Application Design

Site 17

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# Overview

Your Design Document describes the design of your scoped application and will be used throughout the certification process. The document is used internally by ServiceNow only and is not shared with your customers.

To prepare your Design Document, enter a thorough response in each section of this template document. If a section is not applicable, state the reasons clearly.

This document is intended to enable ServiceNow Certification Engineers and Technical Support members to:

* Understand your integration completely
* Identify areas of risk to platform security or platform stability
* Troubleshoot any potential third-party issues

## References

| # | Document Identifier | Document Title |
| --- | --- | --- |
| [R1] | ID | Add your document references.  One line per document |

# Application overview and intended use

The Site 17 ServiceNow application is for general-purpose, enterprise-scoped customizations and functionality that does not warrant the need to be in a separate scoped application.

This provides a way for Site 17-specific customizations to be managed separate from the base ServiceNow instance, which is shared by other organizations.

(TODO: Describe each specific customer use case)

# Software architecture overview

Following is a generalized overview of the architecture of this custom application. Refer to KB article KB0100916 for more detailed information.

## Application Settings

Application settings can be modified through the Settings module of the Site 17 application menu. The Site17Util API contains methods to read and use these settings. These are the enterprise-wide parameters for Site 17 and it dependent units:

* **Default Knowledge Base Sys ID:** Contains the Sys ID (GUID) of the default Knowledge Base *(table: kb\_knowledge)* for Site 17 users. *Internal name: default\_knowledge\_base.*
* **Fallback Assignment Group for Requests:** Contains the Sys ID (GUID) of the fallback assignment group *(table: sys\_user\_group)* for requests. *Internal name: generic\_request\_assignment\_group.*
* **Validated User Profile Columns:** A comma-separated list of the user profile column names *(table: sys\_user)* that the ProfileValidator API checks for compliance. *Internal name: profile\_compliance\_check\_columns.*
* **User Profile Phone Number Columns:** A comma-separated, ordered list of user profile column names *(table: sys\_user)* which the ProfileValidator API references to determine the primary phone number of a user. *Internal name: profile\_phone\_columns.*
* **Site 17 Groups Active Directory Container Distinguished Name:** The Distinguished Name for the parent Active Directory container (OU) of all Site 17 groups *(table: sys\_user\_group)*. *Internal name: source\_dn\_groups.*
* **Include Groups with Empty Source Column:** If set to 'true', then all ServiceNow groups *(table: sys\_user\_group)* with an empty Source property (not imported from AD) are considered to be Site 17 groups. This is intended for use in development and testing environments. *Internal name: source\_group\_include\_empty.*
* **Site 17 Users Active Directory Container Distinguished Name:** The Distinguished Name for the parent Active Directory container (OU) of all Site 17 user accounts *(table: sys\_user)*. *Internal name: source\_dn\_users.*
* **Include Users with Empty Source Column:** If set to 'true', then all user records *(table: sys\_user)* with an empty Source property (not imported from AD) are considered to be Site 17 users. This is intended for use in development and testing environments. *Internal name: source\_user\_include\_empty.*

## Networks Definitions

The table labeled “Site 17 Network Circuit” (name: x\_g\_inte\_site\_17\_site\_17\_network\_circuit) defines the different logically-separated networks supported by Site 17. This is intended to serve as a centralized and re-usable source for choice fields and pick lists. This table inherits from the “Configuration Item” table (name: cmdb\_ci) so it can be used as relationships with other configuration items so events and outages affecting entire networks can be indicated as such. This uses columns already defined by the base table and has no additional columns. It is expected that the inheritance of this table can be changed, such as when utilizing the CI Class Manager.

In this section, you describe the top-level software components and their interactions/relationships.

If you have attached a system architecture document, refer to it here:

Attach any UML package diagrams and/or layer diagrams and/or interface diagrams:

List the operating systems that the software runs on:

List any additional external required components (for example, desktop clients, scripts, and so on):

# Software design description

Attach class diagrams, collaboration / sequence diagrams, and deployment diagrams to illustrate your description.

If your application imports and/or exports data, specify:

* How often does import/export occur?
* What kind of data?
* What considerations did you implement to ensure optimal performance?

# Performance considerations and concerns

* Describe potential performance risks or high volume transactions that the integration may impose on the platform:
* Describe the performance metrics of the integration:
* Describe inbound web services and declare an acceptable threshold of transactions per second: <how many records are created per call and how frequently are the calls made>
* Describe outbound web services and declare an acceptable threshold of transactions per second:<how many records are exported and how frequently>
* Please describe any error handling mechanisms that you have in place:
* If languages other than English are supported, please list the supported languages here:
* If designed specifically for mobile support, list all devices supported:
* If your application is supported on specific web browsers, list supported browsers here:

# Security considerations and concerns

* Describe security considerations and concerns:
* List insecure protocols:
* List all roles:
* List all users:
* List any externally accessible services
* Sensitive Information Handling:
  + If your application handles sensitive information (i.e. passwords, PHI, social security #’s, etc.) please outline how you encrypt or otherwise protect this information:
  + If you are processing financial transactions, please be aware that the credit card information processed cannot be stored within ServiceNow. Please outline how financial transactions are handled:

# Application components

In this section, identify both newly created artifacts and modifications to base ServiceNow artifacts:

## Components created by the application:

* List all script includes:
* List all newly defined tables:
* List all business rules:
* List all client Scripts
* List all applications/modules:
* List all externally accessible services:
* List all properties (including system properties):
* Specify the scope(s) used:
* List the integration user & roles created for the integration user authentication (note: the user may need to be created as a part of the installation/configuration process, however please outline the details for this user here):
* Components modified by the integration:
* List all modules:
* List all externally accessible services:

## Integration components created by the application:

* List any inbound web services: <SOAP, REST, etc.>
* List the target tables of each inbound web service <incident.do, problem.do, etc.>
* List all import set tables:
* List all transformation maps:
* List any scheduled jobs for data exports:
* List any non-Public API’s utilized:

# Future plans

Describe how you envision the application evolving and/or include product roadmaps.

# Service Level Agreement Definition

In this section, you define the Service Level Agreement (SLA) for your customers.

Customers will be instructed to contact the integration provider (your organization) for technical support.  If a customer first contacts ServiceNow Customer Support, then ServiceNow Customer Support will isolate the problem and instruct the customer to resolve the issue with your organization.

* **Support Hours of Operation:**(including time zone):[example: 8am - 5pm PST]
* **Support Days of Operation:** [example: Monday - Friday (specify exceptions such as Holidays)]
* **Promised Call Response Time:** [example: Within 4 hours of received support request]
* **Promised Call Resolution Time:** [example: Within 5-10 business days of response]
* **Contact Method:** [example: email, phone, website]
* **Contact Details:** [example: 1-800-SUPPORT, support@provider.com, www.support.provider.com]

# Debugging and troubleshooting

Describe how to debug the integration:

Describe issues that you have observed and provide troubleshooting tips and workarounds:

Describe anticipated issues:

## Debugging tips:

Describe debugging techniques that may assist Tech Support or the Customer to identify issues.

## Failure modes:

List expected failure modes (for example, third-party server down):

End of Document