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# Using the ServiceNow Base Pack PowerPack

PowerPack version 106

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# Chapter

# 1



## Introduction to the ServiceNow Base Pack PowerPack

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### Overview

This chapter describes how to monitor ServiceNow in SL1 using the *ServiceNow Base Pack PowerPack*. This PowerPack also contains the Run Book Automation policies and a Run Book Action policy that you use with the *ServiceNow Incident Synchronization PowerPack* or the *ServiceNow Events Synchronization PowerPack* in SL1 PowerFlow.

Use the following menu options to navigate the SL1 user interface:

- To view a pop-out list of menu options, click the menu icon (.
- To view a page containing all the menu options, click the Advanced menu icon (.

The following topics describe how to use 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 so you can sync SL1 Events with ServiceNow Incidents, and you can sync SL1 Devices with ServiceNow Configuration Items (CIs). You can also use this PowerPack to sync Events or Cases between SL1 and ServiceNow.

The *ServiceNow Base Pack PowerPack* monitors the ServiceNow Incident and CMDB tables, and it returns information about Incident types, priorities, and states, displaying the information in an easy-to-consume dashboard. The PowerPack also returns information about the CI records that are actively being synced between SL1 and ServiceNow via SL1 PowerFlow, including basic CI metadata as well as an overall count.

This PowerPack also contains Run Book Automation policies and a Run Book Action policy that you can use with the *ServiceNow Incident Synchronization PowerPack*, the *ServiceNow Cases Synchronization PowerPack*, or the *ServiceNow Events Synchronization PowerPack* in SL1 PowerFlow.

The ServiceNow Base Pack PowerPack includes:

- The "ServiceNow: CMDB Configuration" Dynamic Application, which provides data for PowerFlow systems communicating with ServiceNow
- The "ServiceNow: Incident Metrics" Dynamic Application, which collects information about the types, statuses, and properties of ServiceNow Incidents
- The "REST: Performance Metrics Monitor (ServiceNow)" Dynamic Application, which collects performance data such as connection errors, latency, SSL errors, and timeouts
- The "ServiceNow CMDB: Un-Mapped Device Classes" Event Policy
- A "ServiceNow" Device Class for ServiceNow instances
- The following Run Book Automation policies to automate adding, updating, and clearing cases, events, or incidents, and to automate creating ServiceNow cases, events, or incidents in SL1:
  - ServiceNow: [Cases] - Add/Update
  - ServiceNow: [Cases] - Click to Create
  - ServiceNow: [Cases] - Event Cleared
  - ServiceNow: [Events] - Add/Update
  - ServiceNow: [Events] - Click to Create
  - ServiceNow: [Events] - Event Acknowledged
  - ServiceNow: [Events] - Event Cleared
  - ServiceNow: [Incidents] - Add/Update
  - ServiceNow: [Incidents] - Click to Create
  - ServiceNow: [Incidents] - Event Acknowledged
  - ServiceNow: [Incidents] - Event Cleared

- The "ServiceNow: Add/Update/Clear Case", "ServiceNow: Add/Update/Clear Event", and "ServiceNow: Add/Update/Clear Incident" Run Book Action policies
- The "ServiceNow: Create, Update, Clear Incident or Event" and the "ServiceNow: Send to PowerFlow" Run Book Action Types
- Two Sample SOAP/XML Credentials: one for connecting Dynamic Applications to a ServiceNow instance, and one for sending event payload information to PowerFlow using the Run Book Automations
- The "ServiceNow Open Incidents" Dashboard, which displays information about ServiceNow incident statuses and types

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## Installing the ServiceNow Base Pack PowerPack

To monitor a ServiceNow instance with SL1, you must import and install the latest version of the *ServiceNow Base Pack PowerPack*.

**NOTE:** If you are upgrading from SyncServer, you must disable the old SyncServer Run Book Actions and Run Book Automation policies before installing 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 install the *ServiceNow Base Pack PowerPack*:

1. Search for and download the *ServiceNow Base Pack PowerPack* from the **PowerPacks** page on the [ScienceLogic Support Site](#).
2. In SL1, go to the **PowerPack Manager** page (System > Manage > PowerPacks).
3. Click the **Actions** menu and choose *Import PowerPack*. The **Import PowerPack** modal appears.
4. Click **[Browse]** and navigate to the *ServiceNow Base Pack PowerPack* file from step 1.
5. Select the PowerPack file and click **[Import]**. The **PowerPack Installer** modal page displays a list of the PowerPack contents.
6. Click **[Install]**. After the installation is complete, the *ServiceNow Base Pack PowerPack* appears on the **PowerPack Manager** page.

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# Chapter

# 2



## Configuring ServiceNow Base Pack Monitoring

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### Overview

This chapter describes how to configure ServiceNow for monitoring by SL1 using the *ServiceNow Base Pack PowerPack*.

Use the following menu options to navigate the SL1 user interface:

- To view a pop-out list of menu options, click the menu icon (.
- To view a page containing all the menu options, click the Advanced menu icon (  ).

This chapter covers the following topics:

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# 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 PowerFlow.

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 PowerFlow and then to ServiceNow. Use this credential to integrate with the Incident, Events, or Cases Synchronization PowerPacks by aligning this credential with the relevant "ServiceNow: Add/Update/Clear (Incident, Event, or Case)" Run Book Action.

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

1. In SL1, 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** page appears:

The screenshot shows the 'Edit SOAP/XML Credential #90' interface. It features a blue header with 'New' and 'Reset' buttons. The main content is organized into four panels: 'Basic Settings' (with fields for Profile Name, Content Encoding, Method, HTTP Version, URL, HTTP Auth User, HTTP Auth Password, and Timeout), 'Soap Options' (with an Embedded Password field and four Embed Value fields), 'Proxy Settings' (with fields for Hostname/IP, Port, User, and Password), and 'CURL Options' (with a list of options and a large text area). At the bottom, there are 'Save' and 'Save As' buttons.

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.** Use the same username used in PowerFlow for connecting to ServiceNow.

**NOTE:** This is the same user used in the ServiceNow Guided Setup workflow or detailed in the specific PowerFlow application configuration.

- **HTTP Auth Password.** Use the same password used in PowerFlow for connecting to ServiceNow.
- **Timeout (seconds).** Type "30".

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

To configure the **ServiceNow RBA - Example** credential to use with the "ServiceNow: Add/Update/Clear (Incident, Event, or Case)" Run Book Action:

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** page appears:

3. Complete the following fields:

- **Profile Name.** Type a name for the ServiceNow Run Book Action credential.

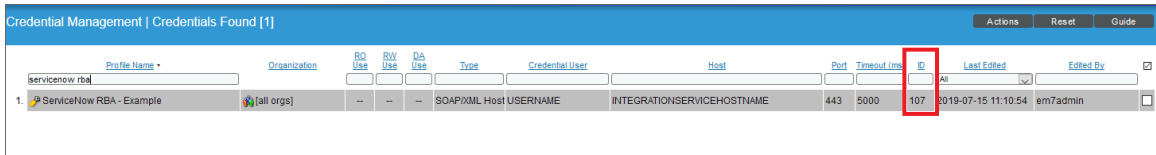


- **Content Encoding.** Select *text/xml*.
- **Method.** Select *POST*.
- **HTTP Version.** Select *HTTP/1.1*.
- **URL.** Type the host name for PowerFlow.
- **HTTP Auth User.** Use the same username used in PowerFlow for connecting to ServiceNow.

**NOTE:** This is the same user used in the ServiceNow Guided Setup workflow or detailed in the specific PowerFlow application configuration.

- **HTTP Auth Password.** Use the same password used in PowerFlow for connecting to ServiceNow.
  - **Timeout (seconds).** Type "5".
4. Click [**Save As**].
  5. When the confirmation message appears, click [**OK**].

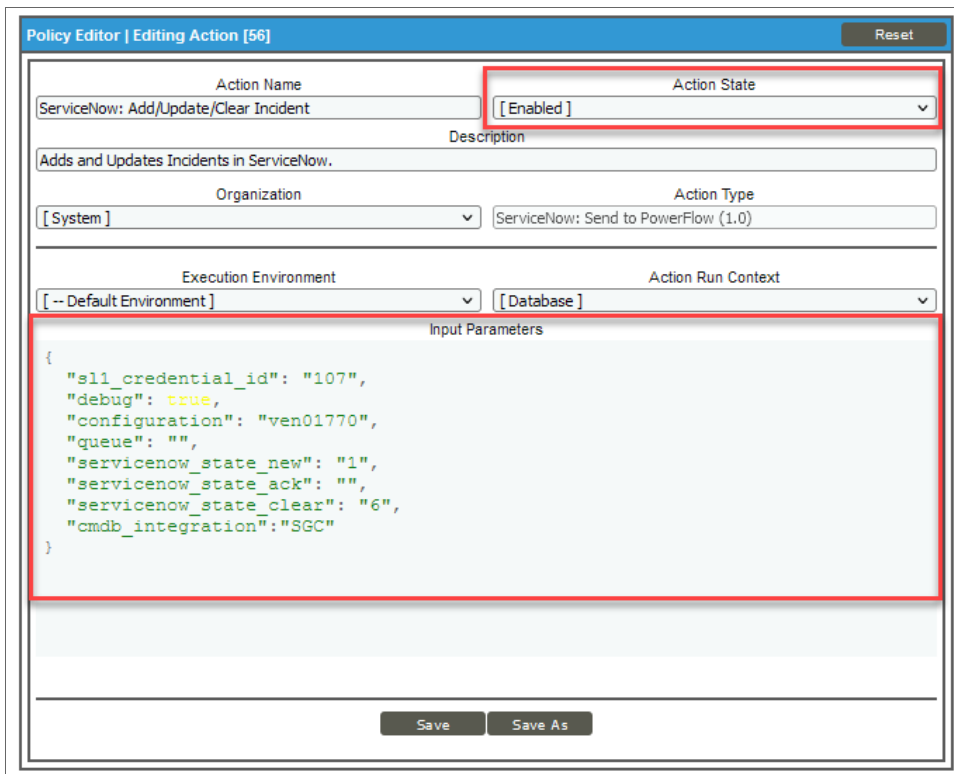
- On the **Credential Management** page (System > Manage > Credentials), make a note of the value in the **ID** column for the credential you just created:



Profile Name	Organization	RO Use	RW Use	DA Use	Type	Credential User	Host	Port	Timeout (ms)	ID	Last Edited	Edited By
ServiceNow RBA - Example	[all orgs]	--	--	--	SOAP/XML Host	USERNAME	INTEGRATIONSERVICEHOSTNAME	443	5000	107	2019-07-15 11:10:54	em7admin

You will use this value with the `s11_credential_id` parameter when you enable and customize the snippet code of the "ServiceNow: Add/Update/Clear (Incident, Event, or Case)" Run Book Action policy.

The following image shows the **Action Editor** page for the "ServiceNow: Add/Update/Clear Incident" Run Book Action policy:



Policy Editor | Editing Action [56] Reset

Action Name: ServiceNow: Add/Update/Clear Incident | Action State: **[ Enabled ]**

Description: Adds and Updates Incidents in ServiceNow.

Organization: [ System ] | Action Type: ServiceNow: Send to PowerFlow (1.0)

Execution Environment: [ --Default Environment ] | Action Run Context: [ Database ]

Input Parameters

```
{
  "s11_credential_id": "107",
  "debug": true,
  "configuration": "ven01770",
  "queue": "",
  "servicenow_state_new": "1",
  "servicenow_state_ack": "",
  "servicenow_state_clear": "6",
  "cmdb_integration": "SGC"
}
```

Save Save As

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## Enabling the Run Book Automation Policies

Before you can run the "ServiceNow: Add/Update/Clear" Run Book Action, you must enable the relevant Run Book Automation policies in SL1:

- ServiceNow: [(Cases, Events, or Incident)] - Add/Update
- ServiceNow: [(Events or Incident)] - Event Acknowledged
- ServiceNow: [(Cases, Events, or Incident)] - Event Cleared

**NOTE:** Versions 104 and later of the *ServiceNow Base Pack PowerPack* separated these Run Book Action policies by Cases, Events, and Incident, such as "ServiceNow: **[Events]** - Add/Update" and "ServiceNow: **[Cases]** - Add/Update". This update lets you choose the Run Book Actions based on if you are using the Cases, Events, or Incident Synchronization PowerPack.

**CAUTION:** Version 106 and later of the *ServiceNow Base Pack PowerPack* aligned all default Incident Automation policies with the new "ServiceNow: Send to PowerFlow" Action Type. If you have upgraded to the *ServiceNow Base Pack PowerPack* version 106 or later, but not the *ServiceNow Incident Synchronization PowerPack* version 4.0.0 or later, you will need to update those default Automation policies to align with the older Action Type. If you made copies of the Automation policies, you will not need to update them.

To enable the three ServiceNow Run Book Automation policies:

1. In SL1, go to the **Automation Policy Manager** page (Registry > Run Book > Automation).
2. Locate the "ServiceNow: [(Cases, Events, or Incident)] - Add/Update" automation policy and click its wrench icon (🔧). The **Automation Policy Editor** page appears:

The screenshot shows the 'Automation Policy Editor' interface for editing a policy named 'ServiceNow: Add/Update Incident'. The interface is divided into several sections:

- Policy Configuration:** Includes fields for Policy Name, Policy Type (set to 'Active Events'), Policy State (set to 'Enabled'), Policy Priority (set to 'High'), and Organization (set to 'System').
- Criteria Logic:** A series of dropdown menus for defining the policy's trigger conditions, such as '[ Severity >= ]', '[ Notice, ]', '[ and no time has elapsed ]', '[ since the first occurrence, ]', '[ and event is NOT cleared ]', and '[ and all times are valid ]'.
- Match Logic and Syntax:** Includes a 'Match Logic' dropdown (set to 'Text search') and a 'Match Syntax' input field.
- Repeat Time and Align With:** Includes a 'Repeat Time' dropdown (set to 'Only once') and an 'Align With' dropdown (set to 'Devices').
- Trigger on Child Rollup:** A checkbox that is currently checked.
- Available Devices:** A list of devices from the 'System' organization, including ScienceLogic EM7 All-In-One devices.
- Aligned Devices:** A list containing '(All devices)'. Navigation arrows are present between the available and aligned lists.
- Available Events:** A list of critical events from the AKCP organization, such as 'AC Voltage sensor detects no current' and 'DC Voltage sensor High Critical'.
- Aligned Events:** A list containing '(All events)'. Navigation arrows are present between the available and aligned lists.
- Available Actions:** A list of actions including 'SNMP Trap [1]: EM7 Event Trap' and various AWS snippets.
- Aligned Actions:** A list containing '1. ServiceNow: Create, Update, Clear Incident [100]: Sr'. Navigation arrows are present between the available and aligned lists.

At the bottom of the editor, there are 'Save' and 'Save As' buttons. A 'Reset' button is located in the top right corner of the editor's header.

3. Update the following fields:

- **Policy State.** Select *Enabled*.
- **Policy Priority.** Select *High* to ensure that this PowerFlow automation policy is added to the top of the queue.
- **Available Actions.** If it is not already selected, select the corresponding ServiceNow Run Book Action policy. Filter the **Available Actions** section by typing "ServiceNow" in the search field.

**TIP:** By default, the "ServiceNow: [Incidents] Add/Update" automation policy will create ServiceNow Incidents for **all** devices. You can limit the devices affected by making changes to the **Organization, Severity, Match Logic, Aligned Devices, and/or Aligned Events** fields.

**WARNING:** ScienceLogic highly recommends that you do not make changes to the **Policy Type, Repeat Time, or Align With** fields or the *And event is NOT acknowledged* setting.

4. Click **[Save]**.

5. Repeat steps 2-4 for the "ServiceNow: [(Events or Incident)] - Event Acknowledged" and "ServiceNow: [(Cases, Events, or Incident)] - Event Cleared" Run Book Automation policies.

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## Enabling and Customizing the Run Book Action Policy

The "ServiceNow: Add/Update/Clear Case", the "ServiceNow: Add/Update/Clear Event", and the "ServiceNow: Add/Update/Clear Incident" Run Book Action policies contain snippet code that you can customize to use with the relevant Synchronization PowerPack. You edit these values in the **Input Parameters** pane of the **Action Policy Editor** page for this policy.

**NOTE:** If you are using the *ServiceNow Incident Synchronization PowerPack* version 4.0.0, make sure that you are using the latest version of the "ServiceNow: Add/Update/Clear Incident" Run Book Action policy.

To enable and customize the Run Book Action policy:

1. In SL1, go to the **Action Policy Manager** page (Registry > Run Book > Actions).
2. Locate the **ServiceNow: Add/Update/Clear** policy that you want to use and click its wrench icon (🔧). The **Action Policy Editor** page appears:

The screenshot shows the 'Policy Editor | Editing Action [56]' interface. The 'Action Name' is 'ServiceNow: Add/Update/Clear Incident' and the 'Action State' is set to '[ Enabled ]'. The 'Description' is 'Adds and Updates Incidents in ServiceNow.'. The 'Organization' is '[ System ]' and the 'Action Type' is 'ServiceNow: Send to PowerFlow (1.0)'. The 'Execution Environment' is '[ --Default Environment ]' and the 'Action Run Context' is '[ Database ]'. The 'Input Parameters' pane contains the following JSON snippet:

```
{
  "s11_credential_id": "107",
  "debug": true,
  "configuration": "ven01770",
  "queue": "",
  "servicenow_state_new": "1",
  "servicenow_state_ack": "",
  "servicenow_state_clear": "6",
  "cmdb_integration": "SGC"
}
```

Buttons for 'Save' and 'Save As' are visible at the bottom.

3. For the **Action State** field select *Enabled*.
4. For the `s11_credential_id` field in the **Input Parameters** pane, specify the credential ID from the **ID** column on the **Credential Management** page (System > Manage > Credentials). For example: `"s11_credential_id": "107"`
5. Edit the snippet code as necessary, using the information in the **Customizing the Snippet Code in the Input Parameters Pane** section, below. When you are finished, click **[Save]**.

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## Sending Custom Data to ServiceNow Using the Passthrough Option

You can use the "ServiceNow: [Incident] Add/Update" Run Book Automation and the "ServiceNow: Add/Update/Clear Incident" Run Book Action to "pass through" custom data about incidents to ServiceNow. For example, you might want to use the passthrough functionality to overwrite the impact and urgency of a ServiceNow Incident, which is the only way to change the priority of the Incident.

**NOTE:** You can also use the "ServiceNow: [Cases] Add/Update" Run Book Automation and the "ServiceNow: Add/Update/Clear Cases" Run Book Action to "pass through" custom data about cases to ServiceNow. Similarly, you can use the "ServiceNow: [Events] Add/Update" Run Book Automation and the "ServiceNow: Add/Update/Clear Event " Run Book Action to "pass through" custom data about events to ServiceNow.

To pass custom data to ServiceNow:

- Create a new Run Book Action that pulls the relevant data and adds it to a dictionary called EM7\_RESULT.
- Add the new Run Book Action to the "ServiceNow: [(Cases, Events, or Incident)] Add/Update " Run Book Automation Policy, ahead of the "ServiceNow: Add/Update/Clear (Case, Event, or Incident)" Run Book Action so that the new Action runs first, and then is consumed by the ServiceNow Action.

## Passing Custom Data to ServiceNow

The following procedure describes how to configure the passthrough functionality, using the "ServiceNow: [Incident] Add/Update" Run Book Automation and the "ServiceNow: Add/Update/Clear Incident" Run Book Action as examples.

To pass custom data to ServiceNow:

1. In SL1, go to the **Action Policy Manager** page (Registry > Run Book > Actions) and click **[Create]** to create a new Run Book Action policy:

The screenshot shows the 'Policy Editor | Creating New Action' interface. It features a 'Reset' button in the top right corner. The form is divided into several sections:

- Action Name:** 'Example Passthrough EM7\_RESULT'
- Action State:** '[ Enabled ]' (dropdown menu)
- Description:** 'Passthrough data using EM7\_RESULT dictionary'
- Organization:** '[ System ]' (dropdown menu)
- Action Type:** 'Run a Snippet' (dropdown menu)
- Snippet Credential:** '(None)' (dropdown menu)
- Action Run Context:** 'Database' (dropdown menu)
- Execution Environment:** '[ --Default Environment ]' (dropdown menu)
- Snippet Code:** A text area containing the JSON: `EM7_RESULT = { "work_notes": "This is a new note" }`

A 'Save' button is located at the bottom center of the form.

2. Complete the following fields:

- **Action Name.** Type a unique name for the Action.
- **Action State.** Select *Enabled*.
- **Action Type.** Select *Run a Snippet*.
- **Execution Environment.** Select *ServiceNow Base Pack*.
- Complete the other fields as needed.

3. In the **Snippet Code** pane, add the snippet code you want to include for the EM7\_RESULT dictionary. For example, the following snippet code lets you override the ServiceNow Incident work notes with a hardcoded note:

```
EM7_RESULT = {"work_notes": "This is a new note"}
```

Additional notes about the structure of the EM7\_RESULT dictionary:

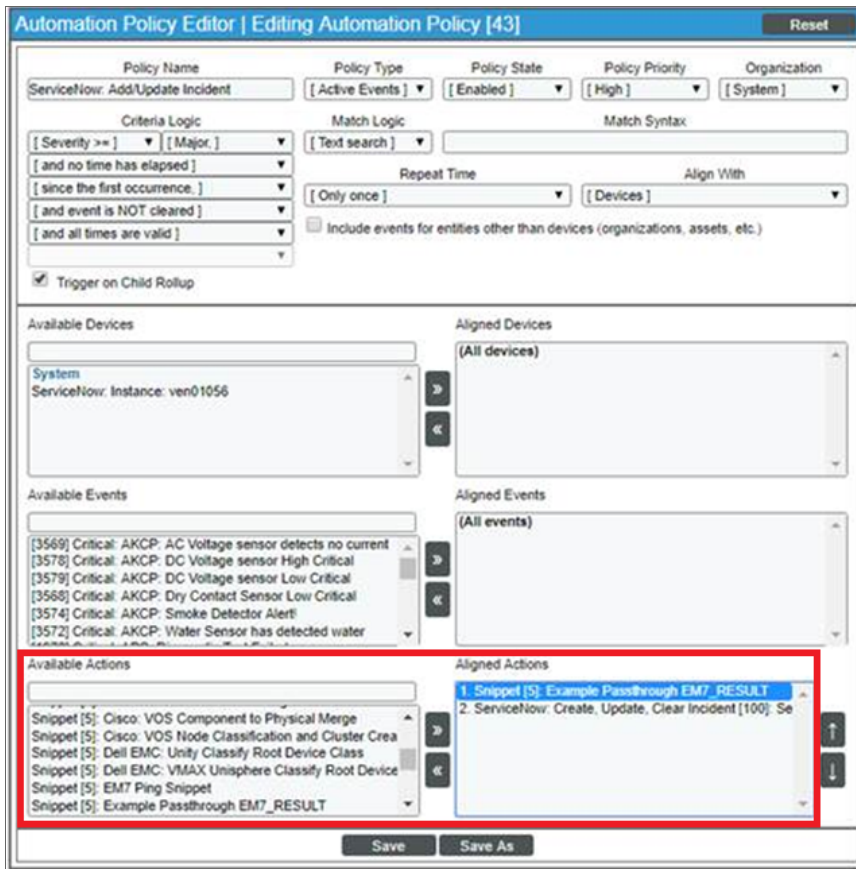
- EM7\_RESULT = is required for the dictionary, and the formatting of the keys should match the example above.
- All keys defined in the EM7\_RESULT dictionary need to map to field IDs on the **ScienceLogic Events** table in ServiceNow.
- You can hard-code the values in the EM7\_RESULT dictionary, or you can use variables and functions, like the "Snippet Code Example", below.
- As a best practice, avoid sending null passthrough values to ServiceNow. If you must send 'null' or 'NULL' values to ServiceNow, pass through that value as an empty string, such as "location": "". Also, only pass through values that you need. For example, instead of sending {"location": "", "work\_notes": "stuff"}, simply send {"work\_notes": "stuff"}.
- A long snippet might delay the ticket being created

4. Click **[Save]**.

5. Go to the **Automation Policy Manager** page (Registry > Run Book > Automation) and open the "ServiceNow: Add/Update Incident" Run Book Automation Policy.



- In the **Available Actions** section, add the new Run Book Action *before* the "ServiceNow: Create, Update, Clear Incident" Run Book Action:



**NOTE:** The output of this new Run Book Action will be consumed by the "ServiceNow: Create, Update, Clear Incident" Run Book Action, ensuring that the EM7\_RESULT dictionary is passed through to ServiceNow. The "ServiceNow: Create, Update, Clear Incident" Run Book Action automatically populates the passthrough values with any values from EM7\_LAST\_RESULT. The passthrough overwrites any other previously defined fields, such as assignment group.

- You can add additional Run Book Actions to the Run Book Automation Policy for any additional workflows that you might want to run. The Automation Policy execute these Actions in a sequential, top-down order. However, the "ServiceNow: Create, Update, Clear Incident" Run Book Action only consumes the EM7\_RESULT dictionary from the Run Book Action directly above it.

## Snippet Code Example

The following snippet code example shows how to pull additional information and make it available for passthrough. All of the additional information that is going to be sent is contained in a dictionary variable called EM7\_RESULT. You can pass through multiple items through in a single Run Book Action by adding additional keys to the EM7\_RESULT dictionary.

This example lets you assign assignment groups to an Incident based on certain criteria, such as event policy IDs:

```
from future.utils import iteritems

def invert_mappings(mappings):
    """
    Invert received one-to-many mappings and converts it into a one-to-one
    mapping.

    Args:
        mappings (dict): Dictionary of mapped values

    Returns:
        dict: inverted dictionary.

    """
    inverted_mappings = dict()
    for key, values in iteritems(mappings):
        for sub_value in values:
            invert_mappings[sub_value] = key
    return inverted_mappings

# Example of assignment group to list of event policy ids mapping.
assignment_groups_to_event_policies = {
    "sys_id_1": [1, 2, 3, 4, 5],
    "sys_id_2": [6, 7, 8, 9, 10],
}
# which sys_id to use if the current event_policy_id isn't mapped
default_sys_id = "sys_id_3"

# invert the mappings
event_policy_to_assignment_group = invert_mappings(assignment_groups_to_event_
policies)

# Send assignment group sys_id to IS RBA
EM7_RESULT = {
    "assignment_group": event_policy_to_assignment_group.get(
        EM7_VALUES["%3"], default_sys_id
    )
}
```

---

## Configuring the "ServiceNow: Click to Create" Automation Policy

The "ServiceNow: [Cases, Events, or Incident] Click to Create" Run Book Automation policy lets you manually create a case, event, or incident in ServiceNow by clicking the **Actions** button (⋮) in SL1 for an event and selecting "Create External Ticket" (or by clicking the life-preserver icon (🛟) for an event in the classic user interface).

This Run Book Automation policy is available in the *ServiceNow Base Pack PowerPack*.

**NOTE:** Versions 104 and 105 of the ServiceNow Base Pack PowerPack separated this Run Book Automation policy into the following: "ServiceNow: [Cases] Click to Create", "ServiceNow: [Events] Click to Create", and "ServiceNow: [Incident] Click to Create".

To configure the "ServiceNow: Click to Create" Run Book Automation policy:

1. In SL1, go to the Behavior Settings page (System > Settings > Behavior) and set the **Event Console Ticket Life Ring Button Behavior** option to *Create/View External Ticket*.
2. Click **[Save]** to save your changes. You might need to log out of SL1 and log back into SL1 for the changes to update.
3. Go to the **Automation Policy Manager** page (Registry > Run Book > Automation).
4. Locate the **ServiceNow: [(Cases, Events, or Incident)] Click to Create** policy and click its wrench icon (🔧). The **Automation Policy Editor** page appears:

The screenshot shows the "Automation Policy Editor | Editing Automation Policy [61]" interface. Key configuration elements include:

- Policy Name:** ServiceNow: [Cases] - Click to Create
- Policy Type:** [ Active Events ]
- Policy State:** [ Enabled ] (highlighted with a red box)
- Policy Priority:** [ Default ]
- Organization:** [ System ]
- Criteria Logic:** [ Severity >= ] [ Minor, ]
- Match Logic:** [ Text search ]
- Match Syntax:** (empty)
- Repeat Time:** Every 1 minute until satisfied (highlighted with a red box)
- Align With:** [ Devices ]
- Available Devices:** System, OpenStack: Cloud Physical Service: localhost, ScienceLogic, Inc.: EM7 All-In-One: em7aio, ScienceLogic, Inc.: EM7 All-In-One: em7aio17, ScienceLogic, Inc.: EM7 All-In-One: SAC-PATCH-AIO-9-20
- Aligned Devices:** (All devices)
- Available Events:** [2729] Critical: AKCP: AC Voltage sensor detects no current, [2738] Critical: AKCP: DC Voltage sensor High Critical, [2739] Critical: AKCP: DC Voltage sensor Low Critical, [2728] Critical: AKCP: Dry Contact Sensor Low Critical, [2734] Critical: AKCP: Smoke Detector Alert
- Aligned Events:** (All events)
- Available Actions:** SNMP Trap [1]: SL1 Event Trap, Snippet [5]: AWS: Disable Instance By Tag, Snippet [5]: AWS: Discover from EC2 IP, Snippet [5]: AWS: Get EC2 Instance Configuration, Snippet [5]: AWS: Merge Physical with Component
- Aligned Actions:** 1. ServiceNow: Create, Update, Clear Ticket [101]: Ser

Buttons for "Save" and "Save As" are visible at the bottom.

5. Update the following fields:
  - **Policy State.** Select *Enabled*.
  - **Repeat Time.** Specify the frequency at which SL1 should execute the automation policy while the conditions are still met. The choices range from "every 30 seconds until satisfied" to "every 2 hours until satisfied", or "only once". By default, the policy only runs once.
  - **Available Actions.** If it is not already selected, select the corresponding ServiceNow Run Book Action policy to add it to the **Aligned Actions** field.
6. Click **[Save]**.

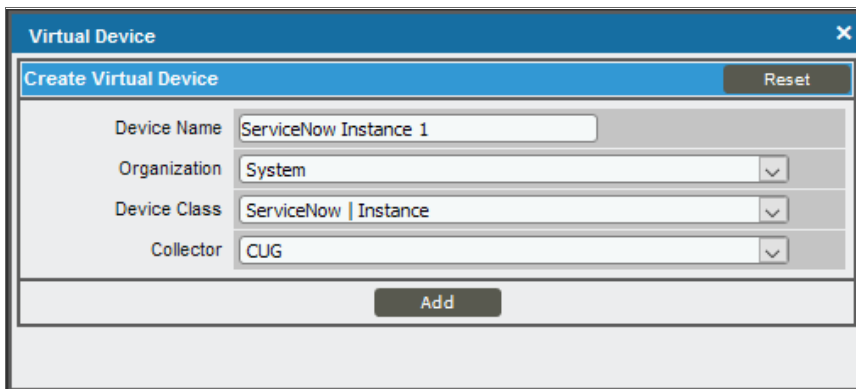
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## Creating a Virtual Device for the ServiceNow Base Pack

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 (Devices > Device Manager or Registry > Devices > Device Manager for the classic user interface).
2. Click the **[Actions]** button and select *Create Virtual Device* from the menu. The **Virtual Device** modal page appears:



The screenshot shows a modal window titled "Virtual Device" with a close button (X) in the top right corner. Inside the modal, there is a sub-header "Create Virtual Device" and a "Reset" button. The form contains four fields: "Device Name" with the text "ServiceNow Instance 1", "Organization" with a dropdown menu showing "System", "Device Class" with a dropdown menu showing "ServiceNow | Instance", and "Collector" with a dropdown menu showing "CUG". At the bottom of the form is an "Add" button.

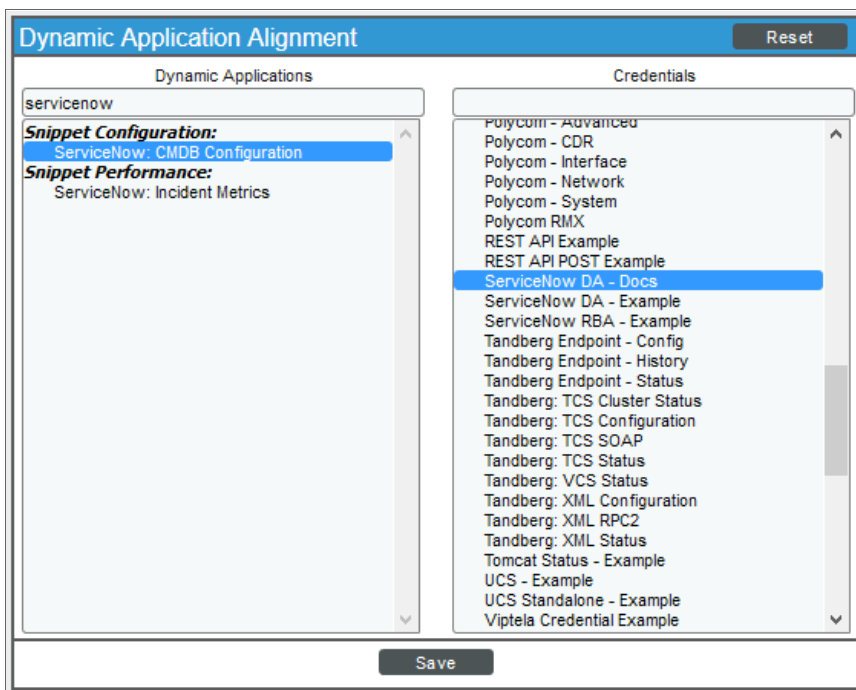
3. Complete the following fields:
  - **Device Name.** Type a name for the device.
  - **Organization.** Select the organization for this device. The organization you associate with the device limits the users that will be able to view and edit the device. Typically, only members of the organization 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 (Devices > Device Manager or Registry > Devices > Device Manager for the classic user interface).
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 three 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

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### Overview

This chapter describes the system dashboard that is included in the *ServiceNow Base Pack* PowerPack.

Use the following menu options to navigate the SL1 user interface:

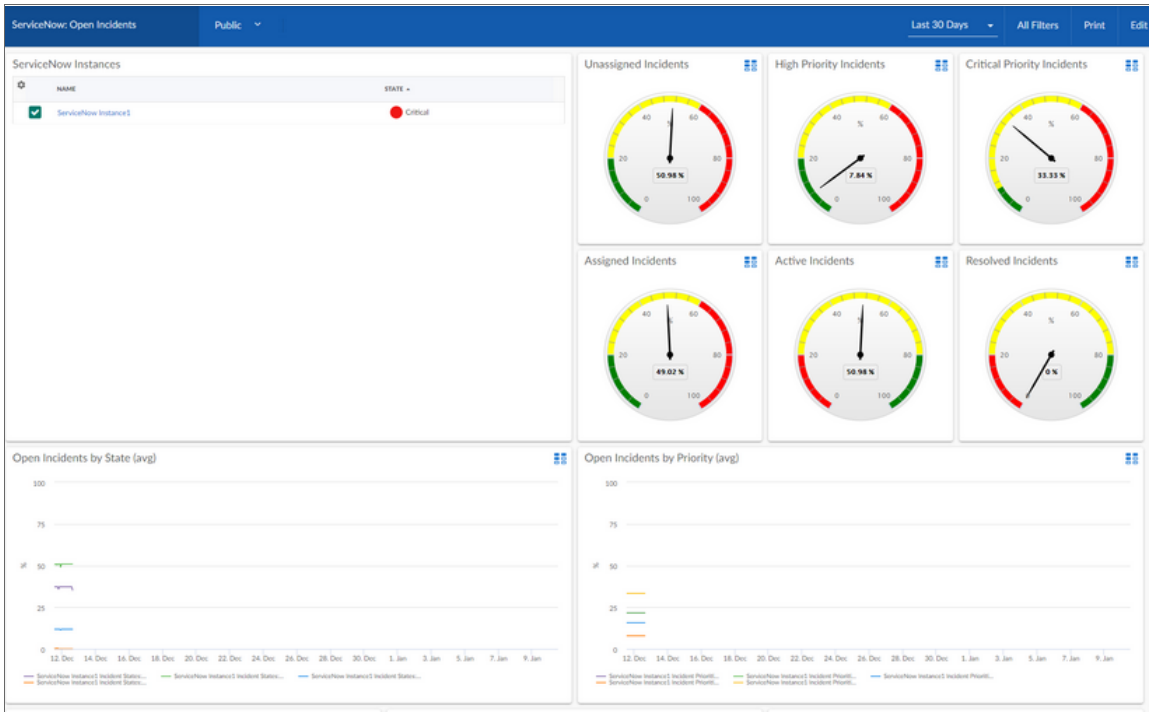
- To view a pop-out list of menu options, click the menu icon ().
- To view a page containing all the menu options, click the Advanced menu icon (.

This chapter covers the following topics:

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# ServiceNow Open Incidents Dashboard

If you are using the new user interface for SL1, you can download the *ServiceNow: BasePack SL1 Dashboards PowerPack* to add this dashboard to the **Dashboards** page.



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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