Self-service infrastructure automation with Puppet and ServiceNow

Business Challenge

Siloed tools, manual change management processes, and the reliance on technical expertise can result in business delays, friction, and frustration. In addition, human error and bottlenecks due to siloed DevOps processes can limit visibility and auditability across the organization.

By integrating self-service automation into your IT Service Management (ITSM) platform, your team is empowered to manage IT infrastructure changes efficiently, troubleshoot problems quickly, and resolve more incidents faster.

Solution Overview

With Puppet's Self-Service Infrastructure Automation for ServiceNow, organizations can accelerate automation and ongoing operations all from a common interface. Available as the **Puppet Spoke** from the ServiceNow store by way of the IntegrationHub, DevOps teams can now manage Puppet assets directly from the ServiceNow Service Catalog using simplified workflows that trigger Puppet actions from one common platform.

This integration comes out of the box with commonly used tasks and enables you to take action on the infrastructure on which you depend, but without the reliance on a specific expert or team. Teams can also customize and add workflows to the ServiceNow catalog using Puppet Actions.

Benefits of Integration

- Accelerate releases with self-service workflows, bring control of infrastructure closer to the business
- Deliver more services faster with collaborative development, improved efficiency and reduced risk
- Manage IT infrastructure changes efficiently and free up resources by automating manual work
- Out-of-the-box workflows automate commonly used tasks without dependencies on technical expertise

Why Puppet & ServiceNow

- Certified by ServiceNow
- Single platform to automate Puppet-managed infrastructure directly from ServiceNow Service Catalog
- Publish Puppet-driven flows as Service Catalog items
- Combine ServiceNow process actions like change request creation, approvals, ticket closure with Puppet actions like reboot server, patch system run task

How it works

Getting started is simple. Navigate to Service Catalog in ServiceNow Service Portal, and select the Puppet category (visible only to ITIL users). The integration comes out of the box with some of the most commonly used tasks and is available for use right away. The built-in self-service workflows include:

- Install puppet agent - install Puppet Agent in a node.
- Manage package - run Package Install, Upgrade, or exec.
- Manage service - maintain a specific service.
- Reboot a machine - reboot machines in an environment.
- Request puppet access - request access to Puppet Enterprise.
- Run a command - run a command on the specified targets.

Note: By default, "Request puppet access" is the only visible item to ITIL users. Users need to submit a "Request puppet access" form that requires manager approval to see all the other catalog items in the Puppet category, as shown above. For more information and documentation, check out the installation guide.

Start automating self-service workflows: Download the [Puppet Spoke](#) from the ServiceNow Store.

ServiceNow (NYSE: NOW) is the fastest-growing enterprise cloud software company in the world above $1 billion. Founded in 2004 with the goal of making work easier for people, ServiceNow is making the world of work, work better for people. Our cloud-based platform and solutions deliver digital workflows that create great experiences and unlock productivity for employees and the enterprise.
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