

How Event-Driven Automation with Ansible helps with ITSM

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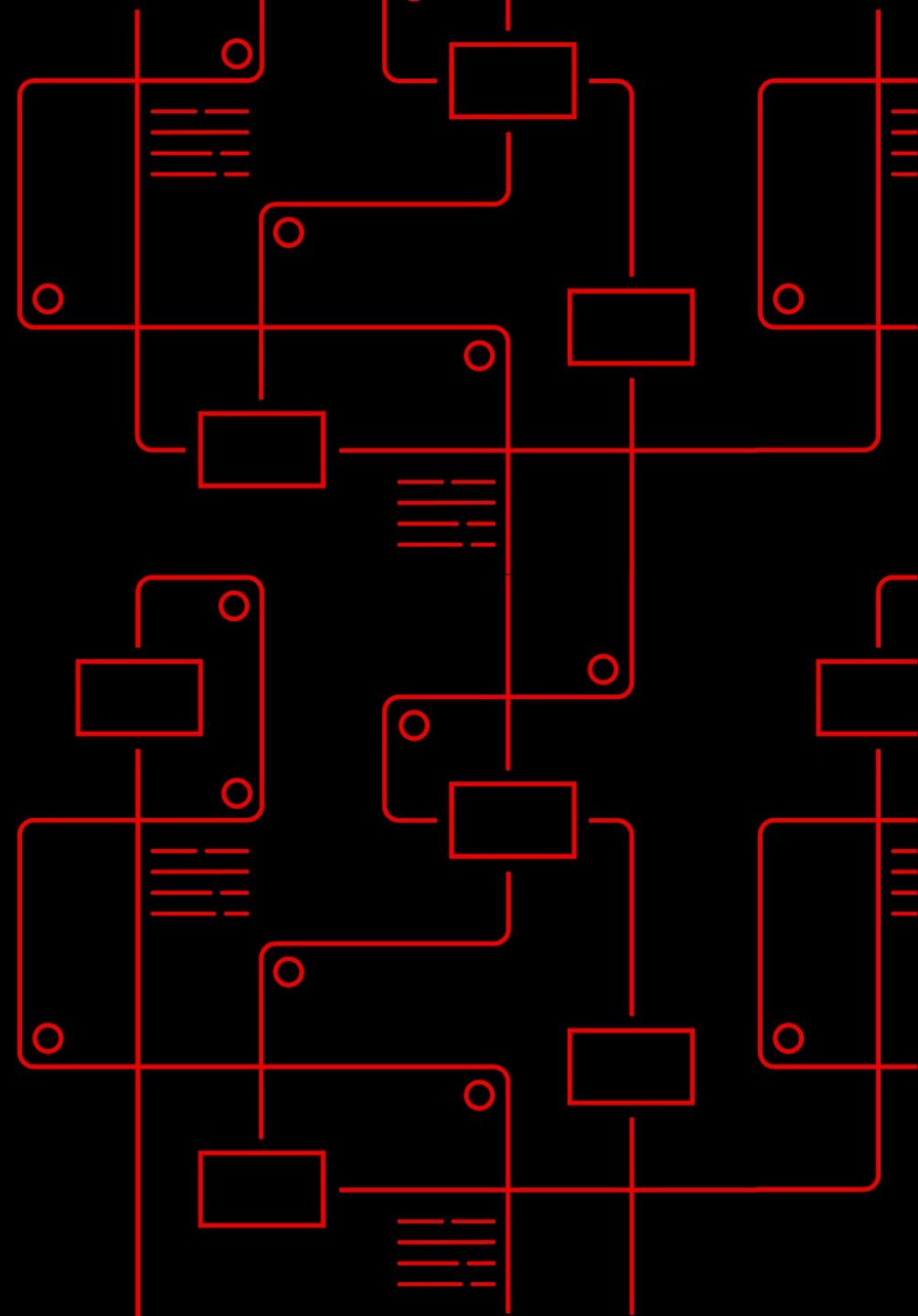
20%
of IT processes will be
“all automated”
in one year

Source: The Impact of Event-Driven Automation on IT Operations,
451 Research, September, 2022.



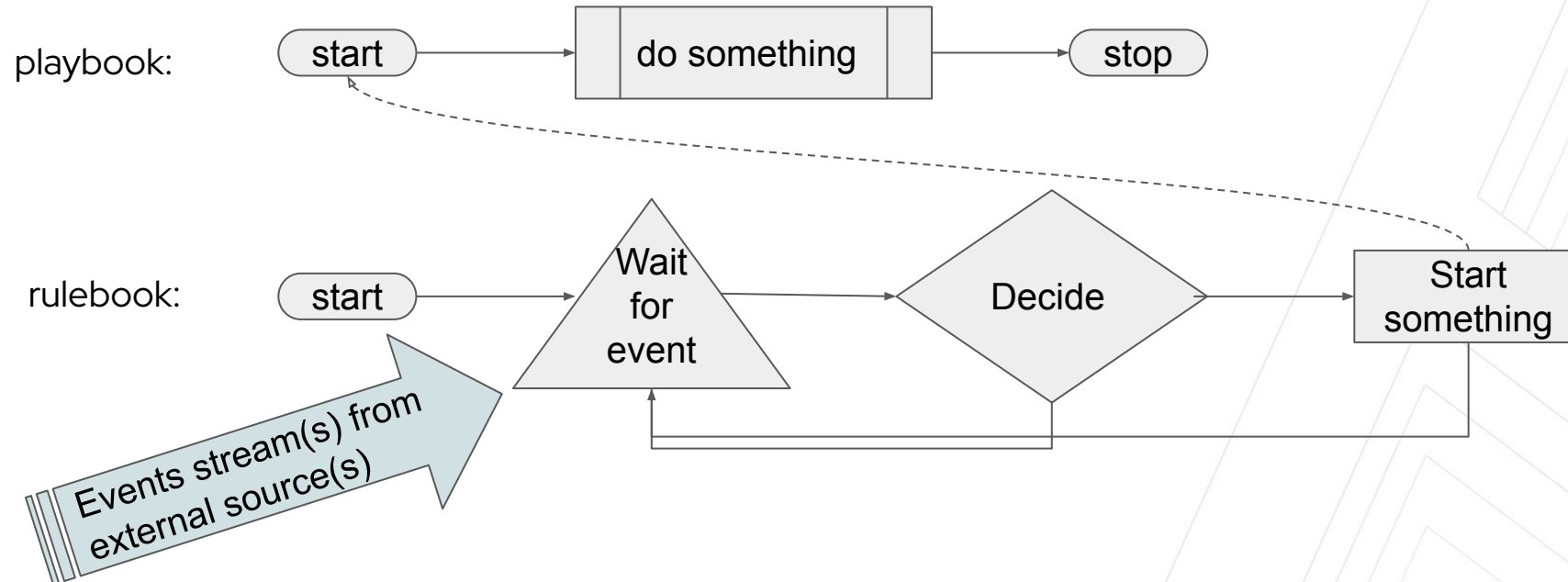
What is event-driven automation?

The ability to
connect intelligence, analytics and service requests
for an IT solution
to automated actions so that activities
can take place in a single motion.



EDA - Playbook vs. Rulebook

Event Driven Ansible



Event-Driven Ansible Integration Technologies

Event source plugins

CERTIFIED SOURCE PLUGINS

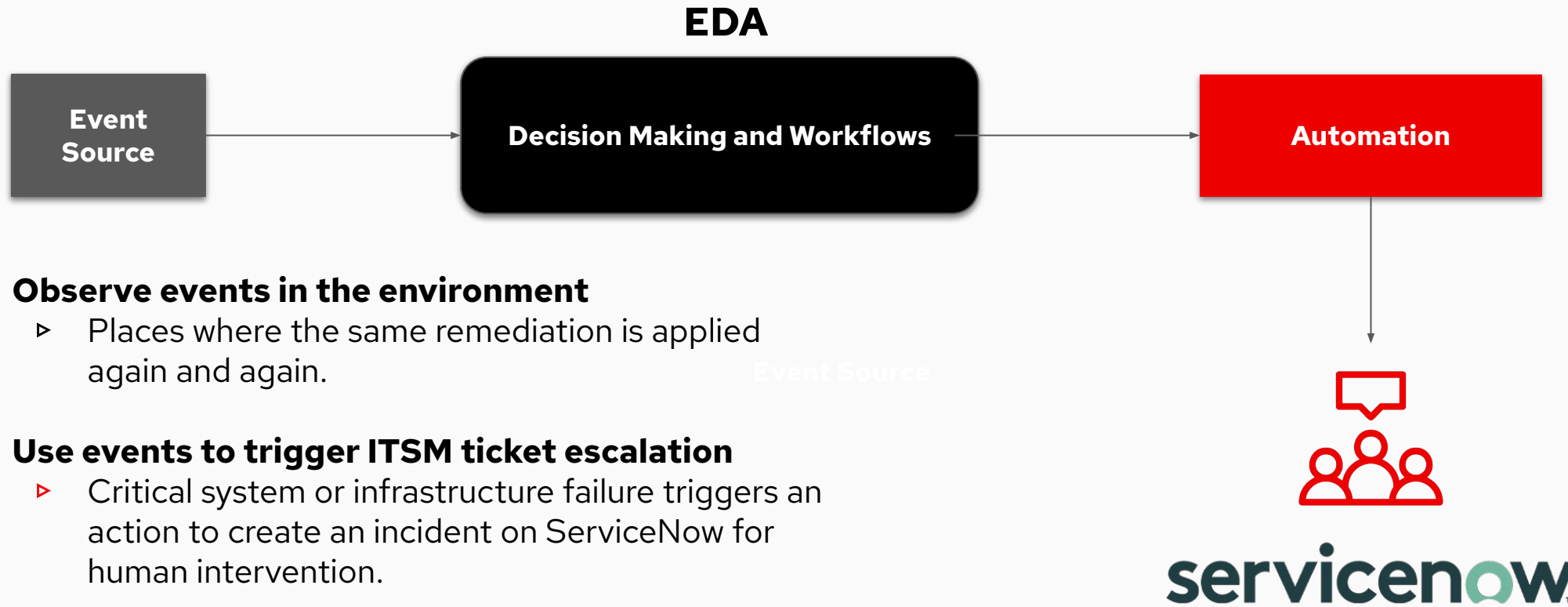
- Prometheus/Alertmanager
- AppDynamics
- Sensu
- Dynatrace
- Kafka (event streams)
- webhooks
- watchdog (file system watcher)
- url_check (url status check)
- range (event generation plugin_)
- file (loading facts from yaml)

ROADMAP FOR INTEGRATIONS

- Azure Service Bus
- AWS EventBridge

Event-Driven Ansible and ServiceNow ITSM integration

Events to human observation



- ▶ **Observe events in the environment**
 - ▶ Places where the same remediation is applied again and again.
- ▶ **Use events to trigger ITSM ticket escalation**
 - ▶ Critical system or infrastructure failure triggers an action to create an incident on ServiceNow for human intervention.
- ▶ **Update ServiceNOW CMDB**
 - ▶ Infrastructure changes can be observed and used to trigger ServiceNow to update its inventory



API for Red Hat Ansible Automation Platform Certified Content Collection



Connect your ServiceNow ITSM with the Ansible-certified Content Collection for ServiceNow

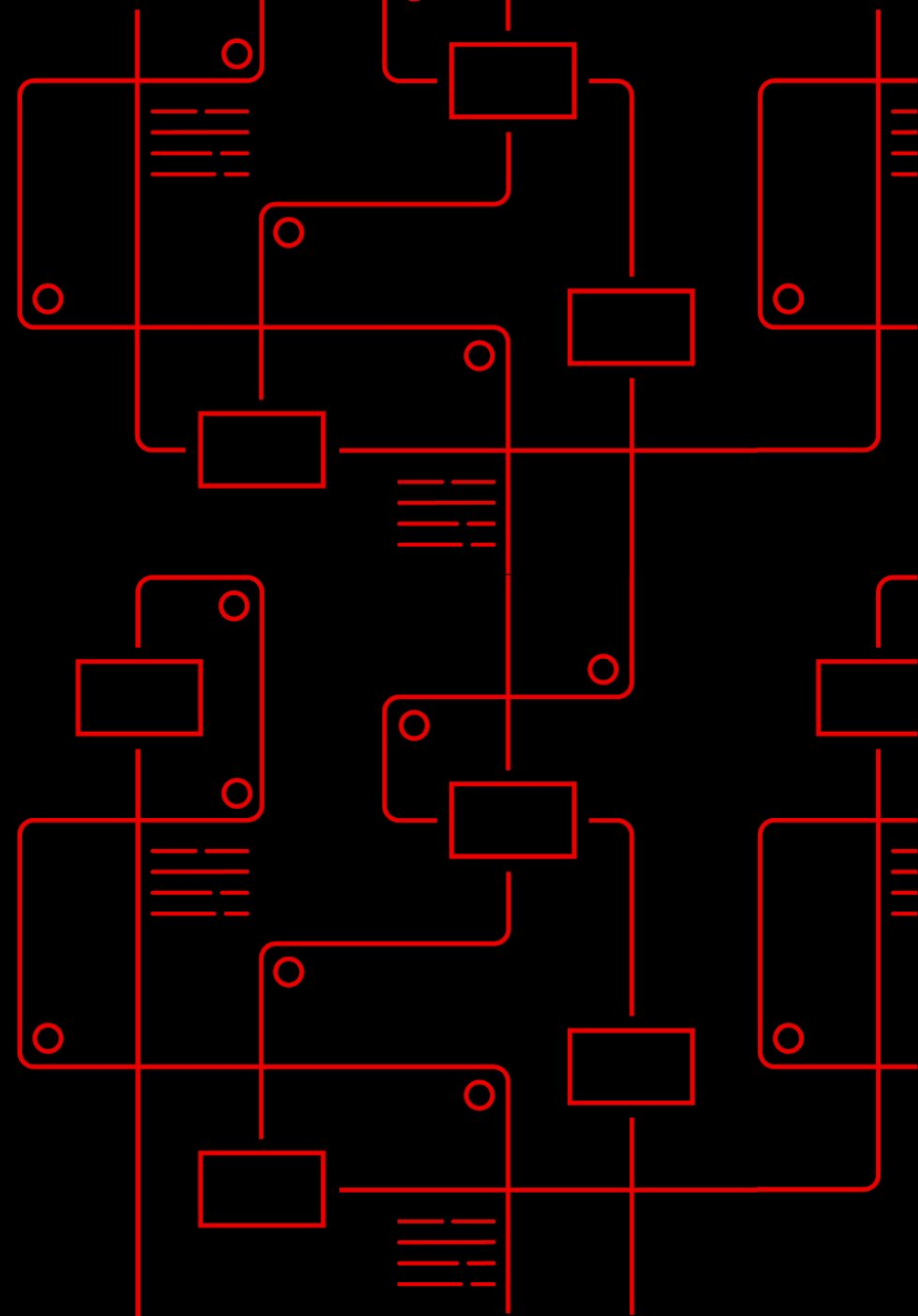
Red Hat Inc TPP

Compatibility: Tokyo, San Diego, Rome

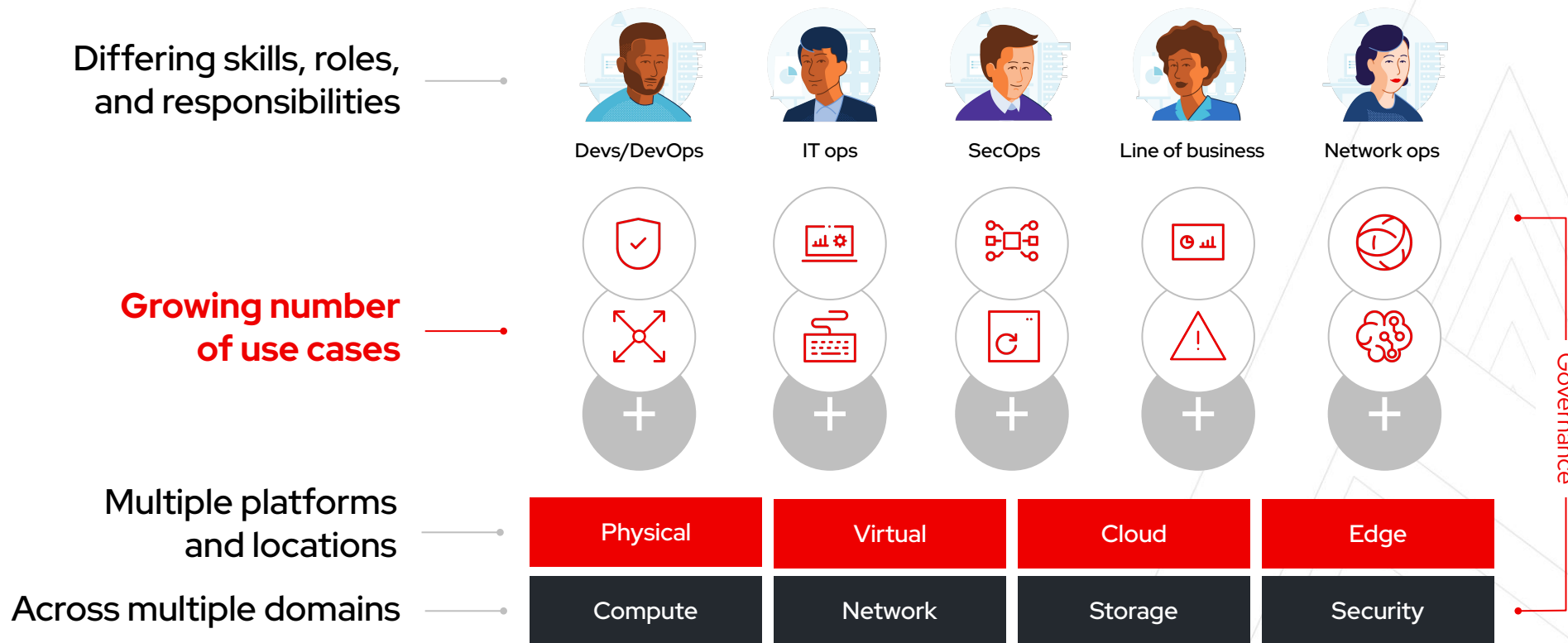
Pricing

Free

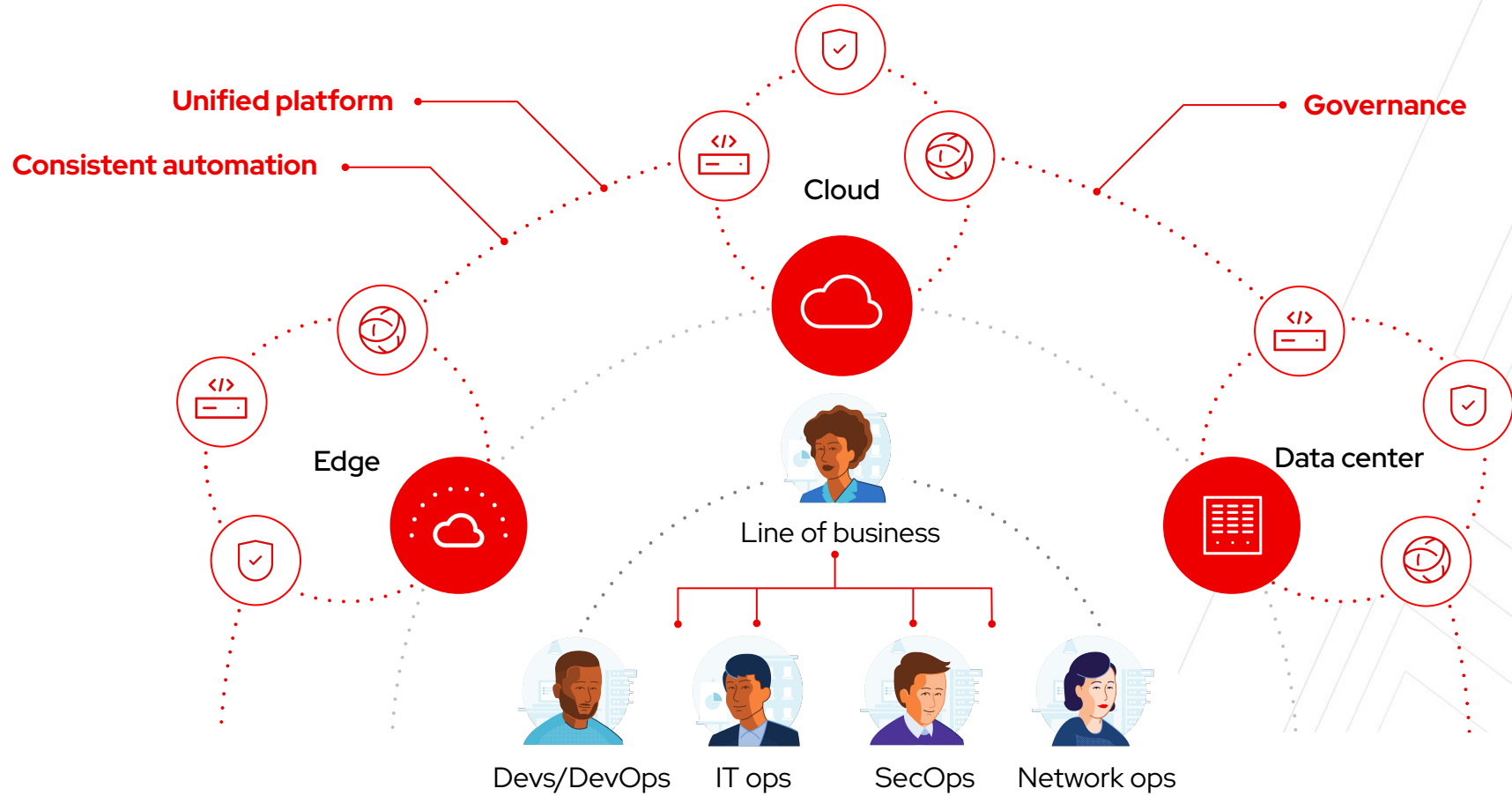
Anyone can automate...
but an enterprise needs to
coordinate and scale



Many organizations share the same challenge.



The solution? **Break down the silos.**



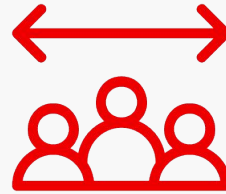
Achieve goals and focus teams with advanced automation techniques



Speed

Reduce the number of manual steps, enable orchestration of multiple tools and accelerate cross-tool interaction

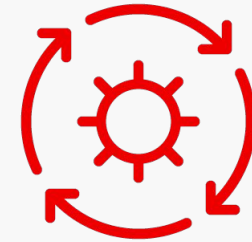
Become more agile



Consistency

Minimize risks with automated workflows, avoid human errors and use auditable and verifiable processes

Ensure resilience



Innovation

Innovate to more advanced levels of automation and free productivity for innovation and higher level projects

Transform IT

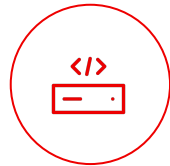
Supported and certified **content you can trust.**

150+

Certified Content Collections

55+

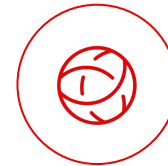
Certified technology partners



Infrastructure



Cloud



Network



Security



Edge



Single source of truth



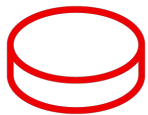
Cloud provider



CMDB



Hypervisor



Inventory

Avoid creating conflicting information by establishing **single sources of truth** for specific information.

Don't try to keep all truth in one single system!

Establish clear ownership of information

Differentiate between **as-is** and **to-be** information

As-is and to-be information

As-is describes the current state of a system.

Typically discovered by interrogating the environment in some way - **Ansible facts** are typically as-is information.

Typical sources: cloud or virtualisation platform, individual hosts



To-be describes the desired end-state of a system.

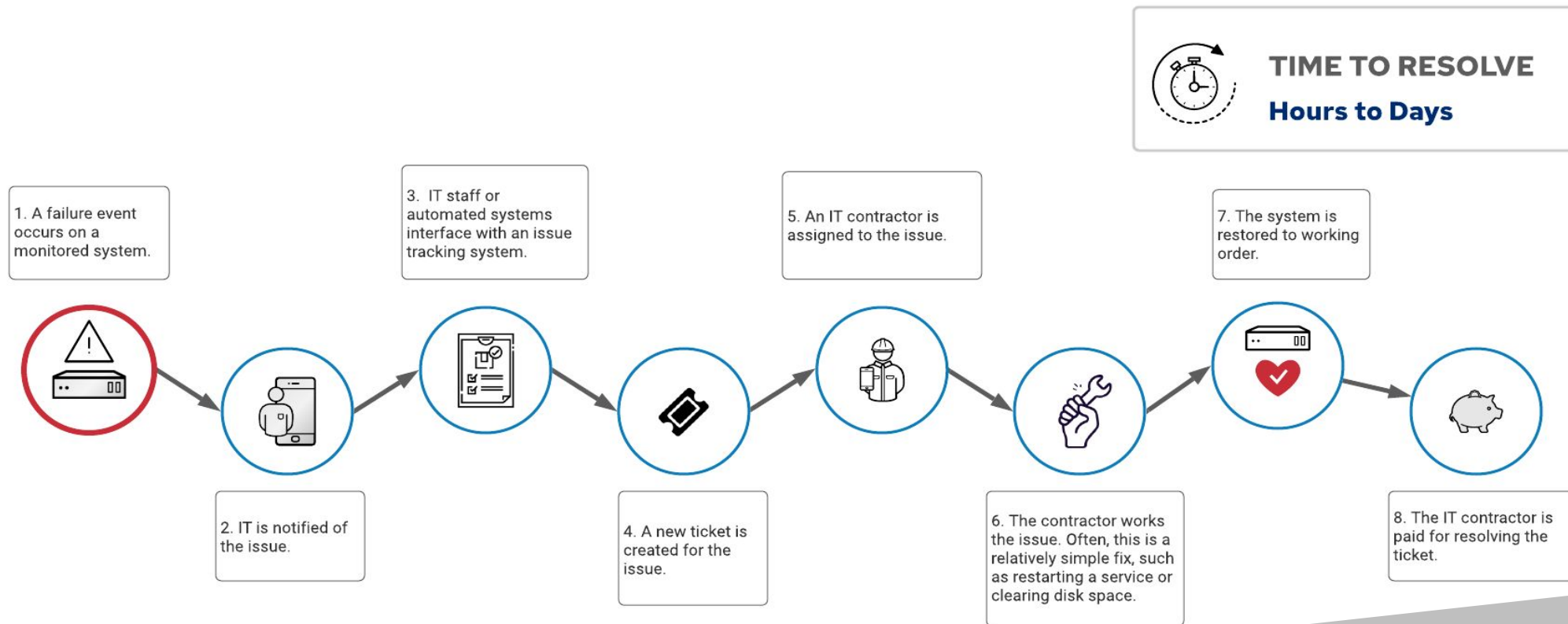
Typically entered manually into some kind of management tool - often ends up **variables** in Ansible.

Typical sources: CMDB, Ansible inventory

End goal of automation is to ensure **as-is** matches what is described in **to-be**.

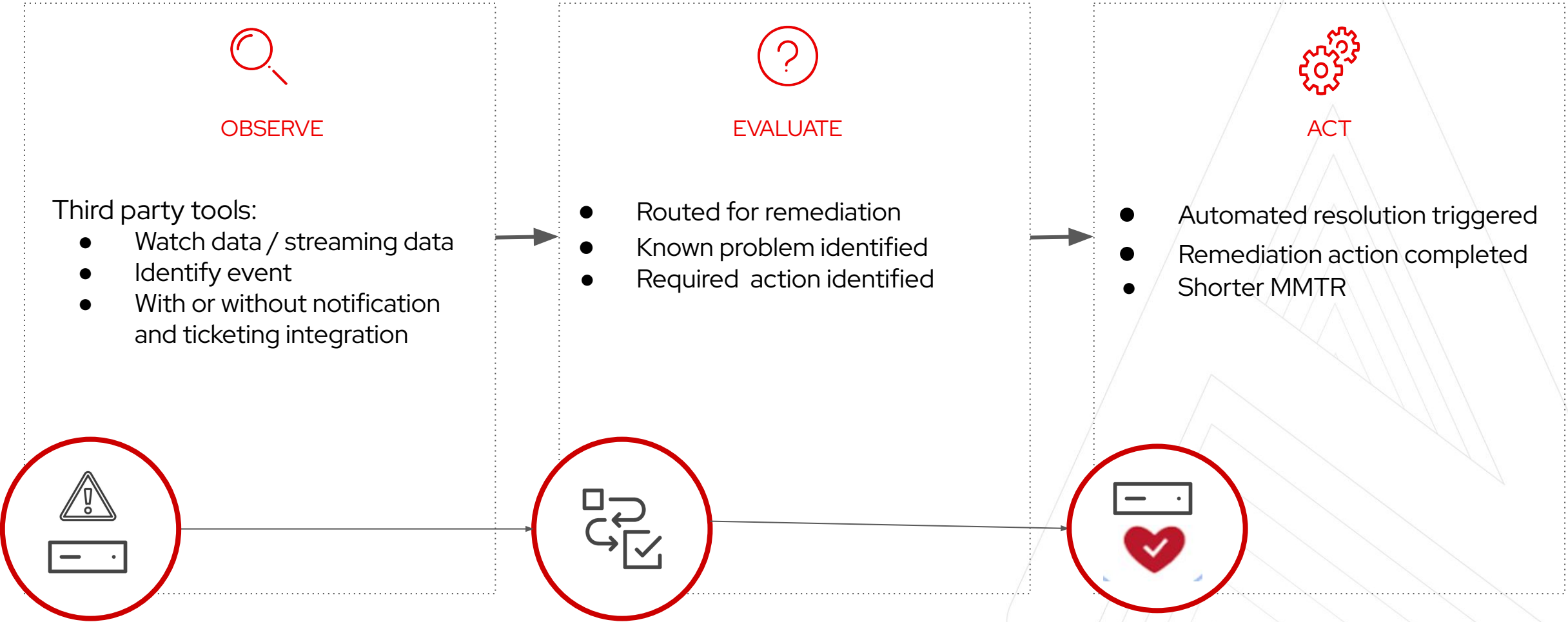
Example manual workflow: remediating issue on managed system

Time is spent on toil and churn



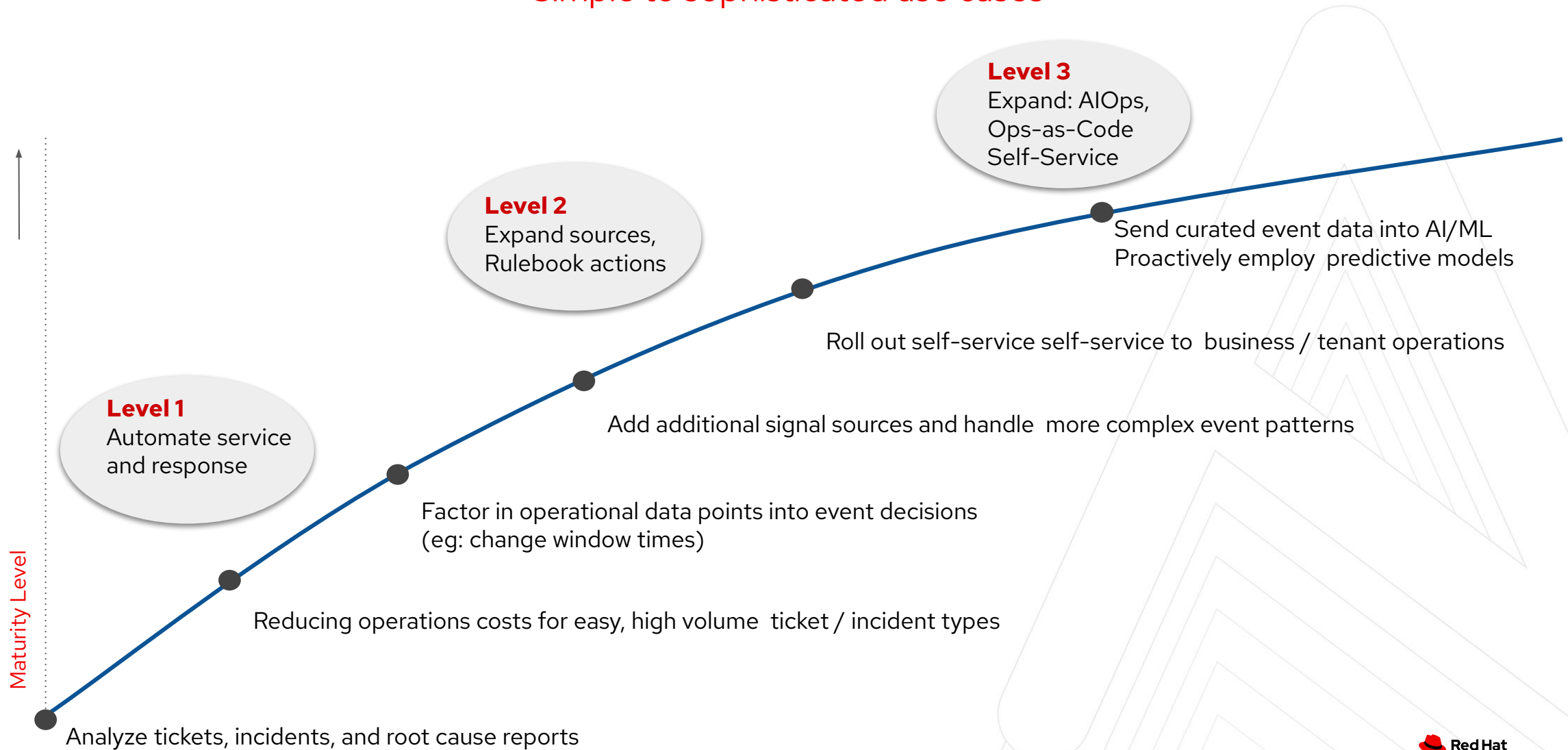
Example event-driven workflow: Speed and shorter MTTR

Event driven automated remediation: same issue, fully automated workflow



Suggested path to event-driven automation maturity

Simple to sophisticated use cases



Thank you

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