

# **ServiceNow Calm Plug-In User Guide**

**1.0**

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# Nutanix Calm Plug-In for ServiceNow

Nutanix Calm plug-in for ServiceNow enables you to launch Calm blueprints in ServiceNow platform as service catalog items. The Calm plug-in helps to automate the application provisioning and life-cycle management of Calm product. The plug-in allows you to control the resources by using IT services management (ITSM) and IT operations management (ITOM) processes that are defined by the customers in ServiceNow to reduce the time in Nutanix Marketplace.

**Note:** To configure and use Calm plug-in, you must be familiar with the basic concepts of Nutanix Calm and ServiceNow platform .

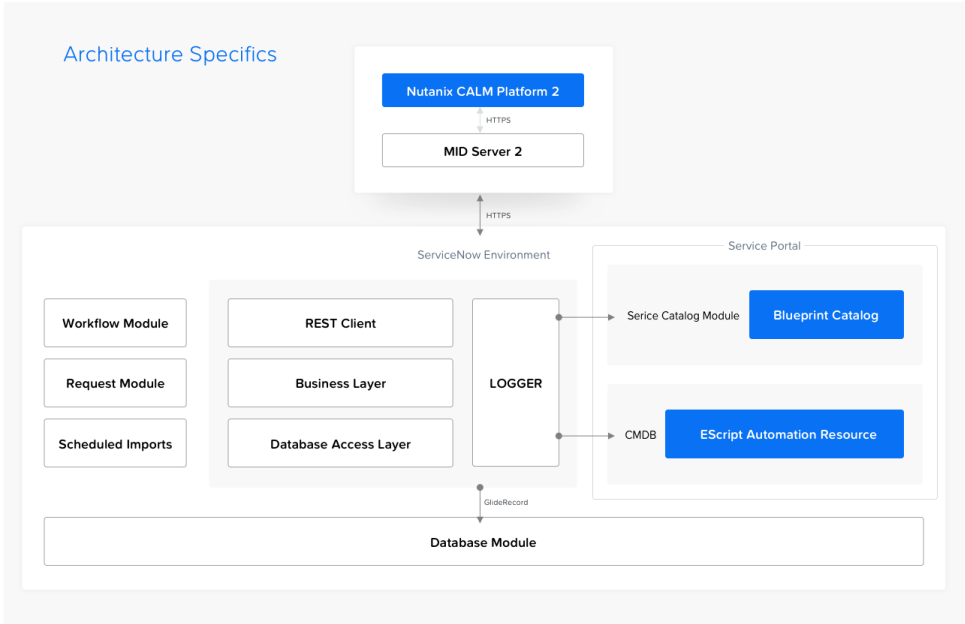


Figure 1: Architecture

## Supported Versions

The following table shows the supported versions in this release.

Entity	Supported versions
ServiceNow	Kingston and London
Nutanix Calm	2.4.0, 2.5.0, and 2.6.0
Web-browser	Latest versions of Chrome and Firefox

## Roles and Responsibilities

You need to have access privileges to perform certain actions. The following table describes the various roles and their respective responsibilities.

**Table 1: Roles and Responsibilities**

Role	Responsibility
System administrator	<ul style="list-style-type: none"> <li>Assigns Calm administrator role to one of the LDAP imported users.</li> </ul>
Calm administrator	<ul style="list-style-type: none"> <li>Plug-in configuration</li> <li>Runtime configuration</li> <li>Importing Calm resources in ServiceNow platform</li> </ul>
User	<ul style="list-style-type: none"> <li>Launch blueprints</li> <li>Perform actions on applications</li> <li>Check logs</li> </ul>
ITIL	<ul style="list-style-type: none"> <li>Manages incidents</li> </ul>
Agent_administrator	<ul style="list-style-type: none"> <li>Manages MID server management</li> </ul>
Workflow_administrator	<ul style="list-style-type: none"> <li>Manages workflow assignment</li> </ul>

**Note:** Only a Calm administrator can be assigned with workflow administrator role.

## Prerequisites for Nutanix Calm ServiceNow Plug-In

Before starting using the Nutanix Calm ServiceNow plug-in, ensure that the following prerequisites are completed.

- Nutanix Calm and ServiceNow both must be configured with the same AD or LDAP instance.
- ITSM license that includes incident management module. The license is used to create incidents to report blueprint launch failures.

**Note:** Without ITSM license, installation of application from the store does not work as this dependency is bundled with the application.

- ServiceNow MID server must be installed and configured. For information on how to install and configure MID server, refer to [MID Server Documentation](#) and [Setting up a MID server](#) video.
- Ensure that the MID server is running in your environment.
- The MID server user has administrator privileges.
- The MID server is up and validated.
- To activate the Calm plug-in on ServiceNow platform, contact your instance ServiceNow administrator.
- You must have administrator privileges to activate and configure the plug-in.
- When application is installed, the Calm administrator role and user roles get installed in the ServiceNow instance. System administrator needs to manually assign the Calm administrator role to one of the LDAP imported users.
- Nutanix Calm administrator user must have the following roles assigned.
  - agent\_admin: To access MID server
  - workflow\_admin: To access existing workflows available in the plug-in configuration page.
  - ITIL role
- All applications and operations should have access of the following tables:
  - item\_option\_new
  - user\_criteria

- sc\_category
- catalog\_ui\_policy
- sc\_catalog
- catalog\_script\_client
- sys\_user\_has\_role
- sys\_group\_has\_role
- sys\_user\_group
- sys\_user\_grmember

**Note:** For sys\_user\_grmember table provides only read-only access.

- Set glide.ui.escape\_all\_script to false.

**Note:** You need security administrator privileges to perform this action.

- To send and receive email notifications, Nutanix Calm administrator must have administrator role in global scope and itil role to view incidents.
- To view the incidents, Calm users must have itil role.

## Plug-In Capabilities

The ServiceNow Calm plug-in enables you to order and provision applications into Calm and perform actions on these applications. This is possible with ServiceNow catalog items derived from Calm resource definitions.

Following functionalities are supported:

- Manage assigned catalog items
- Launch blueprints
- Incident tracking
- Perform actions on application
- Configuration Management Database (CMDB)
- Notifications
- Activity dashboard

## User Operations

You can perform the following user operations.

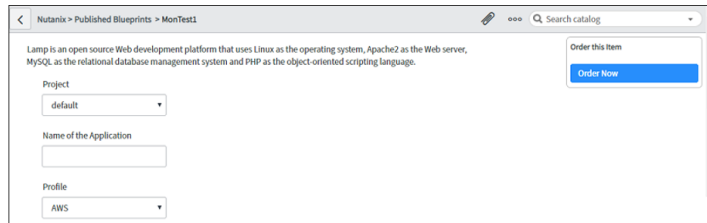
### Catalog Management

By using the catalog management menu, you can access catalog items, launch blueprints, orders, and incidents.

#### Launching Blueprints

By using the launch blueprint window, you can access the list of assigned blueprints and launch the selected blueprint.

1. Log on to the ServiceNow portal.
2. Click **Nutanix Calm > Catalog Management > Launch Blueprints** to launch blueprint.  
The Launch Blueprint window is displayed.
3. Select a blueprint that you want to launch.  
The selected blueprint detail is displayed.



**Figure 2: Blueprint Details**

4. Optionally, update the fields.
5. Under the **Order this item**, select **Order Now**.

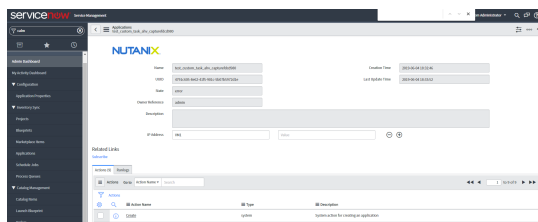
**Note:** Depending upon the approval workflow selected by the administrator, system process the request. You can track the progress of request by clicking **Inventory Sync > My Orders Option**.

### Accessing Actions

After the request is approved, an API call is triggered to Calm to create the application instance.

- If the application instance is created successfully, the newly created application is immediately synced into ServiceNow and displays under the Nutanix Calm Application.
- If the application instance fails, an incident is created in the ServiceNow instance and assigned to the assignment group defined by the Calm administrator.

1. Log on to the ServiceNow portal.
2. Click **Nutanix Calm > Applications**.  
The list of available applications is displayed.
3. Select an application that you want to access.  
The application details are displayed.



**Figure 3: Application Details**

4. Under the **Actions** tab, do one of the following.
  - a. Right-click on the action that you want to perform and click **Perform Action**.
  - b. Click **Action > Perform Action**.
5. Click **App Runlogs** to view the action status.  
If there is a failure, system creates an incident.

### Tracking Orders

You can track your orders by performing the following procedure.

1. Log on to the ServiceNow portal.
2. By using the **Blueprint Launch Updates** window, you can track the progress of your orders.

Requested Items [Nutanix view]

New

Go to

Updated

Search

1

to 2 of 2

<

### Figure 4: My Orders

## Updating Incidents

You can view all the failure incidents of the assigned blueprints, update, and change the incident details or status.

1. Log on to the ServiceNow portal.
2. Click **Nutanix Calm > Catalog Management > Incidents**.

The screenshot displays the ServiceNow 'Incidents' list in 'Calm incident view'. The table contains the following data:

	Incident Number	Created	Short description	Caller	Priority	State	Category	Assignment group
<input type="checkbox"/>	INC0010002	2019-06-06 11:38:46	Runlogs for application apppppppppmmmmmmmmmm	System Administrator	5 - Planning	New	Inquiry / Help	CAB Approval
<input type="checkbox"/>	INC0010001	2019-06-03 04:36:29	Runlogs for application appppppppp-787	System Administrator	5 - Planning	New	Inquiry / Help	CAB Approval

Below the table, a filter bar indicates 'Admitted on selected rows...' with a dropdown arrow. The interface also features a left sidebar with navigation options and a top bar with the ServiceNow logo and 'Service Management' context.

### Figure 5: Incident

The list of available incidents is displayed.

3. Click the incident that you want to update.
4. Optionally, update the required information and click **Update**.
5. Optionally, if the issue gets resolved, click **Resolve**.

## Viewing Logs

Logs module is visible to both Calm administrator and end user. From the Logs menu, user can access the following options:

- Emails: To view the various notifications sent or received.
- User Logs: To view the error details.

1. Log on to the ServiceNow portal.
2. Click **Nutanix Calm > Logs > Emails or User Logs.**

The logs detail is displayed.

Created	Recipients	Subject	Type	Notification type	User ID
2020-06-06 11:33:33	admin@example.com	Your request REQ0000004 has been assigned	sent	SMTP	admin@p0
2020-06-06 11:33:33	admin@example.com	Request REQ0000004 has been assigned on your behalf	sent	SMTP	admin@p0
2020-06-06 11:33:33	admin@example.com	Your request REQ0000004 has been assigned	sent	SMTP	admin@p0
2020-06-06 11:33:33	admin@example.com	Request REQ0000004 has been assigned on your behalf	sent	SMTP	admin@p0

Figure 6: Email Logs

## Viewing Support Details

Calm administrator and end-user can access the Nutanix Calm support contact details.

1. Log on to the ServiceNow portal.
2. Click **Nutanix Calm > Support > Contact Support**.

The contact support details is displayed.

Contact Support	
Nutanix	
Your Role	Action
Non-Admin Users	Report to Admin Users.
Admin Users	Check The Error Logs and Consult The Documentation. If issue is not Resolved or not mentioned in the Document Contact us by visiting The Portal at <a href="#">Nutanix ServiceNow Plugin support website</a>
Note:- Use This Option Only When Required.	

Figure 7: Support Details

## Accessing the User Dashboard

The user dashboard window displays a summarized view of assigned blueprints, opened request, request status, performed executions, execution status, incidents, and incident status.

1. Log on to the ServiceNow portal.
2. Click **Nutanix Calm > User Dashboard**.

The user dashboard is displayed.



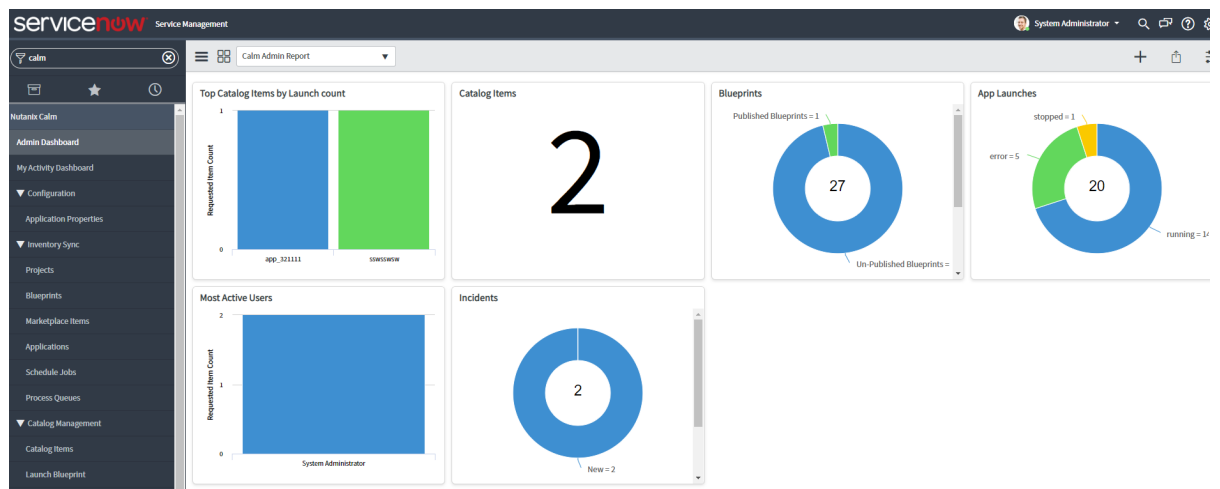


Figure 8: User Dashboard