
ServiceNow: Base Pack SL1 Dashboards PowerPack Release Notes

Version 102

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Overview

Version 102 is the initial version of the *ServiceNow: Base Pack SL1 Dashboards PowerPack*. Version 102 includes Dashboards that present graphical representations of the configuration data and performance metrics that are collected for ServiceNow devices by the *ServiceNow Base Pack PowerPack*.

NOTE: These dashboards are intended for use only in the new SL1 user interface and will not load in the classic ScienceLogic platform user interface.

- **Minimum Required SL1 Version:** 8.12.1
- **Minimum Required AP2 Version:** 5.155.0-hotfix.8
- **Minimum Required Widget Components Version:** 2.185.0-hotfix.3
- **Minimum Required ServiceNow Base Pack PowerPack Version:** 103
- **Support Status:** Beta

This document describes:

- [Pre-install information](#)
- [The installation process for the PowerPack](#)
- [The features included in version 102](#)

Before You Install

Before installing the *ServiceNow: Base Pack SL1 Dashboards PowerPack* version 102, you must first ensure that you are running version 8.12.1 or later of SL1, AP2 version 5.155.0-hotfix.8 or later, and Widget Components version 2.185.0-hotfix.3 or later.

NOTE: For details on upgrading SL1, see the appropriate SL1 [Release Notes](#).

You must also import and install the *ServiceNow Base Pack PowerPack* version 103 or later before installing the *ServiceNow: Base Pack SL1 Dashboards PowerPack* version 102.

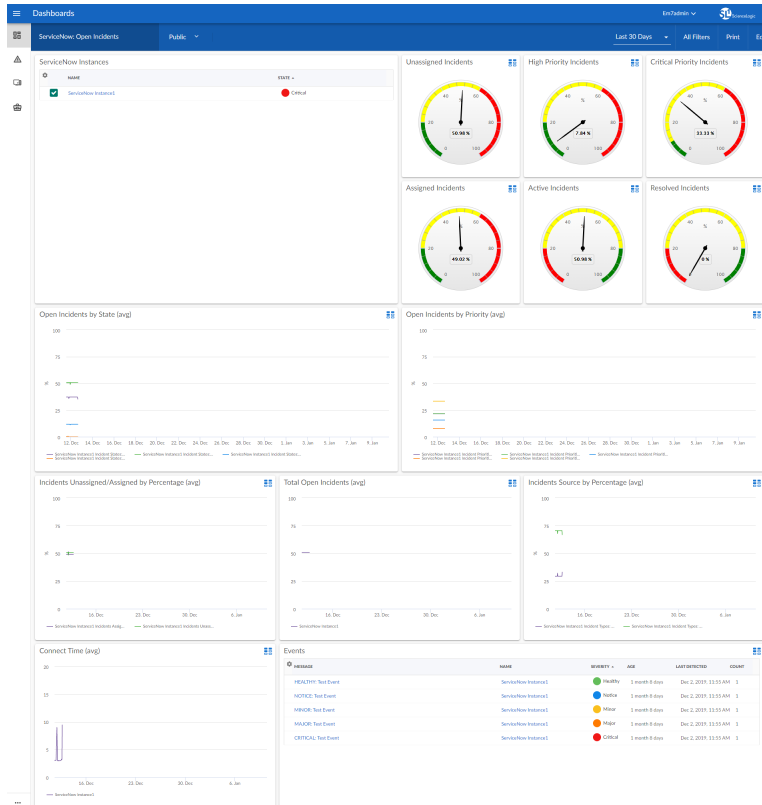
Installation Process

To install version 102 of the *ServiceNow: Base Pack SL1 Dashboards* PowerPack, perform the following steps:

1. If you have not done so already, upgrade your SL1 system to the 8.12.1 or later release.
2. If you have not done so already, install the *ServiceNow Base Pack* PowerPack version 103 or greater.
3. Download version 102 of the *ServiceNow: Base Pack SL1 Dashboards* PowerPack from the Customer Portal to a local computer.
4. Go to the **PowerPack Manager** page (System > Manage > PowerPacks). Click the **[Actions]** menu and choose *Import PowerPack*. When prompted, import version 102 of the *ServiceNow: Base Pack SL1 Dashboards* PowerPack.
5. After importing the PowerPack, you will be prompted to install the PowerPack. Click the **[Install]** button to install the PowerPack.

Included Features

The following dashboards are included in version 102 of the *ServiceNow: Base Pack SL1 Dashboards PowerPack*:



- A "ServiceNow: Open Incidents" dashboard, which includes the following widgets that display data about your ServiceNow instances:
 - ServiceNow Instances
 - Unassigned Incidents
 - High Priority Incidents
 - Critical Priority Incidents
 - Assigned Incidents
 - Active Incidents
 - Resolved Incidents
 - Open Incidents by State (avg)
 - Open Incidents by Priority (avg)
 - Incidents Unassigned/Assigned by Percentage (avg)
 - Total Open Incidents (avg)

- Incidents Source by Percentage (avg)
- Connect Time (avg)
- Events

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