

4 use cases for event-driven infrastructure automation

[Event-Driven Ansible](#) is a feature within Red Hat® Ansible® Automation Platform to help you respond proactively to events within your IT environment. It connects sources of events with corresponding actions via rules. With the [advanced capabilities](#) of Event-Driven Ansible, automation becomes mission critical to sustaining IT return on investment (ROI) and performance.

Ansible Rulebooks define the event source and explain what actions to take when specific conditions are met using simple conditional “if-this-then-that” instructions. Based on the rulebook you design, Event-Driven Ansible recognizes the specified event, matches it with the appropriate action, and automatically executes it. Actions can include a variety of responses such as executing an existing Ansible Playbook, escalating the event for further investigation, or creating or enhancing a service ticket with relevant event payload information.

Take a look at these 4 use cases for Event-Driven Ansible.

1 Remediate ServiceNow ITSM incidents more efficiently

In addition to the current integration available with the [Red Hat Ansible Certified Content Collection for ServiceNow IT Service Management \(ITSM\)](#), you can now use Event-Driven Ansible to:

- ▶ Enhance closed-loop automated processes between ServiceNow ITSM, Ansible Automation Platform, and other systems and components.
- ▶ Augment, enhance, and remediate issues, helping IT teams improve productivity and reduce friction using Event-Driven Ansible Notification Service.
- ▶ Gather facts related to a ticket and augment the incident with additional troubleshooting data to help streamline resolution.
- ▶ Promote service catalog orders to additional approvers when conditions such as a request for a virtual machine exceed a specified maximum amount.

2 Troubleshoot Red Hat Enterprise Linux using Red Hat Insights

Red Hat Insights, included with almost every Red Hat subscription, continuously analyzes platforms and applications and can trigger events through its notifications service. It can also act as an event source for incidents in Red Hat Enterprise Linux® such as malware, system misconfigurations, configuration drift, compliance and policy violations, and more.

Using Event-Driven Ansible with Red Hat Insights, you can:

- ▶ [Respond to events within your Red Hat Enterprise Linux environment.](#)
- ▶ Kick off the appropriate Ansible Playbook to remediate any issue while simultaneously creating a new ServiceNow ITSM incident to analyze the root cause.
- ▶ Use system logs (systemd) and system events to proactively rectify SELinux violations.
- ▶ Remediate issues on Red Hat Enterprise Linux based on performance metrics from [Performance Co-Pilot](#) with Event-Driven Ansible.

3 Enrich ticket information with Microsoft Windows and Active Directory

Microsoft Windows has a comprehensive event logging capability which includes information that can be beneficial during the addition, deletion, or updating of user accounts. In addition to using Ansible Automation Platform to provision these users on a Windows host and in Active Directory, you can:

- ▶ Use Ansible Automation Platform to gather the payload for an event, then create and augment a new ServiceNow ITSM ticket while updating your configuration management database (CMDB).
- ▶ Ensure consistent automated troubleshooting of events such as notifications of firewall errors. In this case, instead of applying automated remediation, you can specify additional user intervention that may be required.
- ▶ Update a ticket with [relevant data](#), helping busy IT teams to investigate the issue in less time while reducing your overall security exposure.

4 Use storage telemetry data to make decisions

Integrating Event-Driven Ansible with telemetry data offers a proactive and efficient approach to managing your storage environment. This allows you to:

- ▶ Automatically trigger additional fact-gathering and troubleshooting by Event-Driven Ansible if a host reports issues with accessing storage.
- ▶ Go beyond storage to include networks or a storage area network (SAN) interconnect.
- ▶ Dramatically improve response times for critical infrastructure events and help ensure system reliability and uptime.

Try Event-Driven Ansible

Get started building your first Ansible [Rulebook](#).

See Event-Driven Ansible in action

Watch the videos now.



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