

# Automation Service for Panorama and ServiceNow

## Benefits

- Increase consistency and reduce risk by automating common operational tasks.
- Save time and money by adopting a self-service model with minimal touch points.
- Gain transparency and control along with an auto-generated audit trail.
- Maximize the value of your investment in ServiceNow and Palo Alto Networks.
- Avoid developing any custom software or buying any new software.
- Unlock limitless automation possibilities with the Strata API and Panorama.

## Delivering Self-Service Security Policy Management

Network security teams are adjusting to the new normal. Their business partners want more control over everyday services, such as the provisioning of apps, software, and cloud services. The challenge for network security teams lies in extending self-service options to their in-house customers to help keep up with the volume of requests.

Most large enterprises have invested in products like ServiceNow<sup>®</sup> to improve IT productivity. Network operations teams typically use these products as ticketing systems, but ServiceNow is far more than that: it is a workflow tool that can orchestrate your network security processes. Palo Alto Networks has coupled the unparalleled automation capabilities of Panorama with ServiceNow to deliver the benefits of self-service security policy management. The result is shorter change cycles, at lower cost, with more control over your change process.

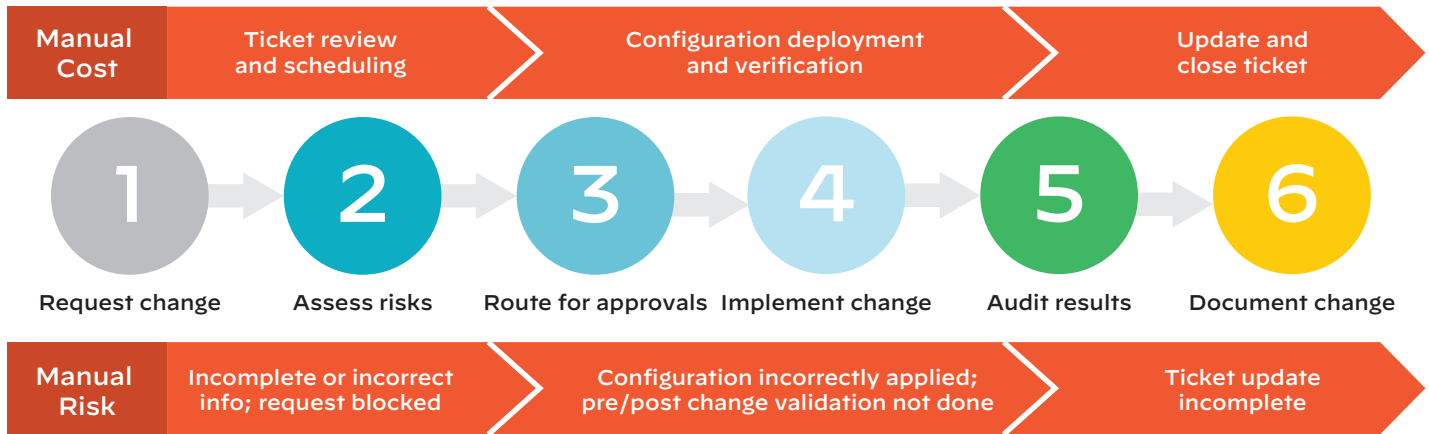


Figure 1: Costs and risks with a manual change process

## Where Is the Opportunity?

Executing change requests can be tedious. Although conceptually simple, it requires consistent and precise execution of each step. This makes the process expensive and risky when it relies on manual execution.

Automating this manual change process provides a range of benefits, including:

- **Reduced costs:** Free up your highly skilled, highly paid network security professionals to provide advanced services and avoid simple, repetitive tasks that can be automated.
- **Minimized risk:** Enable automation to perform consistent, transparent processes with a full audit trail. Automation also provides a more reliable process to roll back changes as needed.
- **Increased business agility:** Reduce human touch points and compress the change cycle. Enable network security teams to process more changes more quickly, improving the velocity of change for in-house users.
- **Improved satisfaction:** Boost end user satisfaction with the service your IT network security team provides through standardized and expedited process automation.

## How the Automated Solution Works

By integrating the automation products already in use in your environment, you can provide self-service policy management. This typically includes:

- **ServiceNow** for ticketing and workflow orchestration. The change process starts here, with customized forms to collect and validate the necessary parameters from the requester. ServiceNow manages each step in the process, collecting audit information along the way.
- **Ansible Tower**® for applying configuration changes to Panorama. Ansible Tower provides the management functions, such as credential management and role-based controls, necessary to make effective use of Ansible in an enterprise network shop.
- **GitHub**® as the repository for the Ansible playbooks.
- **Panorama**™ network security management as the single source of truth and central configuration hub for all Strata Next-Generation Firewalls.

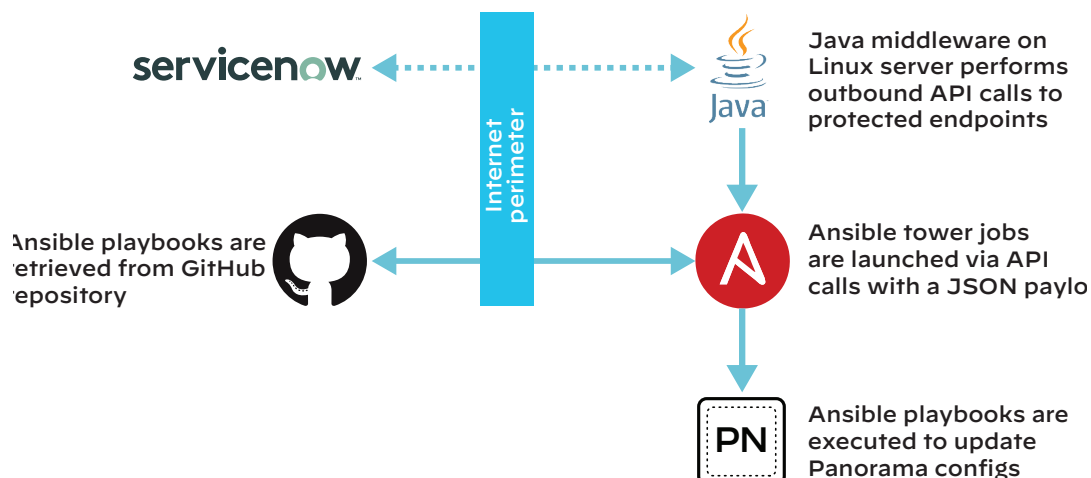


Figure 2: Panorama and ServiceNow architecture

## How Can We Help?

Most enterprise network operations teams already use these products in their technology stacks but have not managed to stitch them together into automated workflows. Our experts can develop this end-to-end process automation or help out in areas where your team lacks appropriate expertise or capacity. We can also deploy free versions of ServiceNow or Ansible Tower if you do not currently use them in your shop.

We start by either mapping your existing process into an automated workflow or designing your process from scratch. Next, we either guide your in-house ServiceNow team in designing

the workflow or design it for you. Then, we work to integrate all the products. There is no software to buy and no custom development. The next step is to write the necessary Ansible playbooks or align your existing Ansible library with the services you wish to automate. Finally, we assist in testing and validating the solution and provide as-built documentation and knowledge transfer to your team.

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**To order the Automation Service for Panorama and ServiceNow, please contact your local Palo Alto Networks partner or sales representative.**

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