ServiceNow Base SyncPack

Version 4.0.1

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Chapter

1

Introduction to the ServiceNow Base SyncPack

Overview

This chapter describes the "ServiceNow Base" SyncPack, which contains a set of Skylar Automation applications, steps, a configuration object, and other utilities that are used by the ServiceNow SyncPacks.

This chapter covers the following topics:

Contents of the ServiceNow Base SyncPack

The contents of the ServiceNow Base SyncPack can be used by all of the ServiceNow SyncPacks.

This section lists the contents of the "ServiceNow Base" SyncPack.

Skylar Automation Applications

- ***Organization Sync***. The "Sync Organizations from Skylar One to ServiceNow" application syncs organizations from Skylar One with ServiceNow companies. In this context, ***sync*** means that if you update a company in ServiceNow, the Organization Sync process will update the Skylar One organization with that information, and vice versa.
- ***Cache ServiceNow Companies, CIs and Skylar One Orgs, Device Classes***. Reads all existing Skylar One Organizations, Skylar One Device Classes, ServiceNow Companies, and ServiceNow CIs and writes them to a cache. To perform a Device Sync in the "ServiceNow CMDB" SyncPack, you must run this application before you run the "Sync Devices from Skylar One to ServiceNow" application. Before version 3.5.0 of this SyncPack, this application was named "Cache ServiceNow CIs and Skylar One Device Classes".
- ***Post Data to ServiceNow Import Table***. Posts data to the ServiceNow import table to be processed.
- ***Bulk Clear Skylar One Events***. Bulk clears Skylar One events.
- ***Bulk Update Skylar One Events***. Bulk updates Skylar One events with a given payload.

Configuration Object

- ***ServiceNow SyncPack***. Contains a set of required variables. As a best practice, use the **[Copy as]** button to make a copy of the configuration object, and then update the variables from that object to match your Skylar One and ServiceNow settings. Do *not* use the original version of the configuration to run Skylar Automation applications.

Steps

- Clear SL1 Events
- Compare Organizations
- Fetch Parent Devices from SL1
- Merge and Chunk Payloads For ServiceNow
- MySQL Multiple
- Optional GQLRequest Call
- Optional QueryGQL Call
- Posts Batches to ServiceNow
- Post company payloads to ServiceNow

- Post Event Details to SL1Update SL1 Event With ServiceNow Ticket Data
- Post Attribute Rest Calls to SL1
- Process IS Configs
- Process Event Data for Clear
- Process SL1 RBA for Incident of Case
- Parse ServiceNow Cases and Incidents
- Pull and Process ServiceNow Company Domains
- Pull and Process SL1 Events
- Pull and Process SL1 Organizations
- Pull and Process ServiceNow CI tables
- Pull and Process ServiceNow Rel Types
- Pull Tickets from ServiceNow
- Query and Cache SL1 Device Class info
- Query and ServiceNow CI info
- Parse SL1 Event Details
- Post ServiceNow Ticket Details to SL1
- ServiceNow DELETE with OAuth Option
- ServiceNow GQL Request with OAuth Option
- ServiceNow GET with OAuth Option
- ServiceNow POST with OAuth Option
- ServiceNow POST with paging

Chapter 2

Installing the ServiceNow Base SyncPack

Overview

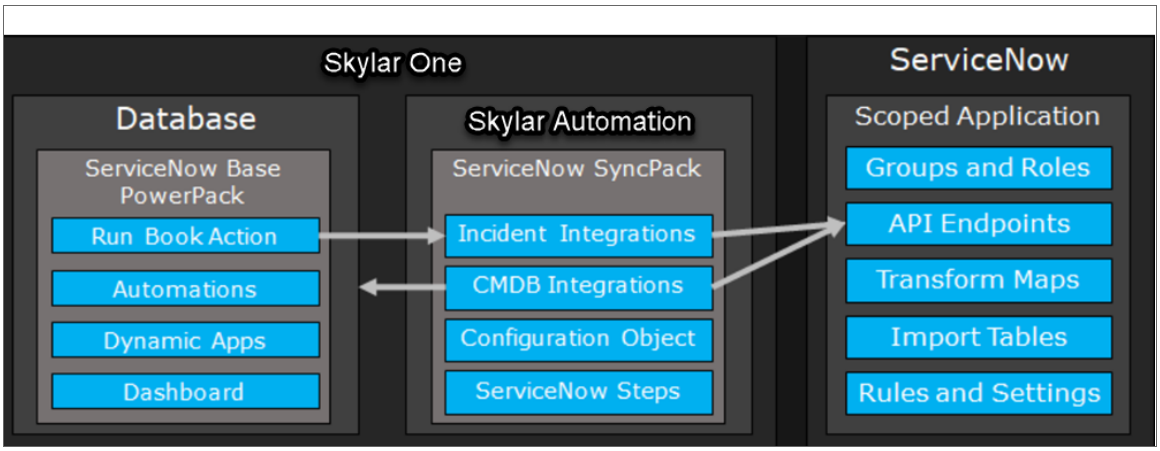
This chapter describes how to download, import, and install the "ServiceNow Base" SyncPack.

You must install the "ServiceNow Base" SyncPack before you can install any of the other ServiceNow SyncPacks.

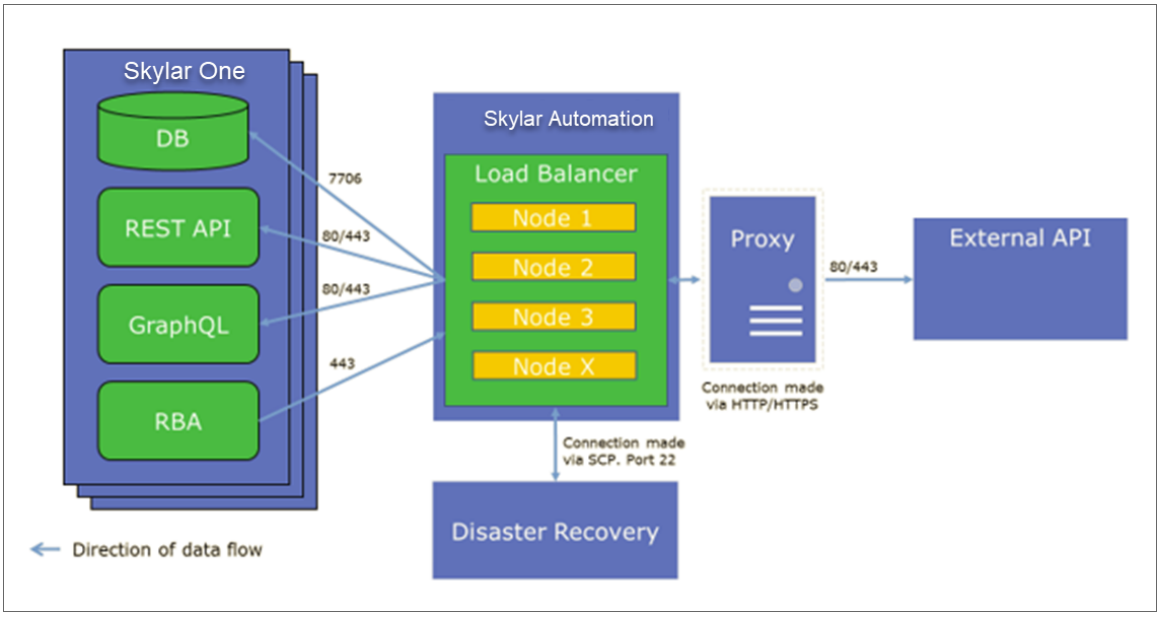
This chapter covers the following topics:

Architecture Overview for ServiceNow SyncPacks

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



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



Prerequisites for ServiceNow SyncPacks

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

To install any of the ScienceLogic ServiceNow SyncPacks, you must have administrator access to both Skylar One and ServiceNow. Specifically, you will need:

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

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

WARNING: ScienceLogic does not support any deployment that attempts to sync one Skylar One 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. Escalations related to this type of deployment are not supported.

Downloading the SyncPack

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

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

To locate and download the SyncPack:

1. Go to the ScienceLogic Support Center at https://support.sciencelogic.com/s/.
2. Go to the **SyncPacks** page (Skylar Automation > SyncPacks).
3. In the ***Search*** field, search for the SyncPack and select it from the search results. The **Release Version** page appears.
4. On the **[Files]** tab, click the down arrow next to the SyncPack version that you want to install, and select *Show File Details*. The **Release File Details** page appears.
5. Click the **[Download File]** button to download the SyncPack.

After you download the SyncPack, you can import it to your Skylar Automation system using the Skylar Automation user interface.

Importing the SyncPack

To import a SyncPack in the Skylar Automation user interface:

1. On the **SyncPacks** page (☹) of the Skylar Automation user interface, click **[Import SyncPack]**. The **Import SyncPack** page appears.

2. Click **[Browse]** and select the **.whl** file for the SyncPack you want to install. You can also drag and drop a **.whl** file to the **Import SyncPack** page.
3. Click **[Import]**. Skylar Automation registers and uploads the SyncPack. The SyncPack is added to the **SyncPacks** page.
4. You will need to activate and install the SyncPack in Skylar Automation. For more information, see the following topic.

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

Installing the SyncPack

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

To activate and install a SyncPack in the Skylar Automation user interface:

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

   NOTE: If you try to activate and install a SyncPack that is already activated and installed, you can choose to "force" installation across all the nodes in the Skylar Automation system.

   TIP: If you do not see the SyncPack 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 SyncPack is activated, the **SyncPacks** page displays a green check mark icon (✔) for that SyncPack. 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 highlighted version in the **Installed SyncPack** column for that SyncPack. For a successful installation, the "Activate & Install SyncPack" application appears, and you can view the Step Log for the steps. For a failed installation, go to the hidden "activate & Install SyncPack" application on the **Applications** page and check the step logs.

4. If you have other versions of the same SyncPack on your Skylar Automation system, you can click the **[Actions]** button (⋮) for that SyncPack and select *Change active version* to activate a different version other than the version that is currently running.

Chapter 2

Configuring Organization Sync for the Base SyncPack

Overview

This chapter describes the how to configure and run Organization Sync in the "ServiceNow Base" SyncPack.

This chapter covers the following topics:

Creating and Aligning a Configuration Object

A ***configuration object*** supplies the login credentials and other required information needed to execute the steps for an application in Skylar Automation. The **Configurations** page (⚙) of the Skylar Automation user interface lists all available configuration objects for that system.

You can create as many configuration objects as you need. A Skylar Automation application can only use one configuration object at a time, but you can use (or "align") the same configuration object with multiple applications.

To use this SyncPack, you will need to create one or more configuration objects in the Skylar Automation user interface and align that configuration object to the applications that let you sync data between Skylar One and ServiceNow.

NOTE: Depending on your Skylar One and ServiceNow environments, you might be able to use the same configuration object with other ServiceNow SyncPacks.

NOTE: Each unique stack that includes a Skylar One, Skylar Automation, and a ServiceNow Instance requires an individual configuration object with a unique region.

Creating a Configuration Object

For this SyncPack, you can make a copy of the "ServiceNow SyncPack" configuration object, which is the sample configuration file that was installed with the "ServiceNow Base" SyncPack.

TIP: The "ServiceNow SyncPack" configuration object contains all of the required variables. Make a copy of the configuration object and update the variables from that object to match your Skylar One and ServiceNow settings.

To create a configuration object based on the "ServiceNow SyncPack" configuration object:

1. In the Skylar Automation user interface, go to the **Configurations** page (⚙).
2. For the "ServiceNow SyncPack" configuration object, click the **[Actions]** button (⋮) and select *Edit*. The **Configuration** pane appears.

   TIP: Click **[Toggle JSON Editor]** to show the JSON code. Click the button again to see the fields.

3. Click **[Copy as]**. The **Create Configuration** pane appears.

> **IMPORTANT:** This step is required. Do *not* use the original configuration object to run Skylar Automation applications.

4. Complete the following fields:
   - ***Friendly Name***. Name of the configuration object that will display on the **Configurations** page.
   - ***Description***. A brief description of the configuration object.
   - ***Author***. User or organization that created the configuration object.
   - ***Version***. Version of the configuration object.
5. In the ***Configuration Data*** field, include the required block of code to ensure that the applications aligned to this configuration object do not fail:

```
{
  "encrypted": false,
  "name": "sl1_db_host",
  "value": "${config.sl1_host}"
},
```

   For example:

```
{
  "encrypted": false,
  "name": "sl1_db_host",
  "value": "10.2.11.42"
},
```

6. In the ***Configuration Data Values*** field, update the default variable definitions to match your Skylar Automation configuration.

> **NOTE:** The ***region*** value is a user-defined variable that identifies your Skylar One instance within ServiceNow.

7. To create a configuration variable in the JSON Editor, define the following keys:
   - ***encrypted***. Specifies whether the value will appear in plain text or encrypted in this JSON file. If you set this to "true", when the value is uploaded, Skylar Automation encrypts the value of the variable. The plain text value cannot be retrieved again by an end user. The encryption key is unique to each Skylar Automation system. The value is followed by a comma.
   - ***name***. Specifies the name of the configuration file, without the JSON suffix. This value appears in the user interface. The value is surrounded by double-quotes and followed by a comma.

- ***value***. Specifies the value to assign to the variable. The value is surrounded by double-quotes and followed by a comma.

8. If you want to use OAuth2 for authentication with ServiceNow, complete the following Configuration Data Values fields:
    - ***snow_oauth_client_id***. Enter the OAuth2 Client ID from ServiceNow.
    - ***snow_oauth_client_secret***. Enter the OAuth2 Client secret from ServiceNow.
    - ***snow_oauth_token_url***. Enter the full authentication URL, including host and protocol from ServiceNow. For example, "https://<test-instance-name>.service-now.com/oauth_token.do"
    - ***snow_auth_method***: Enter *oauth* or *http_basic*. If no value is provided, *http_basic* will be used for connection.

NOTE: The configuration options listed above are included by default with the sample configuration object provided in the "ServiceNow Base" SyncPack. The configuration options are only required in the configuration object if you plan to use OAuth2 to authenticate. If the values are not present in the configuration object, normal "http_basic" authentication will be used.

9. If you want to adjust the version of the ServiceNow IRE endpoint to send CI payloads to, complete the following Configuration Data Values field:
    - ***snow_api_version***. If no value is entered, Skylar Automation will default to use v2. For proper interface handling, ScienceLogic recommends entering *v3*. The only possible values are *v2* or *v3*.

NOTE: In order to use "v3" for the snow_api_version, you must install the latest version of the "ScienceLogic ServiceNow Integration (v1.0.81)+ Interface Hotfix" update set in ServiceNow. Ask your ScienceLogic contact for access to this update set.

10. Click **[Save]**. You can now align this configuration object with one or more applications.

Aligning a Configuration Object

Before you can run the applications in this SyncPack, you must first "align" a configuration object with the application you want to use.

To align a configuration object with an application:

1. From the **Applications** page of the Skylar Automation user interface, open the relevant application and click **[Configure]**. The **Configurations** pane for that application appears.
2. From the ***Configurations*** drop-down, select the configuration object you want to use.
3. Click **[Save]** to align that configuration with the application.
4. Repeat this process for every other application you want to use.

NOTE: The values for the parameters that display in the **Configuration** pane with a padlock icon (🔒) are populated by the values in the configuration object.

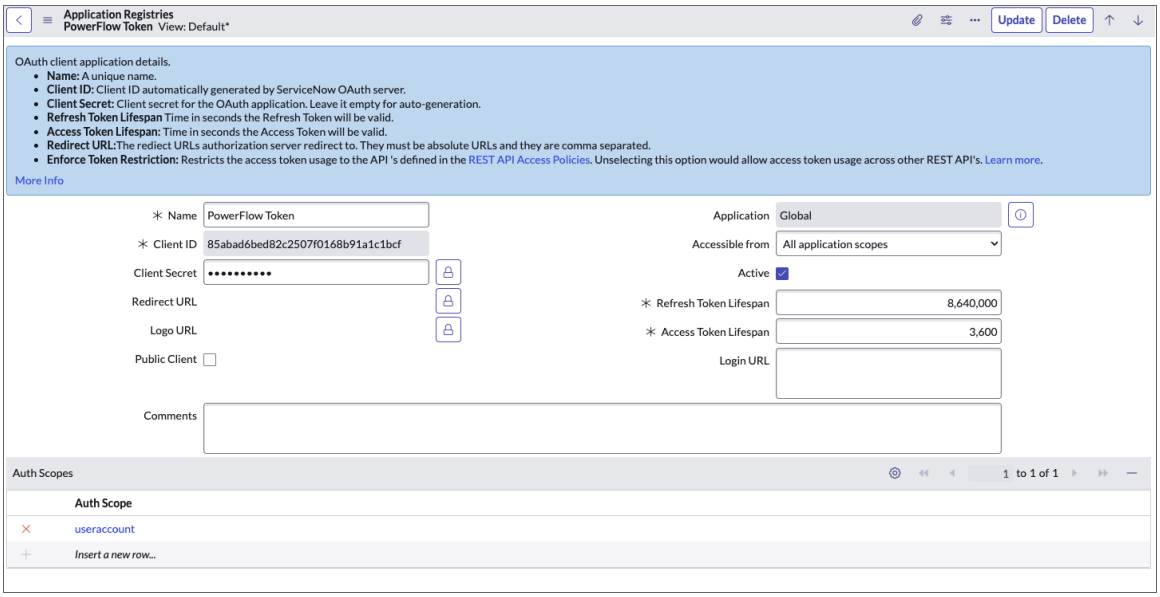
Creating an OAuth2 Credential Record in ServiceNow

In order to use OAuth2 for authentication with ServiceNow, you must create an OAuth2 credential record in ServiceNow. To configure the ServiceNow credential that will be used by the Connector Instance:

1. Navigate to **System OAuth > Application Registry**. The **Application Registries** page appears.
2. Click **[New]**.
3. Select **Create an OAuth API endpoint for external clients**. A new record appears.
4. Complete the following fields on the new record:
    - ***Name***. Type a unique name for the credential. Required.
    - ***Client ID***. The Client ID is automatically generated by the ServiceNow OAuth server.
    - ***Client Secret***. Leave this empty. ServiceNow will auto-generate this when the record is saved.
    - ***Refresh Token Lifespan***. Enter the length of time in seconds the Refresh Token will be valid.
    - ***Access Token Lifespan***. Type the length of time in seconds that the Access Token will be valid. ScienceLogic recommends setting this to 3,600 seconds to avoid known issues for longer ServiceNow REST interactions.

NOTE: In a scenario where the **[Access Token Lifespan]** value is shorter than the duration of a Skylar Automation step that makes multiple REST interactions with ServiceNow, the access token will expire and need to be refreshed. As a result, retries were added to several Skylar Automation steps where this issue may occur. This issue will hopefully be addressed in future versions of the Base Steps SyncPack.

5. Under the **Auth Scope** section at the bottom of the page, double click ***Insert a new row***.
6. In the search box that appears, click the magnifying glass icon, select the *useraccount* record, and click the checkmark icon to save.
7. Click **[Submit]** to save the new record.



Syncing Organizations

An ***Organization Sync*** uses the "Sync Organizations from Skylar One to ServiceNow" application to connect a single Skylar One organization with with a single ServiceNow company. This allows you to update information between both ServiceNow and Skylar One depending on the designated source of truth.

If your ServiceNow environment is *domain-separated*, where the data, processes, and administrative tasks have been organized into logical groupings called *domains*,it is essential that ServiceNow serves as the source of truth. To achieve this, you will need the "ServiceNow ScienceLogic SL1 Service Catalog Automation" application, the "ServiceNow Service Catalog" SyncPack, and a ServiceNow update set. For more information, see *For Domain-separated ServiceNow Environments Only*.

Configuring Organization Imports Using the IRE

Starting with version 4.0.0 of the "ServiceNow Base" SyncPack and version 4.0.0 of the "ServiceNow CMDB" SyncPack, importing organizations from ScienceLogic to ServiceNow leverages the Identification and Reconciliation Engine (IRE) and is not tied to any specific certified application. Configuration is required in ServiceNow for the imports using the Organization Sync to work.

To configure ServiceNow to allow organization import using the IRE:

1. Add the necessary non-CMDB tables to the **glide.identification_engine.non_cmdb_tables** system property.
2. Create CI identifiers for the non-CMDB tables that were added.

Adding Non-CMDB Tables to the glide.identification_engine.non_cmdb_tables System Property

The **glide.identification_engine.non_cmdb_tables** is a system property provided by ServiceNow that allows you to expand tables in the global scope for use within Identification & Reconciliation. This system property allows non-CMDB tables to be used within an IRE payload. This configuration option of adding extra ServiceNow tables for use within the IRE is used by the Organization Sync, and also by the Business Services and Software Syncs in the "ServiceNow CMDB" SyncPack.

NOTE: System properties are rarely changed and require ServiceNow administrator access to edit.

NOTE: This feature has the following limitations:

- The CI Class Manager can not be used to manage IRE rules for non-CMDB tables. It must be edited directly on the respective table.
- The **glide.identification_engine.non_cmdb_tables** system property does not support relationships.

1. In ServiceNow, go to the **System Properties** page. Type *sys_properties.list* in the navigation filter in the top left and press **[Enter]** on your keyboard.
2. Search for and click ***glide.identification_engine.non_cmdb_tables*** in the list of system properties.
3. Add *core_company* to the ***Value*** field, separated by commas.
4. Click **[Update]**.

Creating CI Identifiers for Non-CMDB Tables

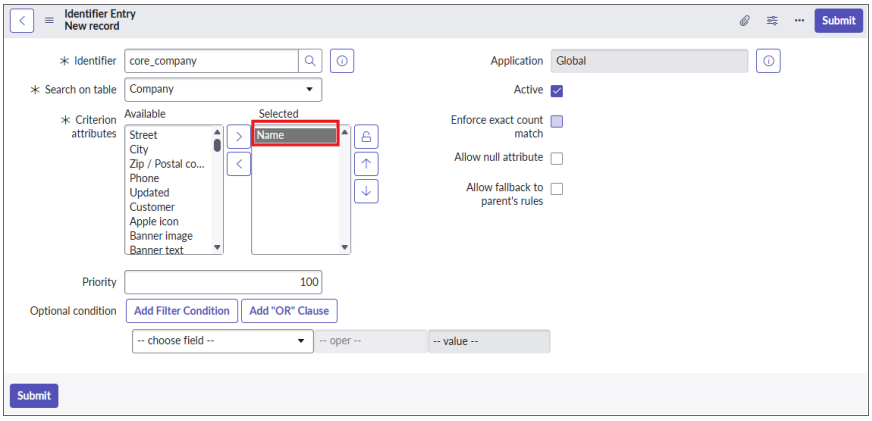
After updating the **glide.identification_engine.non_cmdb_tables** system property, you must create CI identifiers for each of the non-CMDB tables that were added to the system property.

To create CI identifier rules for each table:

1. In ServiceNow, go to the **CI Identifiers** page (Configuration > Identification / Reconciliation > CI Identifiers).
2. Click **[New]** in the top left corner of ServiceNow.
3. Complete the following fields:
   - ***Name***. Enter a name for the CI Identifier.
   - ***Applies to***. Required. Select the table to which the CI Identifier applies. For example, if configuring the CI Identifier for the **core_company** table, select *Company*.
4. Click **[Submit]**.

After you add the new CI Identifier, you must add an Identifier Entry to uniquely identify the record:

1. Under **Identifier Entries**, click the **[New]** button.



2. Complete the following fields:
   - ***Search on table***. Select *Company* from the drop-down field.
   - ***Criterion attributes***. Click the lock icon, select *Name*, click the right arrow icon to move it from ***Available*** to ***Selected***, and click the lock icon again.
3. Click **[Submit]**.

TIP: In the steps above, *Name* is used as the CI identifier; however, you can use any field or group of fields for identification depending on your configuration.

For Domain-separated ServiceNow Environments Only

If your ServiceNow environment is domain-separated, the "ServiceNow Service Catalog" SyncPack is required for the proper onboarding of organizations. As with previous versions of the SyncPack, ServiceNow must serve as the source of truth for organizations.

IMPORTANT: If your ServiceNow environment is domain-separated, you must have the "ServiceNow Base: Domain Separated" update set, which is required for organization imports and is not contained within any of the ScienceLogic certified applications. Ask your ScienceLogic contact for access to this update set.

NOTE: If you get an error message stating that a device or CI has no ***domain_sys_id*** value, that means that the company for that CI has no domain.

Configuring Organization Sync

Organization Sync uses the "Sync Organizations from Skylar One to ServiceNow" application to pull *organizations* from Skylar One and sync them with ServiceNow *companies*.

> **NOTE:** If you are using Skylar One as your "source of truth", you are not required to configure and run an Organization Sync. However, if you want to filter by organization or company (using the use the ***org_filters*** option) with any of the syncs in the "ServiceNow CMDB"SyncPack, such as Device Sync, File System Sync, and Interface Sync, you will need to run the Organization Sync as documented in the steps below.

To sync Skylar One organizations with ServiceNow companies:

1. In the Skylar Automation user interface, go to the **Applications** page and select the "Sync Organizations from Skylar One to ServiceNow" application. The **Application** page for that application appears.
2. Click **[Configure]**. The **Configuration** pane appears.
3. Complete the following fields, as needed:
    - ***Configuration***. Select the configuration object with the relevant Skylar One and ServiceNow credentials to align with this application. You cannot edit fields that are populated by the configuration object. Required.

      > IMPORTANT: The ***region*** field in the configuration object is linked to this application. It serves as a unique identifier for the ServiceNow instance, Skylar Automation, and the Skylar One stac

    - ***read_timeout***. Specify the maximum amount of time in seconds that the application should wait for a response before timing out.
    - ***snow_chunk_size***. Specify the number of organizations to include in each chunk sent to ServiceNow when you run this application.
    - ***verify_snow_ssl***. Toggle on (blue) this option to enable verification of the SSL certification when you run this application.
    - ***Update_Name***. This option addresses the situation where PowerFlow finds a match with an organization and a company, but the names do not match. This option updates a company or organization name based on your selection in the Source_of_Truth field, below. For example, if you selected ScienceLogic as the source of truth, PowerFlow uses the company name from ScienceLogic as the updated name. By default, this option is not selected.
    - ***Create_Missing***. Select this option if you want Skylar Automation to create a new organization or company if that record is missing, based on your selection in the *Source_of_Truth* field. By default, this option is not selected.

- ***Source_of_Truth***. Select whether you want to use data from ServiceNow or ScienceLogic as the "source of truth" when this application encounters duplicate data or data conflicts. In most cases, the source of truth will be the application where you initially configured and created the record.

4. In the **Attribute Mappings** section, click the Edit button to view and edit the mappings for any other organization attributes, such as additional address or contact information. These mappings will sync between Skylar One (the first column) and ServiceNow (the second column). A set of organization attributes are already mapped by default.

> **TIP:** You can use Jinja2 Templates in fields that are aligned with the "Source of Truth" you selected (Skylar One or ServiceNow). For more information, see *Using a Jinja2 Template*.

> **NOTE:** When an attribute value is "0" in Skylar One, the corresponding field in ServiceNow might display as empty.

5. Click **[Save]**. The **Configuration** pane automatically closes after this message appears.
6. Click **[Run]** to run the application.
7. When the application completes, open the **Step Log** and review the log messages for the "Process Organizations" step to see if any company or organization records were created. As needed, select the other steps to review the logs on the **Step Log** for those steps.

ScienceLogic recommends that you schedule an Organization Sync to run at least once a week. For more information, see *Scheduling Skylar Automation Applications*.

Scheduling Skylar Automation Applications

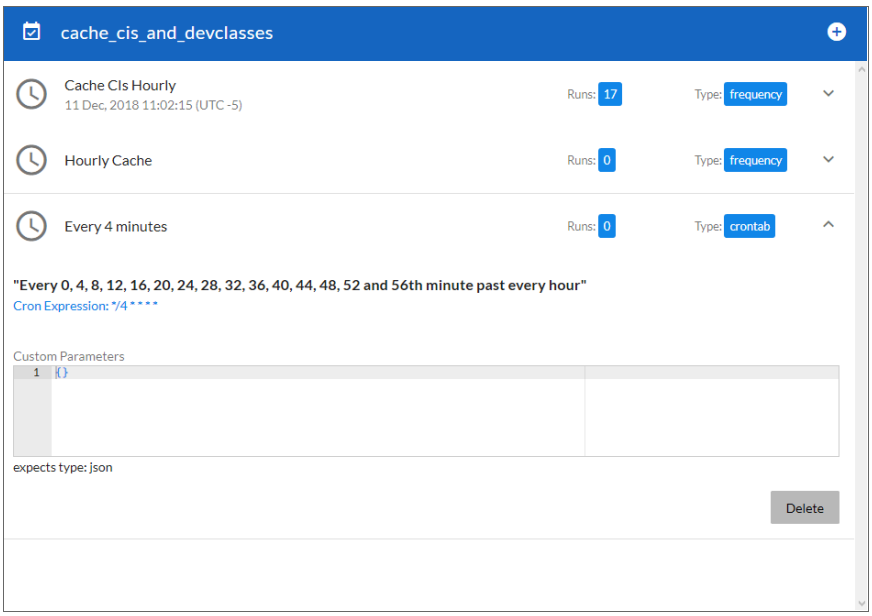
Using the Skylar Automation user interface, you can configure Skylar Automation applications to run on a schedule instead of manually running the applications. As a best practice, if you use any of these applications, ScienceLogic recommends that you schedule those applications, in the following order:

> **TIP:** ScienceLogic recommends that you schedule the "Sync Organizations from Skylar One to ServiceNow" application to run at least every 23 hours. You can also schedule additional applications as needed.

You can create one or more schedules for a single application in the Skylar Automation user interface. When creating each schedule, you can specify the queue and the configuration file for that application.

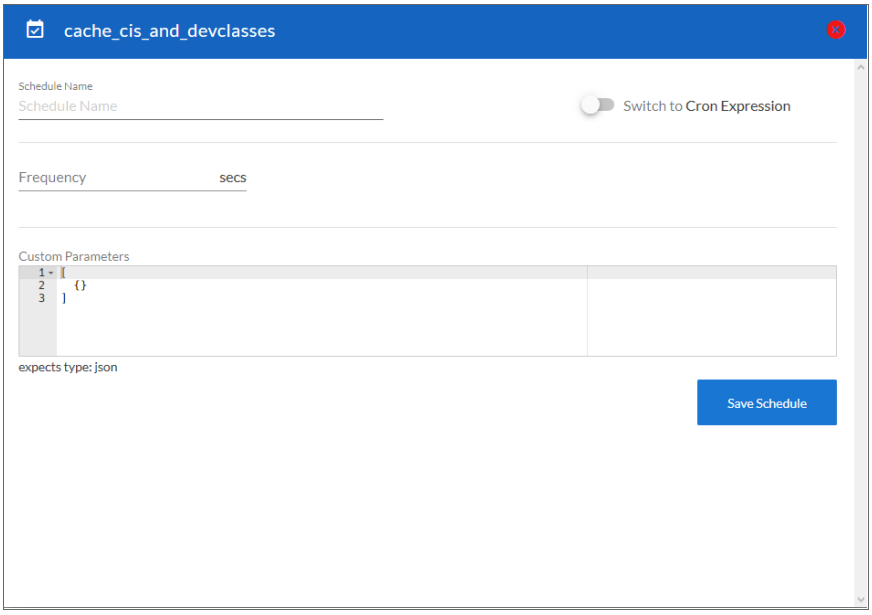
To schedule an application:

1. On the **Applications** page (), click the **[Schedule]** button for the application you want to schedule. The **Schedule** window appears, displaying any existing schedules for that application:

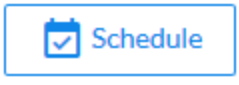


NOTE: If you set up a schedule using a cron expression, the details of that schedule display in a more readable format in this list. For example, if you set up a cron expression of ***/4 * * * ***, the schedule on this window includes the cron expression along with an explanation of that expression: "*Every 0, 4, 8, 12, 16, 20, 24, 28, 32, 36, 40, 44, 48, 52, and 56th minute past every hour*".

2. Select a schedule from the list to view the details for that schedule.
3. Click the + icon to create a schedule. A blank **Schedule** window appears:



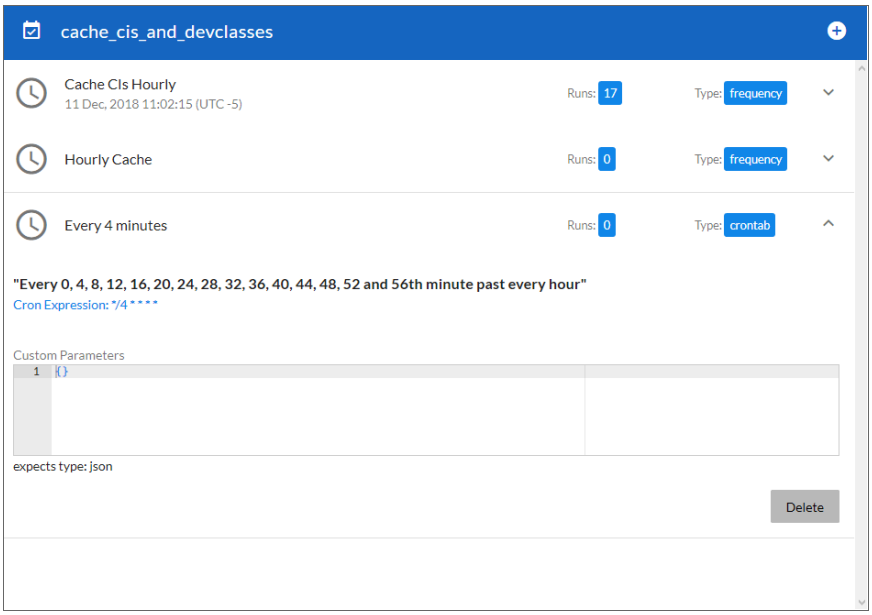
4. In the **Schedule** window, complete the following fields:
   - ***Schedule Name***. Type a name for the schedule.
   - ***Switch to***. Use this toggle to switch between a cron expression and setting the frequency in seconds.
     - ***Cron expression***. Select this option to schedule the application using a cron expression. If you select this option, you can create complicated schedules based on minutes, hours, the day of the month, the month, and the day of the week. As you update the cron expression, the **Schedule** window displays the results of the expression in more readable language, such as *Expression: "Every 0 and 30th minute past every hour on the 1 and 31st of every month"*, based on ***/30 * * /30 * ***.
     - ***Frequency in seconds***. Type the number of seconds per interval that you want to run the application.
   - ***Custom Parameters***. Type any JSON parameters you want to use for this schedule, such as information about a configuration file or mappings. The values in this field will override any application variables that exist in the PowerFlow application you are scheduling.
5. Click **[Save Schedule]**. The schedule is added to the list of schedules on the initial **Schedule** window. Also, on the **Applications** page, the word "Scheduled" appears in the **Scheduled** column for this application, and the **[Schedule]** button contains a check mark:



NOTE: After you create a schedule, it continues to run until you delete it. Also, you cannot edit an existing schedule, but you can delete it and create a similar schedule if needed.

To view or delete an existing schedule:

1. On the **Applications** page, click the **[Schedule]** button for the application that contains a schedule you want to delete. The **Schedule** window appears.
2. Click the down arrow icon ( ) to view the details of an existing schedule:



3. To delete the selected schedule, click **[Delete]**.

NOTE: When either multiple Skylar One stacks or multiple ServiceNow systems are involved with Skylar Automation, you should create an individual configuration object for each Skylar One stack or ServiceNow system. Next, create an individual schedule for each configuration object. Each schedule should use a configuration object that is specific to that single Skylar One stack or ServiceNow system. Creating copies of a Skylar Automation application from a SyncPack for the purpose of distinguishing between domains is not supported, and will result in issues on upgrades.

Appendix

2

SyncPack Terminology and Dependencies

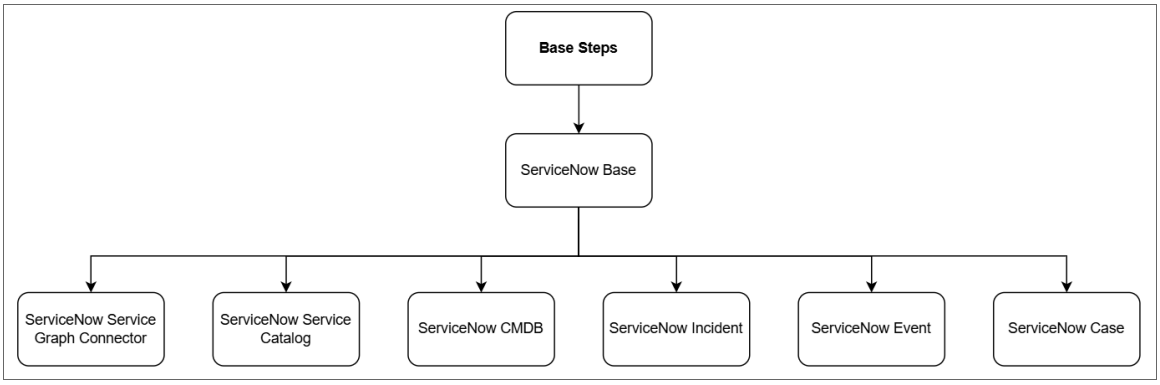
Overview

This appendix contains information about which ServiceNow SyncPacks are dependent on other SyncPacks and defines the shared elements in Skylar One and ServiceNow.

This chapter covers the following topics:

Dependency Map for ServiceNow SyncPacks

The following graphic describes which ServiceNow SyncPacks depend on other SyncPacks:



TIP: For more information about the "Base Steps" SyncPack, see the *Skylar Automation Platform* manual.

Skylar One and ServiceNow Terminology

The following tables lists the different names for the shared elements in Skylar One and ServiceNow:

Skylar One Term	Definition
Asset	An asset is a piece of equipment owned by an organization. An asset record is a collection of information about that asset. In Skylar One, asset records are usually created for hardware devices, with some of the information populated automatically from collected data.
Custom Attribute	A customizable name-value pair that can be added to assets, devices, interfaces, services, themes, and vendors.
Device	A representation of physical network hardware, a component of a larger system, or any other entity from which data can be collected.
Event	Messages that are triggered when a specific condition is met. Each event includes a description of the problem, where the problem occurred (device, network hardware, software, policy violation), a pre-defined severity, the time of first occurrence, the time of most recent occurrence, and the age of the event.
Alert	Consist of formulas that Skylar One evaluates whenever it collects data; if Skylar One determines that the alert formula is "true" for data it has collected, it generates the alert, which then appears in the device log.
Discovery Session	The process that automatically finds all of the hardware devices, hardware components, and software applications on your network. For it to do this, you must provide Skylar One with a range or list of IP addresses or a list of fully qualified domain names (hostnames), and the discovery tool determines if a device, component, or application exists at each IP address.
Scheduled Maintenance	A date and time when a device is put into "maintenance mode." During this period, the device will only generate events with a severity lower than the system-wide Maintenance Minimum Severity setting.
Topology	A graphical representation of the discovered networks and subnets. This representation includes four types: Layer-2, Cisco Discovery Protocol (CDP), Link Layer Discovery Protocol (LLDP), and Layer-3.
Relationships	A parent-child connection between two devices.
Dynamic Component Mapping and Relationships (DCM+R)	The relationships between component devices that are created by Dynamic Applications.

ServiceNow Term	Definition
Configuration Item (CI)	Any computer, device, software, or service listed in the ServiceNowCMDB.
Service Request	A standard request to gain access to a service.
Catalog Request	A user-friendly feature designed for submitting standard requests.
Incident	An unexpected disruption to an IT service or a decrease in its quality.
Case	Actionable entities in Customer Service Management (CSM) that are used to capture, track, and resolve complex customer inquiries, requests, or issues.

ServiceNow Term	Definition
Event	A noticeable change in the state of an IT service or Configuration Item (CI) that is significant for managing the infrastructure.
Company	An organization that engages with various entities in the business environment, including customers, vendors, partners, and manufacturers.
Domain	Logical containers used in domain separation to separate data, processes, and administrative tasks within a single instance of ServiceNow.
Change Request	A process used to monitor changes made in an organization's IT environment.
Change Schedule	A record that outlines the changes that will be implemented in the future.
Dependency View	A graphical map that illustrates the relationships among configuration items.
Effected CI	The specific configuration items that may experience change, failure, or maintenance during an incident, problem, or change request.
Identification and Reconciliation Engine (IRE)	A centralized framework is used to maintain the integrity of the Configuration Management Database (CMDB).

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