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Integration Hul LEVERAGE SERVICENOW AND **IBLE TO BRING YOUR IT OUT OF** E SHADOWS AND INTO THE LIGHT

Shadow IT costs organizations millions of dollars a year in unplanned expenses and exposes the business to unnecessary risks. Gartner believes that by the year 2020 approximately ¹/₃ of successful security breaches will be made against shadow IT targets. Clearly, we need to bring these assets into the light. In order to do that we need to solve the problem that is leading to shadow IT in the first place: an inability to provide IT consumers the capabilities they need, when they need them, via a modern user experience. Due to this inability for IT consumers to get what they need when they need it they go outside of the standard request process and get their capacity and capabilities somewhere else, often the public cloud.

Service



 Keyva's Service Integration Hub provides organizations with fully audited, automated procurement of IT capabilities and services via a modern service catalog and in doing so, halts the proliferation of shadow IT.

User experience expectations have changed dramatically with the proliferation of smart phones and apps for everything. I need a ride, there's an app for that. I'm hungry, there's an app for that: they are slick and easy to use and the results are immediate. Compare that to the experience of your average IT consumer that just wants a couple configured systems on which to develop their applications and do their job. In most cases there's a clunky ticketing system that they use to make a request for their systems. That request then often pings around between manual hand-offs, sitting idle as the request waits for the next person to pick up the ball and advance it just a few yards further, oftentimes with no visibility back to the requestor. Eventually, the request is completed and the user gets their systems. As the request was fulfilled manually and by multiple people over an extended period of time, the provisioned systems may have been built with some configuration errors or missed steps creeping in along the way. The entire experience is unsatisfying and takes far too long. Contrast that with simply logging into a modern cloud provider portal of choice, picking an offering, processing a credit card and immediately receiving your system?

SERVICE CATALOG FOR A CLOUD-LIKE, MODERN USER EXPERIENCE



User experience matters. Keyva leverages industry-leading service catalogs as the front-end for user requests for IT services. These requests are auditable and follow your best practices for requesting IT assets & capabilities. Additionally, leveraging a service catalog to handle user requests ensures that the provisioned capabilities are properly accounted for and managed according to your IT standards.

AUTOMATION ENGINE - FAST, AUDITED, AND REPEATABLE **ORCHESTRATION OF SERVICE DELIVERY**



Automation engines are the powerhouse orchestration tools working behind the scenes to deliver IT services back to your consumers. The best automation engines ensure that user roles and access permissions are adhered to while quickly automating service delivery leveraging easy to write and understand scripting languages. They are the glue between the service request and the provisioned service itself. Without a robust automation engine service delivery will be slow and mired with errors.

INTEGRATION - ENTERPRISE-GRADE, SUPPORTED, BI-DIRECTIONAL COMMUNICATION BETWEEN YOUR IT SOLUTIONS



A lack of production-quality, supported integration between Enterprise Applications is a major contributing factor to why IT organizations struggle to deliver fully provisioned IT services via a Service Catalog. To address this key issue Keyva has built a number of certified integrations between Service Catalogs and automation engines. Never again will you have to worry about supporting and updating your integrations; simply leverage ours knowing they're fully vendor supported and certified. Once your Service Catalog is integrated with your automation engine, there's no limit to the services you can provide to your IT customers.

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KEYVA SOLUTION DESCRIPTION

Organizations today have a major challenge of tackling the proliferation of shadow IT across their silos. Understanding the reasons why shadow IT happens, and the costs associated with it, IT leadership can take steps to completely eliminate rogue practices of consuming services directly that are out of bounds in terms of compliance and governance.

Keyva's solution provides increased control by limiting unauthorized provisioning of services, compliance to organizationally approved processes, visibility around the full history of who provisioned what and how much, visibility around cost metrics associated with requested services, and a single dashboard for reporting of all requested services and their turnaround metrics.

TECHNICAL SOLUTION DESCRIPTION

The Red Hat Ansible Tower and ServiceNow bi-directional integration has two components - the "northbound" piece which is the ServiceNow App for Red Hat Ansible Tower and the "southbound" piece is an Ansible module that allows users to consume ServiceNow functionality from Ansible playbooks.

Using the bi-directional integration, customers can easily achieve use cases like end-to-end provisioning of their IT services (IaaS, PaaS, DBaaS, and more) from the ServiceNow service catalog, while having the ability to allow the approval process to reside in ServiceNow. Users of this integration can also automate the creation, update, review of ServiceNow records like Change Management, Incident Management, CMDB CIs, and more.



Trigger Red Hat Ansible jobs from ServiceNow Catalog Requests, Change Requests, Incident Requests, and more



Accelerate adoption of Red Hat Ansible as the automation tool of choice





fulfill IT automation requests via Ansible Easily map field values in a ServiceNow record and pass them as arguments to

Allow ServiceNow teams the ability to



Leverage best practices integration methodology to integrate disparate domain tools



Contribute to the open source project, and customize the existing code to fit your specific needs

OFFERING 1

an Ansible job

Scope - End to end provisioning Use Case using ServiceNow Catalog Items and Ansible Tower as the orchestration layer. Consumers of this offering will be able to request IT services through a single unified dashboard in ServiceNow, and all IT services requests will be fulfilled via Ansible Tower. Various steps involved in provisioning an end to end service - including things like fetching the next available IP from IPAM, setting up configuration management agents, creating entries in DNS, installing prerequisite libraries or platforms, and more - will be automated within Ansible playbooks.



OFFERING 2

Scope - Closed Loop Incident process using ServiceNow and Ansible offering will allow customers to reduce their MTTR for Operations incidents, and allow their staff to work on value-added tasks. This offering will leverage Ansible Tower as the orchestration layer to automatically create Incident tickets in ServiceNow pre-populating them with information from the alerts in the NOC console, and run auto-remediation steps for the most common event types - like high CPU utilization, high memory utilization, rotating or removing old log files to clear disk space, restarting services, and more. Automating remediation tasks helps reduce manual error, and helps free up time for operations engineers from repetitive and time-consuming tasks, and has a very quick turnaround on the ROI with easily quantifiable metrics.



PHASES FOR OFFERING 1 & 2

PHASE 1PHASE 2PHASE 3PHASE 4Work with customer technical leadership to chart out end-to-end use caseDevelop Ansible playbook automation for designated tasks, and assist in developing ServiceNow catalog items. Deliver MVP 1.0 for the given use caseWork with customer technical teams to chart out a roadmap for future development of the use cases. Documentation of MVP 1.0 and a phased roadmap approach breakdown delivered to the customer.Training and evangelization for the use case amongst various teams within the organization. Presentation of MVP 1.0 delivery metrics and forward looking roadmap to customer leadership.
Work with customer technical leadership to chart out end-to-end use caseDevelop Ansible playbook automation for designated tasks, and assist in developing ServiceNow catalog items. Deliver success metricsWork with customer technical teams to chart out a roadmap for future development of the use cases. Documentation of MVP 1.0 and a phased roadmap approach breakdown delivered to the customer.Training and evangelization for the use case amongst various teams within the organization. Presentation of MVP 1.0 delivery metrics and forward looking roadmap to customer leadership.

OFFERING 3

Keyva Guru subscription for building Ansible playbooks

Scope - monthly fee for live, remote assistance with Ansible / playbook / automation assistance.

Duration - monthly subscription, with a not-to-exceed bucket of time per month (8 hours/month). Additional hours offered on a T&M basis.



If you have any questions, or need more information, please contact a Keyva associate





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