



Change Request  
CHG0030171

Scheduling conflict detected. Use the Scheduling Assistant to avoid conflicts.

New ✓ Assess ✓ Authorize ✓ Scheduled ✓ Implement Review Closed Canceled

Number: CHG0030171  
Requested by: Matt Morris  
Category: Other  
Service:   
Service offering:   
Configuration item: checkout  
Priority: 4 - Low  
Risk: Moderate  
Impact: 3 - Low  
Short description: Merge PR #46 to checkoutservice  
Description: <https://github.com/honeycombio/microservices-demo/commit/5645075>

Model: Normal  
Type: Normal  
State: Implement  
On hold: ☐  
Conflict status: Conflict  
Conflict last run: 2022-09-06 16:50:54  
Assignment group: Cloud Operator Group  
Assigned to:   
CAB required: ☐  
CAB date:   
Actual start date: 2022-09-06 16:50:53  
Actual end date:   
CAB delegate:   
CAB recommendation:   
Review Conflict Calendar Update Open in Honeycomb Force to Update Set Delete

Planning Schedule Conflicts Notes Closure Information

Planned start date and Planned end date are the approved change window

Planned start date: 2022-09-06 16:49:10  
Planned end date: 2022-09-06 18:49:16  
CAB required: ☐  
CAB date:   
Actual start date: 2022-09-06 16:50:53  
Actual end date:   
CAB delegate:   
CAB recommendation:   
Review Conflict Calendar Update Open in Honeycomb Force to Update Set Delete

Figure 2: the “Open in Honeycomb” button allows you to open a dashboard in Honeycomb directly from a Change Request

- **Create rich Incidents in ServiceNow for Honeycomb Triggers and Honeycomb SLOs.** You can add your ServiceNow instance as a recipient on any Trigger or SLO burn alert, and incidents will be created when the specified conditions are met. ServiceNow incidents will be automatically updated if the trigger condition in Honeycomb is no longer met or if the SLO burn alert status changes to green. When used in this setting, the “Open in Honeycomb” button opens these in context for rapid troubleshooting!

Incident - INC0024028

Number: INC0024028  
Channel: -- None --  
State: Closed  
Impact: 2 - Medium  
Urgency: 2 - Medium  
Priority: 3 - Moderate  
Assignment group:   
Assigned to:   
Caller: Honeycomb Integration  
Category: Inquiry / Help  
Subcategory: -- None --  
Service: ms-demo  
Service offering:   
Configuration item: frontend  
Short description: Resolved: 'User Latency' will not violate SLO in BHCmOs  
Description: 

```
{
  "version": "v0.1.0",
  "name": "User Latency",
  "id": "CYdgk9KDAs5",
  "status": "OK",
  "summary": "Resolved: 'User Latency' will not violate SLO in BHCmOs",
  "description": "The error budget for SLO 'User Latency' is no longer in danger of being exhausted",
  "is_test": false
}
```

Update Open in Honeycomb Resolve Delete

Notes Related Records Resolution Information

Problem:   
Change Request:   
Caused by Change:   
Update Open in Honeycomb Resolve Delete

Related Links  
Create Improvement Initiative  
Create Special Handling Notes  
Show in Honeycomb  
Show SLA Timeline

Figure 3: the “Open in Honeycomb” button also works on Incidents from Burn Alerts and can drop you directly into troubleshooting your SLO from ServiceNow

- **Open any Incident directly in Honeycomb that is affecting an entity you are observing in Honeycomb.** Go straight to the affected resources during the right time frame, and jumpstart your troubleshooting process.

*Figure 4: even incidents that weren't created by Honeycomb Triggers or SLOs will allow you to open a relevant query in Honeycomb if the affected CI/service on the Incident is being observed by Honeycomb*

## Who this integration is for

My hope for my new integration is that anyone and everyone can find some use for this! But it does leverage features in Honeycomb and ServiceNow that require certain paid features. In order to use this you'll need the following requirements:

- A [Honeycomb Enterprise](#) subscription
- A ServiceNow Flow Designer subscription that allows REST calls to external endpoints

If you have those two things, you're all set! You don't need to deploy any additional agents, further scale your ServiceNow deployment, or any additional subscriptions. Most notably:

- No ServiceNow MID Server is required
- No ServiceNow ITOM subscription is required

## How to get started

The process of setting up my new integration is as easy as it gets. First, install the integration and add one or more API keys for your environments. Then, attach your ServiceNow instance as a recipient for any [Honeycomb Triggers](#) and/or [Honeycomb SLOs](#) that you want to send Incidents to ServiceNow.

Detailed steps for doing that are provided below:

1. Download the [update set](#) to your local drive
2. Import, preview, and commit the update set in ServiceNow
  - a. In ServiceNow, navigate to “Retrieved Update Sets”, scroll to the bottom of the window, and click “Import Update Set from XML.” Select the update set you downloaded

### Related Links

[Import Update Set from XML](#)

- b. Locate the update set in the window you are redirected to and open it
- c. Click “Preview Update Set” on the top right of the window



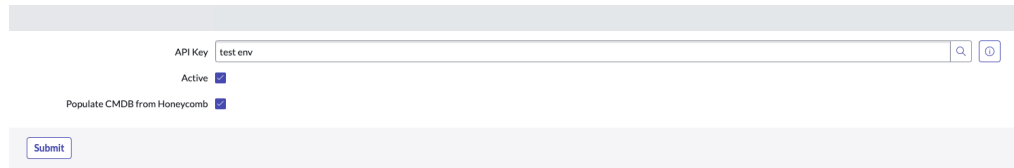
- d. If there are any warnings or errors, scroll down and locate the relevant tab. Select all warnings or errors, and choose “accept remote”
- e. Click “Commit Update Set” on the top right of the window

3. Create API keys (optional)
  - a. If they don’t yet exist, you’ll need to create one [API key](#) for each Honeycomb environment that you want to integrate with ServiceNow. For each API key, please ensure it has the following permissions in Honeycomb: “Manage Queries and Columns”, “Run Queries”, and “Manage Recipients”

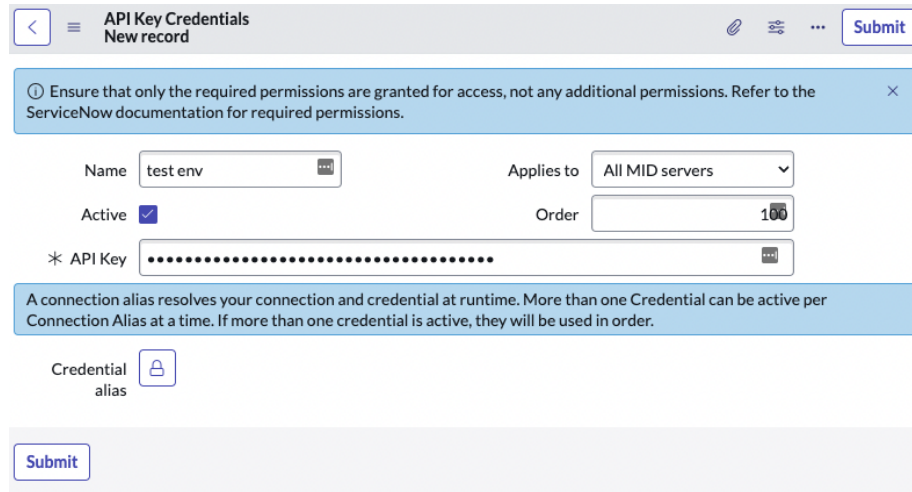
A screenshot of the Honeycomb 'Edit API Key' form. The form has a title 'Edit API Key' and a close button 'x'. It contains a 'Name' field with the value 'sn-integration'. Below this are two checkboxes: 'Visible to Team Members' (checked) and 'Enable' (checked). Below these are two columns of permissions. The first column has 'Send Events' (unchecked), 'Create Datasets' (unchecked), 'Manage Queries and Columns' (checked), and 'Run Queries' (checked). The second column has 'Manage Public Boards' (unchecked), 'Manage SLOs' (unchecked), 'Manage Triggers' (unchecked), 'Manage Recipients' (checked), and 'Manage Markers' (unchecked). At the bottom, there is a note 'Changes may take up to a minute to propagate' and two buttons: 'Cancel' and 'Save'.

4. Input the API key into ServiceNow for each environment you want to integrate
  - a. Navigate to Honeycomb Integration -> “Honeycomb Environments”

- b. Click “New” on the top right



- c. Click the magnifying glass next to the field “API Key”
- d. If the relevant Honeycomb API Key has already been created as a record in ServiceNow, select it from the list. Otherwise, click “New” at the top right of the window listing API Keys



- e. If you don't want to import observed entities from Honeycomb into your ServiceNow CMDB, uncheck “**Populate CMDB from Honeycomb**”
- f. Click “Submit” on the Honeycomb Environment record
5. Add your ServiceNow instance as a recipient for alerts on SLOs and/or Triggers in Honeycomb
- a. In Honeycomb, on any Trigger or SLO, you now have the option of adding your ServiceNow instance as a recipient

- i. To send the SLO Burn Alert or Trigger Alert to ServiceNow as an event (`em_event` table), use the recipient called “ServiceNow Event”

#### Add Trigger Recipient

Recipient

Webhook – ServiceNow Incident - aiopsdemo

Type: Webhook

Name: ServiceNow Incident -

URL: <https://now.com/api/snc/honeycomb/alert>

Shared Secret:

Note: Webhook recipients can only be edited in the [integration center](#).

Cancel

Add

- ii. To send the SLO Burn Alert or Trigger Alert to ServiceNow as an incident (`incident` table), use the recipient called “ServiceNow Incident”

#### Create Burn Alert

Exhaustion time (hours)

8

Notify

Webhook – ServiceNow Incident -

Cancel

Create Burn Alert

- b. If you want to send custom attributes with the webhook, format them as comma-separated, key-value pairs in the description of the Trigger or SLO definition. If you pass in `assignment_group` or `severity` as below, they will be automatically handled as such in ServiceNow on the resulting SN Alert or Incident.

## Edit Trigger

Name (Required)

Frontend latency

Give this trigger a name to describe what happened

Description (Optional)

assignment\_group=Cloud Operator Group,severity=Critical

Your chance to provide next steps/followups; will be displayed in notifications when the trigger fires

## Update SLO

[Learn more about creating SLOs.](#)

Name

Product View Latency

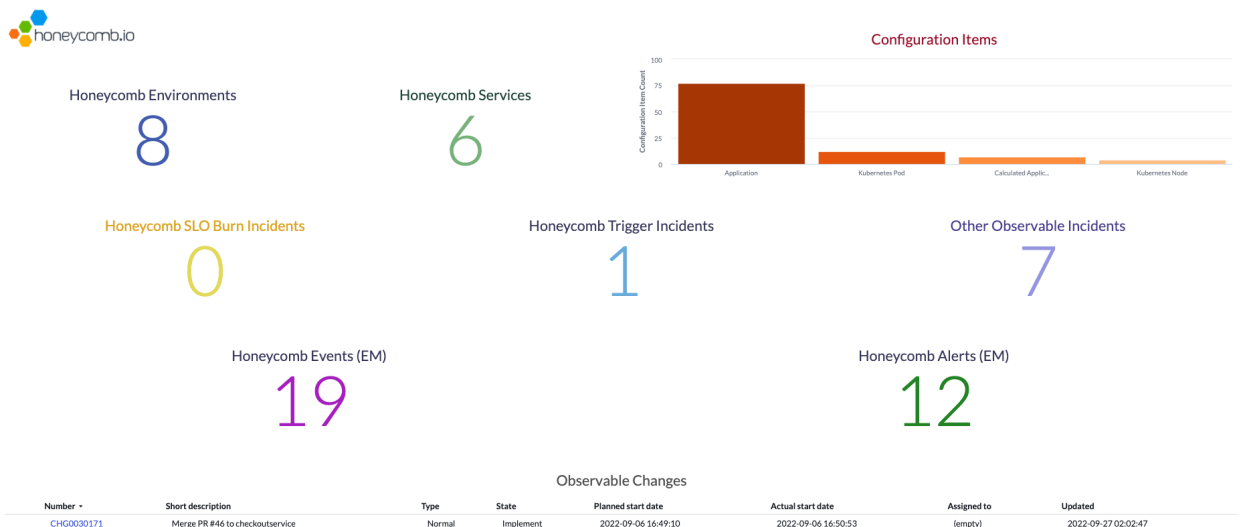


Description

assignment\_group=Cloud Operator Group,severity=Critical

### 6. Review results

- Type "Honeycomb" into the filter navigator
- Click "Dashboard"



*A purpose-built dashboard exposes all the key aspects of the integration for easy validation.*

## Try it today

This new Honeycomb-ServiceNow integration is my own personal project and a community contribution. Although I work for Honeycomb, I'm also a part of the Pollinators community and I'm thrilled to be able to share this experiment with you. My hope is that you find it useful in your workflows and that, together, we can figure out how to make this better and even more useful.

Let me know what you think. Feel free to hit me with questions, comments, or any issues you run into. You can reach me on Pollinators or at [mattmorris@honeycomb.io](mailto:mattmorris@honeycomb.io).

Cheers!