Monitoring ServiceNow

ScienceLogic: ServiceNow Base Pack PowerPack version 102

Table of Contents

Chapter 1

Introduction

Overview

This manual describes how to monitor ServiceNow in the ScienceLogic platform using the *ServiceNow Base Pack* PowerPack.

The following sections provide an overview of the *ServiceNow Base Pack* PowerPack:

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What Does the ServiceNow Base Pack PowerPack Monitor?

To monitor a ServiceNow instance with SL1, you must install the *ServiceNow Base Pack* PowerPack. This PowerPack enables you to model and collect data about ServiceNow Incident and CMDB tables.

The *ServiceNow Base Pack* PowerPack includes:

- The "ServiceNow: CMDB Configuration" Dynamic Application, which provides data for Integration Service systems communicating with ServiceNow
- The "ServiceNow: Incident Metrics" Dynamic Application, which collects information about the types, statuses, and properties of ServiceNow incidents
- A Device Class for ServiceNow instances
- Run Book Policies and a Run Book Action to automate adding, updating, and clearing incidents
- Two sample Credentials: One for connecting to a ServiceNow instance and one for sending event payload information to the Integration Service, which is required for integration with the ServiceNow Incident Management Module
- The "ServiceNow Open Incidents" Dashboard, which displays information about ServiceNow incident statuses and types
- ScienceLogic Libraries that are utilized by this PowerPack:
    - content
    - content_cache
    - silo_core
    - silo_core_rest
    - silo_credentials
    - silo_servicenow

Installing the ServiceNow Base Pack PowerPack

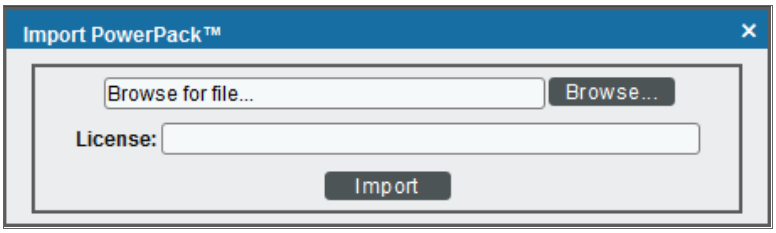
Before completing the steps in this manual, you must import and install the latest version of the *ServiceNow Base Pack* PowerPack.

TIP: By default, installing a new version of a PowerPack overwrites all content in that PowerPack that has already been installed on the target system. You can use the ***Enable Selective PowerPack Field Protection*** setting in the **Behavior Settings** page (System > Settings > Behavior) to prevent new PowerPacks from overwriting local changes for some commonly customized fields. (For more information, see the ***System Administration*** manual.)

To download and install a PowerPack:

1. Download the PowerPack from the ScienceLogic Customer Portal.

2. Go to the **PowerPack Manager** page (System > Manage > PowerPacks).
3. In the **PowerPack Manager** page, click the **[Actions]** button, then select *Import PowerPack*.
4. The **Import PowerPack** dialog box appears:



5. Click the **[Browse]** button and navigate to the PowerPack file.
6. When the **PowerPack Installer** modal page appears, click the **[Install]** button to install the PowerPack.

NOTE: If you exit the **PowerPack Installer** modal page without installing the imported PowerPack, the imported PowerPack will not appear in the **PowerPack Manager** page. However, the imported PowerPack will appear in the **Imported PowerPacks** modal page. This page appears when you click the **[Actions]** menu and select *Install PowerPack*.

Chapter 2

Configuring ServiceNow Base Pack Monitoring

Overview

The following sections describe how to configure ServiceNow for monitoring by SL1 using the *ServiceNow Base Pack* PowerPack:

Creating a SOAP/XML Credential for ServiceNow

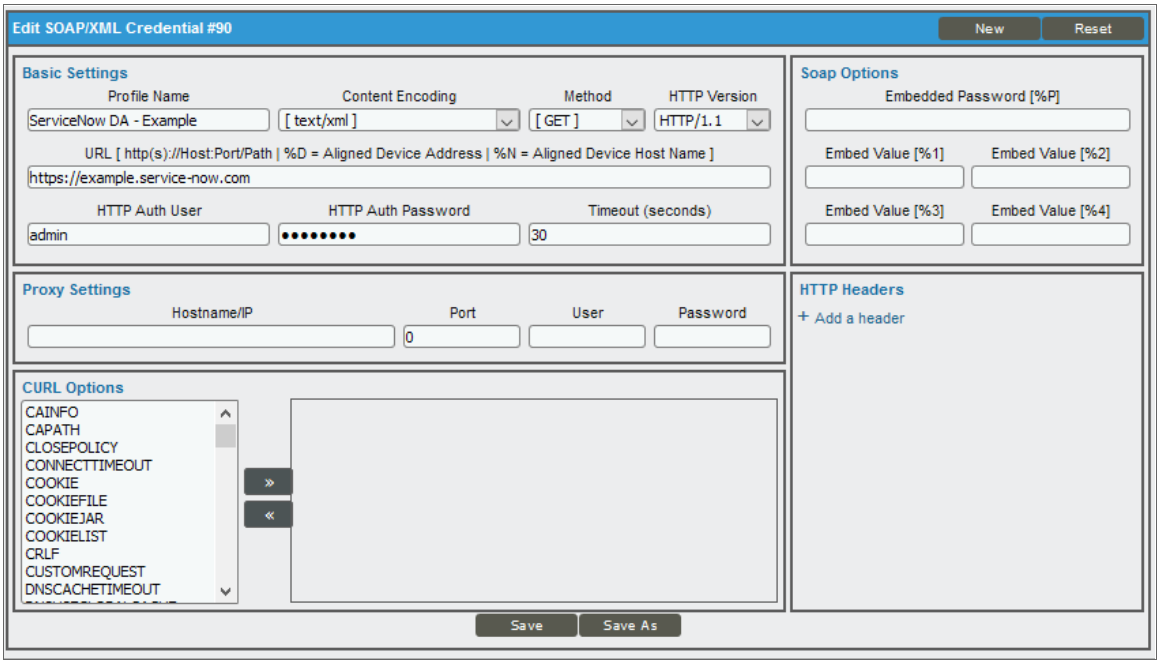
To configure SL1 to monitor a ServiceNow instance, you must first create at least one SOAP/XML credential to enable the Dynamic Applications in the *ServiceNow Base Pack* PowerPack to communicate with ServiceNow and the Integration Service.

The PowerPack includes two sample credentials:

- **ServiceNow DA - Example**. This credential connects the Dynamic Applications in the *ServiceNow Base Pack* PowerPack to a ServiceNow instance. This credential lets you monitor the CMDB and Incident tables in ServiceNow.
- **ServiceNow RBA - Example**. This credential lets you send event payload data from SL1 to the Integration Service and then to ServiceNow. Use this credential if you want to integrate with the ServiceNow Incident Management Module by aligning it with the "ServiceNow: Add/Update/Clear Incident" Run Book Action.

To configure the **ServiceNow DA - Example** credential:

1. Go to the **Credential Management** page (System > Manage > Credentials).
2. Locate the **ServiceNow DA - Example** credential and then click its wrench icon (). The **Edit SOAP/XML Credential** modal page appears:



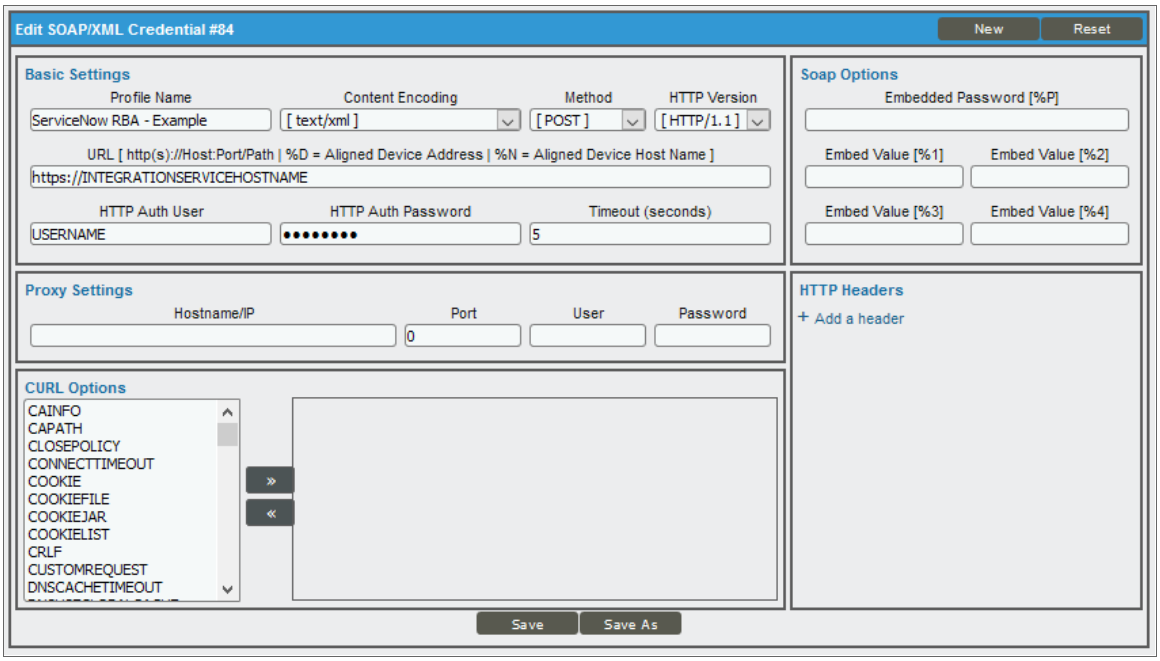
3. Complete the following fields:
   - ***Profile Name***. Type a name for the ServiceNow Dynamic Applications credential.
   - ***Content Encoding***. Select *text/xml*.
   - ***Method***. Select *GET*.

- ***HTTP Version***. Select *HTTP/1.1*.
- ***URL***. Type the URL for your ServiceNow system.
- ***HTTP Auth User***. Type the ServiceNow administrator username.
- ***HTTP Auth Password***. Type the ServiceNow administrator password.
- ***Timeout (seconds)***. Type "30".

4. Click the **[Save As]** button.

To configure the **ServiceNow RBA - Example** credential:

1. Go to the **Credential Management** page (System > Manage > Credentials).
2. Locate the **ServiceNow RBA - Example** credential and then click its wrench icon (). The **Edit SOAP/XML Credential** modal page appears:

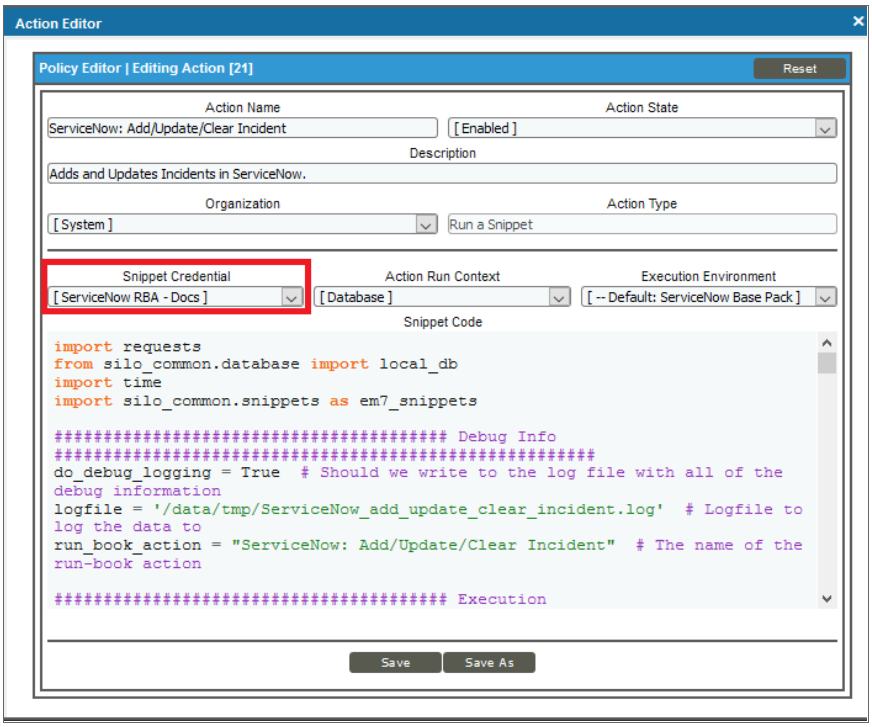


3. Complete the following fields:

- ***Profile Name***. Type a name for the ServiceNow Run Book Action credential.
- ***Content Encoding***. Select *text/xml*.
- ***Method***. Select *POST*.
- ***HTTP Version***. Select *HTTP/1.1*.
- ***URL***. Type the host name for the Integration Service.
- ***HTTP Auth User***. Type the Integration Service administrator username.

- ***HTTP Auth Password***. Type the Integration Service administrator password.
- ***Timeout (seconds)***. Type "5".

4. Click the **[Save As]** button.
5. Next, align this credential with the "ServiceNow: Add/Update/Clear Incident" Run Book Action by navigating to the **Run Book Actions** page (Registry > Run Book > Actions).
6. Click the wrench icon ( ) for the "ServiceNow: Add/Update/Clear Incident" Run Book Action. The **Action Editor** modal page appears:



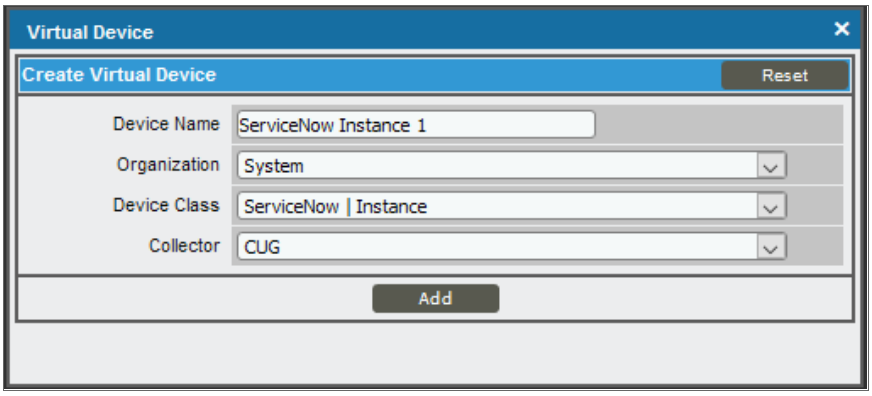
7. In the ***Snippet Credential*** drop-down list, select the name of the credential you created in steps 1-4.
8. Click **[Save]**.

Creating a Virtual Device for the ServiceNow Base Pack

To monitor ServiceNow, you must create a ***virtual device*** that represents the root device for ServiceNow. You can use the virtual device to store information gathered by policies or Dynamic Applications.

To create a virtual device that represents your ServiceNow instance:

1. Go to the **Device Manager** page (Registry > Devices > Device Manager).
2. Click the **[Actions]** button and select *Create Virtual Device* from the menu. The **Virtual Device** modal page appears:



3. Complete the following fields:
   - ***Device Name***. Type a name for the device.
   - ***Organization***. Select the organization for this device. The organization you associate with the device limits the users that will be able to view and edit the device. Typically, only members of the organization will be able to view and edit the device.
   - ***Device Class***. Select *ServiceNow | Instance*.
   - ***Collector***. Select the collector group that will monitor the device.
4. Click the **[Add]** button to create the virtual device.

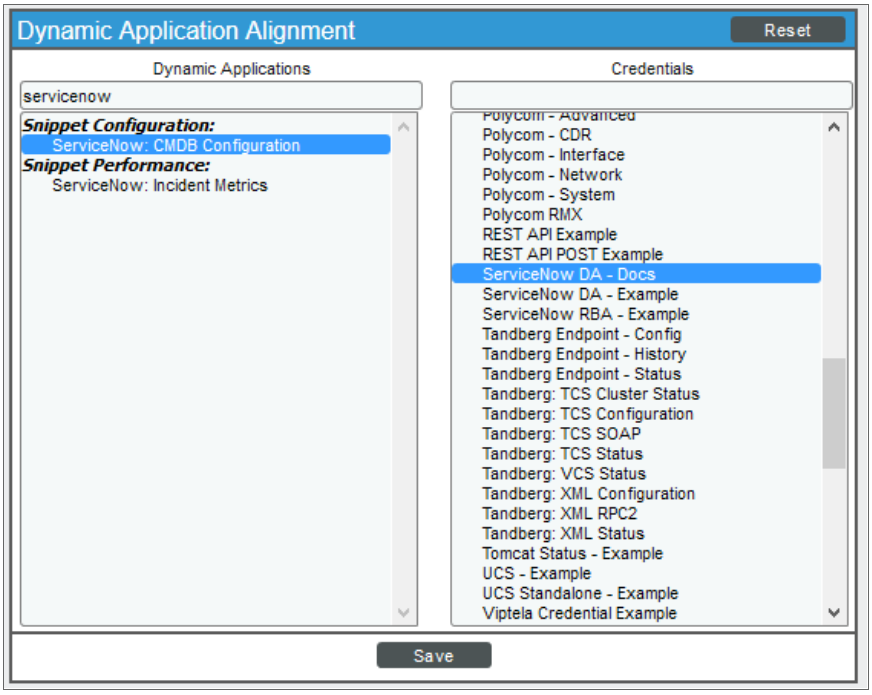
Aligning the ServiceNow Base Pack Dynamic Applications

Before you can run the Dynamic Applications in the ServiceNow Base Pack, you must manually align each Dynamic Application to the virtual device you created in the previous step. When you align the Dynamic Applications, you should use the ServiceNow credential that you created from the **ServiceNow DA - Example** credential.

To align the ServiceNow Base Pack Dynamic Applications with the ServiceNow virtual device:

1. Go to the **Device Manager** page (Registry > Devices > Device Manager).
2. Click the wrench icon () for the virtual device you created in the previous section. The **Device Properties** page appears.
3. Click the **[Collections]** tab. The **Dynamic Application Collections** page appears.

4. Click the **[Actions]** button and select *Add Dynamic Application*. The **Dynamic Application Alignment** modal page appears:



5. In the ***Dynamic Applications*** field, select the first of the ServiceNow Dynamic Applications.
6. In the ***Credentials*** field, select the credential you created based on the **ServiceNow DA - Example** credential.
7. Click the **[Save]** button.
8. Repeat steps 4-7 for each remaining Dynamic Application.

Chapter 3

ServiceNow Base Pack Dashboards

Overview

The following section describes the system dashboard that is included in the *ServiceNow Base Pack* PowerPack:

ServiceNow Open Incidents Dashboard

The ServiceNow Open Incidents system dashboard displays the following information:

- Open incidents by state
- Open incidents by priority
- Unassigned incidents
- High priority incidents
- Critical priority incidents
- Assigned incidents
- Active incidents
- Resolved incidents
- Incidents unassigned or assigned by percentage
- Incidents source by percentage
- Total open incidents

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