

## Blue Cross and Blue Shield NC builds platform for self-healing processes

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) is working to make healthcare better, simpler, and more affordable.

In 2020, Blue Cross and Blue Shield NC embarked on a process of integration, with a goal of using data in its ServiceNow configuration management database (CMDB) and augmenting it with data of its own. Their team decided to transfer its primary platform, so ServiceNow administrative tools were retained, but automation and integration tasks were handled by Red Hat® Ansible® Automation Platform and supported by [Red Hat Technical Account Management](#). This decision helped their organization to:



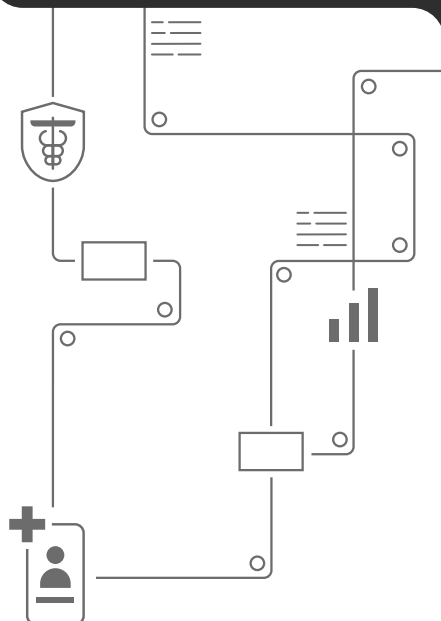
**Reduce dependency  
on niche external  
support.**



**Support the  
development of a  
self-healing process.**



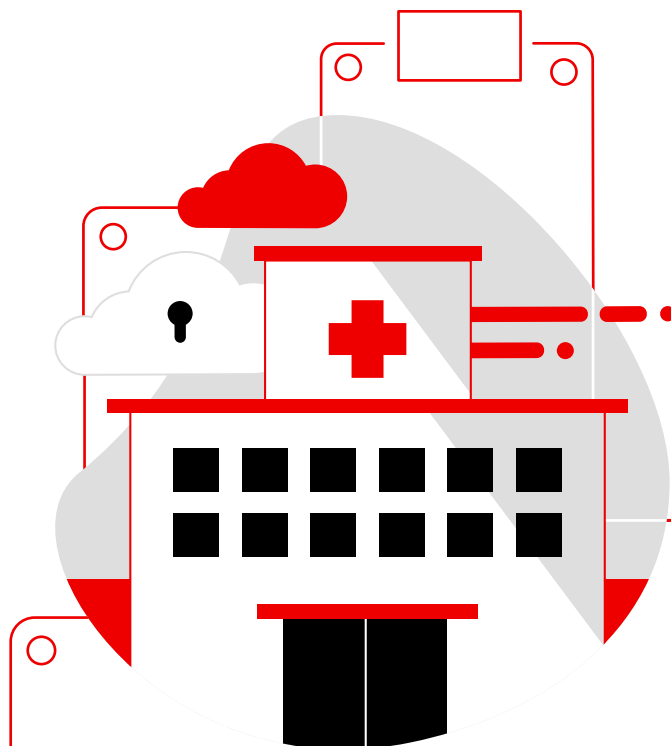
**Allow IT teams to  
focus on higher  
priority tasks.**



### More effective IT operations with automation

As Blue Cross and Blue Shield NC's environment grew, its team realized it would need a full-time ServiceNow developer experienced in Python, Javascript, and application programming interface (API) calls. Lack of consistency and compatibility also caused issues, as did frequent software updates.

Blue Cross and Blue Shield NC based its solution on Red Hat Ansible Certified Content Collection for ServiceNow IT Service Management (ITSM), supported by Red Hat Technical Account Management, to speed up the development of automation workflows. The process involved using Tower to take advantage of existing ServiceNow APIs that would allow Blue Cross and Blue Shield NC to use ServiceNow as an administrative tool, allow the use of existing workflows and approvals, while keeping automation and integration work on Ansible Automation Platform.



*We took our expertise and kept that in Ansible Automation Platform, so we only needed to call ServiceNow to meet specific requirements of our change process.*

Adam Tate Senior Infrastructure Design Engineer Blue Cross NC

## Extending automation to the future

Ansible Automation Platform has given Blue Cross and Blue Shield NC scope to extend its benefits into new areas, which includes moving into Amazon Web Services and significantly expanding into AIX. "Our task now is to find out how we can move forward with whatever green pasture we can get to with those deployments," said Tate.

**Download** the Blue Cross and Blue Shield NC success story

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