



# 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.



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

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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**

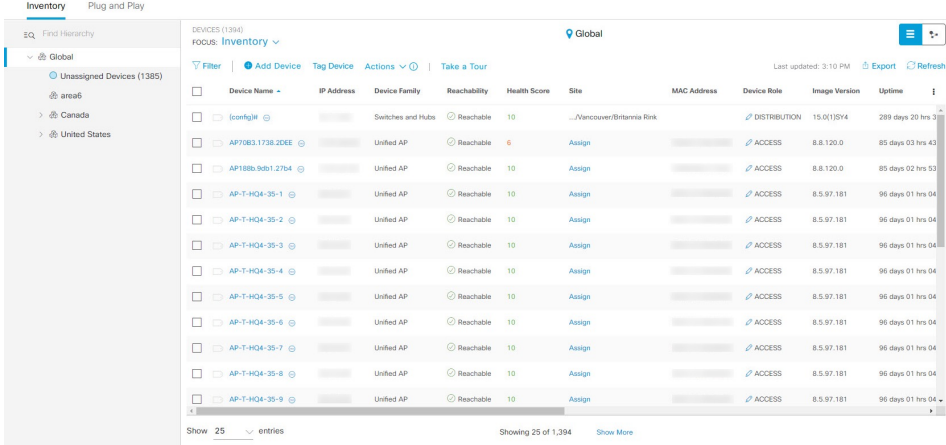
Software Product, App, or Procedure	Requirement
Catalyst Center	The latest Catalyst Center release.
Service Now	Any compatible version of ServiceNow mentioned on the ServiceNow Store website. Click the following link to access the ServiceNow Store website: <a href="https://store.servicenow.com/sn_appstore_store.do#!/store/application/03eb0f4ddb6ba00f27978b5ae96197b/2.2.0">https://store.servicenow.com/sn_appstore_store.do#!/store/application/03eb0f4ddb6ba00f27978b5ae96197b/2.2.0</a>
Catalyst Center app	Catalyst Center app (version 2.2.0) This app is available through the ServiceNow website: <a href="https://store.servicenow.com/sn_appstore_store.do#!/store/application/03eb0f4ddb6ba00f27978b5ae96197b/2.2.0">https://store.servicenow.com/sn_appstore_store.do#!/store/application/03eb0f4ddb6ba00f27978b5ae96197b/2.2.0</a> 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 <a href="#">Catalyst Center Integration with ServiceNow Using the Catalyst Center App</a> .

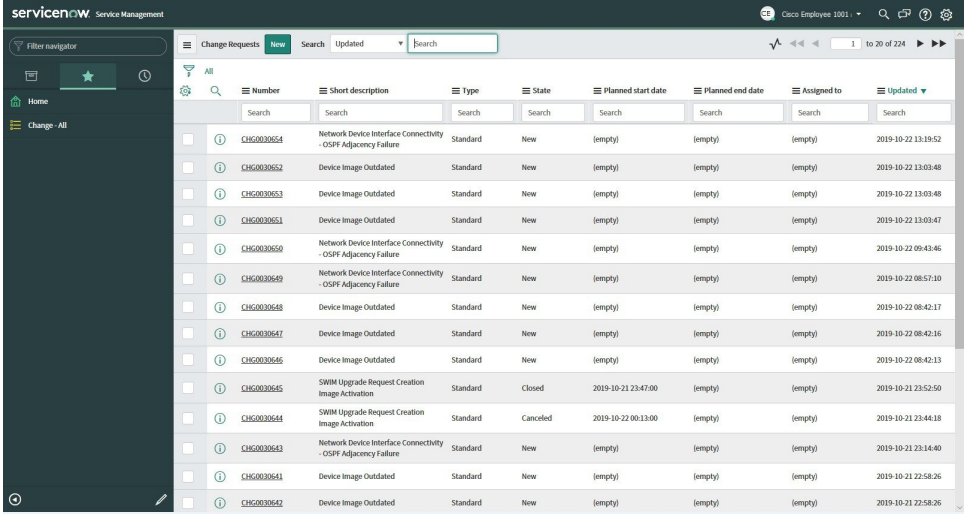
## SWIM Closed Loop Automation Workflow

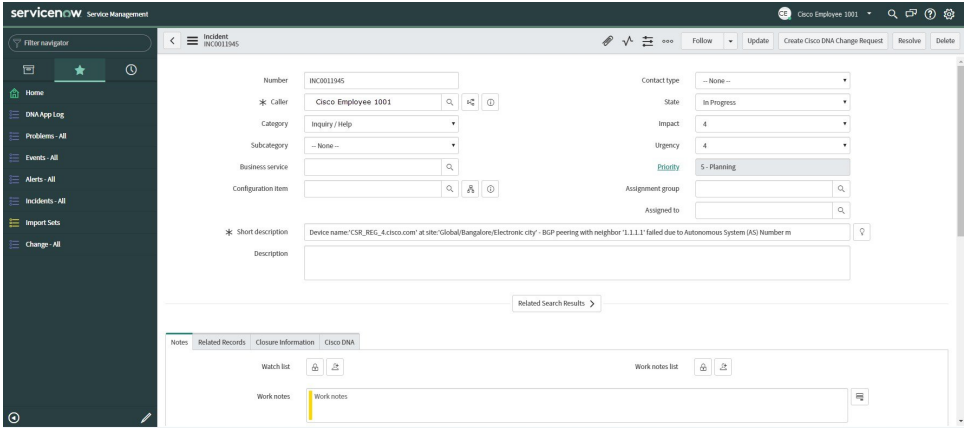
The following table describes the SWIM closed loop automation workflow between Catalyst Center and ServiceNow.

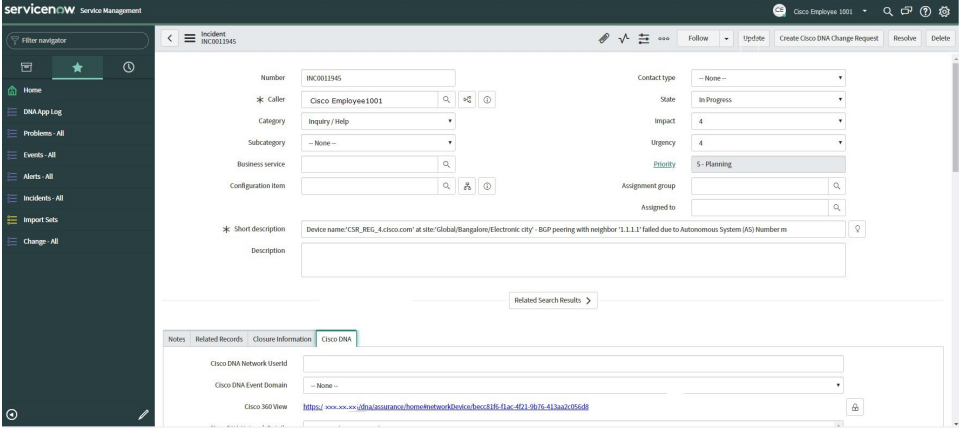
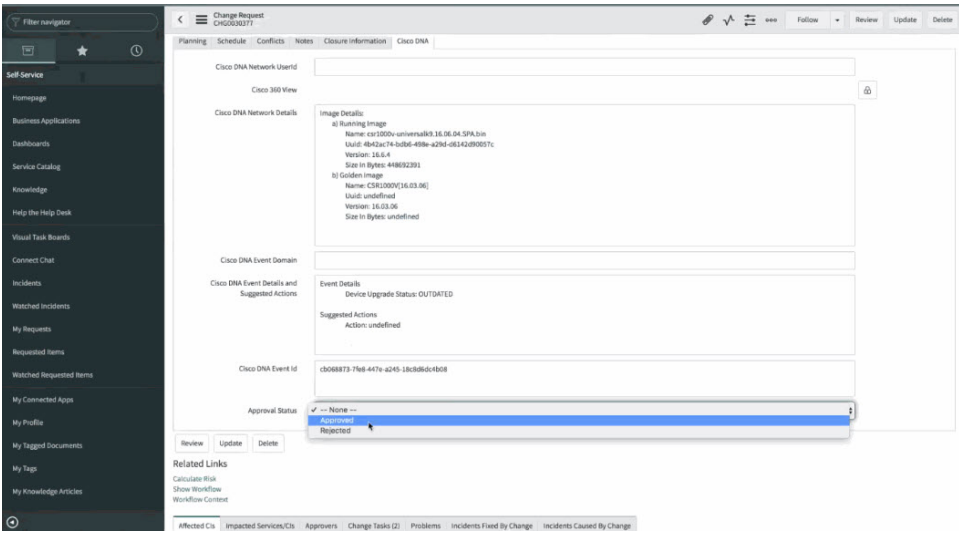
**Table 2: SWIM Closed Loop Automation Workflow**

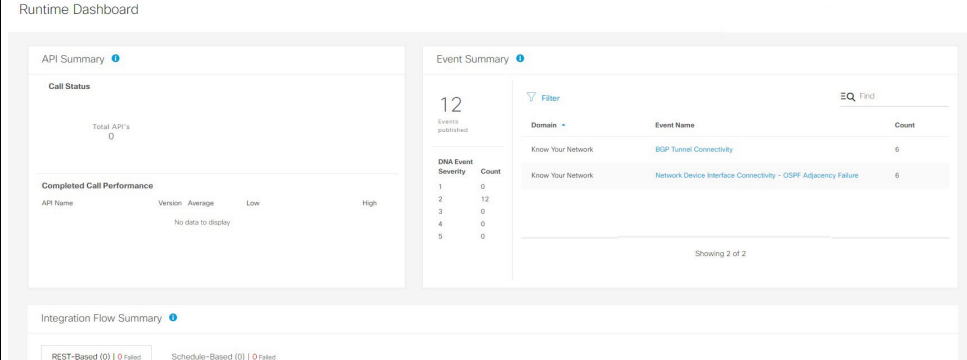
Step	Description
Step 1	The Catalyst Center admin configures the Image Repository to prepare for the provisioning of devices in the network.  <b>Note</b> See the Manage Software Images chapter in the <a href="#">Cisco Catalyst Center User Guide</a> for information about setting up the Image Repository, as well as to review the software image provisioning process.

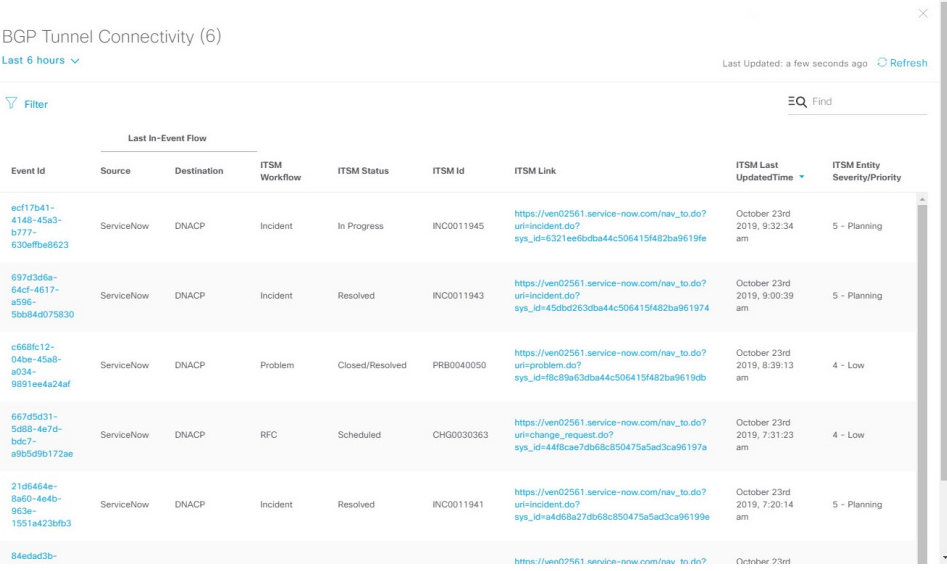
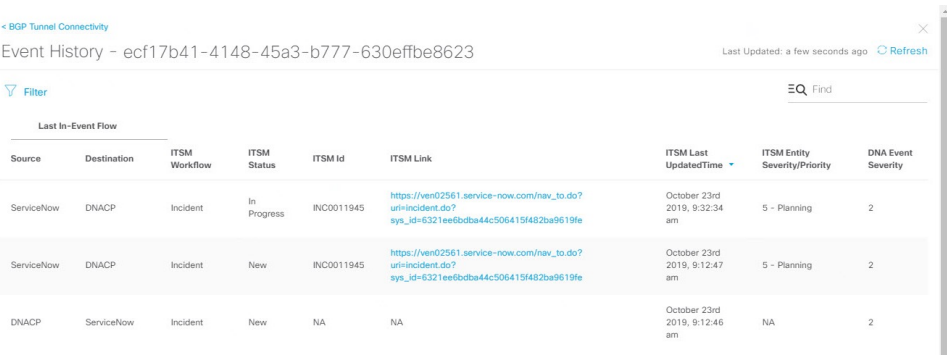
Step	Description
Step 2	<p>The Catalyst Center admin distributes the software image to a device or devices at the present time or schedules this activity for a later time.</p> <p><b>Note</b> Before this step is done, ensure that the Automation Events for ITSM (ServiceNow) bundle is configured and activated.</p> <ul style="list-style-type: none"> <li>• From the Catalyst Center home page, the admin clicks <b>Provision</b>&gt; <b>Inventory</b>.</li> <li>• From the <b>Focus</b> drop-down list, the admin chooses <b>Software Images</b> and selects the device with the image to upgrade.</li> <li>• From the <b>Actions</b> drop-down list, the admin chooses <b>Software Images</b> &gt; <b>Update Image</b> and does the following: <ul style="list-style-type: none"> <li>• <b>Distribute</b>: Clicks <b>Now</b> to start the distribution immediately or clicks <b>Later</b> to schedule the distribution at a specific time.</li> <li>• Clicks <b>Next</b>.</li> <li>• <b>Activate</b>: Clicks <b>Now</b> to start the activation immediately or clicks <b>Later</b> to schedule the activation at a specific time.</li> <li>• <b>Confirm</b>: Clicks <b>Confirm</b> to confirm the update.</li> </ul> </li> </ul> <p><b>Figure 1: Cisco Catalyst Assurance Provision</b></p>  <p>The screenshot shows the 'Inventory' page in Cisco Catalyst Assurance. It displays a table of 1,394 devices. The table columns are: Device Name, IP Address, Device Family, Reachability, Health Score, Site, MAC Address, Device Role, Image Version, and Uptime. The first few rows show devices like 'icofqjw', 'AP7083.1738.2DEE', and several 'AP-T-HQ4-35' devices. The interface includes a search bar, a filter dropdown, and a 'Show More' link at the bottom of the table.</p> <p><b>Note</b> See the Manage Software Images chapter in the <i>Cisco Catalyst Center User Guide</i> for detailed information about this step.</p>

Step	Description																																																																																																																								
Step 3	<p>After a software image distribution is created in Catalyst Center (software image update to be activated immediately or later), a SWIM event is created and communicated directly to the ServiceNow ITSM as a change request ticket. This is done through the use of APIs from the Catalyst Center app. The change request ticket status is new.</p> <p>The SWIM event appears in the ServiceNow GUI in the ServiceNow <b>Change Requests</b> table.</p> <p><b>Figure 2: ServiceNow Change Requests</b></p>  <table border="1" data-bbox="380 531 1338 1041"> <thead> <tr> <th>Number</th> <th>Short description</th> <th>Type</th> <th>State</th> <th>Planned start date</th> <th>Planned end date</th> <th>Assigned to</th> <th>Updated</th> </tr> </thead> <tbody> <tr> <td>CHG0030654</td> <td>Network Device Interface Connectivity - OSPF Adjacency Failure</td> <td>Standard</td> <td>New</td> <td>(empty)</td> <td>(empty)</td> <td>(empty)</td> <td>2019-10-22 13:19:52</td> </tr> <tr> <td>CHG0030652</td> <td>Device Image Outdated</td> <td>Standard</td> <td>New</td> <td>(empty)</td> <td>(empty)</td> <td>(empty)</td> <td>2019-10-22 13:03:48</td> </tr> <tr> <td>CHG0030653</td> <td>Device Image Outdated</td> <td>Standard</td> <td>New</td> <td>(empty)</td> <td>(empty)</td> <td>(empty)</td> <td>2019-10-22 13:03:48</td> </tr> <tr> <td>CHG0030651</td> <td>Device Image Outdated</td> <td>Standard</td> <td>New</td> <td>(empty)</td> <td>(empty)</td> <td>(empty)</td> <td>2019-10-22 13:03:47</td> </tr> <tr> <td>CHG0030650</td> <td>Network Device Interface Connectivity - OSPF Adjacency Failure</td> <td>Standard</td> <td>New</td> <td>(empty)</td> <td>(empty)</td> <td>(empty)</td> <td>2019-10-22 09:43:46</td> </tr> <tr> <td>CHG0030649</td> <td>Network Device Interface Connectivity - OSPF Adjacency Failure</td> <td>Standard</td> <td>New</td> <td>(empty)</td> <td>(empty)</td> <td>(empty)</td> <td>2019-10-22 08:57:10</td> </tr> <tr> <td>CHG0030648</td> <td>Device Image Outdated</td> <td>Standard</td> <td>New</td> <td>(empty)</td> <td>(empty)</td> <td>(empty)</td> <td>2019-10-22 08:42:17</td> </tr> <tr> <td>CHG0030647</td> <td>Device Image Outdated</td> <td>Standard</td> <td>New</td> <td>(empty)</td> <td>(empty)</td> <td>(empty)</td> <td>2019-10-22 08:42:16</td> </tr> <tr> <td>CHG0030646</td> <td>Device Image Outdated</td> <td>Standard</td> <td>New</td> <td>(empty)</td> <td>(empty)</td> <td>(empty)</td> <td>2019-10-22 08:42:13</td> </tr> <tr> <td>CHG0030645</td> <td>SWIM Upgrade Request Creation Image Activation</td> <td>Standard</td> <td>Closed</td> <td>2019-10-21 23:47:00</td> <td>(empty)</td> <td>(empty)</td> <td>2019-10-21 23:52:50</td> </tr> <tr> <td>CHG0030644</td> <td>SWIM Upgrade Request Creation Image Activation</td> <td>Standard</td> <td>Canceled</td> <td>2019-10-22 00:13:00</td> <td>(empty)</td> <td>(empty)</td> <td>2019-10-21 23:44:18</td> </tr> <tr> <td>CHG0030643</td> <td>Network Device Interface Connectivity - OSPF Adjacency Failure</td> <td>Standard</td> <td>New</td> <td>(empty)</td> <td>(empty)</td> <td>(empty)</td> <td>2019-10-21 23:14:40</td> </tr> <tr> <td>CHG0030641</td> <td>Device Image Outdated</td> <td>Standard</td> <td>New</td> <td>(empty)</td> <td>(empty)</td> <td>(empty)</td> <td>2019-10-21 22:58:26</td> </tr> <tr> <td>CHG0030642</td> <td>Device Image Outdated</td> <td>Standard</td> <td>New</td> <td>(empty)</td> <td>(empty)</td> <td>(empty)</td> <td>2019-10-21 22:58:26</td> </tr> </tbody> </table>	Number	Short description	Type	State	Planned start date	Planned end date	Assigned to	Updated	CHG0030654	Network Device Interface Connectivity - OSPF Adjacency Failure	Standard	New	(empty)	(empty)	(empty)	2019-10-22 13:19:52	CHG0030652	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-22 13:03:48	CHG0030653	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-22 13:03:48	CHG0030651	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-22 13:03:47	CHG0030650	Network Device Interface Connectivity - OSPF Adjacency Failure	Standard	New	(empty)	(empty)	(empty)	2019-10-22 09:43:46	CHG0030649	Network Device Interface Connectivity - OSPF Adjacency Failure	Standard	New	(empty)	(empty)	(empty)	2019-10-22 08:57:10	CHG0030648	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-22 08:42:17	CHG0030647	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-22 08:42:16	CHG0030646	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-22 08:42:13	CHG0030645	SWIM Upgrade Request Creation Image Activation	Standard	Closed	2019-10-21 23:47:00	(empty)	(empty)	2019-10-21 23:52:50	CHG0030644	SWIM Upgrade Request Creation Image Activation	Standard	Canceled	2019-10-22 00:13:00	(empty)	(empty)	2019-10-21 23:44:18	CHG0030643	Network Device Interface Connectivity - OSPF Adjacency Failure	Standard	New	(empty)	(empty)	(empty)	2019-10-21 23:14:40	CHG0030641	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-21 22:58:26	CHG0030642	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-21 22:58:26
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Step 4	<p>In the <b>Change Requests</b> table, the ServiceNow admin clicks the change request number (identifier) to open and review its status and data. In the ServiceNow GUI, the ServiceNow admin can edit the change request. For example, the admin can change the <b>State</b> from 'New' to 'Scheduled' and enter 'Change Management' for the <b>Assignment group</b>. The ServiceNow admin can also identify the SWIM change request with information in the <b>Short Description</b> field.</p> <p><b>Figure 3: Change Request</b></p>  <table border="1" data-bbox="380 1306 1338 1730"> <thead> <tr> <th>Field</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Number</td> <td>INC0013945</td> </tr> <tr> <td>Caller</td> <td>Cisco Employee 1001</td> </tr> <tr> <td>Category</td> <td>Inquiry / Help</td> </tr> <tr> <td>Subcategory</td> <td>--None--</td> </tr> <tr> <td>Business service</td> <td></td> </tr> <tr> <td>Configuration item</td> <td></td> </tr> <tr> <td>Short description</td> <td>Device name: CSR_REC_4cisco.com at site: Global/Bangalore/Electronic city - BGP peering with neighbor 1.1.1.1 failed due to Autonomous System (AS) Number m</td> </tr> <tr> <td>Contact type</td> <td>--None--</td> </tr> <tr> <td>State</td> <td>In Progress</td> </tr> <tr> <td>Impact</td> <td>4</td> </tr> <tr> <td>Urgency</td> <td>4</td> </tr> <tr> <td>Priority</td> <td>5 - Planning</td> </tr> <tr> <td>Assignment group</td> <td></td> </tr> <tr> <td>Assigned to</td> <td></td> </tr> </tbody> </table>	Field	Value	Number	INC0013945	Caller	Cisco Employee 1001	Category	Inquiry / Help	Subcategory	--None--	Business service		Configuration item		Short description	Device name: CSR_REC_4cisco.com at site: Global/Bangalore/Electronic city - BGP peering with neighbor 1.1.1.1 failed due to Autonomous System (AS) Number m	Contact type	--None--	State	In Progress	Impact	4	Urgency	4	Priority	5 - Planning	Assignment group		Assigned to	
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Step	Description
<p>Step 5</p>	<p>The ServiceNow admin now clicks the <b>Cisco DNA</b> tab in the change request. Important additional data synchronized from Catalyst Center to ServiceNow can be viewed in this tab.</p> <p><b>Figure 4: Cisco DNA Tab</b></p> 
<p>Step 6</p>	<p>The ServiceNow admin now either approves or rejects the change request ticket in the ServiceNow GUI. In the <b>Cisco DNA</b> tab, the ServiceNow admin clicks the <b>Approval Status</b> field and clicks either <b>Approved</b> to approve the request or <b>Rejected</b> to reject the request.</p> <p><b>Note</b> Before the change request is executed, it must be approved in ServiceNow. Only after an approval in ServiceNow will the change request be executed in Catalyst Center.</p> <p><b>Figure 5: Cisco DNA Approval Status Field</b></p> 
<p>Step 7</p>	<p>After the ServiceNow admin approves the ticket and the status of the change request is changed to Implement, a notification is sent to Catalyst Center. In case the ticket is rejected, the update is sent to Catalyst Center in Scheduled state itself and the ServiceNow ticket is automatically canceled.</p>

Step	Description									
Step 8	<p>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.</p> <p><b>Note</b> 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.</p>									
Step 9	<p>The Catalyst Center admin can review the SWIM event by choosing <b>Runtime Dashboard &gt; Event Summary</b>.</p> <p><b>Note</b> By clicking the individual events in the GUI window, the admin accesses additional GUI windows that permit direct access to the event in ServiceNow.</p> <p><b>Figure 6: Event Summary</b></p>  <p>The screenshot shows the 'Runtime Dashboard' interface. The 'Event Summary' section is highlighted, showing a total of 12 events published. Below this, there is a table with columns for 'Domain', 'Event Name', and 'Count'. The table lists two events:</p> <table border="1"> <thead> <tr> <th>Domain</th> <th>Event Name</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Know Your Network</td> <td>BGP Tunnel Connectivity</td> <td>6</td> </tr> <tr> <td>Know Your Network</td> <td>Network Device Interface Connectivity - OSPF Adjacency Failure</td> <td>6</td> </tr> </tbody> </table> <p>Below the table, there is a 'Showing 2 of 2' indicator. The dashboard also includes other sections like 'API Summary', 'Call Status', 'Completed Call Performance', and 'Integration Flow Summary'.</p>	Domain	Event Name	Count	Know Your Network	BGP Tunnel Connectivity	6	Know Your Network	Network Device Interface Connectivity - OSPF Adjacency Failure	6
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<p>Step 10</p>	<p>The Catalyst Center admin clicks an event name (link) to view additional detailed data.</p> <p><b>Figure 7: Event History</b></p>  <p>BGP Tunnel Connectivity (6) Last Updated: a few seconds ago Refresh</p> <p>Filter EQ Find</p> <table border="1"> <thead> <tr> <th>Event Id</th> <th>Source</th> <th>Destination</th> <th>ITSM Workflow</th> <th>ITSM Status</th> <th>ITSM Id</th> <th>ITSM Link</th> <th>ITSM Last UpdatedTime</th> <th>ITSM Entity Severity/Priority</th> </tr> </thead> <tbody> <tr> <td><a href="#">ecf17b41-4148-45a3-b777-630effbe8623</a></td> <td>ServiceNow</td> <td>DNACP</td> <td>Incident</td> <td>In Progress</td> <td>INC0011945</td> <td><a href="https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=6321ee6bdba44c506415f482ba9619fe">https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=6321ee6bdba44c506415f482ba9619fe</a></td> <td>October 23rd 2019, 9:32:34 am</td> <td>5 - Planning</td> </tr> <tr> <td><a href="#">697d3d6a-64cf-4617-a59e-5bb84d075830</a></td> <td>ServiceNow</td> <td>DNACP</td> <td>Incident</td> <td>Resolved</td> <td>INC0011943</td> <td><a href="https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=450bd263dba44c506415f482ba961974">https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=450bd263dba44c506415f482ba961974</a></td> <td>October 23rd 2019, 9:00:39 am</td> <td>5 - 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Step	Description
Step 12	<p>The Catalyst Center admin clicks the ITSM Link to return to the ServiceNow Service Management GUI and specific incident.</p> <p><b>Figure 9: ServiceNow Incident</b></p> 