ZONES™

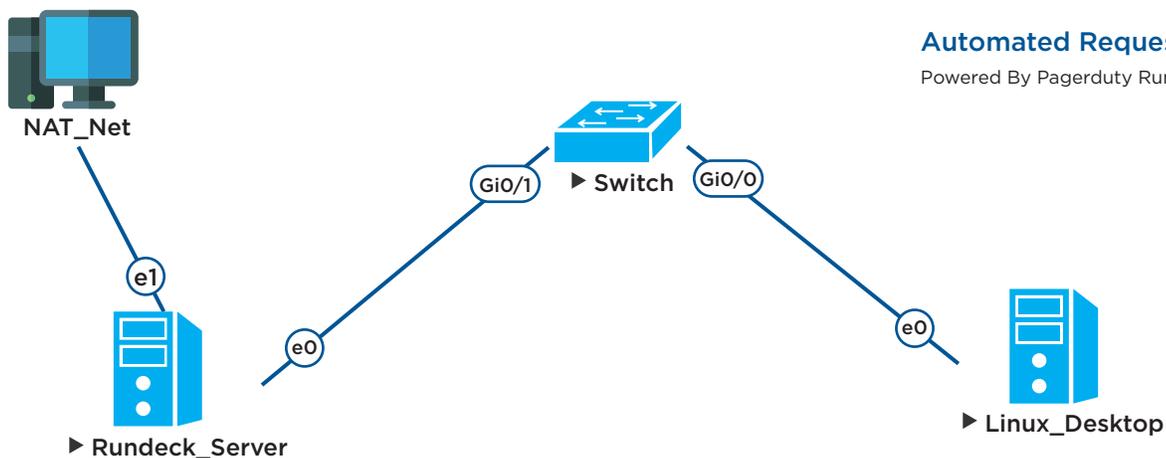# Innovation Center Use Case: Automated Request Fulfilment

Solution Overview:

Runbook Automation is essential for efficiently managing a large-scale environment and maintaining relatively error-free configurations. When managing a multi-cloud or hybrid environment, it is necessary to have an orchestrator that can help us automate processes and integrate with a wide range of tools.

Rundeck helps create workflows that span various scripts, tools, APIs, and system commands to standardize operational tasks. With Rundeck, you can automate routine processes across development and production environments, such as provisioning, security, software updates and deployment, changing configurations, opening ports, and more. It also enables you to integrate and manage technical debt and achieve synergy by centralizing the management of these assets.

Lab Overview:

The purpose of this lab is to provide an environment where you could explore the capabilities of Rundeck and understand its capabilities in managing remote devices. The associated demo video showcases how Rundeck can be integrated with ServiceNow to completely automate end-to-end request fulfilment.

Automated Request Fulfilment
Powered By Pagerduty Rundeck

NAT_Net

e1

Gi0/1 ▶ Switch Gi0/0

e0

▶ Rundeck_Server

e0

▶ Linux_Desktop

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