

# Automation Insights and Compliance Validation with Chef and ServiceNow

CASE STUDY



## INDUSTRY

Information Technology Services,  
Automotive

## INTEGRATION

ServiceNow, On-premises, AWS

## USE CASES

Compliance and patch automation,  
configuration management

## About

CARFAX is the leading source of vehicle history information for buyers and sellers of used cars, with the most comprehensive vehicle history database available in North America.

## Business Issue

CARFAX needed a unified platform to automate configuration management and compliance across thousands of nodes. This enables them to ensure maximum uptime for their consumers, both dealer and individual, accelerating growth of their customers' businesses.

## Business Challenge

CARFAX needed to increase the speed with which they could deliver infrastructure that was both fully configured and secure. CARFAX also needed to ensure systems were built to enable self-service models, enabling scale, ensuring dev teams and ultimately customer satisfaction.

## Solution

Chef Infra allows CARFAX to standardize build and configuration processes. Chef InSpec enables quick confirmation of compliant nodes and protection from vulnerabilities. Chef Automate's notification engine integrates with ServiceNow, giving teams insight into how Chef cookbooks are performing over time. When a cookbook fails, ServiceNow creates an incident for the responsible team to address, ensuring a linear and scalable workflow.

## Impact

By standardizing and centralizing configuration and compliance, CARFAX was able to:

- Use Chef Infra to reduce the time to complete a new server build task from days to minutes, and bring engineering and developers closer together, accelerating iteration and innovation
- Reduce time and effort required to audit server level information from days to seconds with Chef InSpec
- Gain visibility into useful metrics from the Chef Automate integration with ServiceNow, reducing time spent filtering alerts and giving CARFAX compliance validation assurance up-level their work

**“When using InSpec for the first time, there isn't a learning curve because it's human-readable. A member of our security team, new to InSpec, looked at profile and could say 'I know exactly what this is doing.'”**

**Brittany Woods,**  
Automation Engineer,  
CARFAX