**ServiceNow Documentation**

|  |  |  |
| --- | --- | --- |
| **Table Name** | **Table backend** | **Details** |
| Catalog Task | sc\_task | RTASK information |
| Incident Task | Incident\_task | ITSK information |
| Catalog Items | sc\_cat\_item | Catalog items information |

**Assignment Group:** Resolver team name

**Assigned to:** Integration - Scorch - Automation TCS

**State:** Assigned (Default)

* Every Automated catalog item/ticket required **Automated description** should be populated.
* Path: RITM->Scroll bottom->Load related Lists->**Automation Description**.
  + If don’t find automated description, Select field from top right-side corner (setting ICON).
* Import table: u\_m2m\_transactions\_catalog\_task
* Target table: sc\_task

**Total automated Catalog Items:**

|  |  |  |
| --- | --- | --- |
|  | **Item Name** | **Resolver Group** |
| 1 | Access Management - Request for Emergency Lockout | TCS - Cloud Operations |
| 2 | Common files and folders - Request access or change to folder | TCS - Cloud Operations |
| 3 | IAM - AD Group Management & Distribution list | TCS - M&C |
| 4 | IAM - Request enrollment to Identity protection | TCS - Cloud Operations |
| 5 | PKI - Request new or revoke certificate | TCS - Enterprise Security |
| 6 | IAM - Request privilege account, account management | TCS - IAM Support |
| 7 | BI - Request for Alteryx Installation | TCS - ITWP |
| 8 | Request for Azure Virtual Desktop (AVD) | TCS - ITWP |
| 9 | Software - Request for Software for my PC from the Company Portal | TCS - ITWP |
| 10 | Software - Request for software installation for shared PC's | TCS - ITWP |
| 11 | Email - Request resource mailbox management | TCS - M&C |
| 12 | Email - Request shared mailbox management | TCS - M&C |
| 13 | Miro Whiteboard - Request to add/remove license | TCS - M&C |
| 14 | MS Teams - Request for enabling recording in Teams | TCS - M&C |
| 15 | IAM - Request entitlement group membership management | TCS - Cloud Operations |
| 16 | IAM - Request for configuration of entitlement setup | TCS - Cloud Operations |
| 17 | BI - Request for Power BI Pro license | TCS - ITWP |
| 18 | VPN - Request VPN Remote Connection for PC | TCS - Yara Global Service Desk |
| 19 | Templafy – Request to disable/enable automatic adding of email signatures | TCS - M&C |

IAM - Request non-personal account (kiosk account, robot account, shared account)

* This catalog item used to create kiosk, robot, shared accounts by IAM team. Once ticket is delivered, account object will be created in AD. Based on account extensionAttribute11, Automation provide license to the account.

**Incidents Automated Items:**

Assigned to: Integration - Scorch - Automation TCS

Short description contains “Not Sending logs”

Service Offering is “SIEM Services”

Assignment Group is “TCS - Enterprise Security”

State is “work in progress”

* Here also automated description mandatory for the automation. Pick the configuration item value from automated description and restart the **Splunk Forwarder** service then reassign ticket to Security Team.
* Import table: u\_m2m\_transaction\_incident\_task
* Target table: incident\_task

**Service-Now failure sample cases:**

* Check automated description is populated correctly or not?
* Check language translation if ticket is raised other than English.
* Validate whether the fields in service-now tickets is exactly matched with workflow fields.

**Service-now record maintenance tables:**

|  |  |  |
| --- | --- | --- |
| **Table Name** | **Import table** | **Target table** |
| Shared Mailbox | u\_yara\_sharepoint | u\_shared\_mailbox |
| Resource Mailbox | u\_resource\_mailbox\_data | u\_resource\_mailbox |
| Distribution List | u\_imp\_tmpl\_u\_add\_distribution\_list |  |
| Entitlement | NA | u\_entitlement\_data |
| Events Qualifier | u\_event\_integrations | u\_event\_qualifier |
| Catalog Task | u\_m2m\_transactions\_catalog\_task | sc\_task |
| Incident Task | u\_m2m\_transaction\_incident\_task | Incident\_task |

**Dashboards & Reports:**

**Automation – Daily Monitoring Dashboard**

|  |  |
| --- | --- |
| **Report Name** | **Details** |
| BAU – Events | Events status |
| BAU - Requests | Requests status |
| BAU - Incidents | Incidents status |
| Tickets in WIP by Automation | Automated work inprogress, reopen status |
| Tickets handle by Automation – Current Month | Current month automation tickets status |
| Enhancements | Total enhancements list |
| Stories | Stories handle by automation and status |

**Automation Reports**

|  |  |
| --- | --- |
| **Report Name** | **Details** |
| Total catalog tasks closed | Last 6 month closed requests data |
| Catalog Tasks closed by automation | Last 6 months closed requests by automation |
| Total incident task closed | Last 6 month closed incidents data |
| Incident tasks closed by automation | Last 6 months closed incidents by automation |
| Total Events received | Last 6 months events data |
| Events handled by automation | Last 6 months events closed by automation |