



# 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.



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**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.

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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**

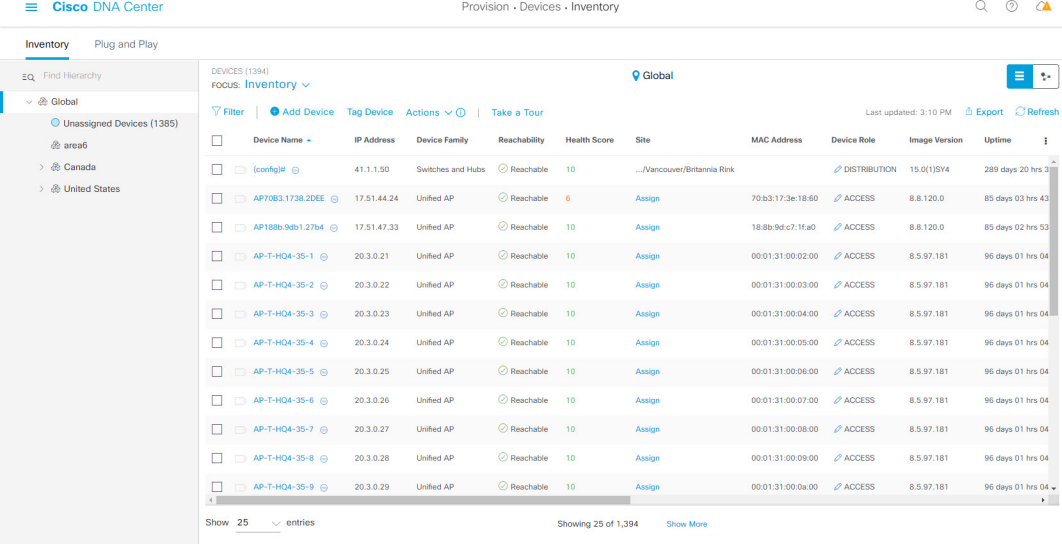
| Software Product, App, or Procedure             | Requirement   |
|---|---|
| Cisco DNA Center                                | Release 2.2.3.  |
| Service Now                                     | The following ServiceNow release versions support this feature: <ul style="list-style-type: none"> <li>• Quebec</li> <li>• Paris</li> <li>• Rome</li> <li>• San Diego</li> <li>• Tokyo</li> </ul>   |
| Cisco DNA Center app                            | Cisco DNA app (version 2.0.0)<br>This app is available through the ServiceNow website located at:<br><a href="https://store.servicenow.com/sn_appstore_store.do#!/store/application/03eb0f4ddb6ba00f27978b5ae96197b/2.0.0">https://store.servicenow.com/sn_appstore_store.do#!/store/application/03eb0f4ddb6ba00f27978b5ae96197b/2.0.0</a><br>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 the Cisco DNA App</i> workflow and use it to set up the integration.<br>See <a href="#">Cisco DNA Center Integration with ServiceNow Using the Cisco DNA App</a> .   |

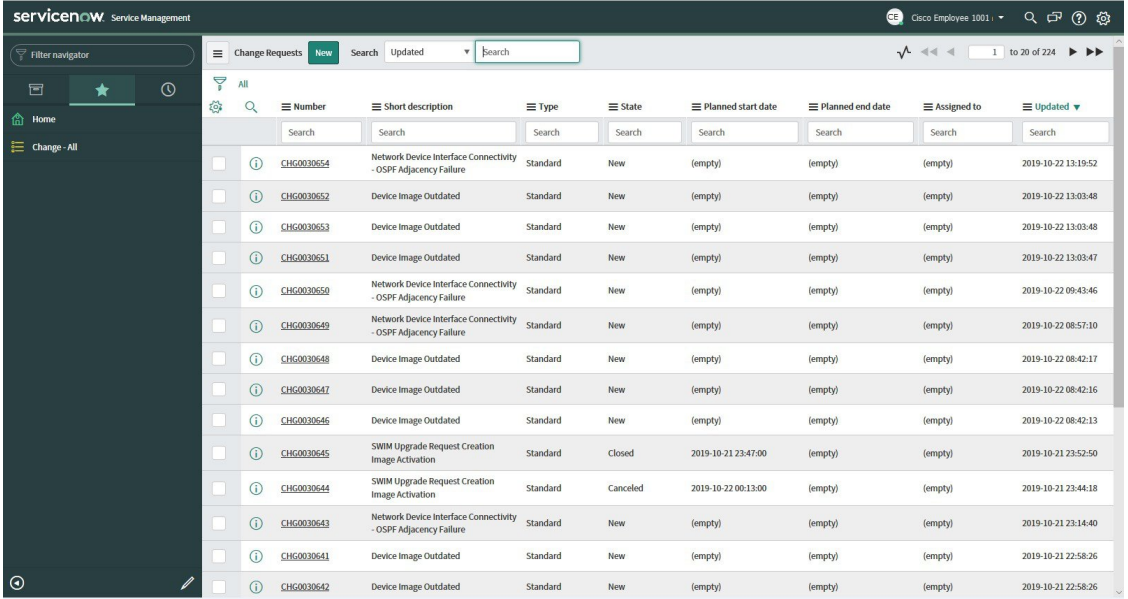
## SWIM Closed Loop Automation Workflow

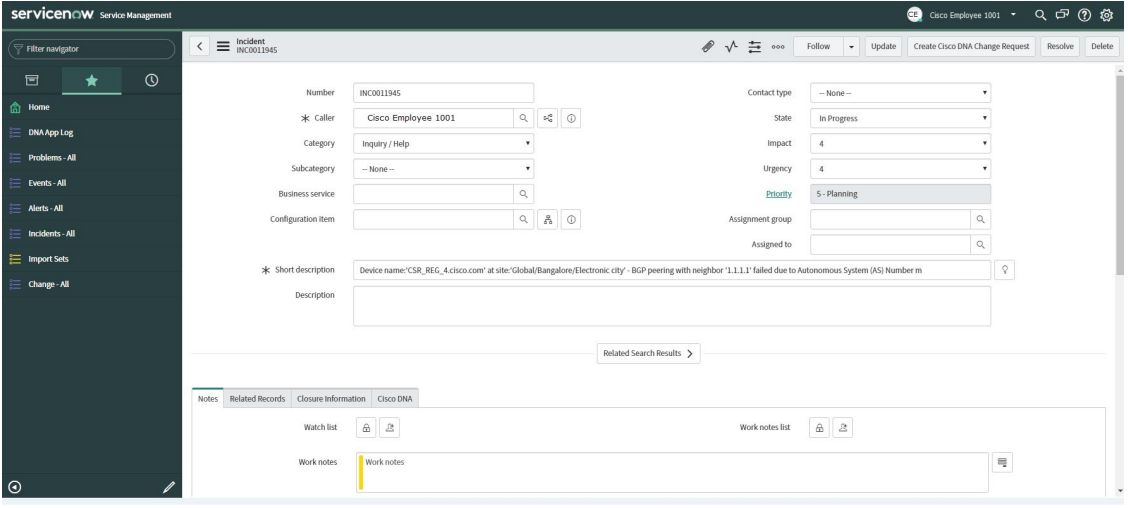
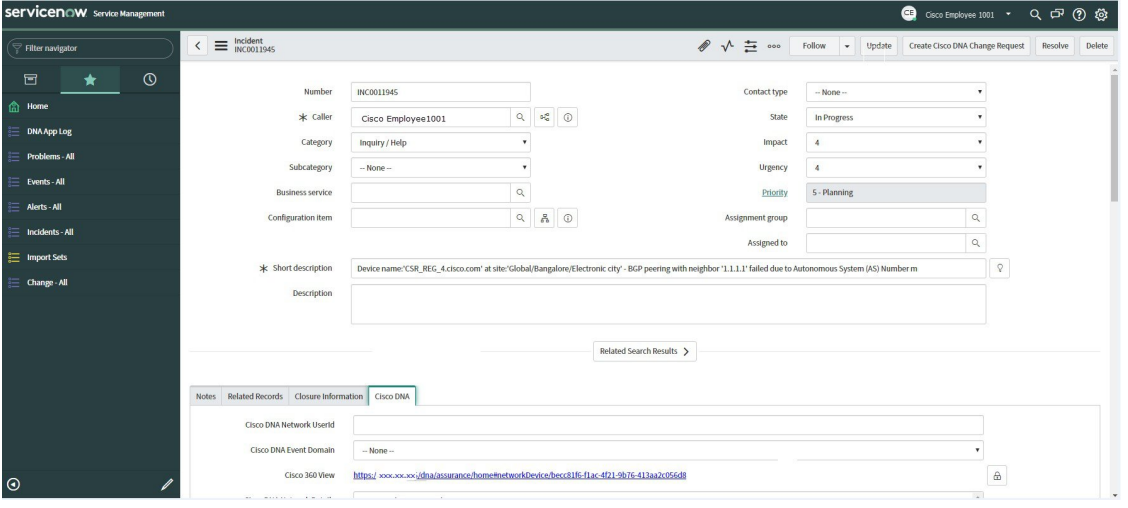
The following table describes the SWIM closed loop automation workflow between Cisco DNA Center and ServiceNow.

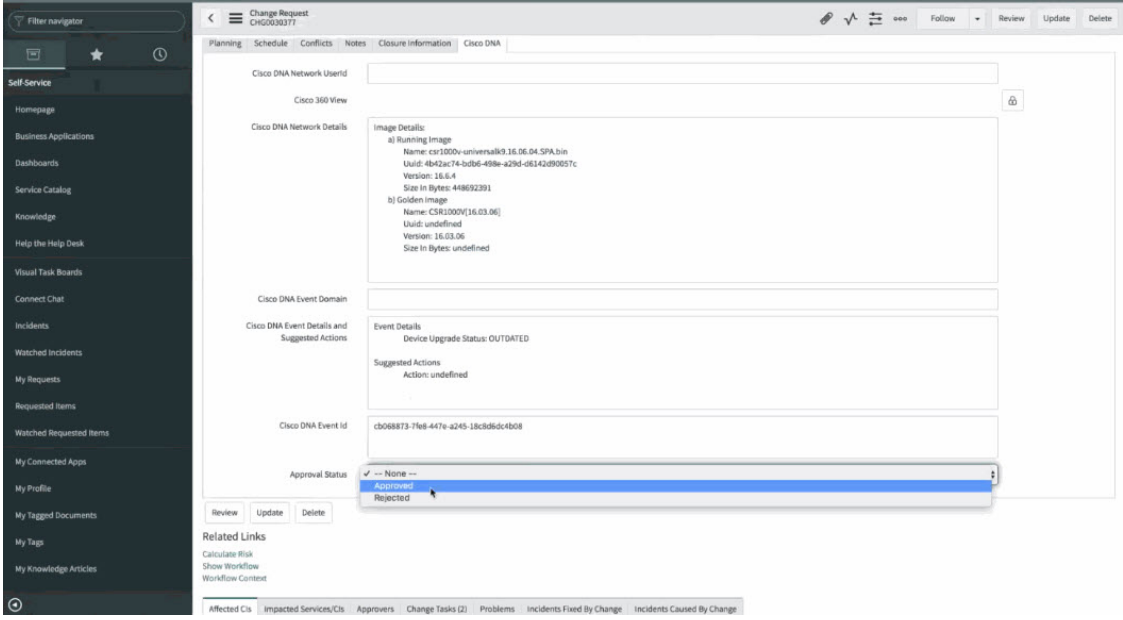
**Table 2: SWIM Closed Loop Automation Workflow**

| Step   | Description   |
|--------|---|
| Step 1 | The Cisco DNA Center admin configures the Image Repository to prepare for the provisioning of devices in the network.<br><b>Note</b> See the Manage Software Images chapter in the <a href="#">Cisco DNA 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 Cisco DNA 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 <b>Cisco DNA Center Automation events for ITSM (ServiceNow)</b> bundle is configured and activated.</p> <ul style="list-style-type: none"> <li>From the Cisco DNA Center home page, the admin clicks <b>Provision</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 &gt; 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 DNA Assurance Provision</b></p>  <p><b>Note</b> See the Manage Software Images chapter in the <a href="#">Cisco DNA Center User Guide</a> for detailed information about this step.</p> |

| Step       | Description  |          |                   |                     |                  |                    |                     |             |         |            |  |          |     |         |         |         |                     |            |                       |          |     |         |         |         |                     |            |                       |          |     |         |         |         |                     |            |                       |          |     |         |         |         |                     |            |  |          |     |         |         |         |                     |            |  |          |     |         |         |         |                     |            |                       |          |     |         |         |         |                     |            |                       |          |     |         |         |         |                     |            |                       |          |     |         |         |         |                     |            |  |          |        |                     |         |         |                     |            |  |          |          |                     |         |         |                     |            |  |          |     |         |         |         |                     |            |                       |          |     |         |         |         |                     |            |                       |          |     |         |         |         |                     |
|------------|--|----------|-------------------|---------------------|------------------|--------------------|---------------------|-------------|---------|------------|--|----------|-----|---------|---------|---------|---------------------|------------|-----------------------|----------|-----|---------|---------|---------|---------------------|------------|-----------------------|----------|-----|---------|---------|---------|---------------------|------------|-----------------------|----------|-----|---------|---------|---------|---------------------|------------|--|----------|-----|---------|---------|---------|---------------------|------------|--|----------|-----|---------|---------|---------|---------------------|------------|-----------------------|----------|-----|---------|---------|---------|---------------------|------------|-----------------------|----------|-----|---------|---------|---------|---------------------|------------|-----------------------|----------|-----|---------|---------|---------|---------------------|------------|--|----------|--------|---------------------|---------|---------|---------------------|------------|--|----------|----------|---------------------|---------|---------|---------------------|------------|--|----------|-----|---------|---------|---------|---------------------|------------|-----------------------|----------|-----|---------|---------|---------|---------------------|------------|-----------------------|----------|-----|---------|---------|---------|---------------------|
| Step 3     | <p>Once a software image distribution is created in Cisco DNA Center (software image update to be activated immediately or later), then 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 DNA 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="358 531 1479 1125"> <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 - 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| 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 |             |         |            |  |          |     |         |         |         |                     |            |                       |          |     |         |         |         |                     |            |                       |          |     |         |         |         |                     |            |                       |          |     |         |         |         |                     |            |  |          |     |         |         |         |                     |            |  |          |     |         |         |         |                     |            |                       |          |     |         |         |         |                     |            |                       |          |     |         |         |         |                     |            |                       |          |     |         |         |         |                     |            |  |          |        |                     |         |         |                     |            |  |          |          |                     |         |         |                     |            |  |          |     |         |         |         |                     |            |                       |          |     |         |         |         |                     |            |                       |          |     |         |         |         |                     |

| Step          | Description  |
|---------------|--|
| <p>Step 4</p> | <p>In the <b>Change Requests</b> table, the ServiceNow admin clicks on 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>  <p>The screenshot shows the ServiceNow interface for a change request. The left sidebar contains navigation options like Home, DNA App Log, Problems, Events, Alerts, Incidents, Import Sets, and Change. The main area displays the incident details for INC0011945. Fields include Number (INC0011945), Caller (Cisco Employee 1001), Category (Inquiry / Help), Subcategory (None), Business service, Configuration item, Contact type (None), State (In Progress), Impact (4), Urgency (4), Priority (5 - Planning), Assignment group, and Assigned to. The Short description field contains: "Device name:'CSR_REG_4.cisco.com' at site:'Global/Bangalore/Electronic city' - BGP peering with neighbor '1.1.1.1' failed due to Autonomous System (AS) Number m". Below the form are tabs for Notes, Related Records, Closure Information, and Cisco DNA.</p> |
| <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 Cisco DNA Center to ServiceNow can be viewed in this tab.</p> <p><b>Figure 4: Cisco DNA Tab</b></p>  <p>This screenshot shows the same ServiceNow interface as Figure 3, but with the 'Cisco DNA' tab selected. The 'Cisco DNA' section contains the following fields: Cisco DNA Network Userid (empty), Cisco DNA Event Domain (None), and Cisco 360 View (a URL: https://xxx.xx.xx/dna/assurance/home/networkDevice/becc818f-11ac-4721-9b7c-613aa2c056d8). The other tabs (Notes, Related Records, Closure Information) are visible but not active.</p>   |

| Step   | Description  |
|--------|--|
| Step 6 | <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 Cisco DNA Center.</p> <p><b>Figure 5: Cisco DNA Approval Status Field</b></p>   |
| Step 7 | <p>After the ServiceNow admin approves the ticket and the status of the change request is changed to 'Implement', a notification is sent to Cisco DNA Center. In case the ticket is rejected, then the update is sent to Cisco DNA Center in 'Scheduled' state itself and the ServiceNow ticket is automatically canceled.</p>   |
| Step 8 | <p>After a successful software image update in Cisco DNA 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 DNA app.</p> <p><b>Note</b> For a failed software update, ServiceNow proceeds to report 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 DNA app.</p> |

**Step 9**

**Description**

The Cisco DNA Center admin can review the SWIM event by clicking on **Runtime Dashboard > Event Summary**.

**Note** By clicking the on individual events in the GUI window, the admin accesses additional GUI windows that permit direct access to the event in ServiceNow.

**Figure 6: Event Summary**

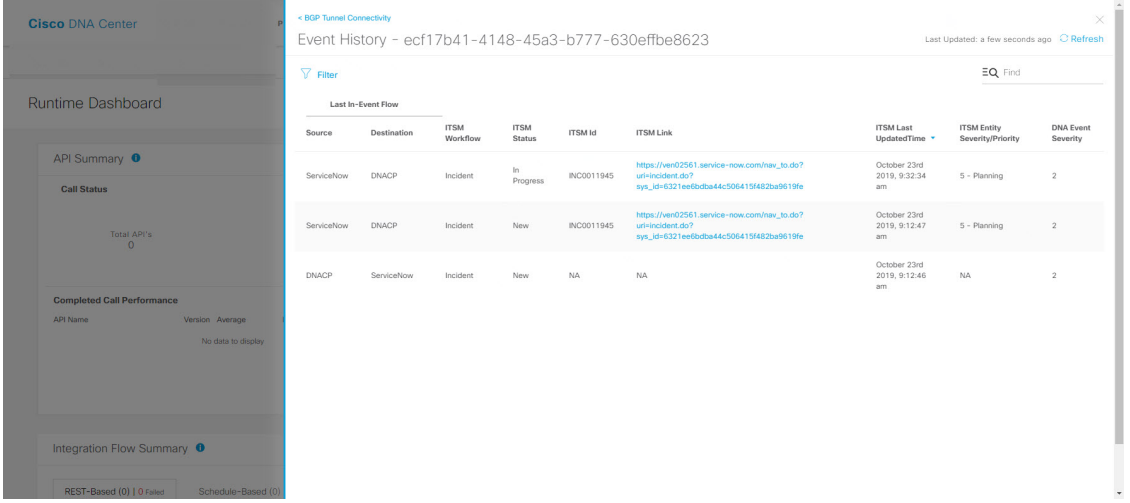
| Domain            | Event Name   | Count |
|-------------------|--|-------|
| Know Your Network | BGP Tunnel Connectivity  | 6     |
| Know Your Network | Network Device Interface Connectivity - OSPF Adjacency Failure | 6     |

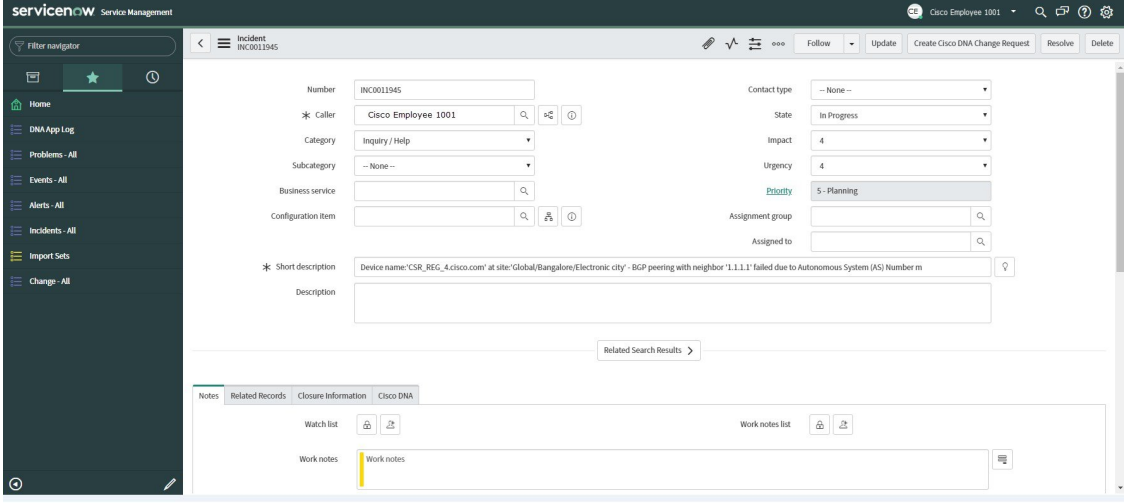
**Step 10**

The Cisco DNA Center admin clicks on an event name (link) to view additional detailed data.

**Figure 7: Event History**

| Event Id                             | Source     | Destination | ITSM Workflow | ITSM Status     | ITSM Id    | ITSM Link  | ITSM Last UpdatedTime         | ITSM Entity Severity/Priority |
|--------------------------------------|------------|-------------|---------------|-----------------|------------|--|-------------------------------|-------------------------------|
| 4ed17b41-4143-45a3-b773-630ef0e8623  | ServiceNow | DNACP       | Incident      | In Progress     | INC0011945 | https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=6321ee6dbd44c506415f482ba9619fe        | October 23rd 2019, 9:32:34 am | 5 - Planning                  |
| 697d36fa-64cf-4617-e596-50e64d979830 | ServiceNow | DNACP       | Incident      | Resolved        | INC0011943 | https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=45db2c23db44c506415f482ba961974        | October 23rd 2019, 9:00:39 am | 5 - Planning                  |
| c6686c12-04ba-45a8-8034-9891ee424af  | ServiceNow | DNACP       | Problem       | Closed/Resolved | PRB0040050 | https://ven02561.service-now.com/nav_to.do?uri=problem.do?sys_id=8c89a63db44c506415f482ba9619db          | October 23rd 2019, 8:38:13 am | 4 - Low                       |
| 667d5d31-5d8b-4e7d-bdc7-495d59b172ae | ServiceNow | DNACP       | RFC           | Scheduled       | CHG0030363 | https://ven02561.service-now.com/nav_to.do?uri=change_request.do?sys_id=44f8cae7fb68c950475b5ad3ca96197a | October 23rd 2019, 7:31:23 am | 4 - Low                       |
| 2195484e-2b09-4e49-9c3c-1551a423bf03 | ServiceNow | DNACP       | Incident      | Resolved        | INC0011941 | https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=a4d8fae27db6bc850475a5ad3ca96199e      | October 23rd 2019, 7:20:14 am | 5 - Planning                  |
| 84edec3b-                            |            |             |               |                 |            | https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=...                                    | October 23rd                  |                               |

| Step       | Description  |               |             |               |   |                               |                              |                       |                              |                    |            |       |          |             |            |   |                               |              |   |            |       |          |     |            |   |                               |              |   |       |            |          |     |    |    |                               |    |   |
|------------|--|---------------|-------------|---------------|---|-------------------------------|------------------------------|-----------------------|------------------------------|--------------------|------------|-------|----------|-------------|------------|---|-------------------------------|--------------|---|------------|-------|----------|-----|------------|---|-------------------------------|--------------|---|-------|------------|----------|-----|----|----|-------------------------------|----|---|
| Step 11    | <p>The Cisco DNA Center admin clicks on an event ID number (link) to view only data associated with that specific event.</p> <p><b>Figure 8: Event ID Data</b></p>  <p>The screenshot shows the Cisco DNA Center interface. On the left is a 'Runtime Dashboard' with sections for 'API Summary', 'Call Status' (Total API's: 0), and 'Completed Call Performance'. The main area is titled 'Event History - ecf17b41-4148-45a3-b777-630effbe8623'. It features a 'Filter' button, a search bar, and a table of 'Last In-Event Flow' data.</p> <table border="1"> <thead> <tr> <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 Entry Severity/Priority</th> <th>DNA Event Severity</th> </tr> </thead> <tbody> <tr> <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=6321ee68db44c5064154622ba9619fe">https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=6321ee68db44c5064154622ba9619fe</a></td> <td>October 23rd 2019, 9:32:34 am</td> <td>5 - Planning</td> <td>2</td> </tr> <tr> <td>ServiceNow</td> <td>DNACP</td> <td>Incident</td> <td>New</td> <td>INC0011945</td> <td><a href="https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=6321ee68db44c5064154622ba9619fe">https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=6321ee68db44c5064154622ba9619fe</a></td> <td>October 23rd 2019, 9:12:47 am</td> <td>5 - Planning</td> <td>2</td> </tr> <tr> <td>DNACP</td> <td>ServiceNow</td> <td>Incident</td> <td>New</td> <td>NA</td> <td>NA</td> <td>October 23rd 2019, 9:12:46 am</td> <td>NA</td> <td>2</td> </tr> </tbody> </table> | Source        | Destination | ITSM Workflow | ITSM Status   | ITSM Id                       | ITSM Link                    | ITSM Last UpdatedTime | ITSM Entry Severity/Priority | DNA Event Severity | ServiceNow | DNACP | Incident | In Progress | INC0011945 | <a href="https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=6321ee68db44c5064154622ba9619fe">https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=6321ee68db44c5064154622ba9619fe</a> | October 23rd 2019, 9:32:34 am | 5 - Planning | 2 | ServiceNow | DNACP | Incident | New | INC0011945 | <a href="https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=6321ee68db44c5064154622ba9619fe">https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=6321ee68db44c5064154622ba9619fe</a> | October 23rd 2019, 9:12:47 am | 5 - Planning | 2 | DNACP | ServiceNow | Incident | New | NA | NA | October 23rd 2019, 9:12:46 am | NA | 2 |
| Source     | Destination  | ITSM Workflow | ITSM Status | ITSM Id       | ITSM Link   | ITSM Last UpdatedTime         | ITSM Entry Severity/Priority | DNA Event Severity    |                              |                    |            |       |          |             |            |   |                               |              |   |            |       |          |     |            |   |                               |              |   |       |            |          |     |    |    |                               |    |   |
| ServiceNow | DNACP  | Incident      | In Progress | INC0011945    | <a href="https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=6321ee68db44c5064154622ba9619fe">https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=6321ee68db44c5064154622ba9619fe</a> | October 23rd 2019, 9:32:34 am | 5 - Planning                 | 2                     |                              |                    |            |       |          |             |            |   |                               |              |   |            |       |          |     |            |   |                               |              |   |       |            |          |     |    |    |                               |    |   |
| ServiceNow | DNACP  | Incident      | New         | INC0011945    | <a href="https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=6321ee68db44c5064154622ba9619fe">https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=6321ee68db44c5064154622ba9619fe</a> | October 23rd 2019, 9:12:47 am | 5 - Planning                 | 2                     |                              |                    |            |       |          |             |            |   |                               |              |   |            |       |          |     |            |   |                               |              |   |       |            |          |     |    |    |                               |    |   |
| DNACP      | ServiceNow   | Incident      | New         | NA            | NA  | October 23rd 2019, 9:12:46 am | NA                           | 2                     |                              |                    |            |       |          |             |            |   |                               |              |   |            |       |          |     |            |   |                               |              |   |       |            |          |     |    |    |                               |    |   |

| Step    | Description  |
|---------|--|
| Step 12 | <p>The Cisco DNA Center admin clicks on the ITSM Link to return to the ServiceNow Service Management GUI and specific incident.</p> <p><b>Figure 9: ServiceNow Incident</b></p>  <p>The screenshot shows the ServiceNow 'Incident' page for incident INC0011945. The left sidebar contains navigation options like Home, DNA App Log, Problems, Events, Alerts, Incidents, Import Sets, and Change. The main content area displays incident details:</p> <ul style="list-style-type: none"> <li>Number: INC0011945</li> <li>Caller: Cisco Employee 1001</li> <li>Category: Inquiry / Help</li> <li>Subcategory: --None--</li> <li>Business service: [Empty]</li> <li>Configuration item: [Empty]</li> <li>Short description: Device name:'CSR_REG_4.cisco.com' at site:'Global(Bangalore/Electronic city)' - BGP peering with neighbor '1.1.1.1' failed due to Autonomous System (AS) Number m</li> <li>Contact type: --None--</li> <li>State: In Progress</li> <li>Impact: 4</li> <li>Urgency: 4</li> <li>Priority: 5 - Planning</li> <li>Assignment group: [Empty]</li> <li>Assigned to: [Empty]</li> </ul> <p>At the bottom, there are sections for 'Notes', 'Related Records', 'Closure information', and 'Cisco DNA', including a 'Work notes' field.</p> |