

SWIM Closed Loop Automation

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About SWIM Closed Loop Automation

This release supports closed loop automation for software image management (SWIM) between Catalyst Center and ServiceNow. Closed-loop automation consists of a user configuring the provisioning of software device images in Catalyst Center. This configuration information is then communicated directly from Catalyst Center to ServiceNow as an immediate or scheduled change request. The ServiceNow administrator reviews the change request and either approves or rejects it in ServiceNow. The change request acceptance or rejection is then communicated back to Catalyst Center.

After receipt of an approved change request from ServiceNow, Catalyst Center performs the software update at that time (immediately) or at its scheduled future time.

After Catalyst Center successfully performs the software update, a notification (task completed) is sent back to ServiceNow. If the software update fails, then this is also communicated back to ServiceNow (task fail), so that the user can then manually perform the software update in Catalyst Center.



Note

If the SWIM provisioning is stopped by the user in Catalyst Center during this process, a task termination notification is sent to ServiceNow.

Ensure that the Catalyst Center app (version 2.2.0) is installed within the ServiceNow instance and perform the following procedures to enable SWIM closed loop automation between Catalyst Center and ServiceNow:

- 1. Review the requirements to ensure that the prerequisites for this feature have been met. See SWIM Closed Loop Automation Requirements, on page 2.
- 2. Review the SWIM closed loop automation workflow to ensure that the required Catalyst Center admin and ServiceNow admin tasks are performed for this feature. See SWIM Closed Loop Automation Workflow, on page 2.

SWIM Closed Loop Automation Requirements

The following table lists the requirements for SWIM closed loop automation.

Table 1: SWIM Closed Loop Automation Requirements

Software Product, App, or Procedure	Requirement
Catalyst Center	The latest Catalyst Center release.
Service Now	Any compatible version of ServiceNow mentioned on the ServiceNow Store website.
	Click the following link to access the ServiceNow Store website:
	https://store.servicenow.com/sn_appstore_store.do#!/store/application/ 03eb0f4ddbf6ba00f27978b5ae96197b/2.2.0
Catalyst Center app	Catalyst Center app (version 2.2.0)
	This app is available through the ServiceNow website:
	https://store.servicenow.com/sn_appstore_store.do#!/store/application/ 03eb0f4ddbf6ba00f27978b5ae96197b/2.2.0
	The Catalyst Center app must be installed in your ServiceNow instance by a ServiceNow administrator. The Catalyst Center app versions 2.1.1 and 2.0.1 are compatible with the Tokyo and Utah releases of ServiceNow. If you want to use the Vancouver release of ServiceNow, you must first upgrade the Catalyst Center app to the latest version, 2.2.0.
Catalyst Center-to-ServiceNow ITSM integration	See Catalyst Center Integration with ServiceNow Using the Catalyst Center App.

SWIM Closed Loop Automation Workflow

The following table describes the SWIM closed loop automation workflow between Catalyst Center and ServiceNow.

Table 2: SWIM Closed Loop Automation Workflow

Step	Description	1
Step 1	The Catalys in the netwo	st Center admin configures the Image Repository to prepare for the provisioning of devices ork.
	Note	See the Manage Software Images chapter in the <i>Cisco Catalyst Center User Guide</i> for information about setting up the Image Repository, as well as to review the software image provisioning process.

Step 2		n											
	The Catalyst Center admin distributes the software image to a device or devices at the present time or schedules this activity for a later time.												
	Note	Note Before this step is done, ensure that the Automation Events for ITSM (ServiceNow) bundle is configured and activated.											
	• From	• From the Catalyst Center home page, the admin clicks Provision > Inventory .											
		• From the Focus drop-down list, the admin chooses Software Images and selects the device with the image to upgrade.											
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	Figure Inventor iq. Frid o i	1: Cisco Cataly y Plug and Play Hearchy bal Unassigned Devices (1385)		e Provis	sion		Health Score		MAC Address	Last upde Device Role	ated: 3:10 PM		
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	Figure Inventor sq. Fred s Gu	1: Cisco Cataly y Plug and Play Kearchy bol Junssigned Devices (1385) area6	DEVICES (1394) FOCUS: Inventory ~	e Provis ce Tag Device IP Address	Sion Actions ~ ① (Device Family Switches and Hubs	Take a Tour Reachability	Health Score	ÇGlobal Site	MAC Address	Device Role	Image Version	t Export CRefresh Uptime	
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	E Change - All	(i) <u>CHG0030654</u>	Network Device Interface Connectivity - OSPF Adjacency Failure	Standard	New	(empty)	(empty)	(empty)	2019-10-22 13:19:52					
		(i) <u>CHG0030652</u>	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-22 13:03:48					
		(i) <u>CHG0030653</u>	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-22 13:03:48					
		(i) <u>CHG0030651</u>	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-22 13:03:47					
		С СНС0030650	Network Device Interface Connectivity - OSPF Adjacency Failure	Standard	New	(empty)	(empty)	(empty)	2019-10-22 09:43:46					
		(i) <u>CHG0030649</u>	Network Device Interface Connectivity - OSPF Adjacency Failure	Standard	New	(empty)	(empty)	(empty)	2019-10-22 08:57:10					
		(i) <u>CHG0030648</u>	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-22 08:42:17					
		(i) <u>CHG0030647</u>	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-22 08:42:16					
		(i) <u>CHG0030646</u>	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-22 08:42:13					
		(i) <u>CHG0030645</u>	SWIM Upgrade Request Creation Image Activation	Standard	Closed	2019-10-21 23:47:00	(empty)	(empty)	2019-10-21 23:52:50					
		(i) <u>CHG0030644</u>	SWIM Upgrade Request Creation Image Activation	Standard	Canceled	2019-10-22 00:13:00	(empty)	(empty)	2019-10-21 23:44:18					
		() снеоозое4з	Network Device Interface Connectivity - OSPF Adjacency Failure	Standard	New	(empty)	(empty)	(empty)	2019-10-21 23:14:40					
		(i) <u>CHG0030641</u>	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-21 22:58:26					
	\odot	/ (i) <u>CHG0030642</u>	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-21 22:58:26					
Step 4			nd data. In the	e Serv		w GUI, the	Service	Now ad	number (identifier min can edit the ch					
	request. For e Management		ment group	The	Service	eNow adm			and enter 'Change ify the SWIM change					
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Step	Description									
Step 5	The ServiceNow admin now clicks the Cisco DNA tab in the change request. Important additional data synchronized from Catalyst Center to ServiceNow can be viewed in this tab.									
	Figure 4: Cisco DNA Tab									
	Servicenow Service Management	Scale Employee 1001 - Q (CF (?) (?)								
	♥ Filter navigator ★ ①	● √ 芑 ∞	-							
	Number * Caller	NKC0011945 Contact tr Clisco Employee1001 Q 9€ Q 98								
	Category Category Subcategory	Inquiry / Help • Imp								
	Events - All Business service	Q. Prio	-							
	Configuration item	Q g d O Assignment gr								
	Import Sits Khort description Change - All	Device name."CSR_REG_4.cisco.com* at site: 'Global/Bangalon/Electronic city - BGP peering with neighbor '1.111' failed de								
	Description									
		Related Search Results >								
	Notes Related Records Closure Informat	an Cisco DNA								
	Cisco DNA Network Userid	- Note -								
	Cisco 350 View	titps://www.www.advarance/home/instwork/Dev/coubecc81/5-f1ac4/21/3/b76-413aa2c056d8	ŵ							
Step 6	The ServiceNow admin now	either approves or rejects the char	ge request ticket in the ServiceNow GUI.							
	In the Cisco DNA tab the Se	rviceNow admin clicks the Approv	al Status field and clicks either Approved							
	to approve the request or Re		an status note and oneks childringproved							
		viceNow will the change request b	approved in ServiceNow. Only after an							
	approvar in Ser	vice now will the change request b	e executed in Catalyst Center.							
	Figure 5: Cisco DNA Approval State	is Field								
	Fitter navigator Change Request Ord0030377 Planning Schedule Conflicts No	tes Closure Information Cloco DNA								
	Self-Service Cisco DNA Network Userid									
	Homepage Cisco 360 View		8							
	Business Applications Cisco DNA Network Details	(mage Details: a) Running (strage) Name: cst20000-universalit9.16.06.04.574.bin Name: cst20000-universalit9.16.06.04.574.bin								
	Service Catalog	Uudi: 4e42a;r+h-bdb-498e-a29d-46142d90057c Version: 16.6.4 Size in Bytes: 446922931 10 Golden Image								
	Knowledge	Name: CSI1000/[16.03.06] Uait: undefined Version: 16.03.06								
	Hidp the Help Desk	Size In Bytes: undefined								
	Connect Chat Cisco DNA Event Domain									
	Incidents Cisco DNA Event Details and Suggested Actions	Event Details Device Upgrade Status: OUTDATED								
	My Requests	Suggested Actions Actions undefined								
	Requested items Cisco DNA Event Id	cb068873-768-447e-a245-18c8d6dctb08								
	Witched Neguisted Tierns My Connected Apps	4 None								
	Approval Status	Approved Rejected								
	My Tagged Bocuments Beview Update Delete My Tags Related Links									
	Calculate Risk My Knowledge Articles Workflow Workflow									
	Affected Cis Impacted Services/Cis	Approvers Change Tasks (2) Problems incidents Fixed By Change incidents Caused By Change								
Step 7	After the Service New admin	annroves the ticket and the status	of the change request is changed to							
Step 7			of the change request is changed to							
		d state itself and the ServiceNow t	e ticket is rejected, the update is sent to							
		a state riseri and the Service now t	icket is automatically calletieu.							

I

Step	Description	l												
Step 8	After a successful software image update in Catalyst Center, a notification (task completed) is sent back to ServiceNow. ServiceNow then closes the change request ticket. The change request ticket closure is done through the use of APIs from the Catalyst Center app.													
	Note For a failed software update, ServiceNow reports the failure so that the ServiceNow admin can manually take action on the change request ticket. For a terminated software update, the change request ticket is canceled in ServiceNow. The reporting of both a failed software image update and a terminated software image update are also done through the use of APIs from the Catalyst Center app.													
Step 9	The Catalyst Center admin can review the SWIM event by choosing Runtime Dashboard > Event Summary .													
	Note By clicking the individual events in the GUI window, the admin accesses additional GUI windows that permit direct access to the event in ServiceNow.													
	Figure 6: Even	Figure 6: Event Summary												
	Runtime Dashboar	d												
	API Summary 0			Event Summary	0									
	Call Status			10 V Filter			EQ. Fir							
	Total API's			12 Events published	Domain *	Event Name	-4	Count						
	0	197 3 1			Know Your Network	BGP Tunnel Connectivity		6						
	Completed Call Perform	ormance		DNA Event Severity Count	Know Your Network	Network Device Interface Connectivity -	OSPF Adjacency Failure	6						
	APt Turne	Version Average Low No data to display	High	2 12 3 0 4 0 5 0 Showing 2 of 2										
	Integration Flow Su	mmary 0												
	REST-Based (0) I 0 Fa	ted Schedule-Based (0) 0 Faled												

	Descript	ion											
Step 10	The Cata	The Catalyst Center admin clicks an event name (link) to view additional detailed data.											
	Figure 7: E	Figure 7: Event History											
		BGP Tunnel Connectivity (6)											
	Last 6 hours 🗸							Last Updated: a few :	seconds ago 📿 Refres	h			
	√ Filter							ΞQ	find	1			
	Event Id	Last In-	Event Flow	ITSM	ITSM Status	ITSM Id	ITSM Link	ITSM Last	ITSM Entity				
	ecf17b41-	Source	Destination	Workflow	115M Status	11 SM IG		UpdatedTime *	Severity/Priority				
	4148-4583- b777- 630effbe8623	ServiceNow	DNACP	Incident	In Progress	INC0011945	https://ven02561.service-now.com/nav_to.do uri=incident.do? sys_id=6321ee6bdba44c506415f482ba9619f	2019. 9:32:34	5 - Planning				
	697d3d6a- 64cf-4617- a596- 5bb84d075830	ServiceNow	DNACP	Incident	Resolved	INC0011943	https://ven02561.service-now.com/nav_to.do uri-incident.do? sys_id=45dbd263dba44c506415f482ba9619;	2019, 9:00:39	5 - Planning				
	c668fc12- 04be-4588- a034- 9891ee4a24af	ServiceNow	DNACP	Problem	Closed/Resolved	PRB0040050	https://ven02561.service-now.com/nav_to.do uri=problem.do? sys_id=f8c89a63dba44c506415f482ba9619d	2019. 8:39:13	4 - Low				
	66745d31- 5d88-4e7d- bdc7- a9b5d9b172ae	ServiceNow	DNACP	RFC	Scheduled	CHG0030363	https://ven02561.service-now.com/nav_to.do uri=change_request.do? sys_id=44f8cae7db68c850475a5ed3ca96197	2019, 7:31:23	4 - Low				
	21d6464e- 8a60-4e4b- 963e- 1551a423bfb3	ServiceNow	DNACP	Incident	Resolved	INC0011941	https://ven02561.service-now.com/nav_to.do uri=incident.do? sys_id=a4d68a27db68c850475a5ad3ca9619	2019. 7:20:14	5 - Planning				
	84edad3b-						https://ven02561.service-now.com/nav_to.do	October 23rd		-			
	The Cata	Iyst Ce	inter au		KS all EVE	III ID IIU	mber (link) to view	Jilly uata a	ssociated	NIU			
Step 11	event. <i>Figure 8: En</i> « BOP Turnel Come Event Histo	ctivity		8-45a3-1	b777-630eff	fbe8623			seconds ago	× ih			
Step 11	Figure 8: En < BGP Tunnel Connel	ctivity		8-45a3-I	b777-630eff	fbe8623			seconds ago C Refres				
Step 11	Figure 8: En ← BGP Turnel Conne Event Histo ✓ Filtor Last In-Ew	ctivity Dry - ecf1	7b41-414					Last Updated: a few : EQ (Seconds ago O Refres				
Step 11	Figure 8: En ← BGP Tunnel Conne Event Histo ✓ Filtor Last In-Eve	^{ctivity} Dry - ecf1			ITSM Id ITSM	1 Link	ITSM La Updated	Last Updated: a few t EQ t TISM Entity Price Severty/Pric	Seconds ago C Refres				
Step 11	Figure 8: En < BQP Turnel Conne Event Histo V Filter Last In-Eve Source	ctivity Dry - ecf1	7b41-414	ITSM Status	ITSM Id ITSM INC0011945 Inc0011945	t Link ://ven02561.service- ncident.do? id=6321ee6bdba44c5	ITSM La Updated now.com/ney_to.do? October 064151482ba9619fe am	Last Updated: a few r EQ t t TSM Entity Pire - Severty/Pir Gird 2:34 5 - Planning	Find DNA Event Severity				
Sieh 11	Figure 8: En <bop conne<="" p="" turnel=""> Event Histo ✓ Filter Last In-Eve Source ServiceNov</bop>	ctivity DITY - CCf1 Int Flow Destination	7b41-414 ITSM Workflow	ITSM Status In Progress	ITSM Id ITSM INC0011945 https://www.sys_i INC0011945 uri-ir INC0011945 uri-ir	Link	ITSM La Updates tow.com/nav_to.do? October com/nav_to.do? October com/nav_to.do? October com/nav_to.do? October com/nav_to.do? October	Last Updated: a few : Enc. EQ. (TSM Earling) TSM Earling Seventry/Price 23rd 23rd 5 - Planning 3rd 5 - Planning	seconds ago C Refres Find orty DNA Event Severity 2				

Step	Description						
Step 12	The Catalyst of and specific in		clicks the ITSM	I Link to return to th	ne ServiceNow	Service Manageme	ent GUI
	Figure 9: Service	Now Incident					
	Servicenow Service Management				Cisco E	mployee 1001 • Q 🗗 🕜 🎯	
	(Tilter navigator)		<i>●</i> √ ≐ ∘	ro Follow 💌 Update Create Cisco	DNA Change Request Resolve Delete	
	· · ·	Number	INC0011945	Contact	ype None	•	
	Home	* Caller	Cisco Employee 1001	P\$ ()	In Progress	•	
	DNA App Log	Category	Inquiry/Help •	Im	act 4	•	
	Events - All	Subcategory	- None - 🔻	Urgi	ncy 4	•	
	Evens - An	Business service	٩.	Print	utity S - Planning		
	incidents - All	Configuration item	٩	A O Assignment g	oup	Q,	
	Import Sets			Assigne	d to	Q	
	Change-All	⇒k Short description	Device name: CSR_REG_4.cisco.com' at site: 'Global	Bangalore/Electronic city' - BGP peering with neighbor '1.1.1.1' failed of	ue to Autonomous System (AS) Number m	♥	
	÷	Description					
				Related Search Results >			
		Notes Related Records Closure Informa	ation Cisco DNA				
		Watch list	8 2	Work notes	list 🙆 🖄		
		Work notes	Work notes			=	
	•	•					