

ServiceNow & Event Driven Ansible Integration

ServiceNow (SNOW) Business Rules

Consider making this the Red Hat recommended way to integrate Servicenow and AAP 2.5

Ansible Spoke tensions

- Brittle due to the need to hard code job template IDs into the SNOW workflows
- Does not work with config as code (CAC) because job template IDs may be different in the new platform
- It cost more because it requires a higher level subscription

SNOW Event-Driven Ansible Notification Service tensions

- Limited in what events we can look for.
- No prefiltering of events.
- Can only be integrated with a single Automation Platform

SNOW Event-Driven Ansible Notification Service

Event-Driven Ansible Notification Service Configurations

Tables to monitor

- Incident

☒ When Created

☐ When State Changed
- Problem

☐ When Created

☐ When State Changed
- Catalog Request

☐ When Created

☐ When Request State Changed

☐ When Approved

Webhook Configurations

Webhook URL starting with https or http *

https://aap.kona.services/eda-event-streams/api/eda/v1/external_ev

Webhook authorization token

.....

Mid Server configured to forward events to EDA controller on premise:

Test Connectivity

Click OK to save the configurations.

CancelOK

SNOW Outbound REST Message

- Can be configured to integrate with many different Event Controllers
- Can be used by SNOW business rules

Tensions

- Event Driven Token is in plain text
- ~~Does this work with a SNOW mid server~~ yes

SNOW Outbound REST Message

servicenow

AllFavoritesHistoryWorkspacesAdmin

REST Message - Ames - Event Driven Ansible - kona

Search

Update

<≡REST MessageAmes - Event Driven Ansible - kona

✳ NameAmes - Event Driven Ansible - konaApplicationGlobalAccessible fromThis application scope onlyDescriptionEvent-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 authenticationUse 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...

SNOW Business Rules

- Can be configured to watch any table in servicenow
- Allows for prefiltering of events
- Works harmoniously with configuration as code
- No more hard coded job template IDs
- Gets customers using Event Driven Ansible

servicenow

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Business Rules

Search

Business RulesActiveSearch

Actions on selected rows...

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	2025-04-04 06:31:26

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

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 [c_req_item] Active ☒ 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	AND	OR	X
Stage	Is	Request Approved	AND	OR	X
State	Is	Work In Progress	AND	OR	X
Updated by	Is not	service.ansible	AND	OR	X

Role conditions

SNOW Business Rules

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Business Rule - Ames - Service Catalog Requests ☆

Search

< ≡ Business Rule Ames - Service Catalog Requests

Update Delete

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

Table Requested Item [sc_req_item]

Application Global

Active ☒

Advanced ☒

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  }
```