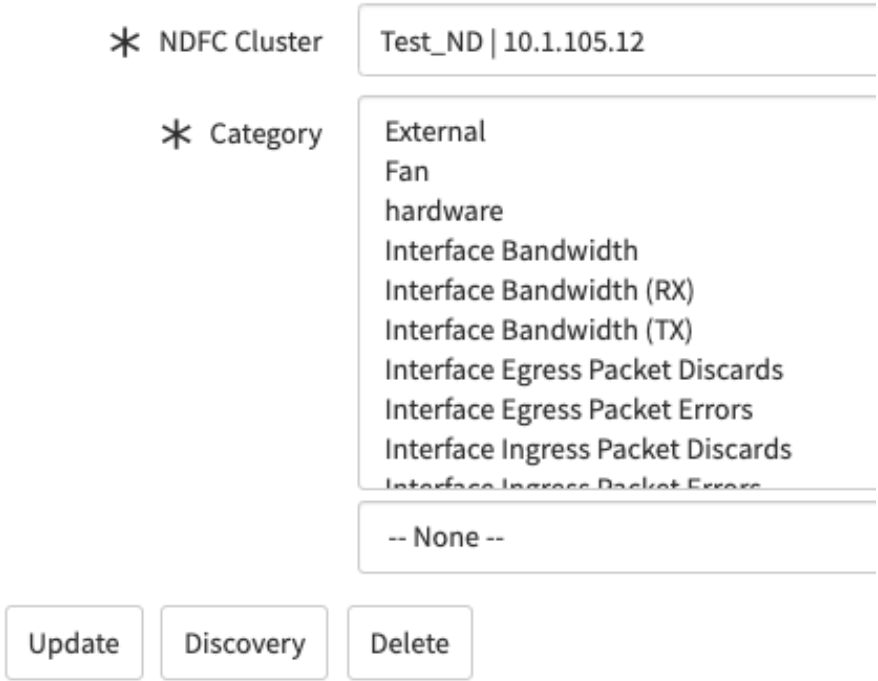
NDFC Collection Criteria

Converged App



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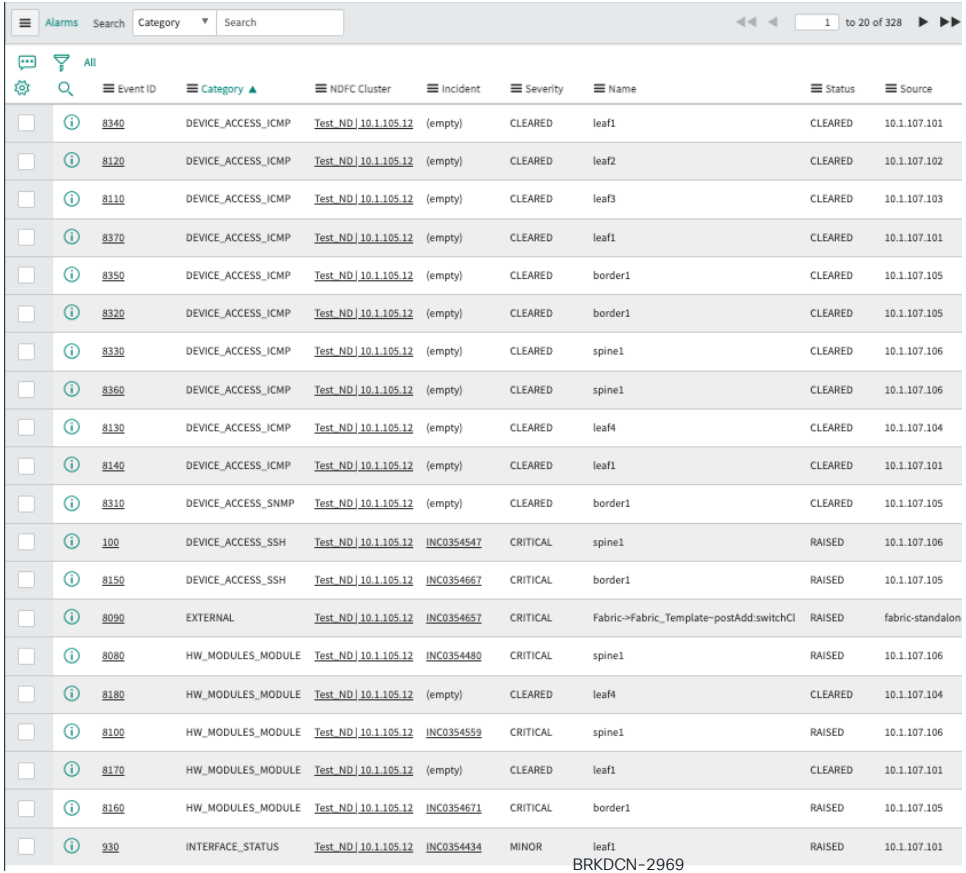
NDFC Alarms in ServiceNow



Alarms | Search | Category | Search | 1 to 20 of 328

All

Event ID	Category ▲	NDFC Cluster	Incident	Severity	Name	Status	Source
8340	DEVICE_ACCESS_ICMP	Test_ND | 10.1.105.12	(empty)	CLEARED	leaf1	CLEARED	10.1.107.101
8120	DEVICE_ACCESS_ICMP	Test_ND | 10.1.105.12	(empty)	CLEARED	leaf2	CLEARED	10.1.107.102
8110	DEVICE_ACCESS_ICMP	Test_ND | 10.1.105.12	(empty)	CLEARED	leaf3	CLEARED	10.1.107.103
8370	DEVICE_ACCESS_ICMP	Test_ND | 10.1.105.12	(empty)	CLEARED	leaf1	CLEARED	10.1.107.101
8350	DEVICE_ACCESS_ICMP	Test_ND | 10.1.105.12	(empty)	CLEARED	border1	CLEARED	10.1.107.105
8320	DEVICE_ACCESS_ICMP	Test_ND | 10.1.105.12	(empty)	CLEARED	border1	CLEARED	10.1.107.105
8330	DEVICE_ACCESS_ICMP	Test_ND | 10.1.105.12	(empty)	CLEARED	spine1	CLEARED	10.1.107.106
8360	DEVICE_ACCESS_ICMP	Test_ND | 10.1.105.12	(empty)	CLEARED	spine1	CLEARED	10.1.107.106
8130	DEVICE_ACCESS_ICMP	Test_ND | 10.1.105.12	(empty)	CLEARED	leaf4	CLEARED	10.1.107.104
8140	DEVICE_ACCESS_ICMP	Test_ND | 10.1.105.12	(empty)	CLEARED	leaf1	CLEARED	10.1.107.101
8310	DEVICE_ACCESS_SNMP	Test_ND | 10.1.105.12	(empty)	CLEARED	border1	CLEARED	10.1.107.105
100	DEVICE_ACCESS_SSH	Test_ND | 10.1.105.12	INC0354547	CRITICAL	spine1	RAISED	10.1.107.106
8150	DEVICE_ACCESS_SSH	Test_ND | 10.1.105.12	INC0354667	CRITICAL	border1	RAISED	10.1.107.105
8090	EXTERNAL	Test_ND | 10.1.105.12	INC0354657	CRITICAL	Fabric->Fabric_Template~postAdd:switchCl	RAISED	fabric-standalon
8080	HW_MODULES_MODULE	Test_ND | 10.1.105.12	INC0354480	CRITICAL	spine1	RAISED	10.1.107.106
8180	HW_MODULES_MODULE	Test_ND | 10.1.105.12	(empty)	CLEARED	leaf4	CLEARED	10.1.107.104
8100	HW_MODULES_MODULE	Test_ND | 10.1.105.12	INC0354559	CRITICAL	spine1	RAISED	10.1.107.106
8170	HW_MODULES_MODULE	Test_ND | 10.1.105.12	(empty)	CLEARED	leaf1	CLEARED	10.1.107.101
8160	HW_MODULES_MODULE	Test_ND | 10.1.105.12	INC0354671	CRITICAL	border1	RAISED	10.1.107.105
930	INTERFACE_STATUS	Test_ND | 10.1.105.12	INC0354434	MINOR	leaf1	RAISED	10.1.107.101

Creating and Assigning an Incident

- Define at least one matching Creation Criteria
  - Condition can use any fields from the “Event” object (Alarms, Anomalies, Advisories, Health and Faults)
- Define an Assignment Group Criteria to assign a specific group to handle the automatically created Incident
- Define a Severity Criteria of an Incident
  - Set the Urgency and Impact values based on a condition
- All configurations are done from the Configuration CI

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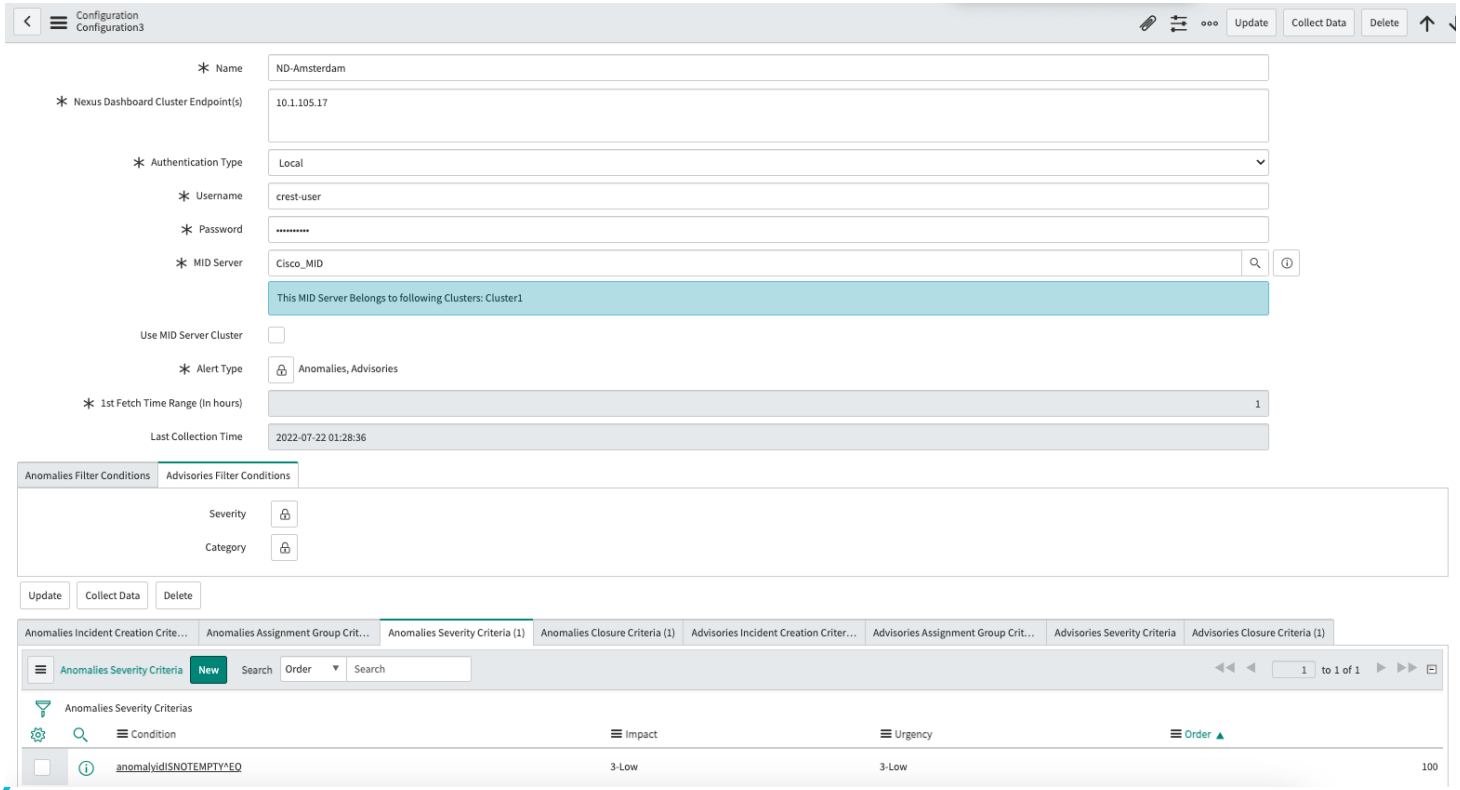
ND Insights Criteria's and Conditions



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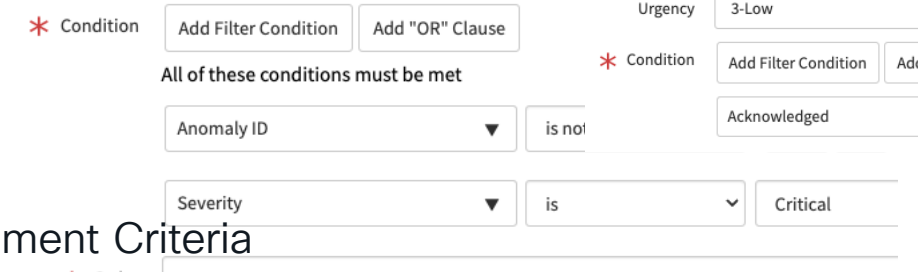
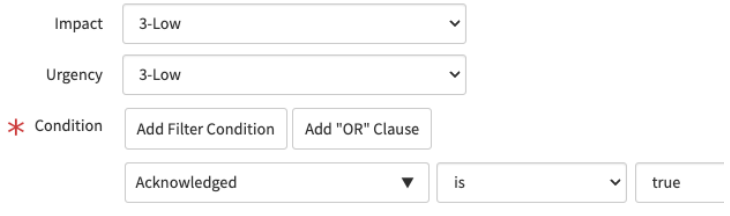
Creating and Assigning an Incident

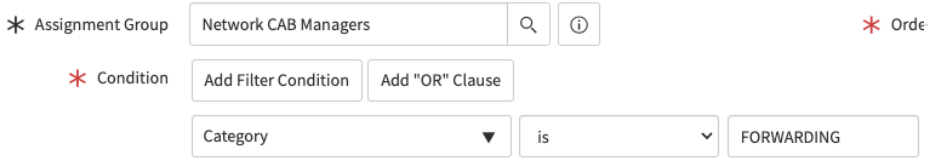
Creation Criteria



Severity Criteria



Assignment Criteria



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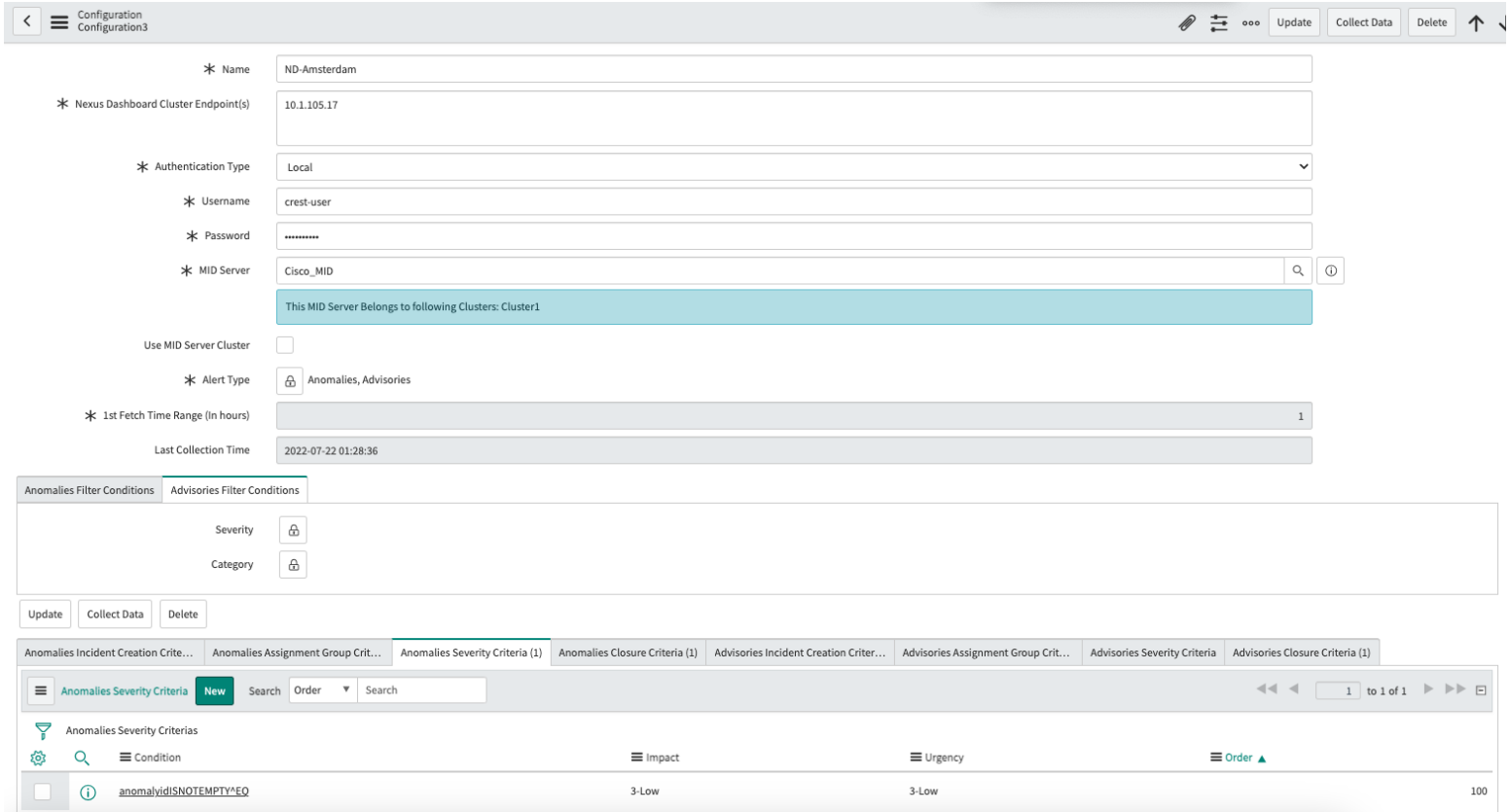
An Automatically created Incident



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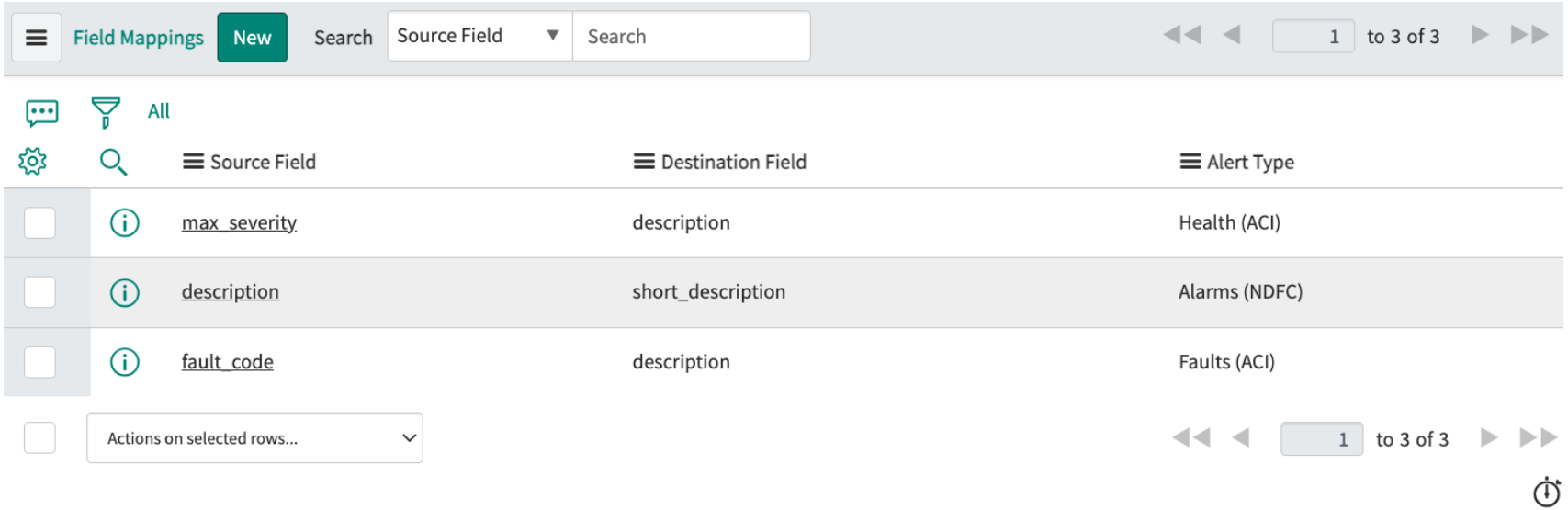
Map specific fields in an Incident



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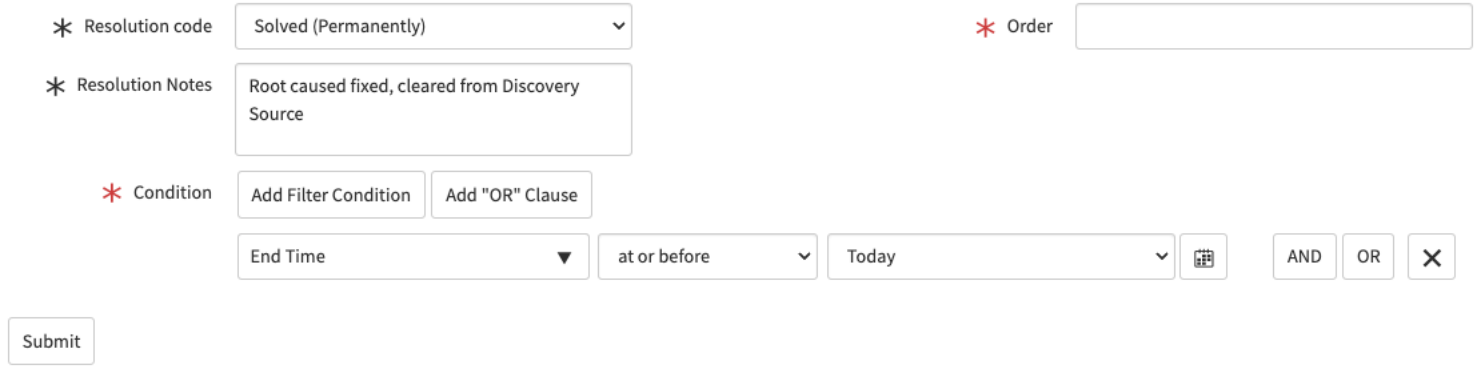
Automatically close an Incident

- Define a Closure Criteria to automatically close a ticket
- When the Closure condition is met, automatically set a Resolution Code and Resolution Notes



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Use Case #4: Service Catalog and Orchestration

- To create a Service Catalog, ServiceNow need a way to modify the configuration of the device it targets
- 3 Ways to make it happens:
  - Use a ServiceNow native workflow action packs
    - ACI Orchestration provide a Workflow Editor Orchestration Activities Pack
    - Cisco DC Networking Inventory App has the same Activities Pack for Flow Designer
  - Integrate ServiceNow with Ansible
  - Integrate ServiceNow with Terraform

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Use Case: Service Catalog and Orchestration

- To create a Service Catalog, ServiceNow need a way to modify the configuration of the device it targets
- 3 Ways to make it happens:

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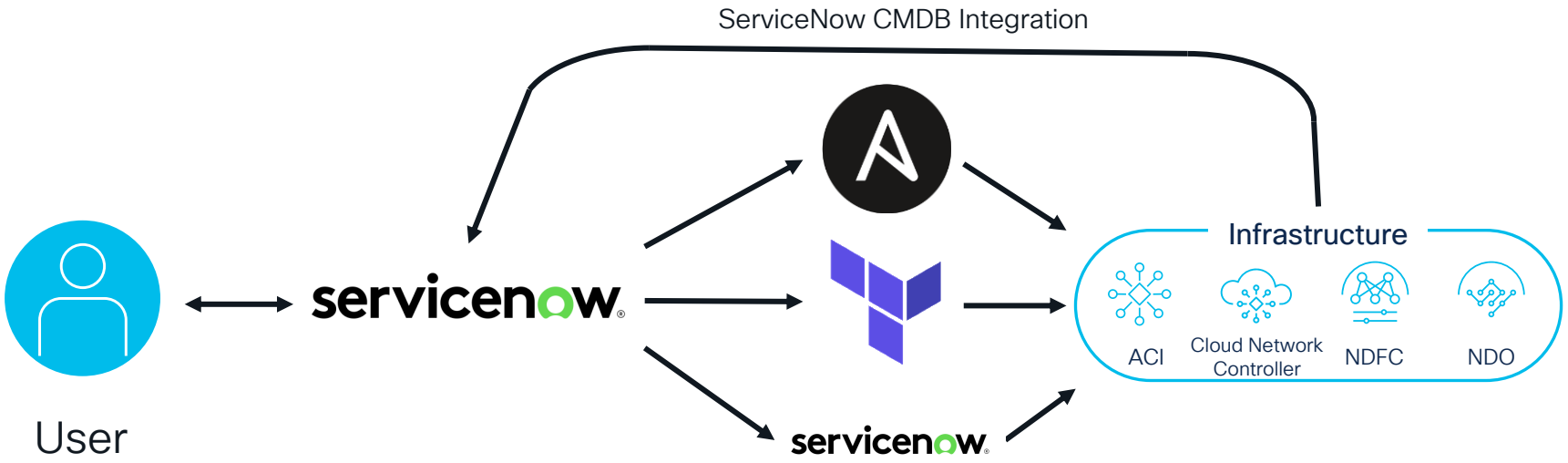
ServiceNow as a Service Catalog for Automation



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ServiceNow Native Workflow Solutions

Workflow Editor

ACI Orchestration Activities Pack

Flow Designer

Cisco DC Networking Management Activity Pack

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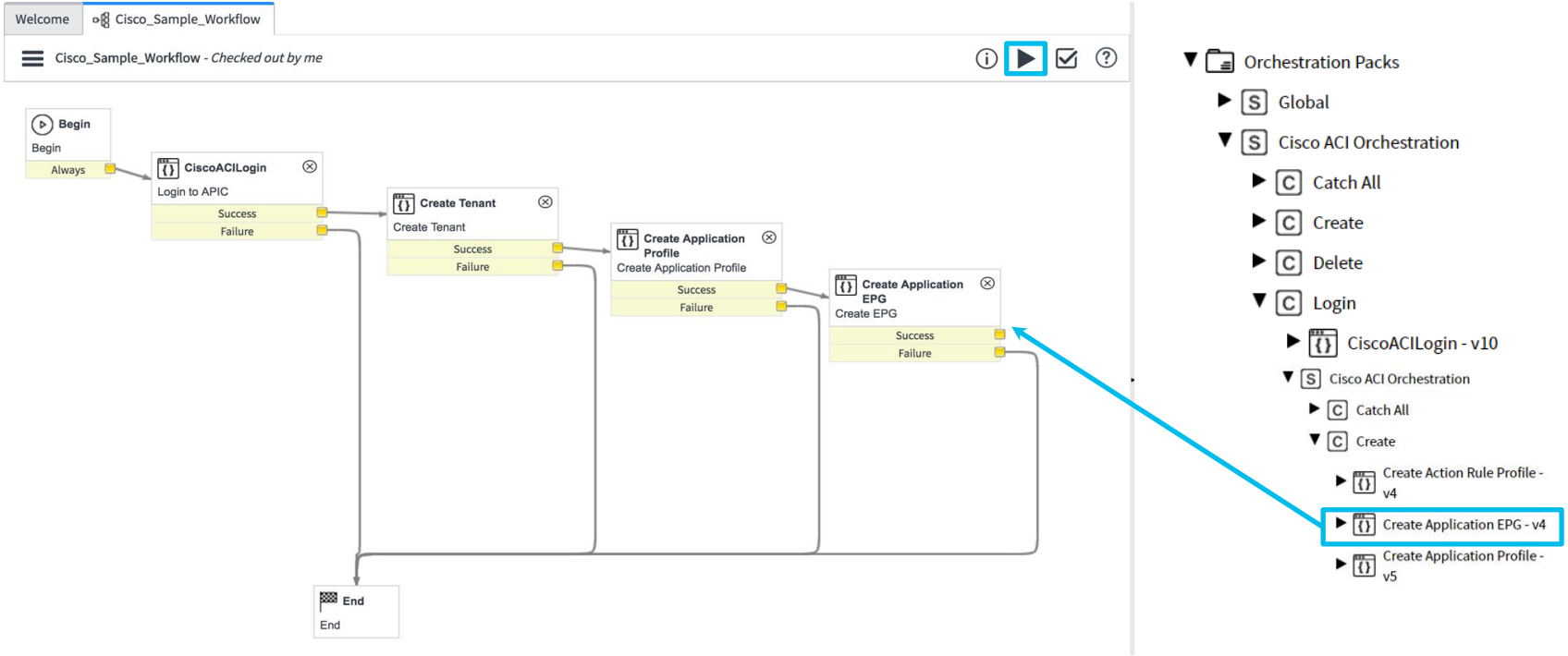
ACI Orchestration Workflow Editor Activity Pack



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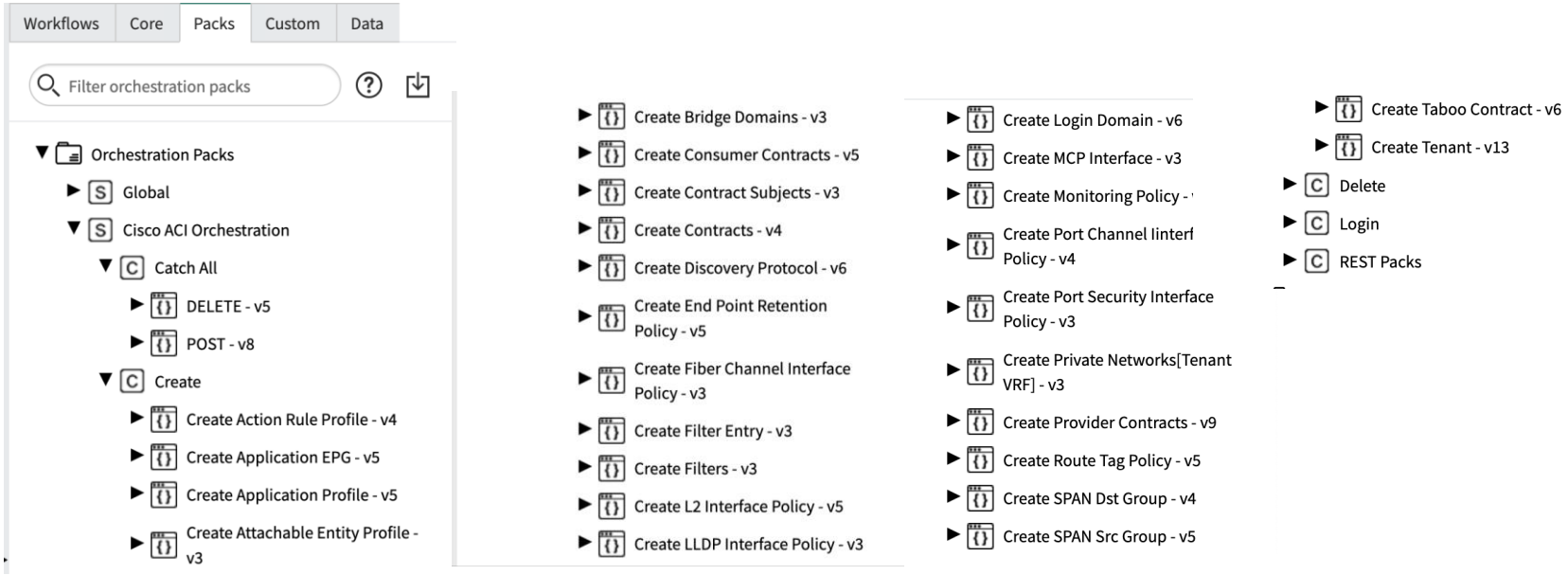
ACI Orchestration Workflow Editor Activity Pack



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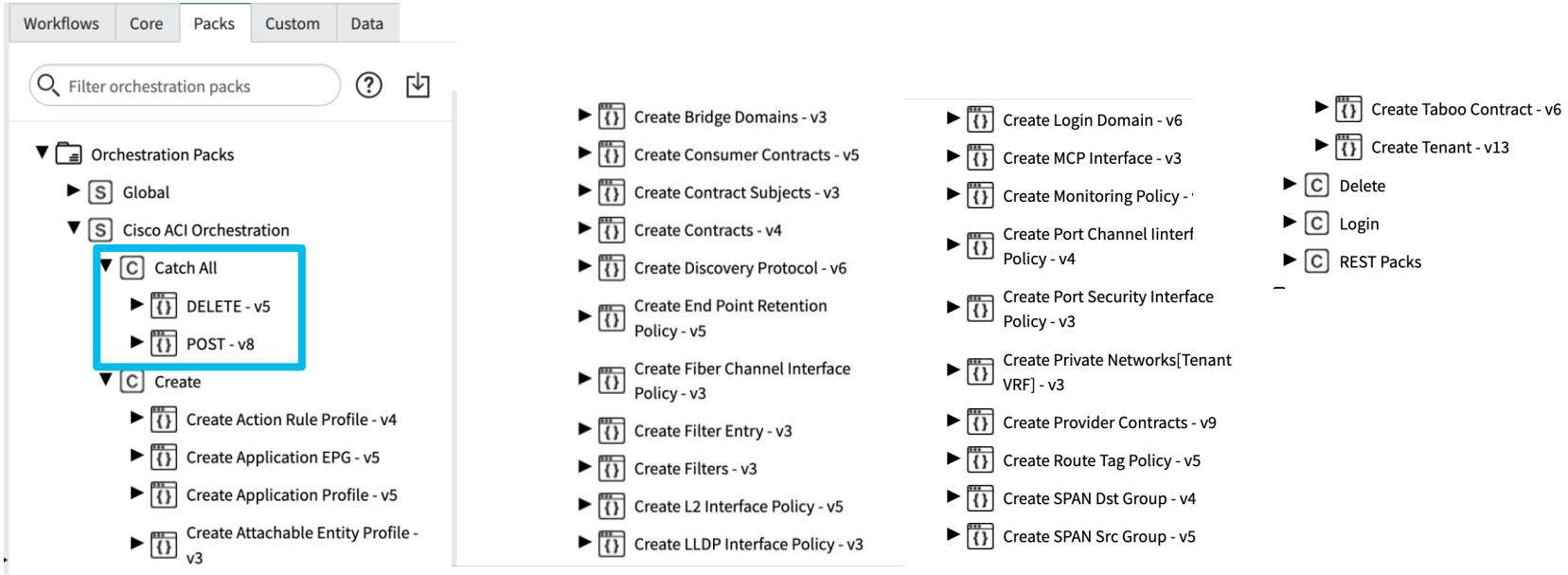
ACI Orchestration Workflow Editor Activity Pack



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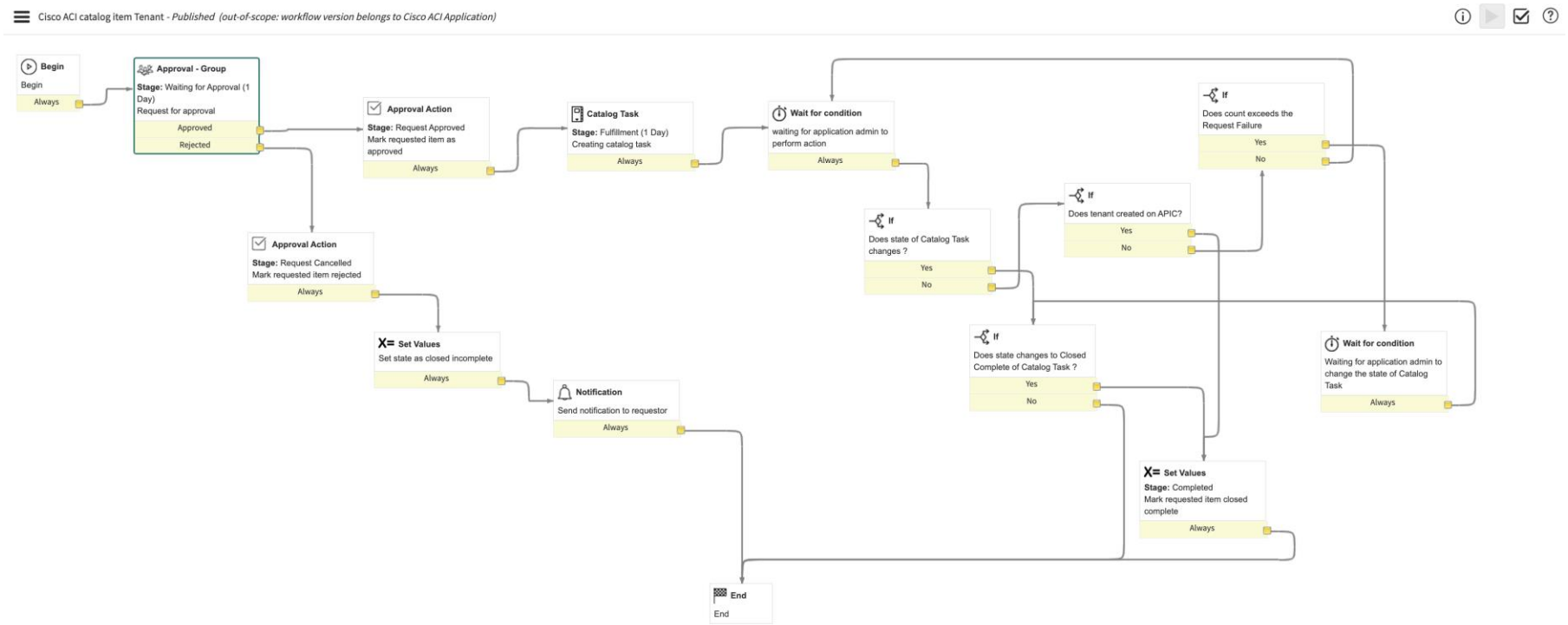
ACI Orchestration Workflow Editor Activity Pack



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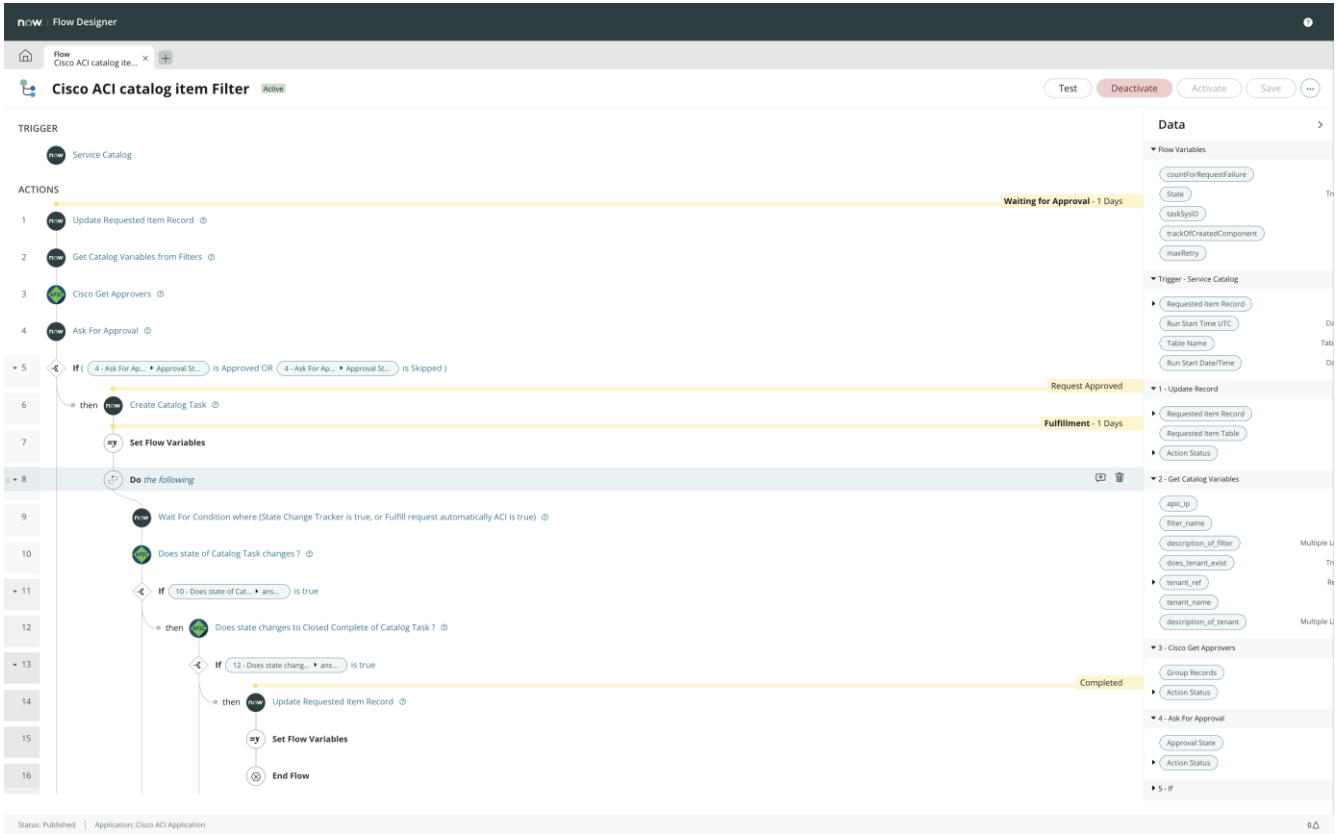
An ACI Automation Flow in Flow Designer



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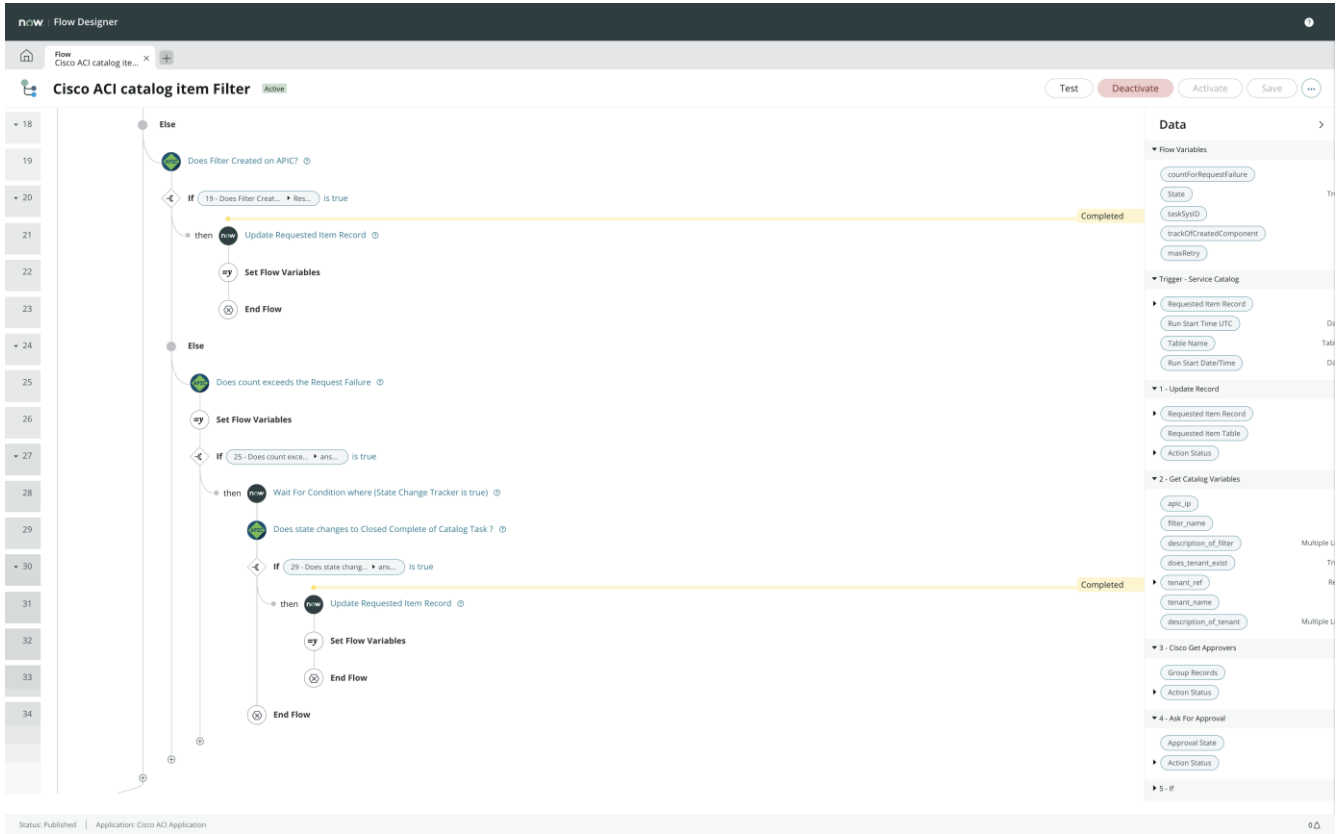
An ACI Automation Flow in Flow Designer



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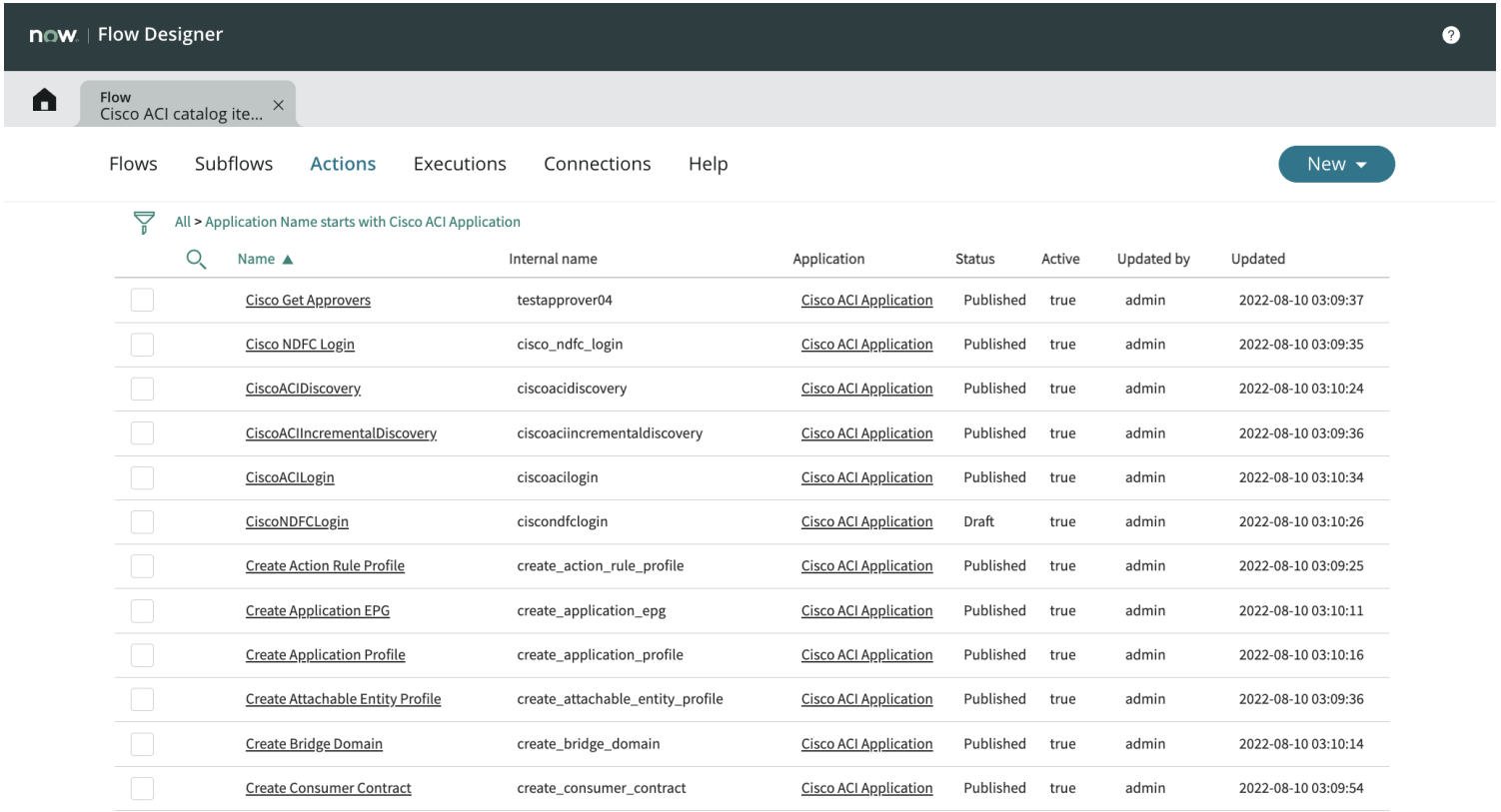
Flow Designer Actions



Name ▲	Internal name	Application	Status	Active	Updated by	Updated
Cisco Get Approvers	testapprover04	Cisco ACI Application	Published	true	admin	2022-08-10 03:09:37
Cisco NDFC Login	cisco_ndfc_login	Cisco ACI Application	Published	true	admin	2022-08-10 03:09:35
CiscoACIDiscovery	ciscoacidiscovery	Cisco ACI Application	Published	true	admin	2022-08-10 03:10:24
CiscoACIIncrementalDiscovery	ciscoaciincrementaldiscovery	Cisco ACI Application	Published	true	admin	2022-08-10 03:09:36
CiscoACILogin	ciscoacilogin	Cisco ACI Application	Published	true	admin	2022-08-10 03:10:34
CiscoNDFCLogin	ciscondfclogin	Cisco ACI Application	Draft	true	admin	2022-08-10 03:10:26
Create Action Rule Profile	create_action_rule_profile	Cisco ACI Application	Published	true	admin	2022-08-10 03:09:25
Create Application EPG	create_application_epg	Cisco ACI Application	Published	true	admin	2022-08-10 03:10:11
Create Application Profile	create_application_profile	Cisco ACI Application	Published	true	admin	2022-08-10 03:10:16
Create Attachable Entity Profile	create_attachable_entity_profile	Cisco ACI Application	Published	true	admin	2022-08-10 03:09:36
Create Bridge Domain	create_bridge_domain	Cisco ACI Application	Published	true	admin	2022-08-10 03:10:14
Create Consumer Contract	create_consumer_contract	Cisco ACI Application	Published	true	admin	2022-08-10 03:09:54

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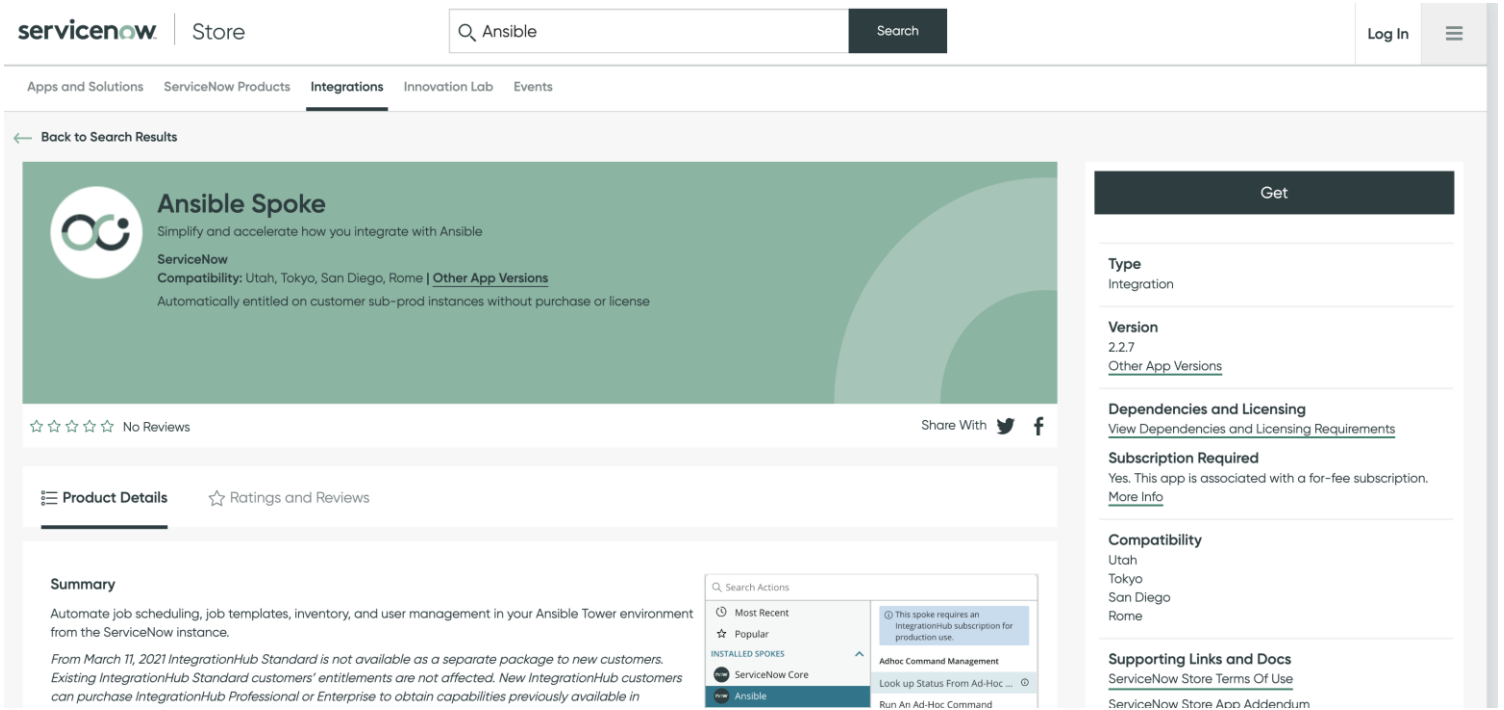
Integrating ServiceNow with Ansible



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What is Ansible?

- Open-source Configuration Management Tool
- Commercial support from RedHat
- Declarative (when possible) and idempotent
- Can manage a wide range of systems:
  - VMs, network devices, cloud instances, etc.
- Agentless
- Python server-side dependencies

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Cisco DC Networking Collections

Cisco NXOS	ACI Cloud / Onprem	Nexus Dashboard	Nexus Dashboard Fabric Controller
cisco.nxos	cisco.aci	cisco.nd cisco.mso cisco.nae	cisco.dcnm

All Cisco collections can be found here: https://galaxy.ansible.com/cisco/

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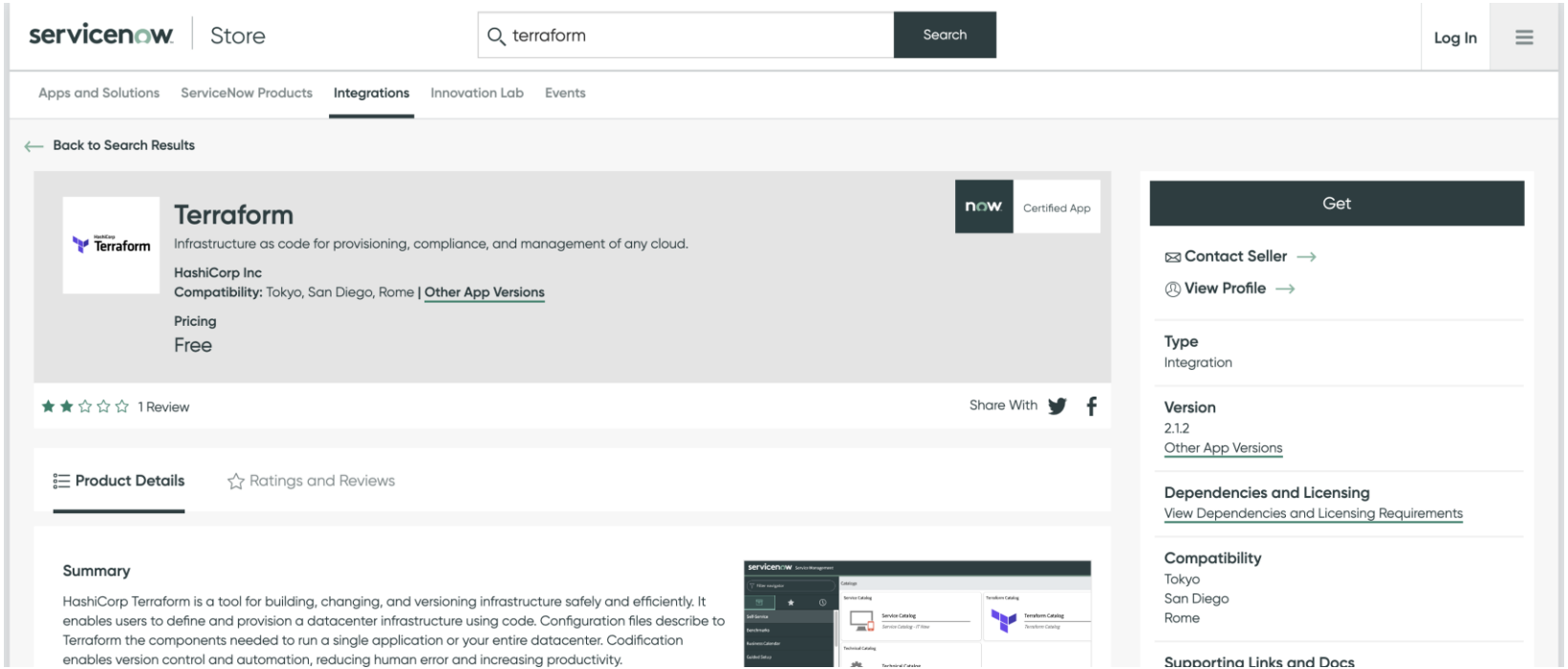
Integrating ServiceNow with Terraform



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What is Terraform?

- Open-source Infrastructure Provisioning Tool
- Commercial support from HashiCorp
- Declarative and idempotent
- Immutable infrastructure concept
- Can manage a wide range of systems:
  - VMs, network devices, cloud instances, etc.
- Agentless, single binary file
- Zero server-side dependencies

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Cisco DC Networking Terraform Providers

ACI
Cloud / Onprem

CiscoDevNet/aci

Nexus Dashboard Orchestrator

CiscoDevNet/mso

Nexus Dashboard Fabric Controller

CiscoDevNet/dcnm

All Cisco providers can be found here: https://registry.terraform.io/search/providers?namespace=CiscoDevNet

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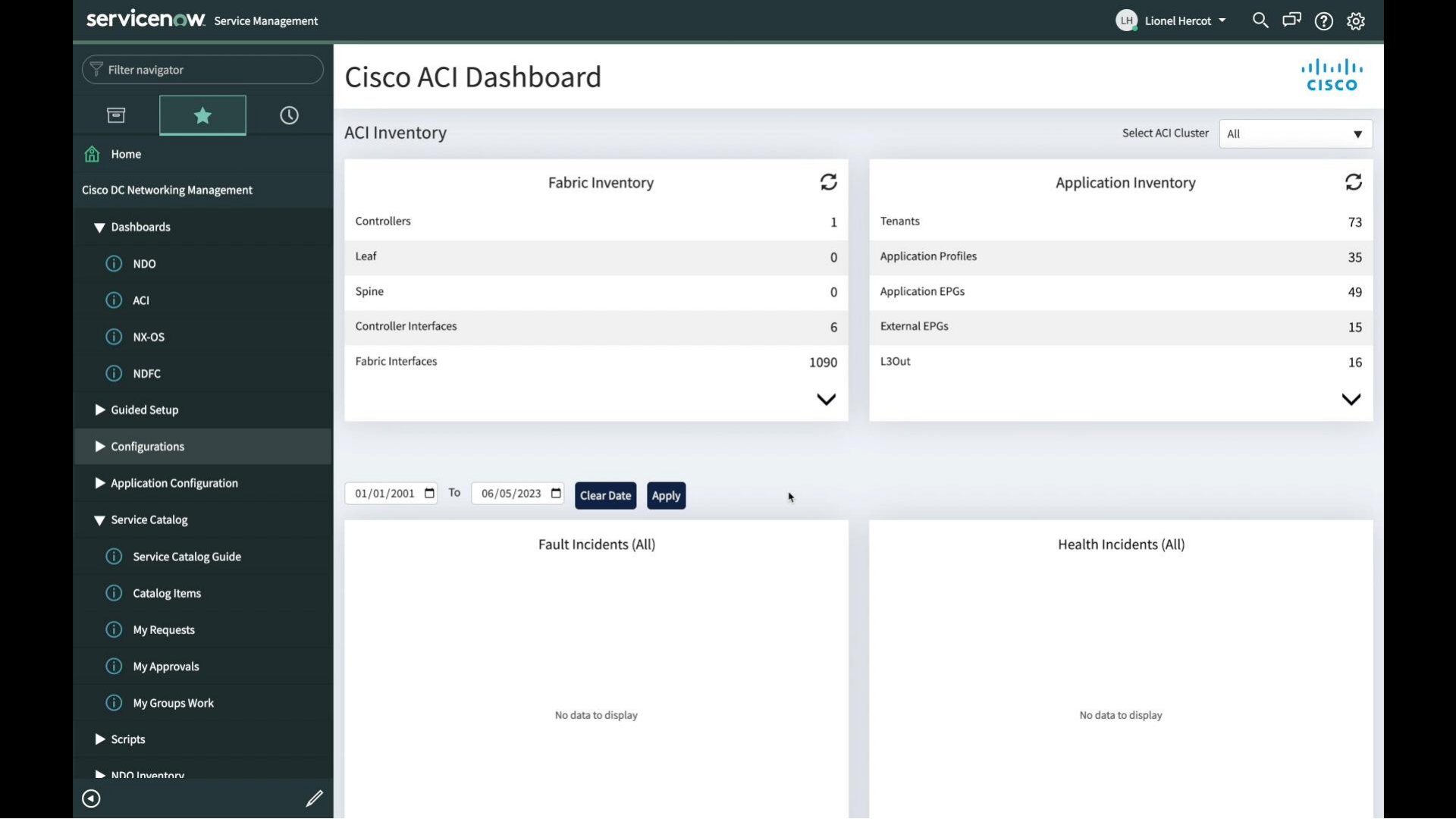
servicenow Service Management
LH Lionel Hercot
Filter navigator
Home
Cisco DC Networking Management
Dashboards
NDO
ACI
NX-OS
NDFC
Guided Setup
Configurations
Application Configuration
Service Catalog
Service Catalog Guide
Catalog Items
My Requests
My Approvals
My Groups Work
Scripts
NDO Inventory
Cisco ACI Dashboard
cisco
ACI Inventory
Select ACI Cluster
All
Fabric Inventory
Controllers 1
Leaf 0
Spine 0
Controller Interfaces 6
Fabric Interfaces 1090
Application Inventory
Tenants 73
Application Profiles 35
Application EPGs 49
External EPGs 15
L3Out 16
01/01/2001
To
06/05/2023
Clear Date
Apply
Fault Incidents (All)
No data to display
Health Incidents (All)
No data to display

Key Takeaways

- Cisco DC Networking has a deep integration with ServiceNow
- The new DC Networking Inventory Integration will bring a lot of new features and capabilities
- ACI, NDFC, NDO, N9K, NDI, they can all be integrated with ServiceNow

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- DEVNET-1892: Self-Service Automation for your DC Network using Ansible, Terraform and ServiceNow
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- BRKSEC-2122: Leveraging Cisco's XDR solution with IT Service Management (ITSM) and SIEM Systems for Incident Investigation -
- BRKOPS-2471: Custom Worfklows for the Cisco DNA Center integration with ServiceNow
- ServiceNow Store: https://store.servicenow.com/

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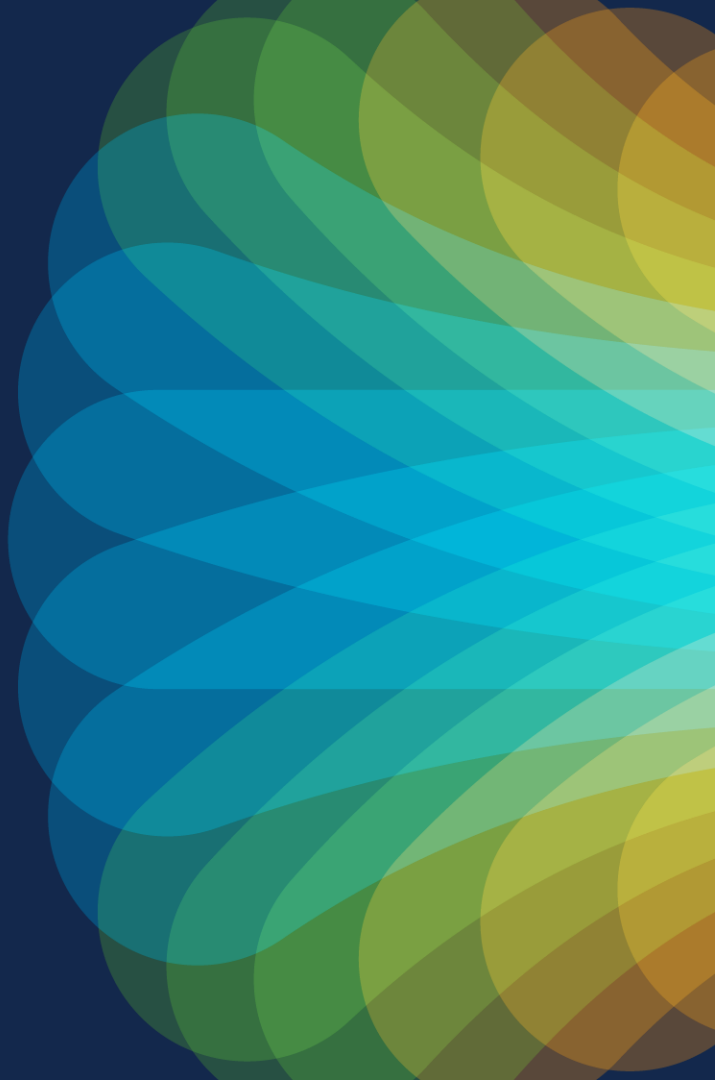
The bridge to possible

Thank you



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