

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 Cisco DNA Center and ServiceNow. Closed-loop automation consists of a user configuring the provisioning of software device images in Cisco DNA Center. This configuration information is then communicated directly from Cisco DNA 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 Cisco DNA Center.

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

After Cisco DNA 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 Cisco DNA Center.



Note

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

Perform the following procedures to enable SWIM closed loop automation between Cisco DNA 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 Cisco DNA 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 feature.

Table 1: SWIM Closed Loop Automation Requirements

Software Product, App, or Procedure	Requirement
Cisco DNA Center	Release 2.2.2.
Service Now	The following ServiceNow release versions support this feature: • Paris • Orlando
Cisco DNA Center app	Cisco DNA app (version 2.0.0) This app is available through the ServiceNow website located at: https://store.servicenow.com/sn_appstore_store.do#!/store/ application/03eb0f4ddbf6ba00f27978b5ae96197b/2.0.0 The Cisco DNA app is to be installed in your ServiceNow instance by a ServiceNow administrator.
Cisco DNA Center to ServiceNow ITSM integration	Review the <i>Cisco DNA Center Integration with ServiceNow using</i> <i>the Cisco DNA App</i> workflow and use it to set up the integration. See Cisco DNA Center Integration with ServiceNow Using the Cisco DNA App.

SWIM Closed Loop Automation Workflow

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

Table 2: SWIM Closed Loop Automation Workflow

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

Step	Descriptio	n											
Step 2	The Cisco	DNA Center	r admin distrib	utes t	he softw	are in	age to	a device o	r device	s at the	preser	nt time c	
	schedules this activity for a later time.												
	Note Before this step is done, ensure that the Cisco DNA Center Automation events for ITSM												
	(ServiceNow) bundle is configured and activated.												
	• From the Cisco DNA Center home page, the admin clicks Provision .												
	• From	the Cisco D	NA Center hor	ne pa	ge, the a	admin	clicks	Provision.					
		the Focus die to upgrade.	rop-down list,	the ad	min cho	ooses	Softw	are Images	and sel	ects the	e devic	e with tl	
	• From follow		drop-down list	t, the a	dmin c	hooses	Softw	vare Image	s > Upd	ate Im	age and	d does t	
	•]	 Distribute: Clicks Now to start the distribution immediately or clicks Later to schedule the distribution at a specific time. 											
	• (Clicks Next .	-										
	• .	Activate: Cli	cks Now to sta	rt the a	activatio	on imm	ediate	ly or clicks	Later to	schedu	ule the	activatio	
	6	at a specific t	ime.										
		Confirm: Cl	icks Confirm	to con	firm the	undat	0						
			eks commi			upuu							
	Figure	1: Cisco DNA A	ssurance Provisio	n									
	≡ 0	Sisco DNA Center			Provi	sion • Device:	s · Inventory					Q () (14	
	Invento	ry Plug and Play											
	≡q, Find	Hierarchy	DEVICES (1394) FOCUS: Inventory V					💡 Global				= 5	
	~ & G		Filter Add Device	Tag Device	Actions 🗸 🛈	Take a Tour				Last upda	ated: 3:10 PM 🇴	Export 📿 Refre	
		Unassigned Devices (1385) area6	Device Name •	IP Address	Device Family	Reachability	Health Score	Site	MAC Address	Device Role	Image Version	Uptime :	
		Canada	□ □ (config)# ⊖	41.1.1.50	Switches and Hubs	Reachable	10	/Vancouver/Britannia Rink		Ø DISTRIBUTION	15.0(1)SY4	289 days 20 hrs 3	
	> @	United States	□ □ AP70B3.1738.2DEE ⊖	17.51.44.24	Unified AP	Reachable	6	Assign	70:b3:17:3e:18:60	Ø ACCESS	8.8.120.0	85 days 03 hrs 43	
			□ □ AP188b.9db1.27b4 ⊙	17.51.47.33	Unified AP	Reachable	10	Assign	18:8b:9d:c7:1f:a0	Ø ACCESS	8.8.120.0	85 days 02 hrs 53	
			□ □ AP-T-HQ4-35-1 Θ	20.3.0.21	Unified AP	Reachable	10	Assign	00:01:31:00:02:00	Ø ACCESS	8.5.97.181	96 days 01 hrs 04	
			□ □ AP-T-HQ4-35-2 ⊖	20.3.0.22	Unified AP	Reachable	10	Assign	00:01:31:00:03:00	@ ACCESS	8.5.97.181	96 days 01 hrs 04	
			□ □ AP-T-HQ4-35-3 ⊖	20.3.0.23	Unified AP	Reachable	10	Assign	00:01:31:00:04:00	Ø ACCESS	8.5.97.181	96 days 01 hrs 04	
			□ □ AP-T-HQ4-35-4 ⊖	20.3.0.24	Unified AP	Reachable	10	Assign	00:01:31:00:05:00	Ø ACCESS	8.5.97.181	96 days 01 hrs 04	
			AP-T-HQ4-35-5 😑	20.3.0.25	Unified AP	Reachable	10	Assign	00:01:31:00:06:00	Ø ACCESS	8.5.97.181	96 days 01 hrs 04	
					Unified AP	Reachable	10	Assign	00:01:31:00:07:00	ACCESS	8.5.97.181	96 days 01 hrs 04	
			□ □ AP-T-HQ4-35-6 ⊖										
			□ □ AP-T-HQ4-35-7 Θ	20.3.0.27	Unified AP	Reachable	10	Assign	00:01:31:00:08:00	ACCESS	8.5.97.181	96 days 01 hrs 04	
			 □ AP-T-HQ4-35-7 ⊙ □ AP-T-HQ4-35-8 ⊙ 	20.3.0.27 20.3.0.28	Unified AP Unified AP	Reachable	10	Assign	00:01:31:00:09:00	Ø ACCESS	8.5.97.181	96 days 01 hrs 04	
			□ □ AP-T-HQ4-35-7 Θ	20.3.0.27 20.3.0.28	Unified AP Unified AP	Reachable	10	Assign		Ø ACCESS		96 days 01 hrs 04 96 days 01 hrs 04	
			 □ AP-T-HQ4-35-7 ⊙ □ AP-T-HQ4-35-8 ⊙ 	20.3.0.27 20.3.0.28	Unified AP Unified AP	 Reachable Reachable 	10 10	Assign	00:01:31:00:09:00	Ø ACCESS	8.5.97.181	96 days 01 hrs 04 96 days 01 hrs 04	
			AP-T-HQ4-35-7 ⊖ AP-T-HQ4-35-8 ⊖ AP-T-HQ4-35-9 ⊖ 4	20.3.0.27 20.3.0.28	Unified AP Unified AP	 Reachable Reachable 	10 10	Assign Assign	00:01:31:00:09:00	Ø ACCESS	8.5.97.181		
	Note	See t	AP-T-HQ4-35-7 ⊖ AP-T-HQ4-35-8 ⊖ AP-T-HQ4-35-9 ⊖ 4	20.3.0.27 20.3.0.28 20.3.0.29	Unified AP Unified AP Unified AP	 Reachable Reachable 	10 10 Showing 25 of 1	Assign Assign ,394 Show More	00:01:31:00:09:00 00:01:31:00:0a:00	ACCESS ACCESS	8.5.97.181	96 days 01 hrs 04 96 days 01 hrs 04	

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ep 3	immediately or	later), iest tio	the	n a SW	ion is created in (/IM event is creation of the second se	ited an	d comm	nunicated di	rectly to th	e Service	Now ITS
	The SWIM even	nt appo	ears	in the	ServiceNow GU	Л in th	e Servi	ceNow Cha	nge Requ	ests table	
	Figure 2: ServiceNo	w Chan	nge R	equests							
	Servicenow. Service Manager	nent								Cisco Employee 1001;	୍ ଦ୍ ନ୍ (୨ ଝୁ
	Filter navigator		Change Re	equests New	Search Updated v Search				V		to 20 of 224 🕨 🕨
			All	≡ Number	■ Short description	≡ Туре	≡ State	■ Planned start date	Planned end date	≡ Assigned to	≡ Updated ▼
	A Home			Search	Search	Search	Search	Search	Search	Search	Search
	🗮 Change - All		(j)	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
			<u>(</u>)	CHG0030653	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-22 13:03:48
			i	CHG0030651	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-22 13:03:47
			(i)	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
			<u>(</u>)	CHG0030648	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-22 08:42:17
			i	CHG0030647	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-22 08:42:16
			(j)	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
			<u>(</u>)	CHG0030644	SWIM Upgrade Request Creation	Standard	Canceled	2019-10-22 00:13:00	(empty)	(empty)	2019-10-21 23:44:18
			(j)	CHG0030643	Network Device Interface Connectivity - OSPF Adjacency Failure	Standard	New	(empty)	(empty)	(empty)	2019-10-21 23:14:40
			<u>(</u>)	CHG0030641	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-21 22:58:26
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Step	Description						
Step 4	In the Change Ro open and review i request. For exam Management' for request with infor	its status and dapped the administration of the state of	ata. In the Ser can change th n t group . The	viceNow GUI, e State from 'I ServiceNow a	the ServiceNo New' to 'Scheo	ow admin can ed luled' and enter '	it the change Change
	Figure 3: Change Requ	iest					
	Servicenow. Service Management					Cisco Employ	ee 1001 · く戸⑦廢
	Filter navigator	< = Incident INC0011945			∥ ∿ ∄ ∞	Follow 💌 Update Create Cisco DNA	Change Request Resolve Delete
	e \star ()	Number	INC0011945		Contact type	- None	• Í
	🗥 Home	★ Caller	Cisco Employee 1001	Q. #\$ ()	State	In Progress	
	E DNA App Log	Category	Inquiry / Help	•	Impact	4	
	Froblems - All	Subcategory	None	*	Urgency	4	
	📜 Events - All	Business service		Q	Priority	5 - Planning	
	🗮 Alerts - All	Configuration item		Q. R. O	Assignment group		۹
	🔚 Incidents - All				Assigned to		۹
	E Import Sets	* Short description	Device name: 'CSR_REG_4.cisco.com' at	ite:'Global/Bangalore/Electronic city' - BGP	peering with neighbor '1.1.1.1' failed due to	Autonomous System (AS) Number m	8
	Change - All	Description					
				Related Searc	ch Results 🗲		
		Notes Related Records Closure Inform	nation Clsco DNA				
					Work notes list		
		Watch list	8 2		WORK NOTES LIST	8	
		Work notes	Work notes				
	\odot /						
Step 5	The ServiceNow synchronized from <i>Figure 4: Cisco DNA 1</i>	n Cisco DNA (ab			e viewed in thi	s tab.	1001 · Q P () ()
	Filter navigator	< Incident INC0011945			₽ √ ≛	Follow • Update Create Cisco DNA C	hange Request Resolve Delete
		Number	INC0011945		Contact type	None	
	Home	* Caller	Cisco Employee1001	Q 8ª ()	State	In Progress	•
	DNA App Log	Category	Inquiry / Help	•	Impact	4	•
	Problems - All	Subcategory	None		Urgency	4	•
	Events - All	Business service		Q	Priority	5 - Planning	
	Alerts - All	Configuration item		Q & 0	Assignment group		2
	Incidents - All				Assigned to		2
	E Import Sets	* Short description	Device name: 'CSR_REG_4.cisco.com' at s	te:'Global/Bangalore/Electronic city' - BGP p	eering with neighbor '1.1.1.1' failed due to A	rtonomous System (AS) Number m	Q
	E Change - All	Description					
				Related Search	h Results >		
		Notes Related Records Closure Inform	ation Cisco DNA				
		Cisco DNA Network UserId					
		Cisco DNA Event Domain	None				•
	\odot /	Cisco 360 View	https://xxxxxxxxi/dna/assurance/home/	networkDevice/becc81f6-f1ac-4f21-9b76-413	taa2c056d8		۵

Step	Description			
Step 6	The ServiceNow admin no	ow eithe	er approves or rejects the change request ticket in the Ser	rviceNow GUI.
	to approve the request or R	Rejected	Now admin clicks the Approval Status field and clicks e d to reject the request. quest is executed, it must be approved in ServiceNow. O	
		erviceN	ow will the change request be executed in Cisco DNA C	
	(Request 1377	● √ 芑 ∞∞ Foliow	+ Review Update Delete
	Planning Schedule		s Closure Information Clisco DNA	
		A Network Userid		
	Self-Service	Cisco 360 View		8
	Hom-page Clicco DIA Bushces AppRications Clicco DIA Dashboards Service Catalog Knowledge Help the Help Deak Yssuil Task Boards	A Network Details	Image Details: Al Rouning Image Name: cs71000+cm/versali0.316.06.04.59A.bin Out-49-49.24-2606-498+-2204-0681-2000057c Version: 156.4 Solar Intyge: 46962201 It/of Control Contro	W
		DNA Event Domain		
		Event Details and	Event Details	
		Suggested Actions	Device Upgrade Status: OUTDATED	
	My Requests		Suggested Actions Action: undefined	
	wy nequests Requested flams			
		Cisco DNA Event Id	cb068873-7fe8-447e-a245-18c8d6dc4b08	
	My Connected Apps			
		Approval Status	- None	•
	My Profile No Tarmel Documents Review Update	Delete	Rejected	
	Pelated Links	Desete		
	My Tags Related Links Calculate Risk My Knowledge Articles Show Workflow Workflow			
		cted Services/Cls Ag	sprovers Change Tasis (2) Problems Incidents Fixed By Change Incidents Caused By Change	
Step 7	'Implement', a notification sent to Cisco DNA Center	is sent	oves the ticket and the status of the change request is ch to Cisco DNA Center. In case the ticket is rejected, then eduled' state itself and the ServiceNow ticket is automat	the update is ically canceled.
Step 8		w then c	update in Cisco DNA Center, a notification (task comple closes the change request ticket. The change request ticke DNA app.	· · · · · · · · · · · · · · · · · · ·
	admin can mar the change rec	nually ta quest tic and a te	update, ServiceNow proceeds to report the failure so that to ake action on the change request ticket. For a terminated s extet is canceled in ServiceNow. The reporting of both a erminated software image update are also done through to	oftware update, failed software

Step	Description									
Step 9	The Cisco DNA Center ad Summary .	min can 1	review	the S	SWIM	event by	v clicki	ng on Runtime D	ashboai	rd > Event
	Note By clicking th windows that							, the admin access eNow.	ses addit	ional GUI
	Figure 6: Event Summary									
	Eisco DNA Center			Platform -	Runtime Dashb	oard		Last Updated: 9 minutes ago 💦 📿 Refres	Q 🗇 🔿	
	Runtime Dashboard									^
	API Summary				Event Summ	ary 0				
	Call Status Total API's				12 Events published	∑ Filter Domain ▲		Event Name	EQ Find	ount
	Completed Call Performance				DNA Event Severity Court	Know Your Ne		BGP Tunnel Connectivity Network Device Interface Connectivity - OSPF Adja	cency Falure 6	
	API Name Version Average No data to displ	Low sy	Hig	3h	2 12 3 0 4 0 5 0			Showing 2 of 2		
	Interaction Eleve Summary									
	Integration Flow Summary • REST-Based (0) 0 Faled Schedule-Base	ed (0) 0 Failed								
Step 10	The Cisco DNA Center ad	min click	s on a	in eve	nt nam	e (link)	to viev	v additional detail	ed data.	
	Figure 7: Event History									
	Cisco DNA Center	BGP Tunnel	Connectiv	vity (6)						×
		Last 6 hours ∨							Last Updated: a few s	econds ago C Refresh
	Runtime Dashboard	p Piner	Last In-Ev	ent Flow						
	API Summary 0	Event Id	Source	Destination	ITSM Workflow	ITSM Status	ITSM Id	ITSM Link	ITSM Last UpdatedTime	ITSM Entity Severity/Priority
	Call Status Total AP/'s 0	ecf17b41- 4148-45a3- b777- 630effbe8623	ServiceNow	DNACP	Incident	In Progress	INC0011945	https://ven02561.service-now.com/nav_to.do? uri=incident.do? sys_jd=6321ee6bdba44c506415f482ba9619fe	October 23rd 2019, 9:32:34 am	5 - Planning
	Completed Call Performance	697d3d6a- 64cf-4617- 8596- 5bb84d075830	ServiceNow	DNACP	Incident	Resolved	INC0011943	https://ven02561.service-now.com/nav_to.do? url=incident.do? sys_id=45dbd263dbe44c506415f482be961974	October 23rd 2019, 9:00:39 am	5 - Planning
	API Name Version Average 1 No data to display	c668fc12- 04be-4588- a034- 9891ee4a24af	ServiceNow	DNACP	Problem	Closed/Resolved	PRB0040050	https://ven02561.service-now.com/nav_to.do? uri=problem.do? sys_id=f8c89a63dba44c506415f482ba9619db	October 23rd 2019, 8:39:13 am	4 - Low
		bdc7- a9b5d9b172ae	ServiceNow	DNACP	RFC	Scheduled	CHG0030363	https://ven02561.service-now.com/nav_to.do? uri=change_request.do? sys_id=44f8cae7db68c850475a5ad3ca96197a	October 23rd 2019, 7:31:23 am	4 - Low
	Integration Flow Summary	21d6464e- 8a60-4e4b- 963e- 1551a423bfb3	ServiceNow	DNACP	Incident	Resolved	INC0011941	https://ven02561.service-now.com/nav_to.do? uri=incident.do? sys_id=a4d68a27db68c850475e5ed3ca96199e	October 23rd 2019, 7:20:14 am	5 - Planning
	REST-Based (0) 0 Failed Schedule-Based (0)	84edad3b-						https://wen02561.service-now.com/nev_to.do?	October 23rd	

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	Description									
11	The Cisco D specific even	NA Center admin c	licks on	an eve	ent ID) numł	per (link) to view	only data	associated	with t
	Figure 8: Event I									
	rigare o. Event h	o bata								
	Cisco DNA Center	P < BCP Tunne Event H		17b41-41	48-45a3	8-b777-6	30effbe8623		Last Updated: a few second	ids ago 📿 Refi
		Filter							EQ Find	
	Runtime Dashboa	ard Las	In-Event Flow							
		Source	Destination	ITSM Workflow	ITSM Status	ITSM Id	ITSM Link	ITSM Last UpdatedTi	ITSM Entity Severity/Priority	DNA Ever Severity
	API Summary Call Status	ServiceNo	v DNACP	Incident	ln Progress	INC0011945	https://ven02561.service-now.com/nav_to.do? url=incident.do? sys_id=6321ee6bdbs44c506415f482bs9619fe	October 23 2019, 9:32 am		2
	Total AP 0	('s	v DNACP	Incident	New	INC0011945	https://ven02561.service-now.com/nav_to.do? url=incident.do? sys_id=6321ee6bdba44c506415f482ba9619fe	October 23 2019, 9:12 am	rd 47 5 - Planning	2
		DNACP	ServiceNow	Incident	New	NA	NA	October 23 2019, 9:12	rd 46 NA	2
	Completed Call Perfe	ormance						am		
	API Name	Version Average								
		No data to display								
	Integration Flow S	Summary 0								
12	The Cisco D	Schedule-Based (0)	licks on	the IT	SM L	link to	return to the Ser	viceNow S	ervice Ma	nager
12	The Cisco Di GUI and spec Figure 9: Service	NA Center admin c cific incident.	licks on	the IT	SM I	link to	return to the Ser			
12	The Cisco Di GUI and spec Figure 9: Service	NA Center admin c cific incident. eNow Incident	licks on	the IT	SM I	link to		đ	Cisco Employee 1001 🔹	Q 57 (
12	The Cisco Di GUI and spec Figure 9: Service servicencw service here v rither margater	Schedue-Based (0) NA Center admin c cific incident. control incident	licks on	the IT	ΓSM Ι	Link to	● return to the Ser ●		Cisco Employee 1001 🔹	Q 57 (
12	The Cisco Di GUI and spec Figure 9: Service servicence service fibre radgete The radgete	NA Center admin c cific incident. eNow Incident	licks on	the IT	SM I	Link to		đ	Cisco Employee 1001 🔹	Q च ² (j
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