

SWIM Closed Loop Automation

- About SWIM Closed Loop Automation, on page 1
- SWIM Closed Loop Automation Requirements, on page 2
- SWIM Closed Loop Automation Workflow, on page 2

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.

Ensure that the Cisco DNA app (version 2.2.0) is installed within the ServiceNow instance and 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.

Table 1: SWIM Closed Loop Automation Requirements

Software Product, App, or Procedure	Requirement
Cisco DNA Center	The latest Cisco DNA 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:
	https://store.servicenow.com/sn_appstore_store.do#!/store/application/ 03eb0f4ddbf6ba00f27978b5ae96197b/2.2.0
Cisco DNA Center app	Cisco DNA app (version 2.2.0)
	This app is available through the ServiceNow website located at:
	https://store.servicenow.com/sn_appstore_store.do#!/store/application/ 03eb0f4ddbf6ba00f27978b5ae96197b/2.2.0
	The Cisco DNA app must be installed in your ServiceNow instance by a ServiceNow administrator. The Cisco DNA 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 Cisco DNA app to the latest version, 2.2.0.
Cisco DNA Center-to-ServiceNow ITSM 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 netw	DNA Center admin configures the Image Repository to prepare for the provisioning of devices ork.
	Note	See the Manage Software Images chapter in the <i>Cisco DNA Center User Guide</i> for information about setting up the Image Repository, as well as to review the software image provisioning process.

 Step 2 The Cisco DNA Center admin distributes the software image to a device or devices at the p or schedules this activity for a later time. Note Before this step is done, ensure that the Cisco DNA Center Automation event (ServiceNow) bundle is configured and activated. From the Cisco DNA Center home page, the admin clicks Provision. From the Focus drop-down list, the admin chooses Software Images and selects the or the image to upgrade. From the Actions drop-down list, the admin chooses Software Images > Update Image to following: Distribute: Clicks Now to start the distribution immediately or clicks Later to sch distribution at a specific time. Clicks Next. Activate: Clicks Now to start the activation immediately or clicks Later to sched activation at a specific time. Confirm: Clicks Confirm to confirm the update. Figure 1: Cisco DNA Assume Provision 	Step	Description													
 Note Before this step is done, ensure that the Cisco DNA Center Automation event (ServiceNow) bundle is configured and activated. From the Cisco DNA Center home page, the admin clicks Provision. From the Focus drop-down list, the admin chooses Software Images and selects the of the image to upgrade. From the Actions drop-down list, the admin chooses Software Images > Update Image to following: Distribute: Clicks Now to start the distribution immediately or clicks Later to see distribution at a specific time. Clicks Next. Activate: Clicks Now to start the activation immediately or clicks Later to sched activation at a specific time. Confirm: Clicks Confirm to confirm the update. Figure 1: Cisca DNA Surance Provision The Service Wave The Service The	Step 2	The Cisco DNA Cente or schedules this activ	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.												
 From the Cisco DNA Center home page, the admin clicks Provision. From the Focus drop-down list, the admin chooses Software Images and selects the or the image to upgrade. From the Actions drop-down list, the admin chooses Software Images > Update Images in the following: Distribute: Clicks Now to start the distribution immediately or clicks Later to see distribution at a specific time. Clicks Next. Activate: Clicks Now to start the activation immediately or clicks Later to sched activation at a specific time. Confirm: Clicks Confirm to confirm the update. Figure 1: Cisco DNA Assurance Provision Image: Software Images in the Clicks Under the state of the state in the stat		Note Before thi (Service)	Note Before this step is done, ensure that the Cisco DNA Center Automation events for ITSM (ServiceNow) bundle is configured and activated.												
 From the Focus drop-down list, the admin chooses Software Images and selects the orthe image to upgrade. From the Actions drop-down list, the admin chooses Software Images > Update Images in the following: Distribute: Clicks Now to start the distribution immediately or clicks Later to see distribution at a specific time. Clicks Next. Activate: Clicks Now to start the activation immediately or clicks Later to sched activation at a specific time. Confirm: Clicks Confirm to confirm the update. Figure 1: Cisco DNA Assurance Provision Gene DNA Confirm To Confirm the update. 		• From the Cisco D	• From the Cisco DNA Center home page, the admin clicks Provision .												
 From the Actions drop-down list, the admin chooses Software Images > Update Image is the following: Distribute: Clicks Now to start the distribution immediately or clicks Later to see distribution at a specific time. Clicks Next. Activate: Clicks Now to start the activation immediately or clicks Later to sched activation at a specific time. Confirm: Clicks Confirm to confirm the update. Figure 1: Cisco DNA Assurance Provision Clicks Next Confirm: Clicks Confirm to confirm the update. Figure 1: Cisco DNA Assurance Provision Confirm: Clicks Confirm to confirm the update. Figure 1: Cisco DNA Assurance Provision Output: The Clicks Next on the activation immediately or clicks Later to sched activation at a specific time. Confirm: Clicks Confirm to confirm the update. Figure 1: Cisco DNA Assurance Provision Confirm: Clicks Confirm to confirm the update. Confirm: Clicks Confirm to confirm the update. Confirm: Clicks Confirm to confirm the update. 		• From the Focus of the image to upgr	• From the Focus drop-down list, the admin chooses Software Images and selects the device with the image to upgrade.												
 Distribute: Clicks Now to start the distribution immediately or clicks Later to sched distribution at a specific time. Clicks Next. Activate: Clicks Now to start the activation immediately or clicks Later to sched activation at a specific time. Confirm: Clicks Confirm to confirm the update. Figure 1: Cisco DNA Assurance Provision Image: Click Confirm: Clicks Confirm to confirm the update.		• From the Actions the following:	• From the Actions drop-down list, the admin chooses Software Images > Update Image and does the following:												
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Step	Description											
Step 3	After a software image distribution is created in Cisco DNA 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 Cisco DNA app. The change request ticket status is new. The SWIM event appears in the ServiceNow GUI in the ServiceNow Change Requests table. <i>Figure 2: ServiceNow Change Requests</i>											
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			()	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	
			(i)	CHG0030649	Network Device Interface Connectivity - OSPF Adjacency Failure	Standard	New	(empty)	(empty)	(empty)	2019-10-22 08:57:10	
			(i)	CHG0030648	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-22 08:42:17	
			(j)	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	
			(j)	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	
			(i)	CHG0030641	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-21 22:58:26	
	0 /		(i)	CHG0030642	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-21 22:58:26	

Step	Description												
Step 4	In the Change R open and review request. For exan Management' for request with info	In the Change Requests 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 State from 'New' to 'Scheduled' and enter 'Change Management' for the Assignment group . The ServiceNow admin can also identify the SWIM change request with information in the Short Description field.											
	Figure 3: Change Req	Figure 3: Change Request											
	servicenow Service Management					cis	co Employee 1001 - 오다 ? @ ல						
	Filter navigator	< ≡ Incident INC0011945			/ √ ≑ …	Follow - Update Create C	isco DNA Change Request Resolve Delete						
	Image: Second secon	Number * Caller Category Subcategory Business service Configuration item * Short description Description Notes Related Records Closure Inform Wack hist Work notes	NC2011945 Cisco Employee 1001 Inquiry / Help - None Device name: "CSR_REG_4 cisco of atton Cisco DMA & 2 Work notes	Q PS O V V Q A O A D A Related Sear	Contact type State Import Urgencry Assignment group Assignment group Assignment type (hereing with neighbor '1.1.1' failed due to /	- None - In Progress 4 4 5 - Planning utoremous System (AS) Number m							
Step 5	The ServiceNow synchronized fro Figure 4: Cisco DNA Servicencw Servic Management	admin now clic m Cisco DNA (Tab	cks the Cisc Center to Se	DNA tab in the rviceNow can be	e change reque e viewed in thi ● ↓ = ∞	est. Important s tab.	additional data						
	Itoms ● Itoms ● Itoms ● Itoms ● Problems ∧II Import Sets ●	Number # Caller Category Subcategory Business service Configuration Item	HC0011945 Cisco Employea1001 Inquiry/Help - None -		Contact type State Impact Urgency Assignment group Assigned to	-None - In Progress 4 4 5 - Planning	· · · · · · · · · · · · · · · · · · ·						
	Change-All	K Short description Description Notes Related Records Closure Inform Chorn NA Methods (Isseef	Device name: CSR_REG_4.clsco.co	n' at site 'Global/filangalore/Electronic city' - BCP p	h Results >	itonomous System (AS) Number m	0						

Step	Description									
Step 6	The ServiceNow adm	in now eithe	er approves or rejects the change request ticket in the Servic	eNow GUI.						
	In the Cisco DNA tab, to approve the reques	In the Cisco DNA tab, the ServiceNow admin clicks the Approval Status field and clicks either Approved to approve the request or Rejected to reject the request.								
	Note Before the approval	Note 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.								
	Figure 5: Cisco DNA Appro	oval Status Field	d							
	(7 Filter navigator	Change Request CHG0030377	● 小 芑 ooo Follow +	Review Update Delete						
	Plann	ing Schedule Conflicts Not	es Closure Information Cisco DNA							
	Salf Canutra	Cisco DNA Network UserId								
	And the second s	Cisco 360 View		8						
	Homesege Business Applications Dashboards Service Catalog Roowindge Help ther Help Deak Visual Task Boards	Cisco DNA Network Details	Image Details: a) Busining Image Name: ex:1000-universali8.0.16.06.04.59A.bin Uudi: 4b32xf-6.bd64-868-42864.050057c Variani: 16.44 Size In Bytes: 44892201 b) Golden Image: 1489201 b) Golden Image: 1481209 Name: CS10209/16.03.06 Uudi: undified Version: 16.02.06 Size In Bytes: undefined							
	Connect Chat	Cisco DNA Event Domain								
	Incidents	Cisco DNA Event Details and Supposed Actions	Event Details Device Linerade Status: OLITOATED							
	Watched Incidents		Suggested Actions							
	My Requests		Action: undefined							
	Requested Items									
	Watched Requested Items	Cisco DNA Event Id	cb068873-7fe8-447e-a245-18c8d6dc4b08							
	My Connected Apps			-						
	My Profile	Approval Status	Approved	<u>.</u>						
	My Tagged Documents Revie	w Update Delete	Rejected *	1						
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	Affects	ed Cis Impacted Services/Cis /	Approvers Change Tasks (2) Problems Incidents Fixed By Change Incidents Caused By Change	1						
Step 7	After the ServiceNow Implement, a notifica Cisco DNA Center in	admin appr tion is sent t Scheduled	roves the ticket and the status of the change request is chan to Cisco DNA Center. In case the ticket is rejected, the upda state itself and the ServiceNow ticket is automatically canc	ged to ite is sent to eled.						
Step 8	After a successful sof back to ServiceNow. is done through the us	tware image ServiceNow se of APIs fi	e update in Cisco DNA Center, a notification (task complete then closes the change request ticket. The change request tic rom the Cisco DNA app.	ed) is sent cket closure						
	Note For a fail can many the chang image up from the	Note 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 Cisco DNA app.								

Step	Description												
Step 9	The Cisco DNA Center admin can review the SWIM event by choosing Runtime Dashboard $>$ E Summary .												
	Note By clicking the 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												
										1			
	E Cisco DNA Center			Platform .	Runtime Dashbo	oard			Q () ()				
								Last Updated: 9 minutes ago 📿 Refree	h Last 6 hours ∨				
	Runtime Dashboard												
	API Summary 0				Event Summa	ary 🟮							
	Call Status				12	∑ Filter			EQ Find				
	Total API's O				Events published	Domain 🔺		Event Name	c	ount			
					DNA Event Severity Coun	t Know Your N	stwork stwork	BGP Tunnel Connectivity Network Device Interface Connectivity - OSPF Adji	6 acency Failure 6				
	Completed Call Performance In Conversion Average Low High 2 12 API Name Version Average Low High 2 12 3 0												
	No data to daplay 3 0 4 0 5 0												
	Showing 2 of 2												
	Interation Flow Summary												
	Integration Flow Summary 0												
	REST-Based (0) 0 Faled Schedule-Ba	sed (0) 0 Failed								•			
Step 10	The Cisco DNA Center ad	lmin clic	ks an	event 1	name (1	ink) to	view ad	ditional detailed	data.				
	Figure 7: Event History					,							
	rigure 7. Event history												
	Cisco DNA Center												
	BGP Tunnel Connectivity (6)								Last Updated: a few se	conds ago CRefresh			
	Puntime Dashboard	V Filter	7 Filter							nd			
	Kuntine Bashboard		Last In-	Event 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	ecf17b41- 4148-45a3- b777- 630effbe8623	ServiceNow	DNACP	Incident	In Progress	INC0011945	https://ven02561.service-now.com/nav_to.do? url=incident.do? sys_id=6321ee6bdba44c506415f482bs9619fe	October 23rd 2019, 9:32:34 am	5 - Planning			
	0	697d3d6a- 64cf-4617- a596- 5bb84d075830	ServiceNow	DNACP	Incident	Resolved	INC0011943	https://ven02561.service-now.com/nav_to.do? url=incident.do? sys_id=45dbd263dba44c506415f482ba961974	October 23rd 2019, 9:00:39 am	5 - Planning			
	Completed Call Performance API Name Version Average No data to display	c668fc12- 04be-45a8- a034- 9891ee4a24af	ServiceNow	DNACP	Problem	Closed/Resolved	PRB0040050	https://ven02561.service-now.com/nav_to.do? un=problem.do? sys_id=f8c69a63dba44c506415f482ba9619db	October 23rd 2019, 8:39:13 am	4 - Low			
		667d5d31- 5d88-4e7d- bdc7- a9b5d9b172ae	ServiceNow	DNACP	RFC	Scheduled	CHG0030363	https://ven02561.service-now.com/nav_to.do? uri=change_request.do? sys_id=448cse7db68c850475a5ad3ca96197a	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/new.to.do?	October 23rd	j			

Step	Description												
Step 11	The Cisco DNA Center adm specific event.	nin cli	icks an	event	ID nu	mber	(link) to view on	ly data a	associa	ated with	n that		
	Figure 8: Event ID Data												
	Cisco DNA Center Port Lund Dowethly Event History - ecf17b41-4148-45a3-b777-630effbe8623									Last Updated: a few seconds ago CRefr			
	Runtime Dashboard	Filter	-Event Flow							EQ Find			
		Source	Destination	ITSM Workflow	ITSM Status	ITSM Id	ITSM Link	IT U	SM Last pdatedTime 🔻	ITSM Entity Severity/Priority	DNA Event Severity		
	API Summary Call Status	ServiceNow	DNACP	Incident	In Progress	INC0011945	https://ven02561.service-now.com/nav_to.do? url-incident.do? sys_id=6321ee6bdba44c506415f482ba9619fe	0 21	ctober 23rd 019, 9:32:34 n	5 - Planning	2		
	Total APP's O	ServiceNow	DNACP	Incident	New	INC0011945	https://ven02561.service-now.com/nav_to.do? uri=incident.do? sys_id=6321ee6bdbs44c506415f482bs9619fe	0 21 31	ctober 23rd 019, 9:12:47 n	5 - Planning	2		
	Completed Call Performance API Name Version: Average No data to display	DNACP	ServiceNow	Incident	New	NA	NA	0 21 87	ctober 23rd 219, 9:12:46 m	NA	2		
Step 12	The Cisco DNA Center adm GUI and specific incident. <i>Figure 9: ServiceNow Incident</i>	nin cli	icks the	: ITSN	l Link	to ret	urn to the Servic	eNow S	Service @ cwo	e Manag	ement ৭ ল ৩ ঞ		
	Filter navigator						/ √ ≛ ∞	Follow - Up	date Create Cis	sco DNA Change Request	Resolve Delete		
		Number [X Caller [Category [bccategory [sess service [ation item [cation item [construction constructi	INCODI1945 CISCO Employee Inquiry/Help -None- Device name: CSR_R Devic	1001 EG_4.cisco.com ² at 1	Q PG	Image: Second	Contact type Sate Impact Urgency Picefry Assignment group Assignment group desarch Results	- None - None In Progress 4 4 5 - Planning ustonemous System (AS	Number m				
	0 /												