

ServiceNow™ CloudVision® Portal Application

ServiceNow offers a portfolio of robust cloud-based products that automate and manage enterprise services. Arista EOS CloudVision is built on an innovative network-wide database architecture and is a truly open, next generation solution for cloud-like operations. With a focus on easy provisioning, configuration, image management, troubleshooting, visibility, security and 3rd party integration, CloudVision provides the platform to allow an organization to start leveraging its network automation in ways it was never able to do before, and drastically reduces OpEx costs to run the infrastructure. ServiceNow and CloudVision are the perfect match because ServiceNow allows for automating the enterprise and letting customers quickly add features. CloudVision provides a platform for automation that allows networking teams to quickly add functionality. With the ServiceNow CloudVision Portal Application, you can leverage both ServiceNow and CloudVision to improve your productivity.

If your company has adopted ServiceNow for managing and tracking change requests, you may find that the network operation team workload has increased. This is because operations now have to manually create a change request in ServiceNow for every task created in the CloudVision Portal (CVP). The ServiceNow CVP application will save you time by automatically creating and managing the ServiceNow change requests for you. The application will even create switch entries in the CMDB from the inventory records on CVP.

Architecture

The software architecture used to deliver the ServiceNow CVP application is shown in Figure 1 below. In this diagram only one ServiceNow instance and one datacenter is shown. There could be one or more ServiceNow instances working with one or more datacenters. Each datacenter can contain one or more CVP clusters. A description of the components follows:

ServiceNow Instance

The ServiceNow instance is accessible from the cloud. The application uses the ServiceNow RESTful API to get or update records in the ServiceNow instance.

Customer Datacenter

The ServiceNow CVP application runs on a Linux server within the datacenter. It needs network connectivity to the ServiceNow Instance and to CVP. The application runs as a Unix service polling ServiceNow and CVP for work. All requests to ServiceNow are performed using the ServiceNow RESTful API. All requests to CVP are performed using the CVP RESTful API. All requests from CVP to the Arista switches are performed using eAPI.

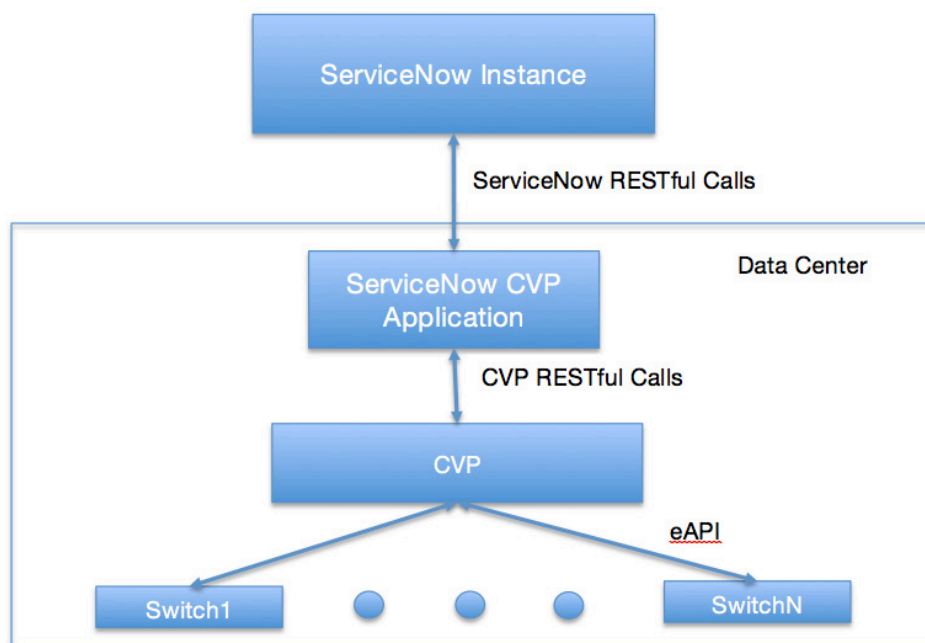


Figure 1: Architecture for ServiceNow CVP Application

ServiceNow CloudVision Portal Application

The ServiceNow CVP application enables you to seamlessly connect your ServiceNow instance to CVP. This improves IT Operations Management by allowing task and device related information to flow freely between CloudVision and ServiceNow. The features currently supported by the application follow:

ServiceNow Change Request Generation

The CVP ServiceNow application will automatically create and fill in the ServiceNow change request for you when a task is created on CVP. Applying a switch configuration change, restoring a snapshot, or applying an image to a switch will result in a task being created on CVP. Now that the change request has been generated it can begin its journey through the approval process. Once the change request has been approved then the CVP task will automatically be executed at the scheduled time.

ServiceNow CMDB Management

If your company has adapted ServiceNow for managing and tracking switches in the Change Management Database (CMDB) then this feature is for you. The inventory feature supports the automatic import and population of switches managed by CVP into the CMDB Network Switches table.

The features that will be supported by the application in the next release follow:

ServiceNow Change Request Method Of Operations (MOPS)

This feature is very useful if your company has implemented or wants to implement canned changes that can be applied across one or more Arista switches. Instead of initiating the change from CVP, a change can be initiated with the creation of the ServiceNow change request. The Change Plan field describes the changes being made to the switches, the Test Plan field specified the tests that should be run after the change has been applied, and the Back Out Plan field will leverage the CVP rollback capabilities to revert the change should the tests fail.

ServiceNow Incident Work Flow

Every now and then you may need to report an issue to Arista TAC. You can inform the TAC engineer of the problem, and the TAC engineer determines the additional information required, i.e. show techs, that are needed to debug the issue. This feature is designed to eliminate the formalities and make it easy for you to create a TAC case. You now have 2 ways to create a TAC case:

1. You can use ServiceNow to create an incident for Arista via a ServiceNow Incident record and the ServiceNow CVP application will automatically create a TAC case for you with the information you want to provide to Arista TAC.
2. You can create the TAC case by calling customer support or sending email and the ServiceNow CVP application will automatically create a ServiceNow incident to track the Arista TAC case.

For either approach, the ServiceNow CVP application will automatically copy TAC engineer updates to the ServiceNow incident, and the application will also copy any updates made to the ServiceNow incident to the TAC case.

Application Defaults

Customers have told us their network operations environment is more complicated where multiple teams may be involved with different ServiceNow Approvers, groups, or default start times to apply the changes to the network. The ability to set application defaults on a per CVP container basis and also per configlet has been added.

ServiceNow CloudVision Portal Application Availability

The ServiceNow CloudVision Portal Application is available for free to download from the www.arista.com website via the software download page under the support tab.

Summary

As you have seen, the ServiceNow CVP application is a useful tool for augmenting the automation capabilities provided by ServiceNow and CVP. Arista strives to provide automation capabilities that empower networking teams to be more productive and focus on what they want to work on.

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