ServiceNow
Runbook Automation

Today's business environment is complex in nature and involves a multitude of interactions between software, hardware, and people. Opportunities for efficiency exist where those processes can be automated with a definable, repeatable pattern of execution or workflow. Runbook Automation (RBA) includes the ability to define, build, orchestrate and manage processes and procedures that improve operational IT efficiency. In short, RBA can help you speed problem resolution, increase service availability, and improve IT efficiency.

ServiceNow RBA provides workflows that extend outside of your ServiceNow environment to automate defined processes. These workflows could be used directly to resolve incidents or execute change or release processes … or to automate any other manual tasks that your team regularly performs. From complex multi-stage processes like VM provisioning to simple tasks like server restarts – if you can define it – you can probably automate it with RBA.

But zero-touch automation efficiency is only part of the benefit. With ServiceNow RBA, you also get automatic documentation, audit trails, process standardization and the ability to provide your lesser skilled workers with higher skill capabilities – all delivered as SaaS, and on the same technology and data model as your service management solution.

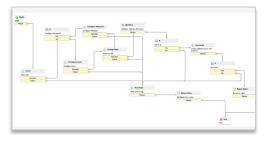## Pre-Defined Process Packs Make It Easy

To give you a jump start on creating runbooks, ServiceNow provides a library of runbook process packs that combine packaged integrations with activity components that can simply be dropped into a workflow to quickly create runbooks. This allows the quick automation of:

- VMWare – to automate the provisioning, configuration and management of VMWare private cloud services

- PowerShell – to automate Windows management tasks

- Amazon EC2 - to automate the provisioning, configuration and management of Amazon EC2 public cloud services

- SOAP – to automate systems accessible via web services

- SSH – to automate Unix/Linux management tasks

- … and there's more on the way!

VMWare
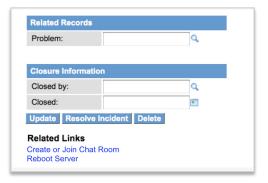
PowerShell

Amazon EC2

... and more

Create Runbooks Incredibly Easily

Creating runbooks with ServiceNow is easy. Its all done using the same point and click approach that is used throughout the rest of the ServiceNow product. Just select activities from a "library" and drop them onto a workflow like the one pictured to the right. Connect them together and you have created a runbook. It's just like creating a flowchart in Visio – only this flowchart actually performs the process that you have designed.

Empower Your Team

One of the most common ways that customers use ServiceNow RBA is to empower lower skilled staff to perform tasks they normally have to escalate. This could be something as straightforward as rebooting a server or restarting a service – but these are tasks that would traditionally need to be passed on to higher-cost second or third-level technicians. ServiceNow RBA provides the ability to perform these activities without handing out server credentials, and with built-in audit trail creation. A link will appear on a form where a reboot (for example) is appropriate, and the technician can click the link to perform the action.

Automate Request to Fulfillment Process

Imagine simplifying the request process to a point where end-users would enter a request from the service catalog, and automated process would take over from there to provide them with what they need. That is what you get with ServiceNow RBA. Reduce request to fulfillment processes from weeks to minutes using an automated, audited process that embeds all the approvals, notifications and escalations you need – all the while dramatically increasing your ability to provide service to the business.

Capture and Standardize Process

Processes that are automated using ServiceNow RBA are automatically documented within the workflow definition. Simply by defining a process, you take the knowledge out of the hands of the specialists, and make it available to all IT staff. Not only that, ServiceNow RBA guarantees that processes will be executed exactly the same way every time – providing reliable results every time. This helps ensure standardization of process, and therefore simplifies support requirements.

Automate processes to deliver better service availability to the business … do it at lower cost using less-skilled resources … capture everything in audit trails … and do it all with a more reliable, more standardized approach … Zero-touch automation with ServiceNow RBA.

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