Deliver more value from IT service management with ServiceNow

By using Red Hat® Ansible® Automation Platform to automate actions on IT service management (ITSM) requests and provide a single source of truth about changes made to IT assets, you gain the agility of modern service processes, in addition to speed, accuracy, auditability, and governance. Here are five ways that the Red Hat Ansible Certified Content Collection for ServiceNow can help:

1 Increase value from service processes

Modernization that comes from DevOps and better service management processes increases agility. When you automate ITSM actions that need to be taken, you gain speed, accuracy, and accountability. This approach increases service chain value and makes your modernization efforts deeper and more transformative.

2 Boost service request speed and efficiency

When you automate service request actions, your teams are more responsive and able to do more with the same resources. Automation can deliver a single, consistent solution to a service action, and it introduces efficiency—even when processes are complex. With this approach, you deliver better service to end users, and your service team replaces repetitive tasks with value-added work.

3 Employ closed-loop automation to ensure a single source of truth

The reality is that manual processes can slow team productivity and can be inconsistent. For example, consider a firmware update that needs to be implemented on hundreds of network switches. When automation is used, a single update can be applied to all of the switches—as well as to the configuration information for the switches. Even when actions do not originate from a ServiceNow ticket, teams can still use automation to update configuration information in ServiceNow.

4 Modernize with auditability, governance, and controls

Most enterprises must consider a range of auditability and control measures to be able to use a more agile approach. When automation is used with ServiceNow IT service management, there is a comprehensive approach that tracks what was changed—and when. It also provides approval options, trusted and reusable automation content, and more.

Get started with a Certified Content Collection

To get started using the Red Hat Ansible Certified Content Collection for ServiceNow, subscribing customers may access it in the automation hub hosted service that is part of Ansible Automation Platform.

If you are a customer and do not yet have the required customer portal login, visit our FAQ to learn how to register.

To learn more about Ansible Automation Platform and this Certified Content Collection, contact your sales team.

About Red Hat Ansible Automation Platform

Red Hat Ansible Automation Platform is the foundation for building and operating automation services at scale, providing enterprises with a composable, collaborative, and trusted execution environment. It includes hosted services that allow you to access trusted content easily, understand the health of running automation, and set up self-service capabilities with governance. Extend the power of automation with this platform to bring intelligence, discoverability, and governance to your diverse infrastructure and applications.

Learn more

Read the blog, Enabling modern IT service management actions for ServiceNow with Red Hat Ansible Automation Platform.

Watch the webinar, Improving service chain value with the new Red Hat Ansible Certified Content Collection for ServiceNow.
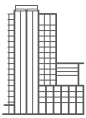
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Red Hat is the world's leading provider of enterprise open source software solutions, using a community-powered approach to deliver reliable and high-performing Linux, hybrid cloud, container, and Kubernetes technologies. Red Hat helps customers integrate new and existing IT applications, develop cloud-native applications, standardize on our industry-leading operating system, and automate, secure, and manage complex environments. Award-winning support, training, and consulting services make Red Hat a trusted adviser to the Fortune 500. As a strategic partner to cloud providers, system integrators, application vendors, customers, and open source communities, Red Hat can help organizations prepare for the digital future.

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