**NUTANIX**™

Third-Party Integrations 1.1

# ServiceNow Calm Plug-In User Guide

December 2, 2019

# Contents

# NUTANIX CALM PLUG-IN FOR SERVICENOW

Nutanix Calm plug-in for ServiceNow enables you to launch Calm blueprints or MPIs 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.
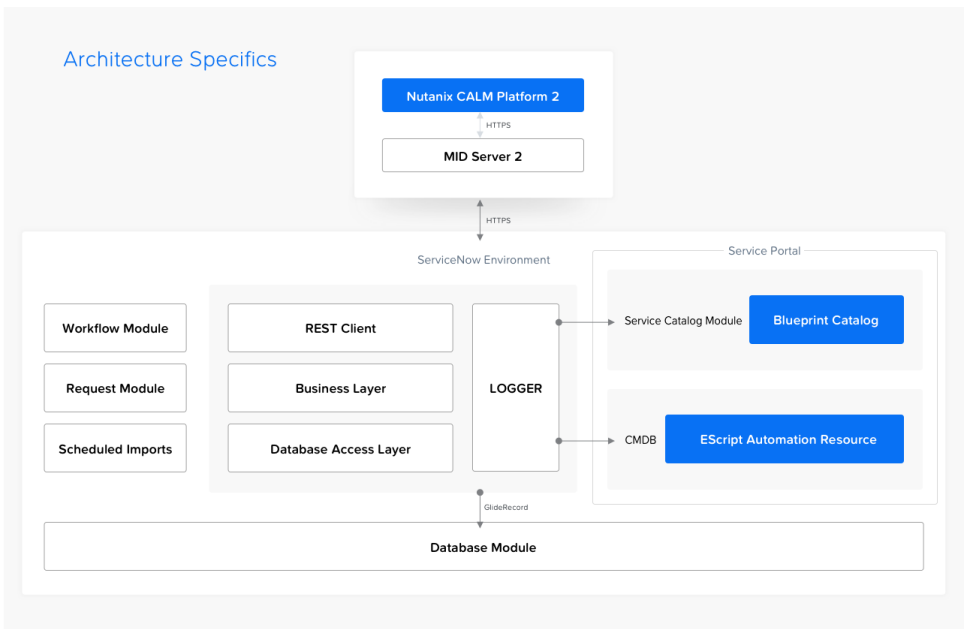


Figure 1: Architecture

## Supported Versions

The following table shows the supported versions in this release.

| Entity | Supported versions |
|---|---|
| ServiceNow | London, and Madrid |
| Nutanix Calm | 2.4.0, 2.5.0, 2.6.0,2.7.0, and 2.7.1 |
| Web-browser | Latest versions of Chrome and Firefox |

## Roles and Responsibilities

You must 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 | • Assigns Calm administrator role to one of the LDAP imported users. |
| x_nuta2_nutanix_ca.calm_admin | • Plug-in configuration<br>• Runtime configuration<br>• Importing Calm resources in ServiceNow platform<br>• Creating catalog items<br>• Entitling users or groups |
| x_nuta2_nutanix_ca.user | • Launch catalog items<br>• Perform actions on applications<br>• Check logs<br><br>**Note:** When the Calm administrator creates a catalog item in the ServiceNow application, the user role is automatically allocated to either LDAP imported users or groups. |
| itil | • View incidents |
| mid_server | • Manages MID server management |

## 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 and other events 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 the *MID Server* section in the *ServiceNow Documentation*. To refer to a video about setting up a MID server, click here.

- Ensure that the MID server is running in your environment. Calm is reachable from the machine or environment where MID server is installed.

- 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.

  - mid_server: To access MID server

  - itil role

- All applications and operations must have access of the following tables. For more information about assigning access to tables, see Assigning Access to Tables.

  > **Note:** If you have log on by using the administrator credentials, then you need to be in the Global application scope. For information on how to select Global application scope, see *ServiceNow Documentation*. If you have not used the administrator credentials to log on, then the selection of scope is automatically taken care by the platform.

  - 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, the table provides only read-only access.

  - question

  - question_choice

- Set glide.sc.guide.tab.validate System Property to true. For more information about assigning system property, see Assigning System Property.

  > **Note:** If you have log on by using the administrator credentials, then you need to be in the Global application scope. For information on how to select Global application scope, see *ServiceNow Documentation*. If you have not used the administrator credentials to log on, then the selection of scope is automatically taken care by the platform.

- To send and receive email notifications, email server must be enabled.

- 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 catalog items

- 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 catalog items, orders, and incidents.

> **Note:** If a catalog item is broken due to Calm-ServiceNow plug-in v1.0 issue (For example, Catalog Item is not correctly created in v1.0), then the catalog item remains broken on the Calm-ServiceNow plug-in v1.1. The administrator needs to delete and create new catalog item.

### Launching Catalog Item
By using the launch blueprint window, you can access the list of assigned catalog item and launch the selected catalog item.

### About this task

### Procedure

1. Log on to the ServiceNow.

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.
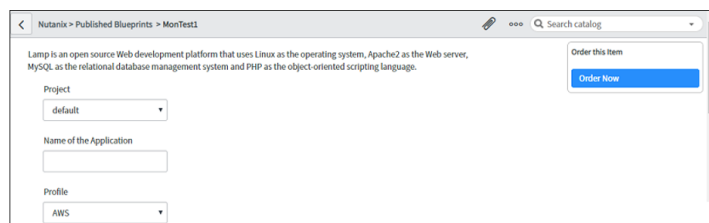   The selected blueprint detail is displayed.



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 **Catalog Item** > **Orders** .

### Viewing Nutanix Applications
The applications window displays the list of applications available in the Nutanix Calm plug-in.

## About this task

> **Note:** If you have log on by using the administrator credentials, then you need to be in the Nutanix Calm application scope. For information on how to select Nutanix Calm application scope, see ServiceNow Documentation. If you have not used the administrator credentials to log on, then the selection of scope is automatically taken care by the platform.

## Procedure

1. Log on to the ServiceNow.

2. Click **Nutanix Calm** > **Inventory Sync** > **Applications** to view the deployed applications.

3. Click the application name to view the application details.

   You can view the list of available actions, recovery points, and audit logs.

   > **Note:** Recovery Points tab is only available for single VM applications running on Nutanix cluster for Calm v2.7.

## Accessing Actions

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

## About this task

- 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.

## Procedure

1. Log on to the ServiceNow.

2. Click **Nutanix Calm** > **Applications**.
   The list of available applications is displayed.

3. Select an application that you want to access.
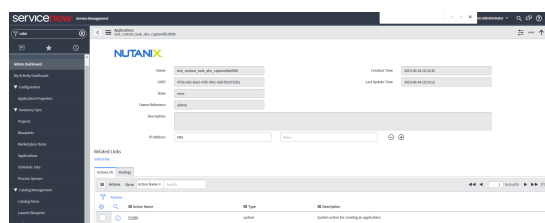   The application details are displayed.



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**.

      > **Note:** For the single VM blueprints running on the Nutanix cluster, you can do the following advanced actions.
      >
      > - Taking snapshots

- Restoring an application from the snapshot

- Deleting a snapshot

- Cloning an application

- Installing or uninstalling NGT

- Editing an application

Advanced actions are available for Calm v2.7.

5. Click **App Runlogs** to view the action status.
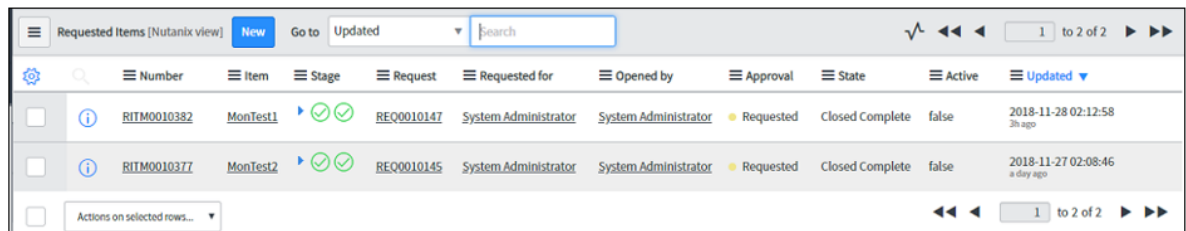
   If there is a failure, system creates an incident.

Tracking Orders

You can track your orders by performing the following procedure.

**About this task**

**Procedure**

1. Log on to the ServiceNow.

2. By using the **Order** window, you can track the progress of your orders.



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.

**About this task**

**Procedure**

1. Log on to the ServiceNow.

2. Click **Nutanix Calm** > **Catalog Management** > **Incidents**.
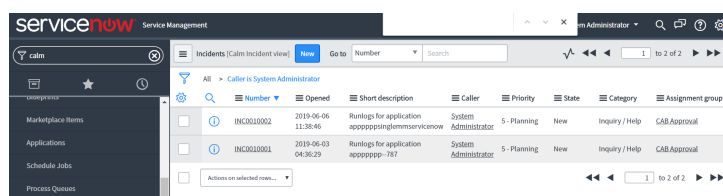
Figure 5: Incident

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

### About this task

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.

### Procedure

1. Log on to the ServiceNow.

2. Click **Nutanix Calm** > **Logs** > **Emails or User Logs**.
   The logs detail is displayed.
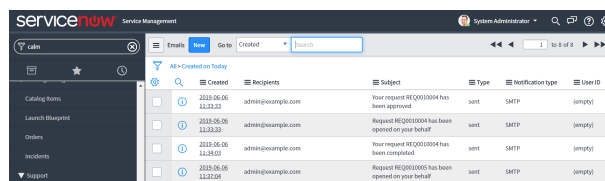


Figure 6: Email Logs

## Viewing Support Details

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

### Procedure

1. Log on to the ServiceNow.

2. Click **Nutanix Calm** > **Support** > **Contact Support**.
   The contact support details is displayed.

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.

**About this task**

**Procedure**

1. Log on to the ServiceNow.

2. Click **Nutanix Calm** > **User Dashborad**.
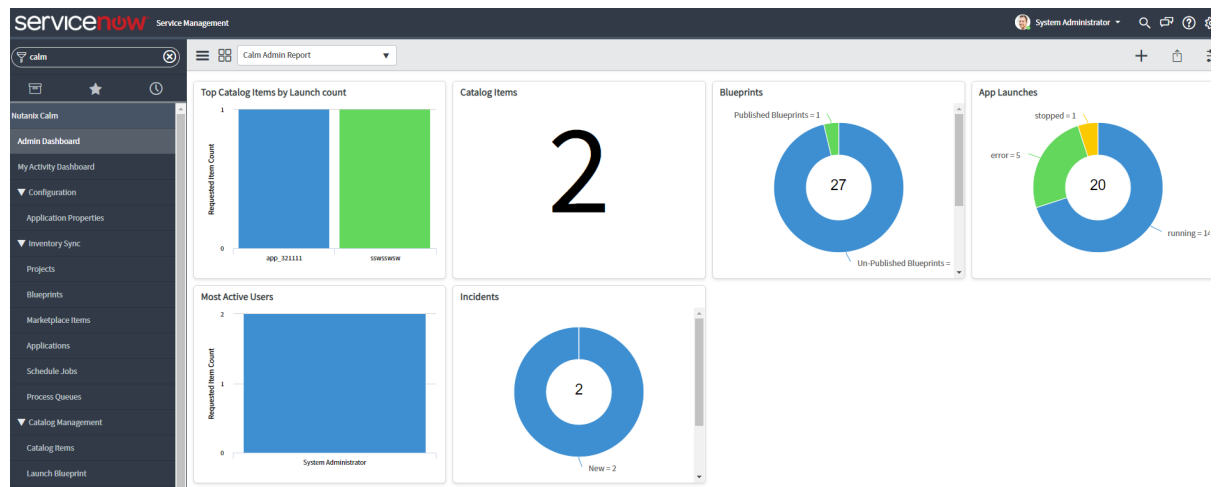
   The user dashboard is displayed.



Figure 8: User Dashboard

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## Conventions

| Convention | Description |
| --- | --- |
| *variable_value* | The action depends on a value that is unique to your environment. |
| ncli> *command* | The commands are executed in the Nutanix nCLI. |
| user@host$ *command* | The commands are executed as a non-privileged user (such as nutanix) in the system shell. |
| root@host# *command* | The commands are executed as the root user in the vSphere or Acropolis host shell. |
| > *command* | The commands are executed in the Hyper-V host shell. |
| output | The information is displayed as output from a command or in a log file. |

## Version

**Last modified:** December 2, 2019 (2019-12-02T21:03:00+05:30)