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Azure Automation

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What is the Automation App?

The Automation App in a nutshell is about accelerating your automation and saving time, both for IT, but more importantly eliminating waiting time for the business!

It does so by enabling you to utilize Microsoft Azure Automation directly from ServiceNow.

The great thing about this is that it enables you to build automations based on PowerShell or Python which are technologies of which most organizations already have an abondance of internal people with the right skills to make these automations or at least have very easy access to people with these skills. This way the Automation App customers become very self reliant and are able to build automations fast and thereby have a much faster return on value.

ENABLES YOU TO UTILIZE MICROSOFT AZURE AUTOMATION FROM SERVICENOW

- Activate in-house PowerShell / Python resources
- Works on-premise, in the cloud and in hybrid scenarios

ENABLES NO-CODE INTEGRATIONS FROM SERVICENOW DIRECTLY IN FLOW DESIGNER

- Easy to maintain flows with full transparency and easy debugging

SERVICENOW CERTIFIED

- All licenses included
- Free upgrades
- Fixed price

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The Automation App

Microsoft Azure Automation works both on-premise, in the cloud and in Hybrid scenarios - which is the most common scenario. So really there is no limit to what you can automate with this.

From a ServiceNow perspective we have put a lot of focus on integrating the Automation App into Flow Designer. In Flow Designer we are adopting the idea of a no-code / low-code approach to make it as easy as possible for you to build and map out your business process in Flow Designer without the need to be a skilled programmer.

Another focus is on easy of debugging. Looking at some of our competitors we have seen a tendency that automation becomes this black box that you ask to do something, and then you sit and wait... and hope... that you will get something back. Our approach has been to build the automation with full transparency, meaning that you can see everything that happens when the Runbook is being executed directly in Flow Designer or anywhere in ServiceNow. This includes any debug information, warnings etc. So you will know at all times what is going on and finding and fixing errors will be fast an easy.

The Automation App is a ServiceNow certified app. Meaning that is a ServiceNow native app that is purchase via the ServiceNow app store and that we are at all times working with ServiceNow to ensure that we live up to the highest standards in terms of quality, performance, security etc.

CUSTOMER #1 USE CASE

1. Automating assignment of roles to users in SAP
2. Automating software installation on employee PCs
3. Automating software uninstallation on employee PCs
4. Self-service password reset in multiple applications

CUSTOMER #2 USE CASE

1. Automating the creation and termination of users in Active Directory
2. Automating changes in group memberships in Active Directory
3. Automating a bi-directional integration between ServiceNow and Atlassian Jira (Incident <-> Issue)

CUSTOMER #3 USE CASE

1. Automating the creation and termination of virtual servers in VMware and Microsoft Azure
2. Automating the creation and management of access to file shares
3. Automating User Identity Management via integration to Omada IAM (IAM system)
4. Automating the discovery and enrichment of CMDB via integration to Microsoft Intune, VMware, Cisco UCS and other systems

CUSTOMER #4 USE CASE

1. Automating contract signing via integration to DocuSign

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Automation App vs. ServiceNow integration Hub

Integration HUB

- N number of spokes per integration
- JavaScript based
- Transaction based license

Automation App

- 1 spoke for all integrations
- PowerShell / Python2 based
- Flat-rate license

A different way to compare Automation App with IntegrationHUB is seen here.

With IntegrationHUB all integrations are directly from ServiceNow to the system you want to integrate with. This puts ServiceNow in the center, hence the name IntegrationHUB.

With Automation App it is Microsoft Automation that becomes the center of your integrations when it comes to automation.

So with IntegrationHUB you would build X number of spokes per integration in ServiceNow where as with Automation App you woud use just one spoke and it will then be your Runbooks in Microsoft Automation that makes the connection to the system you want to integrate to.

When building integrations with IntegrationHUB you are relying on your JavaScript competences where as with Automation App you are utilizing your PowerShell or Python resources, which are abondand or at least much easier to get access to.

Last of course as we already spoke about there is a great diference from the transaction base license model of Integration HUB to the flat rate licens of Automation App

Having said all of this please bare in mind that Integration HUB and Automation App are cetainly not mutualy exclusive, so you can have both if you so prefer.

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