

## Red Hat Certified Collection

- [Servicenow.itsm](https://www.servicenow.com/products/itsm.html)

### AAP Custom Credential Type

- ServiceNow ITSM Credential
  - Input configuration

None

fields:

- id: instance  
type: string  
label: Instance
- id: username  
type: string  
label: username
- id: password  
type: string  
label: password  
secret: true

required:

- instance
- username
- password

- Injector configuration

None

env:

```
SN_HOST: '{{instance}}'  
SN_PASSWORD: '{{password}}'  
SN_USERNAME: '{{username}}'
```

☰

Red Hat

Ansible Automation Platform

Overview

Automation Execution

Automation Controller

Jobs

Templates

Schedules

Projects

Infrastructure

Topology View

Inventories

Hosts

Instance Groups

Instances

Execution Environments

Credentials

Credential Types

Administration

Automation Decisions

Event-Driven Ansible

Credential Types > ServiceNow ITSM Credential > Details

ServiceNow ITSM Credential

◀ Back to Credential Types

Details

Credentials

```
fields:
  - id: instance
    type: string
    label: Instance
  - id: username
    type: string
    label: username
  - id: password
    type: string
    label: password
    secret: true
required:
  - instance
  - username
  - password
```

Injector configuration ?

```
env:
  SN_HOST: '{{instance}}'
  SN_PASSWORD: '{{password}}'
  SN_USERNAME: '{{username}}'
```

## AAP Servicenow Credential

Platform

Credentials > ServiceNow ITSM Credential - AAP ServiceAccount > Details

ServiceNow ITSM Credential - AAP ServiceAccount

Edit credentialDuplicate credential

Back to CredentialsDetailsJob TemplatesTeam AccessUser Access

Name	Description	Organization	Credential type
ServiceNow ITSM Credential - AAP ServiceAccount	ServiceNow ITSM Credential	AmesCO	ServiceNow ITSM Credential
Instance	username	password	Created
https://ven07621.service-now.com	service.ansible	Encrypted	1/23/2025, 5:04:22 PM by admin

Ansible Service Account in ServiceNow

servicenow

AllFavoritesHistory

Users

FAVORITES

Organization - Users

ALL RESULTS

Configuration

CI Lifecycle Management

CI State Registered Users

Password Reset

Blocked Users

Organization

Users

Directory Sync

Users

System Security

Users and Groups

servicenow

AllFavoritesHistoryWorkspacesAdmin

User - AAP ServiceAccount

Search

UserAAP ServiceAccount

User IDservice.ansible

First nameAAP

Last nameServiceAccount

TitleAdministrative Assistant

DepartmentIT

Password needs reset

Locked out

Active

Web service access only

Internal Integration User

Emaileric.ames@redhat.com

LanguageEnglish

Calendar integrationOutlook

Time zoneSystem (America/Los Angeles)

Date formatSystem (yyyy-MM-dd)

Business phone(480) 540-0593

Mobile phone

Photo[Update][Delete]

UpdateSet PasswordDelete

Related Links

[View linked accounts](#)

[View Subscriptions](#)

[Reset a password](#)

Entitled Custom Tables

Roles (114)

Groups (2)

Delegates

Subscriptions

Entitled Custom Tables	Roles (114)	Groups (2)	Delegates	Subscriptions
User = AAP ServiceAccount				
<div><div>Group</div><div>Search</div></div>				
Group				
Ansible West Tigers				
CAB Approval				
1 to 2 of 2				

**Roles** need to be appropriate to allow the account to do the work.

Groups

Email Account **Groups**

System Security

Users and **Groups**

Users

**Groups**

Roles

Access Role Detail View

Reports

**Groups** Membership

User Administration

**Groups**

Workspace Experience

Forms

UI Action **Groups**



Group  
Ansible West Tigers

Name

Ansible West Tigers

Manager

Description

Ansible West Tigers SNOW group

Update

Delete

Roles (7)

Group Members (14)

Groups



User

Search

Group = Ansible West Tigers



User

Caetano Medeiros

Christofer Fleming

Mark Hooper

Eric Ames

Jason Horn

Amy Krieger

AAP ServiceAccount

Adam Mack

Michael Gilbert

Zach LeBlanc

Faith Chua

Mark Lowcher

Andrew Schoenfeld

# Automation Decisions Credential

Overview

Automation Execution

Automation Decisions

Infrastructure

Automation Controller

Event-Driven Ansible

Rule Audit

Rulebook Activations

Projects

Decision Environments

Event Streams

Credentials

Credential Types

Credentials > ServiceNow Event Stream > Details

ServiceNow Event Stream

Back to CredentialsDetailsTeam AccessUser Access

Name	ServiceNow Event Stream	Organization	AmesCO	Credential type	ServiceNow Event Stream	Auth_type	token
Http_header_key	Authorization	Token	\$encrypted\$	Created	1/28/2025, 9:51:07 AM	Last modified	2/3/2025, 9:30:41 AM by admin

Overview

Automation Execution

Automation Decisions

Infrastructure

Automation Controller

Event-Driven Ansible

Rule Audit

Rulebook Activations

Projects

Decision Environments

Event Streams

Credentials

Credential Types

Credentials > aap.kona.services > Details

aap.kona.services

Back to CredentialsDetailsTeam AccessUser Access

Name	aap.kona.services	Organization	AmesCO	Credential type	Red Hat Ansible Automation Platform	Host	https://aap.kona.services/api/controller/
Password	\$encrypted\$	Username	admin	Enabled options	Verify_ssl	Created	1/28/2025, 10:41:27 AM
Last modified	1/29/2025, 4:28:21 AM by admin						

# Automation Decisions Event Stream

Overview

Automation Execution

Automation Decisions

Infrastructure

Automation Controller

Event-Driven Ansible

Rule Audit

Rulebook Activations

Projects

Decision Environments

Event Streams

Credentials

Credential Types

Event Streams > ServiceNow Event Stream > Details

ServiceNow Event Stream

Back to Event StreamsDetailsActivationsTeam AccessUser Access

Forward events to rulebook activation

Edit event stream

Name	ServiceNow Event Stream	Event stream type	snow	Organization	AmesCO	Credential	ServiceNow Event Stream
URL	https://aap.kona.services:443/eda-event-stre...	Events received	576	Last event received	8/15/2025, 3:14:19 PM	Created	1/28/2025, 10:42:58 AM
Last modified	1/28/2025, 10:42:58 AM						

# API endpoint URL

[https://aap.kona.services:443/eda-event-streams/api/eda/v1/external\\_event\\_stream/5f57484b-a881-4bc5-9bd6-787acb16c11a/post/](https://aap.kona.services:443/eda-event-streams/api/eda/v1/external_event_stream/5f57484b-a881-4bc5-9bd6-787acb16c11a/post/)

# API endpoint URL remove the port number

[https://aap.kona.services/eda-event-streams/api/eda/v1/external\\_event\\_stream/5f57484b-a881-4bc5-9bd6-787acb16c11a/post/](https://aap.kona.services/eda-event-streams/api/eda/v1/external_event_stream/5f57484b-a881-4bc5-9bd6-787acb16c11a/post/)

# ServiceNow Outbound REST Message

servicenow

AllFavoritesHistoryWorkspacesAdmin

REST Message - Ames - Event Driven Ansible - kona

Search

REST MessageAmes - Event Driven Ansible - kona

Update

\* NameAmes - Event Driven Ansible - kona

ApplicationGlobal

Accessible fromThis application scope only

DescriptionEvent-Driven Ansible integration with https://aap.kona.services

\* Endpointhttps://aap.kona.services/eda-event-streams/api/eda/v1/external\_event\_stream/5f57484b-a881-4bc5-9bd6-787acb16c11a/post/

AuthenticationHTTP Request

REST Messages support the following Authentication types:

- Basic authentication
- Mutual (two-way authentication)
- OAuth 2.0

Authentication configured on the REST Message will automatically apply to child HTTP Methods. Authentication configured on child HTTP Methods will override the parent configuration.[More info](#)

Authentication typeNo authentication

Use mutual authentication

UpdateDelete

HTTP Methodsfor textSearch

REST Message - Ames - Event Driven Ansible - kona

	Name	HTTP method	Endpoint
<input type="checkbox"/>	POST	POST	https://aap.kona.services/eda-event-stre...

1 to 1 of 1

AuthenticationHTTP Request

HTTP Headers

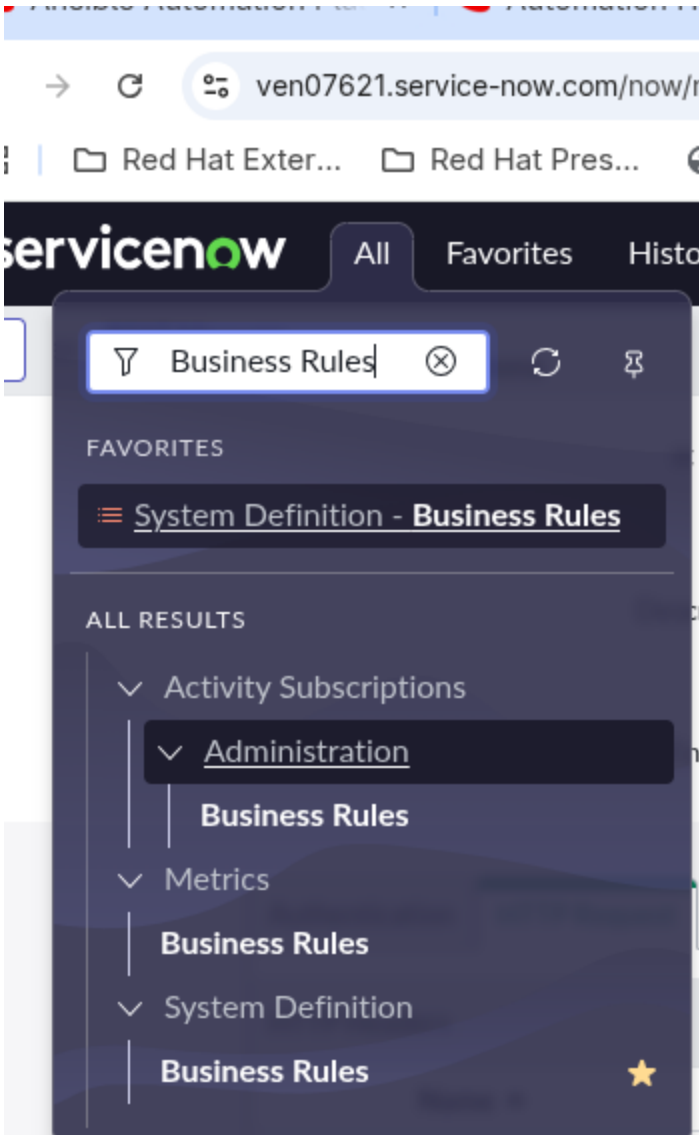
Name	Value
Authorization	44a07781-2dda-461d-8972-e6626edcb38a
Content-Type	application/json
Insert a new row...	

UpdateDelete

Token

## ServiceNow Business Rule





servicenow All Favorites History Workspaces Admin Business Rules ☆ Search

Business Rules Active Search Actions on selected row

All > Name starts with Ames

Name	Active	Table	Application	Order	Updated
Ames	Search	Search	Search	Search	Search
Ames - Change Requests	true	Change Request [change_request]	Global	100	2025-04-07 10:56:36
Ames - Service Catalog Requests	true	Requested Item [sc_req_item]	Global	100	2025-06-03 10:57:56

servicenow All Favorites History Workspaces Admin Business Rule - Ames - Service Catalog Requests ☆ Search

Business Rule Ames - Service Catalog Requests Update

A business rule is a server-side script that runs when a record is displayed, inserted, deleted, or when a table is queried. Use business rules to automatically change values in form fields when the specified conditions are met. [More Info](#)

Name Ames - Service Catalog Requests Application Global ⓘ

Table Requested Item [sc\_req\_item]

Active ☒

Advanced ☒

When to run Actions Advanced

When to run
Actions
Advanced

Specify whether the business rule should run on **Insert** or **Update**. Use **Filter Conditions** to specify under which conditions the business rule should run.

When
after
Order
100

Insert
Update
Delete
Query

Filter Conditions
Add Filter Condition
Add OR Clause

All of these conditions must be met

Requested for
is
Eric Ames
Requested for
is
Mark Lowcher
Stage
is
Request Approved
State
is
Work in Progress
Updated by
is not
service.ansible

Role conditions

## Line 2 is the link to the Outbound REST Message

When to run
Actions
Advanced

Condition

Script
Turn on ECMAScript 2021 (ES12) mode

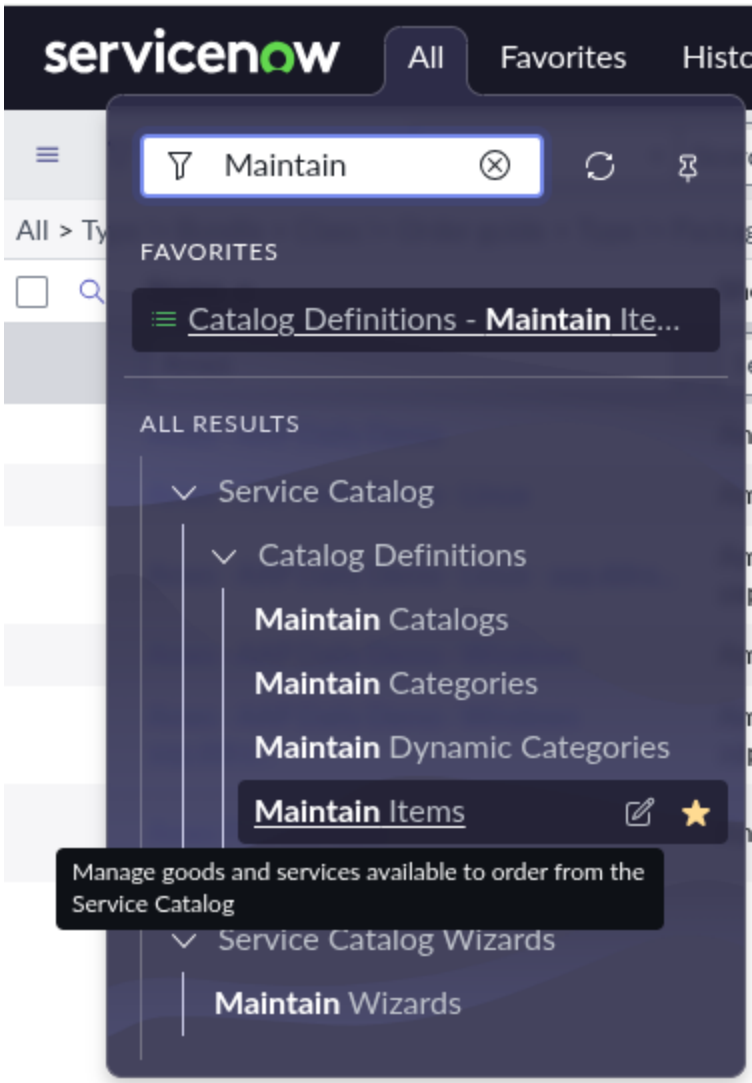
```

1 (function executeRule(current, previous) {
2   var REST_MESSAGE_NAME = 'Ames - Event Driven Ansible - kona';
3   var EVENT_NAME = "SERVICE_CATALOG";
4
5   var r = new sn_ws.RESTMessageV2(REST_MESSAGE_NAME, "POST");
6
7   var json = { event: EVENT_NAME };
8
9   if (current.cat_item) {
10    json["catalog_item"] = current.cat_item.getDisplayValue();
11  }
12
13  if (current.number) {
14    json["number"] = current.number.getDisplayValue();
15  }
16
17  if (current.sys_id) {
18    json["sys_id"] = current.sys_id.getValue("sys_id");
19  }
20
21  if (current.state) {
22    json["state"] = current.state.getDisplayValue();
23  }

```

Github repo with [code](#).

## ServiceNow Catalog Item



servicenow All Favorites History Workspaces Admin Catalog Item - Ames - AAP Daily Demo - Linux Search

< Catalog Item Ames - AAP Daily Demo - Linux Copy Try It Update Edit in Catalog Builder Delete

Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name  Application

Catalogs  Active ☒

Category  Fulfillment automation level

State

Checked out

Owner

Item Details Process Engine Picture Pricing Portal Settings

Short description

Description

**B** *I* U ↶ ↷ Arial 12pt

A Red Hat Enterprise 8 Linux custom website will be deployed at AWS.

Meta

Add relevant tags to the Meta field using comma-separated list of tags. These tags will be used while searching the item. Not applicable if AI Search is configured.

Item Details

Process Engine

Picture

Pricing

Portal Settings

Select the appropriate process engine for the catalog Item. Only one engine can be selected.

Flow

Ames - AAP Daily Demo - Linux

Q

0

Workflow

Q

Execution Plan

Q

Variables

Variable Sets

Catalog UI Policies

Catalog Client Scripts

Available For

Not Available For

Categories (1)

Catalogs (1)

Catalog Data Lookup Definitions

Related Articles

Related Catalog Items

Assigned Topics

≡

for text

Search

⌕

⌕

Actions on selected rows...

New

Edit...

Catalog Item = Ames - AAP Daily Demo - Linux

□

🔍

Catalog

Service Catalog

1 to 1 of 1

Variables
Variable Sets
Catalog UI Policies
Catalog Client Scripts
Available For
Not Available For
Categories (1)
Catalogs (1)
Catalog Data Lookup Definitions
Related Articles
Related Catalog Items
Assigned Topics

for text

Search

⌵

Actions on selected rows...

New

Edit...

Catalog Item = Ames - AAP Daily Demo - Linux

☐

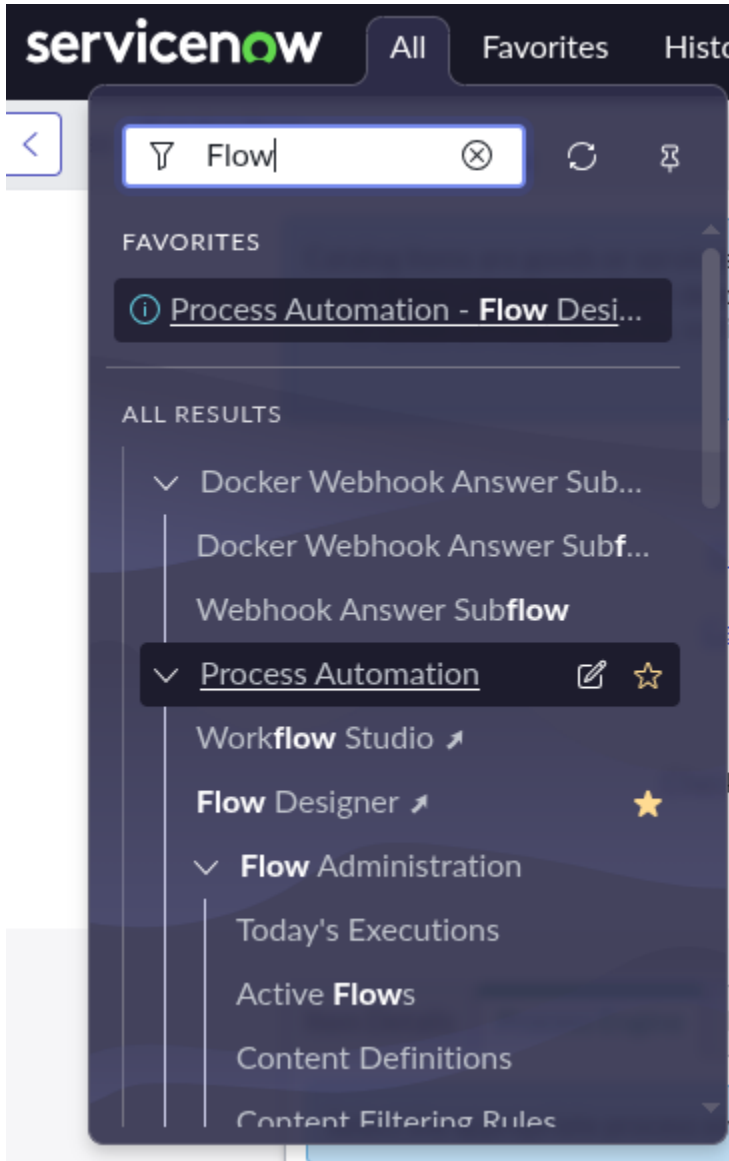
🔍

Catalog category

Ansible - Ames

1 to 1 of 1

Servicenow Flow Designer





# Ames - AAP Daily Demo - Lin...





Active

## TRIGGER



Service Catalog

## ACTIONS Select multiple

- 1  Get Catalog Variables from Ames - AAP Daily Demo - Linux ?
- 2  Ask For Approval ?
- 3  Update Requested Item Record ?
-  Add an Action, Flow Logic, or Subflow

## ERROR HANDLER




If an error occurs in your flow, the actions you add here will run.

Workflow Studio

Ames - AAP Daily Demo Flow


+

Ames - AAP Daily Demo - Linux Active

View: 

Test Debug Deactivate Activate Save ...

TRIGGER

 Service Catalog

Trigger Service Catalog

Advanced Options

Delete Cancel Done

Data Collapse All

Flow Variables

Trigger - Service Catalog

Requested Item Record

Record

Run Start Time UTC

Date/Time

Table Name

Table Name

Run Start Date/Time

Date/Time

1

Get Catalog Variables from Ames - AAP Daily Demo - Linux

Action Properties

ActionGet Catalog Variables

Action Inputs

\* Submitted Request [Requested Item]

Trigger ... Requested Item ...

\* Template Catalog Items and Variable Sets [Catalog Items and Variable Sets]

Ames - AAP Daily Demo... X

Catalog Variables

No available values

Selected

Create Catalog Item(s) that point to this flow and the

2

Ask For Approval

Action Properties

ActionAsk For Approval

Action Inputs

\* Record

Trigger ... Requested Item ...

Table

Requested Item [sc\_req\_item]

Approval Reason

Approval Field

Approval X

Journal Field

Approval history X

\* Rules

Approve

When:

Anyone approves

Ansible West Tigers - Service C... X

Due Date

None

Add another OR rule set

OR

AND

Delete

Cancel

Done

2

Ask For Approval

3

Update Requested Item Record

Action Properties

ActionUpdate Record

Action Inputs

\* Record

Trigger ... Requested Item ...

\* Table

Requested Item [sc\_req\_item] X

\* Fields

State X

Work in Progress

+ Add field value

Delete

Cancel

Done

+ Add an Action, Flow Logic, or Subflow

ERROR HANDLER

Flow Variables

Trigger - Service Catalog

Requested Item Record

Record

Run Start Time UTC

Date/Time

Table Name

Table Name

Run Start Date/Time

Date/Time

1 - Get Catalog Variables

2 - Ask For Approval

Approval State

Choice

Action Status

Object

3 - Update Record

Requested Item Record

Record

Requested Item Table

Table

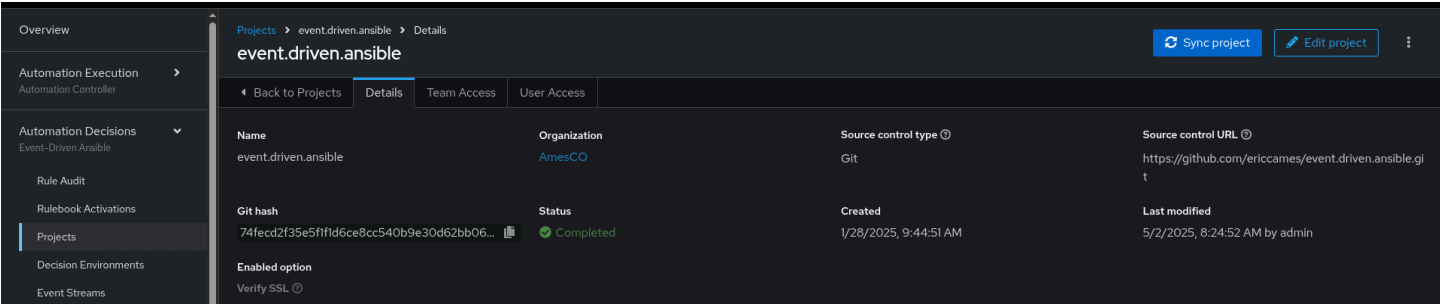
Action Status

Object

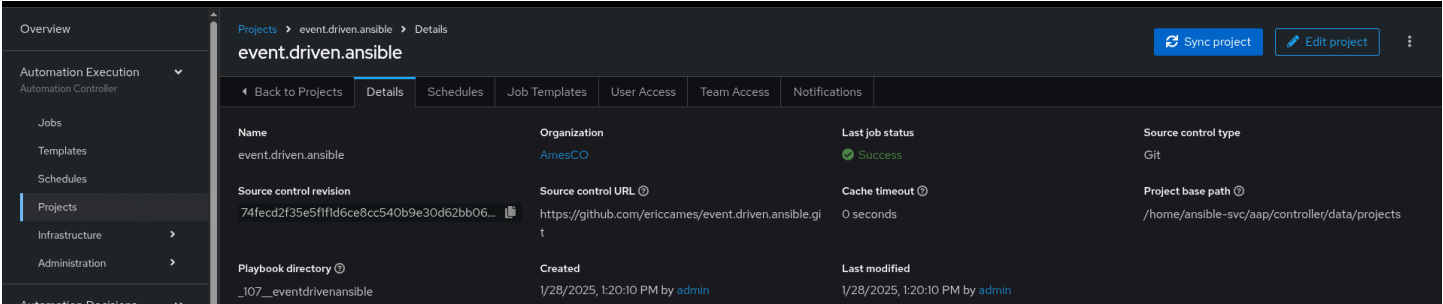
Automation Decisions Projects

● Example Github

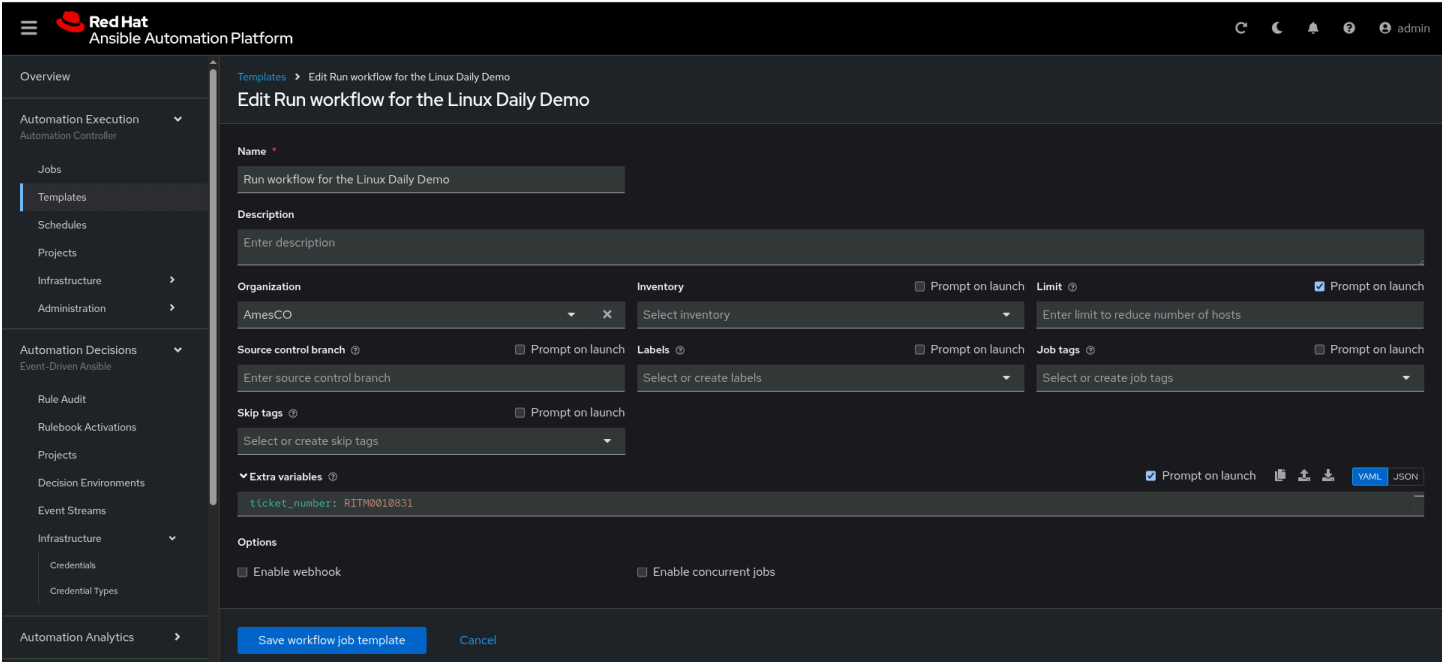
Repository



Automation Executions Projects



Automation Execution Templates



Automation Decisions Rulebook Activations



Overview

Automation Execution

Automation Controller

Automation Decisions

Event-Driven Ansible

Rule Audit

Rulebook Activations

Projects

Decision Environments

Event Streams

Infrastructure

Credentials

Rulebook Activations

Rulebook activations manage the configuration and enabling of rulebooks that govern automation logic triggered by events.

Name

starts with

→

Create rulebook activation

1-2 of 2

<

>

	ID	Name	Status	Number of rules	Fire count	Restart count	
>	17	Catch Servicenow Events	Running	3	0	55	<div><div></div><div></div><div></div></div>
>	4	Automated web checker	Stopped	1	38	0	<div><div></div><div></div><div></div></div>

Overview

Automation Execution

Automation Controller

Automation Decisions

Event-Driven Ansible

Rule Audit

Rulebook Activations

Projects

Decision Environments

Event Streams

Infrastructure

Credentials

Credential Types

Automation Analytics

Automation Content

Automation Hub

Ansible Lightspeed

Access Management

Rulebook Activations > Catch Servicenow Events > Details

Rulebook activation enabled Edit rulebook activation

Back to Rulebook Activations

Details

History

Team Access

User Access

Running | Container running activation

Activation ID	Name	Organization	Project
17	Catch Servicenow Events	AmesCO	event.driven.ansible
Rulebook	Event stream(s)	Credential(s)	Decision environment
servicenow/servicenow_events.yml	ServiceNow Event Stream	aap.kona.services	Default Decision Environment
Restart policy	Log level	Project git hash	Number of rules
On failure	Error	74fec2f35e5ffid6ce8cc540b9e30d62bb06...	3
Fire count	Last restarted	Restart count	Created
0	8/21/2025, 9:59:14 AM	55	5/2/2025, 8:26:17 AM by admin
Last edited	Last modified		
	8/21/2025, 9:59:35 AM by admin		

Variables

YAML

JSON