Cross-system orchestration

Connect network tasks, source-of-truth data, service-management steps, external executors, and records in a repeatable process.

The business requirement

An operational outcome often requires more than a device change. Separate systems hold the request, intended properties, authorization, task logic, and evidence. Manual handoffs between those systems slow delivery and make the process harder to repeat.



HOW THE CAPABILITY WORKS

Design the operational process

Network RPA owns process logic, targets, variables, conditions, tasks, scheduling, and triggers. Workflow Library manages creation, import, search, sort, editing, execution, history, cloning, export, and deletion. Workflow Activity supplies execution detail, logs, re-runs, and Business Process Model and Notation (BPMN) export. Template Builder designs and tests LiquidJS output using workflow context, instances, and variables.

Connect service and inventory operations

Service Connectors package supported external API operations as RPA tasks. Native NetBox and ServiceNow CMDB synchronization use separately configured mappings, property ownership, and schedules.

Invoke the right execution mechanism

RPA can invoke Config Model Editor provisioning, OS Plans, application operations, API calls, custom tasks, or Ansible playbooks. Some external tasks use connection instances defined in Config Model Editor; that dependency does not make Config Model Editor the external executor.

Make the process accessible

GluAPI exposes role-governed REST access and process invocation. IDE-developed tasks can extend the process after packaging and installation through Solutions Manager.

Cross-system orchestration

Connect the operating process to defined component responsibilities.

COMPONENTS DELIVERING THE CAPABILITY

Network RPA	Owns process logic and task coordination.
Service Connectors	Provide supported external API operations as tasks.
NetBox Integration	Synchronizes mapped device and site data.
ServiceNow Integration	Connects configured CMDB and service-management processes.
Ansible Integration	Executes invoked playbooks or invokes Gluware through the certified collection.
GluAPI	Provides programmatic access and process invocation.
Config Model Editor	Holds connection constructs used by some external tasks.
Gluware IDE	Develops custom tasks and integrations.

OPERATING SCOPE

Ansible: execution ownership

Ansible executes its playbook. Where that playbook invokes Gluware through the separate Gluware Ansible Certified Collection, Gluware performs the requested Gluware operation.

Service Connectors: external operations

Use packaged external API operations as drag-and-drop tasks in Network RPA. The documented ServiceNow connector supports problem, asset, incident, and change-request management.

NetBox: synchronization ownership

Define which system supplies each mapped property. Bring NetBox-managed data into Gluware or update NetBox with Gluware-discovered information according to the configured rules.

> **Business value and measurement**
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> A complete process reduces the handoffs between a business request and the operational result. The enterprise can apply the same process as coverage grows, with the component performing each action and the records of the process remaining clear.

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