

ServiceNow[®] CloudVision[®] Portal Application

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Introduction

ServiceNow offers a portfolio of robust cloud-based products that automate and manage enterprise services. Arista's CloudVision is a turnkey management plane providing a modern approach to automation and telemetry. It is a software product - available as a virtual or physical appliance - for managing any EOS instance - physical Arista switches, vEOS in the public cloud, cEOS in Kubernetes environment, EOS running on white boxes, and access points. Because of this scope, CloudVision is a single management plane across data center, hybrid cloud, and even campus, helping to break down traditional box-based network silo's. ServiceNow and CloudVision are the perfect match because ServiceNow allows for automating the enterprise and letting customers quickly add features. CloudVision provides a platform for automation that allows networking teams to quickly add functionality. With the ServiceNow CloudVision Portal Application you can leverage both ServiceNow and CloudVision to improve your productivity.

If your company has adapted ServiceNow for managing and tracking change requests you may find that the network operation team workload has increased. Why do you ask? Network operations now have to manually create a change request in ServiceNow for every task or change control (depending on configuration settings) created in the CloudVision Portal (CVP). The ServiceNow CVP application will save you time by automatically creating and managing the ServiceNow change requests for you. It also has the ability to support one-to-many association between a change request and CVP tasks triggered by a single action. The task details are added as Change Tasks in the ServiceNow Change Request. The application also has the ability to create new and update existing switch entries in the CMDB from the inventory records on CVP.

Architecture

The software architecture used to deliver the ServiceNow CVP application is shown in Figure 1 below. The application supports any number of CVP clusters or CloudVisionAsAService (CVaaS) and one ServiceNow instance. The application can be installed on the CVP cluster or on a Linux server. One ServiceNowCVP application needs to be installed per CVP cluster. A description of the components follows:

ServiceNow Instance

The ServiceNow instance is accessible from the cloud. The application uses the ServiceNow RESTful API to GET, UPDATE or INSERT records in the ServiceNow instance.

Data Centers

The ServiceNow CVP application can run inside CVP or can also be run on a Linux server within the data center. If running on a Linux server, it will need network connectivity to the ServiceNow Instance and to CVP. The application runs as a Unix service polling ServiceNow and CVP for work. All requests to ServiceNow are performed using the ServiceNow RESTful API. Requests to CVP are performed using the CVP RESTful APIs and also using the gRPC client to get data from the CloudVision Analytics Engine. All requests from CVP to the Arista switches are performed using eAPI.

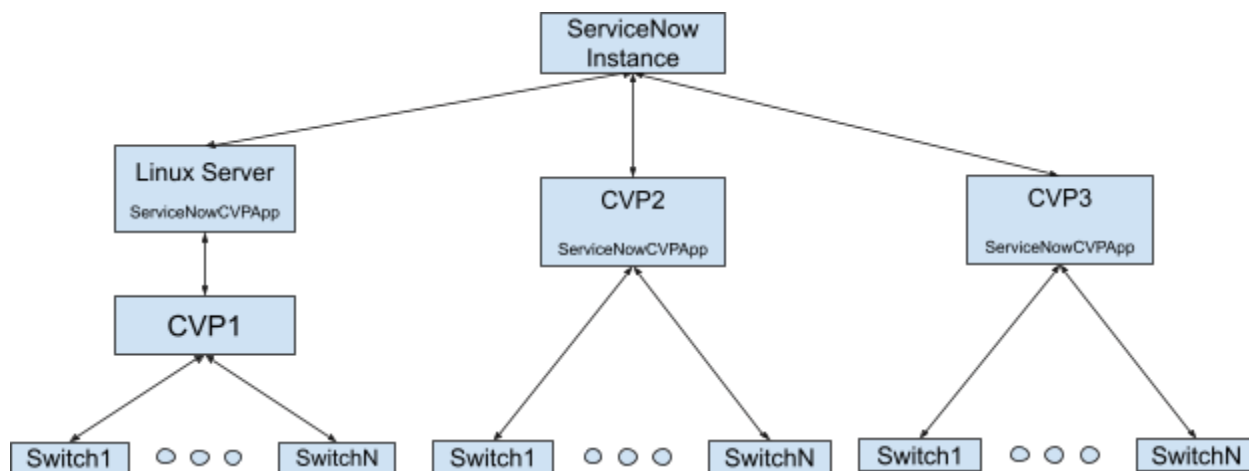


Figure 1: Architecture for ServiceNow CVP Application

ServiceNow Cloudvision Portal Application

The ServiceNow CVP application enables you to seamlessly connect your ServiceNow instance to CVP. This improves IT Operations Management by allowing tasks, change controls and device related information to flow freely between CloudVision and ServiceNow. The features currently supported by the application are as follows:

ServiceNow Change Request Generation

The CVP ServiceNow application will automatically create and fill in the ServiceNow change request for you when a task/change control is created on CVP. Actions like applying a switch configuration change, restoring a snapshot, or applying an image to a switch will result in a task being created on CVP. If there are multiple tasks which need to be processed simultaneously, change controls can be created in CVP. The application can be configured to monitor either tasks or change controls in CVP and generate corresponding change requests in ServiceNow.

Now that the change request has been generated in ServiceNow, it can begin its journey through the approval process. Once the change request has been approved then the CVP task/change control will automatically be executed at the scheduled time.

ServiceNow CMDB Management

If your company has adapted ServiceNow for managing and tracking switches in the Change Management Database (CMDB) then this feature is for you. The inventory feature supports the automatic import, update and population of switches managed by CVP into the CMDB Network Switches table.

ServiceNow CloudVision Portal Application Availability

The ServiceNow CloudVision Portal Application is available from the www.arista.com website. Login to www.arista.com and click on Support and then Software Download (<https://www.arista.com/en/support/software-download>). Scroll down to CloudVision, expand it and then expand CloudVision Applications. Select ServiceNow-CVP and download the RPM.

Adaption To Your Environment

The ServiceNow CloudVision Portal Application available on arista.com will work with vanilla ServiceNow instances. Many companies have customized ServiceNow for their business environment. Arista can work with your company to adapt the application to your ServiceNow environment by:

- Meeting with your ServiceNow team to understand the customizations that impact the workflow.
- Generate a Customer Requirements Document.
- Implement changes to the application to support your companies specific workflows.

New Workflows

Arista can modify the application or create a new application for your company to support different workflows. Some examples are: Network Service Catalog, adding support for Method Of Operations (MOPs).

Summary

As you have seen the ServiceNow CVP application is a useful tool for augmenting the automation capabilities provided by ServiceNow and CVP. One of our goals at Arista is to provide automation capabilities that empower networking teams to be more productive, and let the automation take care of the mundane work so the networking teams can focus on what they want to work on.

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