CTX-ServiceNow User Guide

Contents

Versions

Document Revisions

The following revisions have been made to this document

Date	Revision	Notes
23/04/2019	1.0	First Release

Module Versions

The following revisions have been made to this document

Date	Revision	Notes
23/04/2019	1.0	Creation of: • SNCI-SERVICENOW-CREATE-INCIDENT • SNDI-SERVICENOW-DELETE-INCIDENT • SNGI-SERVICENOW-GET-INCIDENT • SNUI-SERVICENOW-UPDATE-INCIDENT • SNRT-SERVICENOW-RESOLVE -TICKET

Preface

About this Manual

This document is a user guide for the CTX-ServiceNow module.

Audience

The audience for this document is those wanting to understand how to use CTX-ServiceNow module.

Related Material

Document
CTX-ServiceNow – Deployment Plan
CTX- ServiceNow.studiopkg

Abbreviations used in this Document

None

Requirements

The CTX-ServiceNow module requires the following:

- Minimum Cortex v6.4 installed on the Cortex Application Server

Integration

Integration with Third-Party Systems

This subtasks in this module interact with ServiceNow incidents via a REST API. The user may create, delete, get details of and update incidents in ServiceNow, as well as resolve tickets that have been created. Each of these capabilities are contained within a Cortex subtask, detailed below.

To use these subtasks there is a need for a user to have access to perform the actions in ServiceNow. The three details to make calls to ServiceNow are:

- Instance Name
- Username
- Password

Integration with Existing Infrastructure

None Required.

1 ServiceNow Subtasks

1.1 SNCI-SERVICENOW-CREATE-INCIDENT

1.1.1 Overview

Creates an Incident in ServiceNow.

1.1.2 Input variables

SNCI_i_SNow-Instance-Name	Text	Name of the ServiceNow instance e.g. dev19212.service-now.com
SNCI_i_SNow-Username	Text	Username of the user who will raise the incident in ServiceNow.
SNCI_i_SNow-Password	Text	password of the user who will raise the incident in ServiceNow.
SNCI_i_Incident-Title	Text	'Short Description' in SNow
SNCI_i_Incident-Body	Text	'Description' in SNow
SNCI_i_Category	Text	'Category' in SNow - Must be an existing category
SNCI_i_Subcategory	Text	'Subcategory' in Snow Must be an existing subcategory
SNCI_i_Comments	Text	'Additional Comments' in SNow
SNCI_i_Impact	Text	From 1 (highest) to 3 (lowest) - defaults to 3
SNCI_i_Urgency	Text	From 1 (highest) to 3 (lowest) - defaults to 3
SNCI_i_Severity	Text	From 1 (highest) to 3 (lowest) - defaults to 3

1.1.3   Output variables

SNCI_o_SNow-Incident-Number	Text	The incident number a user will see in ServiceNow, e.g. INC0010001
SNCI_o_SNow-SysID	Text	The SysID of the created ticket, which is not surfaced to the end user. This is required to perform updates on the ticket via the REST API, or to delete it via the REST API.

SNCI_o_Exception-Details	Structure	{
		"Exception-Message":
		  <text, short description of the exception>,
		"Missing-Variables":
		     <list, any required variables that are not initialised>,
		"Flow-Name":
		     <text, the flow that was executed to call this subtask>,
		"Timestamp":
		     <text, the date and time the execution occurred>,
		"Raw-Exception":
		     <text, raw exception message e.g. from a failed http request>
		}
		
		If no exceptions have occurred, then this will be a blank structure

1.2 SNDI-SERVICENOW-DELETE-INCIDENT

1.2.1   Overview

Deletes a specified Incident in ServiceNow.

1.2.2   Input variables

SNDI_i_SNow-Instance-Name	Text	name of the ServiceNow instance e.g. dev19212.service-now.com
SNDI_i_SNow-Username	Text	Username of the user who will delete the incident in ServiceNow.
SNDI_i_SNow-Password	Text	Password of the user who will delete the incident in ServiceNow
SNDI_i_SNow-SysID	Text	The SysID of the incident to be deleted.

1.2.3   Output variables

SNDI_o_Exception-Details	Structure	{
		"Exception-Message":
		        \<text, short description of the exception>,
		"Missing-Variables":
		        \<list, any required variables that are not initialised>,
		"Flow-Name":
		        \<text, the flow that was executed to call this subtask>,
		"Timestamp":
		        \<text, the date and time the execution occurred>,
		"Raw-Exception":
		        \<text, raw exception message e.g. from a failed http request>
		}
		
		If no exceptions have occurred, then this will be a blank structure

1.3   SNGI-SERVICENOW-GET-INCIDENTS

1.3.1   Overview

Returns incidents found by a ServiceNow query

1.3.2   Input variables

SNGI_i_SNow-Instance-Name	Text	Name of the ServiceNow instance e.g. dev19212.service-now.com
SNGI_i_SNow-Username	Text	Username of the user who will raise the incident in ServiceNow.
SNGI_i_SNow-Password	Text	Password of the user who will raise the incident in ServiceNow.
SNGI_i-Sysparm-Query	Text	Query to perform in ServiceNow.
SNGI_i-Return-Fields	Text	Fields to return from ServiceNow.

1.3.3   Output variables

SNCI_o_SNow-Incident-Number	Text	The incident number a user will see in ServiceNow, e.g. INC0010001

SNCI_o_SNow-SysID	Text	The SysID of the created ticket, which is not surfaced to the end user. This is required to perform updates on the ticket via the REST API, or to delete it via the REST API.
SNGI_o_SNow-ShortDescription	Text	Description of the service now incidents.

SNGI_o_Exception-Details	Structure	{
		"Exception-Message":
		        <text, short description of the exception>,
		"Missing-Variables":
		        <list, any required variables that are not initialised>,
		"Flow-Name":
		        <text, the flow that was executed to call this subtask>,
		"Timestamp":
		        <text, the date and time the execution occurred>,
		"Raw-Exception":
		        <text, raw exception message e.g. from a failed http request>
		}
		
		If no exceptions have occurred, then this will be a blank structure

1.4 SNUI-SERVICENOW-UPDATE-INCIDENT

1.4.1 Overview

Updates the specified fields of an Incident in ServiceNow. Other than the required variables,

- SNGI_i_SNow-Instance-Name

- SNGI_i_SNow-Username

- SNGI_i_SNow-Password

- SNDI_i_SNow-SysID,

all others are incident fields to be updated.

1.4.2 Input variables

SNGI_i_SNow-Instance-Name	Text	Name of the ServiceNow instance e.g. dev19212.service-now.com

SNGI_i_SNow-Username	Text	Username of the user who will raise the incident in ServiceNow.
SNGI_i_SNow-Password	Text	Password of the user who will raise the incident in ServiceNow.
SNDI_i_SNow-SysID	Text	The SysID of the incident to be updated.
SNUI_i_Incident-Title	Text	'Short_Description' in SNow
SNUI_i_Incident-Body	Text	'Description' in SNow
SNUI_i_Category	Text	'Category' in Snow Must be an existing category
SNUI_i_Subcategory	Text	'Subcategory' in Snow Must be an existing subcategory
SNUI_i_Comments	Text	'Additional Comments' in SNow
SNUI_i_Impact	Text	From 1 (highest) to 3 (lowest) - defaults to 3
SNUI_i_Urgency	Text	From 1 (highest) to 3 (lowest) - defaults to 3
SNUI_i_Severity	Text	From 1 (highest) to 3 (lowest) - defaults to 3

1.4.3　　Output variables

SNUI_o_SNow-Incident-Number	Text	The incident number a user will see in ServiceNow, e.g. INC0010001

SNUI_o_Exception-Details	Structure	{
		"Exception-Message":
		　　　<text, short description of the exception>,
		"Missing-Variables":
		　　　<list, any required variables that are not initialised>,
		"Flow-Name":
		　　　<text, the flow that was executed to call this subtask>,
		"Timestamp":
		　　　<text, the date and time the execution occurred>,
		"Raw-Exception":
		　　　<text, raw exception message e.g. from a failed http request>
		}
		
		If no exceptions have occurred, then this will be a blank structure

1.5 SNRT-SERVICENOW-RESOLVE-TICKET

1.5.1 Overview

Resolves ticket with user defined notes on the resolution.

1.5.2 Input variables

SNRT_i_SNow-Instance-Name	Text	Name of the ServiceNow instance e.g. dev19212.service-now.com
SNRT_i_SNow-Username	Text	Username of the user who will raise the incident in ServiceNow.
SNRT_i_SNow-Password	Text	Password of the user who will raise the incident in ServiceNow.
SNRT_i_Incident-ResolveNotes	Text	Resolve notes in SNOW
SNRT_i_Incident-CloseCode	Text	Close Code in SNOW
SNRT_i_CallerID	Text	Required caller for resolution
SNRT_i_SNow-SysID	Text	The SysID of the created ticket, which is not surfaced to the end user. This is required to perform updates on the ticket via the REST API, or to delete it via the REST API.

1.5.3 Output variables

SNRT_o_Exception-Details	Structure	{
		"Exception-Message":
		    <text, short description of the exception>,
		"Missing-Variables":
		    <list, any required variables that are not initialised>,
		"Flow-Name":
		    <text, the flow that was executed to call this subtask>,
		"Timestamp":
		    <text, the date and time the execution occurred>,
		"Raw-Exception":
		    <text, raw exception message e.g. from a failed http request>
		}

		If no exceptions have occurred, then this will be a blank structure