

# ServiceNow NCM Self-Service Plug-In User Guide

Third-Party Integrations 1.7.1

August 21, 2024

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# NCM SELF-SERVICE PLUG-IN FOR SERVICENOW

NCM Self-Service plug-in for ServiceNow enables you to launch NCM Self-Service blueprints, runbooks, or MPIs in ServiceNow platform as service catalog items. The NCM Self-Service plug-in helps to automate the application provisioning and life-cycle management of NCM Self-Service 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 NCM Self-Service plug-in, you must be familiar with the basic concepts of NCM Self-Service and ServiceNow platform.

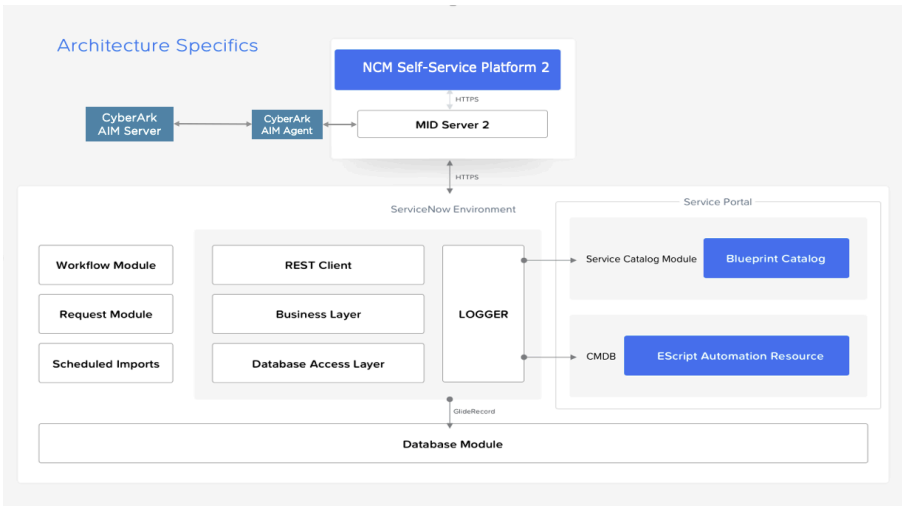


Figure 1: Architecture

## Supported Versions

The following table shows the supported versions in this release.

| Entity           | Supported versions  |
|------------------|---|
| ServiceNow       | Utah, Vancouver, and Washington DC  |
| NCM Self-Service | NCM Self-Service version 3.7.2.1, 3.7.2.2, and 3.8<br>NCM Self-Service SaaS version 3.8 |
| Web-browser      | Latest versions of Chrome and Firefox   |

**Note:** If you are upgrading the NCM Self-Service plug-in to version 1.2 or later, click the **Save Properties** button in **Application Properties** page. The page automatically displays the NCM Self-Service version.

## 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          | <ul style="list-style-type: none"> <li>Assigns NCM Self-Service administrator role to one of the LDAP imported users.</li> </ul>  |
| x_nuta2_nutanix_ca.calm_admin | <ul style="list-style-type: none"> <li>Plug-in configuration</li> <li>Runtime configuration</li> <li>Importing NCM Self-Service resources in ServiceNow platform</li> <li>Creating catalog items</li> <li>Entitling users or groups</li> </ul>  |
| catalog                       | <ul style="list-style-type: none"> <li>Accesses and launches catalog items on ServiceNow Native UI.</li> </ul>  |
| x_nuta2_nutanix_ca.user       | <ul style="list-style-type: none"> <li>Launch catalog items</li> <li>Perform actions on applications</li> <li>Check logs</li> </ul> <div> <p><b>Note:</b> When the NCM Self-Service administrator creates a catalog item in the ServiceNow application, the x_nuta2_nutanix_ca.user role is automatically allocated to either LDAP imported users or groups and local group if the <b>Use Local Groups</b> option is enabled on the <b>Application property</b> page.</p> </div>                                |
| mid_server                    | <ul style="list-style-type: none"> <li>Connects NCM Self-Service environment by using CyberArk integrations with ServiceNow action designer.</li> </ul> <div> <p><b>Note:</b> When the NCM Self-Service administrator creates a catalog item by using CyberArk setup in the ServiceNow application, the mid_server role is automatically allocated to either LDAP imported users or groups and local group if the <b>Use Local Groups</b> option is enabled on the <b>Application property</b> page.</p> </div> |
| approval_user                 | <ul style="list-style-type: none"> <li>Approves or rejects approval requests.</li> </ul>  |
| ITIL                          | <ul style="list-style-type: none"> <li>The IT Infrastructure Library (ITIL) role is assigned to a NCM Self-Service Plug-in Admin or NCM Self-Service Plug-in End User to access the inventory data on the dashboard.</li> </ul>   |

## NCM Self-Service Plug-in for ServiceNow Prerequisites

Before you start using the NCM Self-Service plug-in, ensure that the following prerequisites are completed:

- Contact your instance ServiceNow administrator to activate the NCM Self-Service plug-in on the ServiceNow platform.
- When the application is installed, the NCM Self-Service administrator role and user roles get installed in the ServiceNow instance. The system administrator needs to manually assign the NCM Self-Service administrator role to one of the LDAP imported users. The NCM Self-Service user role is automatically assigned after the catalog is assigned to end-users.

## Plug-In Capabilities

The NCM Self-Service plug-in enables you to order and provision applications into NCM Self-Service and perform actions on these applications. This is possible with ServiceNow catalog items derived from NCM Self-Service 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

You can use the **Catalog Management** menu to access catalog items, launch catalog items, orders, and incidents.

**Note:** Suppose a catalog item is broken in any previous NCM Self-Service plug-in (v1.1, 1.2, or 1.3). For example, Catalog Item is not created correctly in v1.0. In this scenario, the catalog item remains broken on the NCM Self-Service plug-in v1.4.5. The administrator needs to delete and create a new catalog item.

### Launching a Catalog Item

You can use the **Launch Blueprint** window to access the list of assigned catalog item and launch the selected catalog item.

### About this task

Perform the following steps to launch a catalog item:

### Procedure

1. Log on to the ServiceNow.
2. Click **NCM Self-Service > Catalog Management > Launch Blueprints**.  
The **Launch Blueprint** window appears.

3. Select the item that you want to launch.

The selected item detail is displayed.

4. If the type is **Blueprints** or **Marketplace blueprints**, then do the following:

- a. Enter a name for the application in the **Name of the Application** field.
- b. Select a project in the **Project** drop-down menu if the catalog item has multiple projects.  
The **Environment** drop-down menu shows the environment associated with the project.
- c. Select the required environment in the **Environment** drop-down menu if the project has multiple environments.  
The **Profile** drop-down menu shows the profile associated with the environment.
- d. Select the required profile in the **Profile** drop-down menu if the environment has multiple profiles.
- e. Under **Order this item**, select **Order Now**.

5. If the type is **Runbook** or **Marketplace runbooks**, then do the following:

- a. Select a project in the **Project** drop-down menu if the catalog item has multiple projects.
- b. Select the required endpoint in the **Endpoint** drop-down menu if the project has multiple endpoints.
- c. Under **Order this item**, select **Order Now**.

### Viewing Nutanix Applications

The applications window displays the list of applications available in the NCM Self-Service plug-in.

### About this task

**Note:** If you have log on by using the administrator credentials, then you need to be in the NCM Self-Service application scope. For information on how to select NCM Self-Service application scope, see the [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 **NCM Self-Service > 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 and VMware cluster.
- AMIs tab is only available for single VM applications running on AWS cluster.

### Accessing Actions

After the request is approved, an API call is triggered to NCM Self-Service 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 NCM Self-Service Application.
- If the application instance fails, an incident is created in the ServiceNow instance and assigned to the assignment group defined by the NCM Self-Service administrator.

## Procedure

1. Log on to the ServiceNow.
2. Click **NCM Self-Service > Applications**.  
The list of available applications is displayed.
3. Select an application that you want to access.  
The application details are displayed.

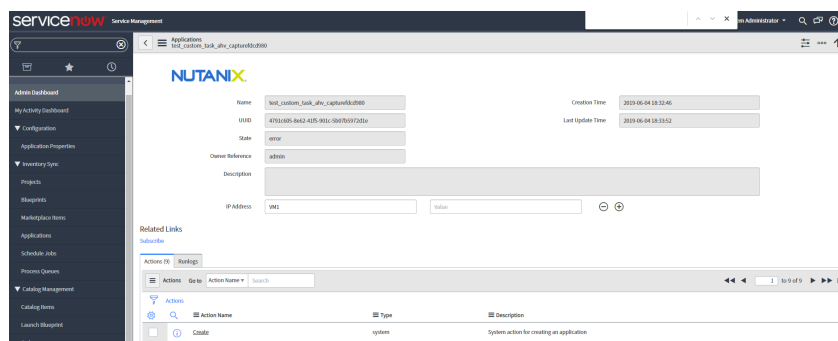


Figure 2: Application Details

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 NCM Self-Service 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.

## Procedure

1. Log on to the ServiceNow.
2. By using the **Order** window, you can track the progress of your orders.

| Number      | Item     | Stage | Request    | Requested for        | Opened by            | Approval  | State           | Active | Updated                          |
|-------------|----------|-------|------------|----------------------|----------------------|-----------|-----------------|--------|----------------------------------|
| RITM0010382 | MonTest1 | ✓✓    | REQ0010147 | System Administrator | System Administrator | Requested | Closed Complete | false  | 2018-11-28 02:12:58<br>2h ago    |
| RITM0010377 | MonTest2 | ✓✓    | REQ0010145 | System Administrator | System Administrator | Requested | Closed Complete | false  | 2018-11-27 02:08:46<br>a day ago |

Figure 3: 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 **NCM Self-Service > Catalog Management > Incidents**.

| Number     | Opened              | Short description   | Caller     | Priority     | State    | Category       | Assignment group            | Assigned to | Updated             |
|------------|---------------------|---|------------|--------------|----------|----------------|-----------------------------|-------------|---------------------|
| INC0010042 | 2023-09-28 18:29:23 | Runlogs for application nagios, All Provider_Profiles_GCP   | Mid Server | 5 - Planning | New      | Inquiry / Help | Analytics Settings Managers | (empty)     | 2023-09-28 18:29:23 |
| INC0010041 | 2023-09-28 18:15:33 | Runlogs for application nagios, All Provider_Profiles_AZURE | Mid Server | 5 - Planning | New      | Inquiry / Help | Analytics Settings Managers | (empty)     | 2023-09-28 18:15:34 |
| INC0010040 | 2023-09-25 14:58:47 | Runlogs for application chef_new Instance_app               | Mid Server | 5 - Planning | Canceled | Inquiry / Help | Analytics Settings Managers | (empty)     | 2023-09-27 17:01:01 |
| INC0010039 | 2023-09-22 12:36:38 | Runlogs for application tocheckapp_from snow                | Mid Server | 5 - Planning | Canceled | Inquiry / Help | Analytics Settings Managers | (empty)     | 2023-09-25 13:00:20 |
| INC0010038 | 2023-09-18 16:42:47 | Runlogs for application Nagios_app                          | Mid Server | 5 - Planning | Canceled | Inquiry / Help | Analytics Settings Managers | (empty)     | 2023-09-25 13:00:20 |
| INC0010036 | 2023-09-15 14:01:19 | Chef_Catlog item  | Mid Server | 5 - Planning | Canceled | Inquiry / Help | Analytics Settings Managers | (empty)     | 2023-09-25 13:00:21 |

Figure 4: 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 NCM Self-Service administrator and end user. From the Logs menu, user can access the following options:

- Emails: To view the various notifications sent or received.

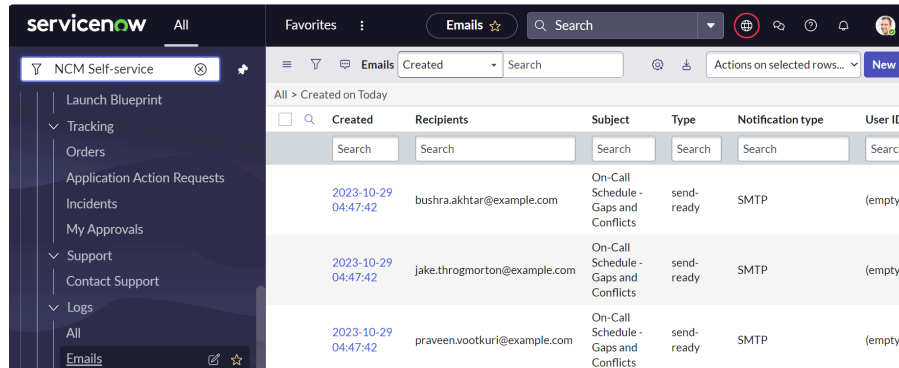


- User Logs: To view the error details.

## Procedure

1. Log on to the ServiceNow.
2. Click **NCM Self-Service > Logs > Emails**.

The logs detail is displayed.



| Created             | Recipients                   | Subject                               | Type       | Notification type | User ID |
|---------------------|------------------------------|---------------------------------------|------------|-------------------|---------|
| 2023-10-29 04:47:42 | bushra.akhtar@example.com    | On-Call Schedule - Gaps and Conflicts | send-ready | SMTP              | (empty) |
| 2023-10-29 04:47:42 | jake.throgmorton@example.com | On-Call Schedule - Gaps and Conflicts | send-ready | SMTP              | (empty) |
| 2023-10-29 04:47:42 | praveen.vootkuri@example.com | On-Call Schedule - Gaps and Conflicts | send-ready | SMTP              | (empty) |

Figure 5: Email Logs

## Viewing Support Details

NCM Self-Service administrator and end-user can access the NCM Self-Service support contact details.

## Procedure

1. Log on to the ServiceNow.
2. Click **NCM Self-Service > Support > Contact Support**.

The contact support details is displayed.

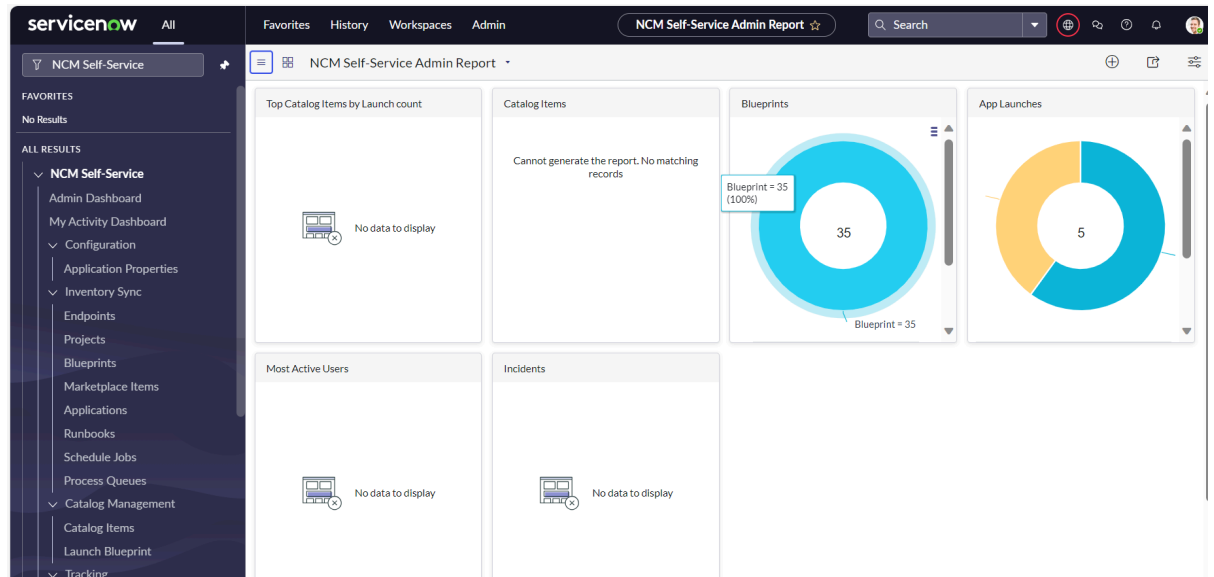
## Accessing the User Dashboard

The user dashboard window displays a summarized view of assigned blueprints, opened request, request status, performed executions, execution status, incidents, and incident status.

## Procedure

1. Log on to the ServiceNow.

2. Click **NCM Self-Service > User Dashboard**.  
The user dashboard is displayed.



**Figure 6: User Dashboard**

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