ServiceNow Base Synchronization PowerPack

Version 3.4.0

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Chapter 1

Introduction to the ServiceNow Base Synchronization PowerPack

Overview

This chapter describes the *ServiceNow Base* Synchronization PowerPack, which contains a set of PowerFlow applications, steps, a configuration object, and other utilities that are common to the entire ServiceNow Integration.

This chapter covers the following topics:

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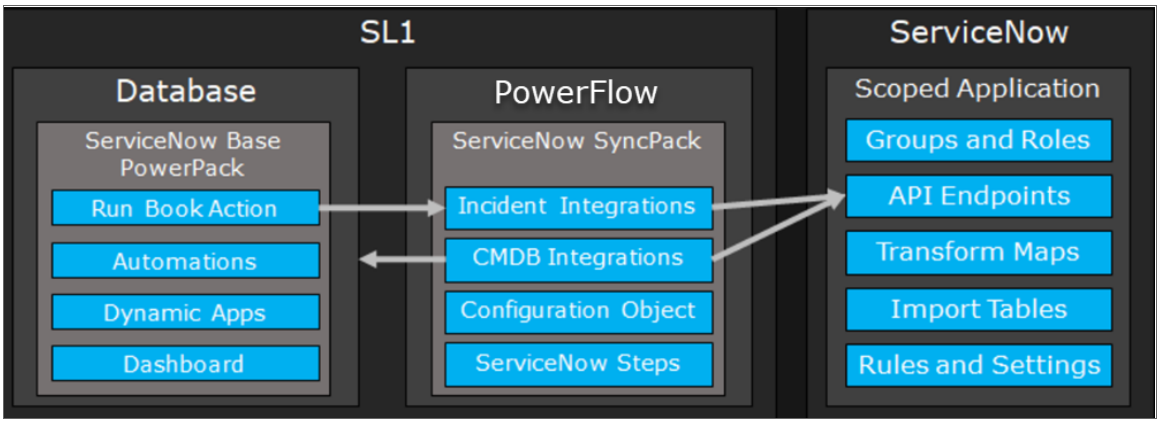
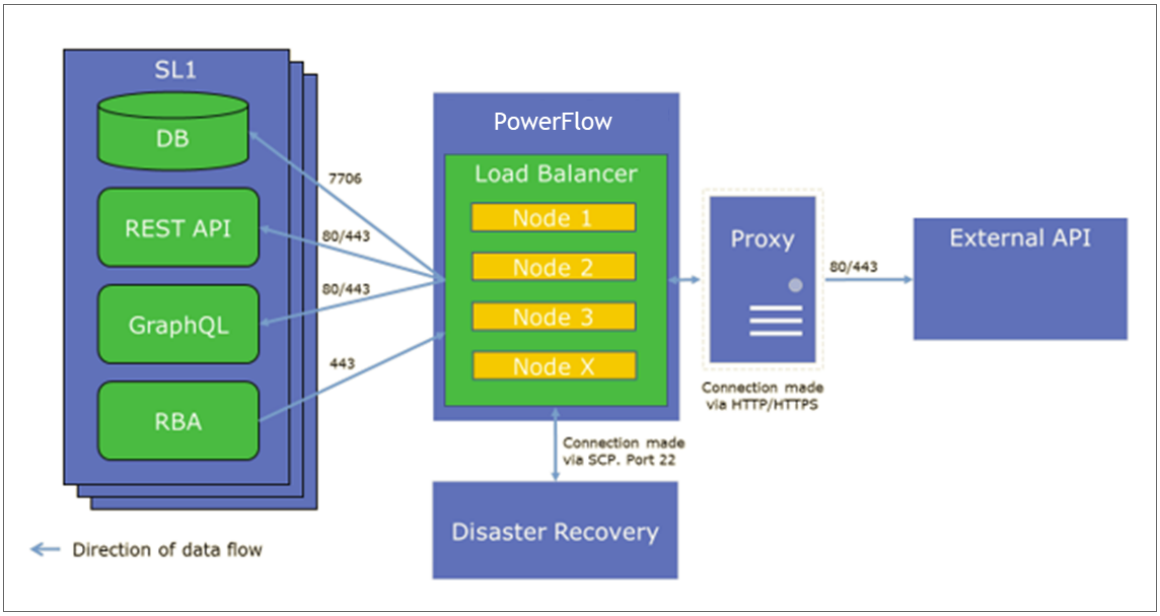
Architecture Overview for ServiceNow Synchronization PowerPacks

The following diagram details the various elements that are contained in SL1 and the PowerFlow system, and how PowerFlow sits between the core SL1 platform and an external data platform:



The following diagram provides an example of the high-level architecture of a PowerFlow system with High Availability, Disaster Recovery, and a proxy configured:



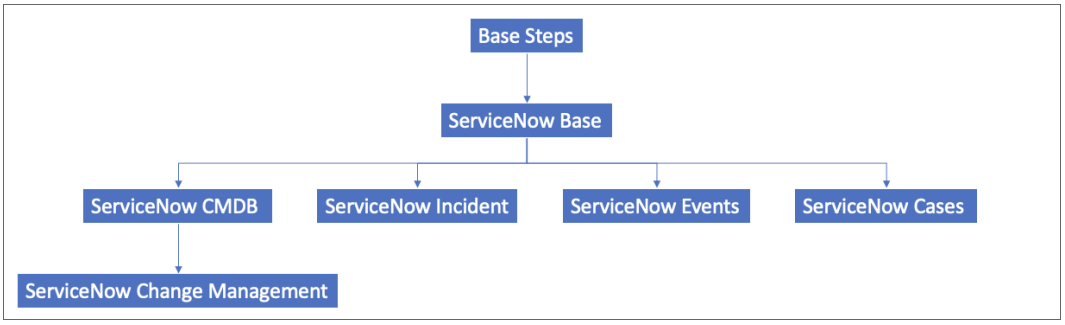
SL1 and ServiceNow Terminology

The following table lists the different names for the shared elements in SL1 and ServiceNow:

SL1	ServiceNow
Asset, Custom Attribute	Asset (ITAM)
Device	CI (Configuration Item)
Discovery Session	Service Request, Catalog Request
Event	Incident, Event, or Case (depending on the Synchronization PowerPack you are using)
Alert	Event
Organization	Company, Domain
Schedule, Maintenance Schedule	Change Request, Change Schedule
Topology, Relationships, Dynamic Component Mapping and Relationships (DCM+R)	Dependency View, Affected CIs

Dependency Map for ServiceNow Synchronization PowerPacks

The following graphic describes which Synchronization PowerPacks depend on other Synchronization PowerPacks:



TIP: For more information about the Standard *Base Steps* Synchronization PowerPack, see the ***SL1 PowerFlow Platform*** manual.

Prerequisites for ServiceNow Synchronization PowerPacks

This section describes the prerequisites for the ServiceNow Synchronization PowerPacks. For more information about the specific software versions required by a ServiceNow Synchronization PowerPack, see the release notes for that Synchronization PowerPack.

To install any of the ScienceLogic ServiceNow Synchronization PowerPacks, you must have administrator access to both SL1 and ServiceNow. Specifically, you will need:

- ScienceLogic administrator access to the Administration Portal
- ServiceNow administrator access

If you want to upload and install multiple ServiceNow Synchronization PowerPacks at the same time, you should upload *all* of the Synchronization PowerPacks first, and then install them to address any dependencies between the Synchronization PowerPacks.

WARNING: ScienceLogic does not support any deployment that attempts to sync one SL1 instance to multiple ServiceNow instances. A deployment of this type will be incredibly fragile and would require the customer to strictly control their environments. This is not something that can be controlled programmatically. If this type of deployment is done without the endorsement of ScienceLogic, all escalations relating to this deployment will be rejected.

Contents of the ServiceNow Base Synchronization PowerPack

This section lists the contents of the *ServiceNow Base* Synchronization PowerPack.

PowerFlow Applications

- ***Bulk Update SL1 Events***. Bulk updates SL1 Events with a given payload.
- ***Cache SL1 Users***. Performs a query for all existing PowerFlow users and writes them to a cache.

Configuration Object

- ***ServiceNow SyncPack***. Contains a set of sample configuration data, including the required block of SL1 hostname code needed for SL1 8.12.0 or later.

TIP: The "ServiceNow SyncPack" configuration object contains a set of required variables. Make a copy of the configuration object and update the variables from that object to match your SL1 and ServiceNow settings. Do *not* use the original version of the configuration to run PowerFlow applications

Steps

- Merge and Chunk Payloads for ServiceNow
- MySQL Multiple
- Optional QueryGQL Call
- Parse ServiceNow Cases and Incidents
- Post ServiceNow Ticket Details to SL1
- Process IS Configs
- Process Event Data for Clear
- Process SL1 RBA for Incident of Case
- Pull Tickets from ServiceNow
- Query and Cache SL1 User Info
- Update SL1 Event with ServiceNow Ticket Data

Chapter 2

Installing the ServiceNow Base Synchronization PowerPack

Overview

This chapter describes how to download, import, and install the *ServiceNow Base* Synchronization PowerPack.

You must install the *ServiceNow Base* Synchronization PowerPack before you can install any of the other ServiceNow Synchronization PowerPacks.

This chapter covers the following topics:

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Downloading the Synchronization PowerPack

A Synchronization PowerPack file has the **.whl** file extension type. You can download the Synchronization PowerPack file from the ScienceLogic Support site.

WARNING: If you are *upgrading* to this version of the Synchronization PowerPack from a previous version, make a note of any settings you made on the **Configuration** pane of the various PowerFlow applications in this Synchronization PowerPack, as these settings are *not* retained when you upgrade.

To locate and download the Synchronization PowerPack:

1. Go to the ScienceLogic Support Site.
2. Click the **[Product Downloads]** tab and select *PowerPack*.
3. In the ***Search PowerPacks*** field, search for the Synchronization PowerPack and select it from the search results. The **Release Version** page appears.
4. On the **[PowerPack Versions]** tab, click the name of the Synchronization PowerPack version that you want to install. The **Release File Details** page appears.
5. Click the **[Download File]** button or click the name of the **.zip** file containing the **.whl** file for this Synchronization PowerPack to start downloading the file.

NOTE: Synchronization PowerPacks do not require a specific license. After you download a Synchronization PowerPack, you can import it to your PowerFlow system using the PowerFlow user interface.

NOTE: If you are installing or upgrading to the latest version of this Synchronization PowerPack in an offline deployment, see "Installing or Upgrading in an Offline Environment" in the Synchronization PowerPack release notes to ensure you install any external dependencies.

Importing the Synchronization PowerPack

To import a Synchronization PowerPack in the PowerFlow user interface:

1. On the **SyncPacks** page of the PowerFlow user interface, click **[Import SyncPack]**. The **Import SyncPack** page appears.
2. Click **[Browse]** and select the **.whl** file for the Synchronization PowerPack you want to install.

TIP: You can also drag and drop a **.whl** file to the **Import SyncPack** page.

3. Click **[Import]**. PowerFlow registers and uploads the Synchronization PowerPack. The Synchronization PowerPack is added to the **SyncPacks** page.

> **NOTE:** You cannot edit the content package in a Synchronization PowerPack published by ScienceLogic. You must make a copy of a ScienceLogic Synchronization PowerPack and save your changes to the new Synchronization PowerPack to prevent overwriting any information in the original Synchronization PowerPack when upgrading.

Installing the Synchronization PowerPack

To activate and install a Synchronization PowerPack in the PowerFlow user interface:

1. On the **SyncPacks** page of the PowerFlow user interface, click the **[Actions]** button (⋮) for the Synchronization PowerPack you want to install and select *Activate & Install*. The **Activate & Install SyncPack** modal appears.

> **NOTE:** If you try to activate and install a Synchronization PowerPack that is already activated and installed, you can choose to "force" installation across all the nodes in the PowerFlow system.

> **TIP:** If you do not see the PowerPack that you want to install, click the Filter icon (⚌) on the **SyncPacks** page and select *Toggle Inactive SyncPacks* to see a list of the imported PowerPacks.

2. Click **[Yes]** to confirm the activation and installation. When the Synchronization PowerPack is activated, the **SyncPacks** page displays a green check mark icon (✔) for that Synchronization PowerPack. If the activation or installation failed, then a red exclamation mark icon (❗) appears.
3. For more information about the activation and installation process, click the check mark icon (✔) or the exclamation mark icon (❗) in the **Activated** column for that Synchronization PowerPack. For a successful installation, the "Activate & Install SyncPack" application appears, and you can view the Step Log for the steps. For a failed installation, the **Error Logs** window appears.
4. If you have other versions of the same Synchronization PowerPack on your PowerFlow system, you can click the **[Actions]** button (⋮) for that Synchronization PowerPack and select *Change active version* to activate a different version other than the version that is currently running.

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