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.

## Network Definitions

The table named “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 so it can be used as relationships with other configuration items so events and outages affecting entire networks can be indicated as such. It is expected that the inheritance of this table can be changed, such as when utilizing the CI Class Manager.

## Service Catalog Support

Other than an incident record producer, this application does not contain any actual catalog items. Catalog items will be created on the production instance as needed, and will use the workflows, variable sets and APIs from this application as needed.

### Hardware Requests

To support hardware requests, this application includes a variable set named “Site 17 Hardware Request” and workflow also named “Site 17 Hardware Request”. Additionally, there is a sub-workflow called “Catalog Item Approval by Squadron” which routes request approvals according to the Squadron that the requestor selected. The “Squadron Options” table defines the squadrons the user may select. Refer to KB article KB0101014 for more details.

Location-based Approvals

Originally, the customer wanted approvals to be based upon the requestor’s location. However, that data could not be reliably represented in a usable way without negatively affecting other organizations that are already using the target instance. The “Location Approvers” table and the “LocationApproval” Script Include are still included in the application in the event that a way could be determined whereby other organizations can concurrently use the Building and/or Location tables in a way that will work for everyone.

### Generic Requests

This application supports the concept of a generic request, which can be used when no other catalog item is appropriate for the customer’s request. The “Generic Site 17 IT Service Request” variable set and the “Site 17 Generic Request” workflow can be used for this purpose.

### Incident Record Producer

The record producer named “Incident (Site 17)” prompts the user to indicate whether the incident is mission related, how many people are affected (if known) and what degree of impact it has on their duties in order to roughly calculate, while also considering whether they are a VIP user, an initial urgency and impact for the incident.

## Reservation Scheduling Support

There is a table named “Reservation Type” which defines a set of parameters for scheduling reservations, including which Schedule it applies to. The Script Includes named “ReservationScheduler” and “ReservationSchedulerAjax” can be used to create and manage reservations. This was created as a re-usable resource to meet a requirement of another ServiceNow application named "Site 17 Multimedia Services”. Additionally, the functionality was created because the customer does not have any ServiceNow subscriptions which supports this type of functionality (i.e. Field Service Maintenance). See KB articles KB0101005 and KB0101012 for more information.

## Logical Organizational Separation Support

Since the shared ServiceNow instance being used by the customer does not utilize domain separation, the “Site17Util” Script Include contains methods to detect whether users and groups are for Site 17 based upon the Source field that is populated during the LDAP import. There is also another Script Include named “DistinguishedNameContext” which provides an object that gives contextual association for this information.

# Performance considerations and concerns

* As of the time this document was created, the customer’s production environment could not support source control through Git repositories. Therefore, the application must be deployed by exporting it as an update set. After exporting an app as an update set, in ServiceNow all update records are modified, resulting in a large commit the next time it is synchronized with the original Git repository.

# 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