



HashiCorp

Terraform

servicenow

Orchestrate cloud and on-prem infrastructure provisioning using world-class enterprise workflows from ServiceNow and Terraform Cloud or Terraform Enterprise, the leading Infrastructure as Code solution from HashiCorp.

Many enterprise DevOps teams view their IT departments as impediments to development agility and speed. Most IT departments just want to see common enterprise policies and processes applied to all IT infrastructure within an enterprise.

DevOps teams have adopted Terraform as their Infrastructure as Code solution of choice for both cloud and on-prem infrastructure deployments, while most enterprise IT departments have standardized on ServiceNow for their IT Services and Operations Management. By integrating Terraform IaC solutions with ServiceNow workflows, enterprises can now launch “IT at the speed of DevOps.” This helps ensure a properly governed cloud and on-prem infrastructure deployment using the tools that developers, IT Admins and DevOps engineers already know and like.

Product Integration

This integration takes the form of the native ServiceNow app, available free of charge from the ServiceNow store. Customers install the app on their ServiceNow instances, then configure the connection to Terraform Enterprise or Terraform Cloud environment. After the initial configuration, the following Terraform workflows are available from ServiceNow environment:

Provision Resources	Creates a Terraform Enterprise/Cloud workspace (with auto-apply); creates/queues a run; and applies the run when ready.
Provision Resources with Variables	Creates a Terraform Enterprise/Cloud workspace (with auto-apply); creates any variables; creates/queues a run; and applies the run when ready.
Example Pinned Variables	Creates a Terraform Enterprise/Cloud workspace (with auto-apply); creates any variables; creates/queues a run; and applies the run when ready using a pinned VCS repository and variables.
Delete Workspace	Creates a destroy run and removes a workspace.
Poll Run State	Polls the Terraform Enterprise/Cloud API for the current run state of a workspace.
Poll Apply Run	Polls the Terraform Enterprise/Cloud API and applies any pending Terraform runs.



How It Works

The integration that allows Terraform to be part of the ServiceNow Catalog enables end-users to provision self-service infrastructure using their ServiceNow instance(s). By connecting ServiceNow with Terraform Enterprise/Cloud, this integration lets ServiceNow users create workspaces and perform Terraform runs, using prepared Terraform configurations hosted in VCS repositories.

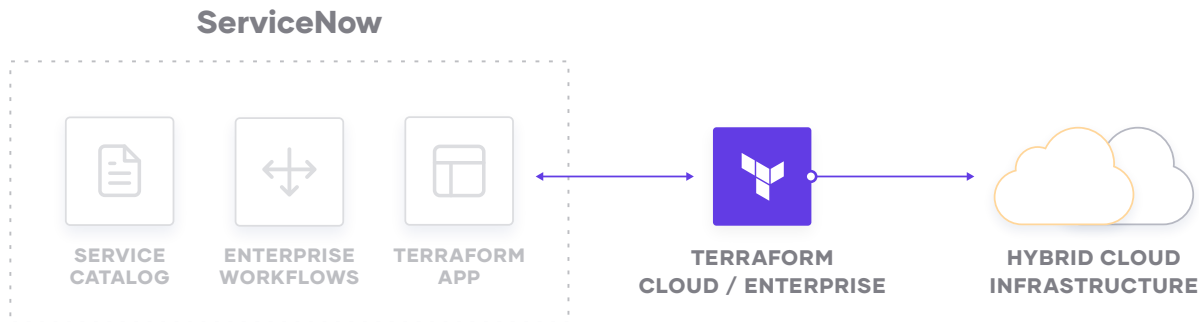


Figure 1: Illustrating several ServiceNow components the app uses to make the Terraform experience inside ServiceNow familiar and straightforward: Service Catalog, Enterprise Workflows and the Terraform App that customers procure from the ServiceNow store.

Use Case

Joint ServiceNow and HashiCorp customers can now integrate hybrid infrastructure management via Terraform into a set of familiar ServiceNow workflows.

This improves the delivery speed of infrastructure, while keeping the necessary governance layers in place by leveraging key ServiceNow components, such as Service Catalog and Flow Actions. Joint ServiceNow and HashiCorp customers can now integrate hybrid infrastructure management via Terraform into a set of familiar ServiceNow workflows.

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Support Statement

The ServiceNow Terraform Enterprise/Cloud integration is supported by HashiCorp only for customers with on-prem Terraform Enterprise or Terraform Cloud for Business subscriptions. Similarly, the integration is only supported by ServiceNow Paris, Orlando, and New York.

Company Info

ServiceNow (NYSE: NOW) is making the world of work, work better for people. ServiceNow cloud-based platform and solutions deliver digital workflows that create great experiences and unlock productivity for employees and the enterprise. For more information, visit: www.servicenow.com.