

# ServiceNow Integration Services

## Business challenge

Many organizations adopt multiple automation tools, yet lack a way to scale out the automation capabilities within a single end-to-end workflow. Business delays result from bottlenecks and overburdened workloads for ops teams, while end users lack self-service automation capabilities to work more efficiently without sacrificing compliance, security or operational predictability.

Through a combination of certified Puppet and ServiceNow integrations (“Puppet Spoke” and “Service Graph Connector for Puppet”) and Puppet Professional Services, organizations can standardize on Puppet Enterprise as the action engine for changes made through the ServiceNow interface. This allows IT Ops to scale automation to more customers in the organization and gives end users the ability to trigger automated changes while leveraging Puppet’s automation capabilities without the prerequisite of learning Puppet. Puppet’s rich and frequent fact gathering provides organizations with a robust and accurate data feed directly into ServiceNow’s CMDB.

## Who will benefit?

Puppet’s ServiceNow integration services are designed for organizations that:

- Build a single tool chain combining ServiceNow and Puppet Enterprise.
- Implement trackable, self service workflows from the ServiceNow Request portal to trigger automated actions such as restarting services, installing software, patching machines.
- Maintain their CMDB with relevant, trusted, and real-time data on managed infrastructure.

## Customer benefits

- Utilize the ServiceNow platform as a single front-end interface that allows for automating self-service workflows like: restarting a server, installing or upgrading packages across a fleet of machines, restarting common services, or provisioning software on new machines.
- Streamline and automate the process to update and maintain assets in the ServiceNow CMDB with continuous syncing of Puppet Fact data — providing a trusted, accurate and up-to-date CMDB.

## Expected outcomes

- Enable IT operations to provide self-service capabilities to developers through ServiceNow’s Request Portal Catalog Items.
- Enable developers and other users inside an organization to make changes on their own systems, without having to learn Puppet.
- Enable process owners to ensure changes are being made that are trackable, auditable and follow the correct change management approval process.

## What you can expect

A Puppet professional will work with you to set up an out-of-the-box integration between ServiceNow and Puppet Enterprise that includes making Tasks and Plans available via the Service Request Portal and uses the Puppet Agent's facts to update CMDB CIs creating bidirectional workflows between ServiceNow and Puppet:

- ServiceNow Spoke integration from Puppet (“Puppet Spoke”) installed into existing or new Puppet Enterprise deployment.
- Six out-of-the-box workflows installed, including: Reboot a server, Install/upgrade packages, Run arbitrary commands, Restart services, Install Puppet Agents, Request Puppet access.
- X amount [defined by SOW] of new workflows added as catalog items to trigger automated Puppet actions.
- A functioning integration between Puppet and ServiceNow that ingests Fact data collected by Puppet Agents to ServiceNow CMDB.
- An agreed-upon and documented strategy for how data is derived from ServiceNow and will co-exist alongside other inputs.

## Assumptions

- The customer has admin access to ServiceNow with availability of ServiceNow developer.
- The customer is on Puppet Enterprise 2019.8 LTS or later and a ServiceNow ITSM (for Puppet Spoke) or ServiceNow ITOM (for CMDB Sync) license Paris or later.
- The customer is able to download and install integrations from the ServiceNow store.
- The customer has access to the machines.
- The current environment is functional with Puppet Enterprise in place.
- The customer is willing to contribute to the solution.

**To learn more about Puppet and ServiceNow integrations, visit [puppet.com/integrations/servicenow](https://puppet.com/integrations/servicenow).**

