



ServiceNow Integration



- LightSpeed PM – A Certified Quest Partner

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Foglight Service NOW Integration OOTB

- Foglight's recently released out of the box solution is available at no cost with the purchase of Foglight, but has limited functionality and an administrative cost
 - Requires administration of AD accounts manually on the FMS
 - Users listed in SNOW must be added/removed to Foglight as they change
 - This must be performed on every FMS individually
 - Foglight forces how the ticket creation and categorization occurs
 - There is a finite set of fields to work with
 - Fields are not configurable

NOTE – For a full comparison of the differences between capabilities in the OOTB solution and SNOW Integration advanced, refer to pages 15 and 16 of this presentation

ServiceNOW Integration Advanced

- Our custom cartridge greatly expands the capabilities of ticket creation and updates
 - Uses Services and integration to deliver alerts to open tickets - not ID constrained
 - Allows SNOW to determine how to create and categorize the ticket
 - Allows SNOW to assign to a group or individual
 - Allows for creation of multiple, highly configurable fields to transport

ServiceNow Integration – Highlights

- ServiceNow Integration makes it a lot simpler to integrate Foglight with ServiceNow:
 - Advanced Rich UI for all functionalities
 - Customizable Command Line invocation support
 - Customizable Web Service/REST invocation support
 - Create/Update Tickets
 - Ability to Export data using REST
 - Flexible parameter definitions
 - Auto Annotate Alarms with returned information
 - **Remote Administration** of solution across servers
 - Decision engine for total and precise control
 - 20 Levels of granularity
 - Severity Level control

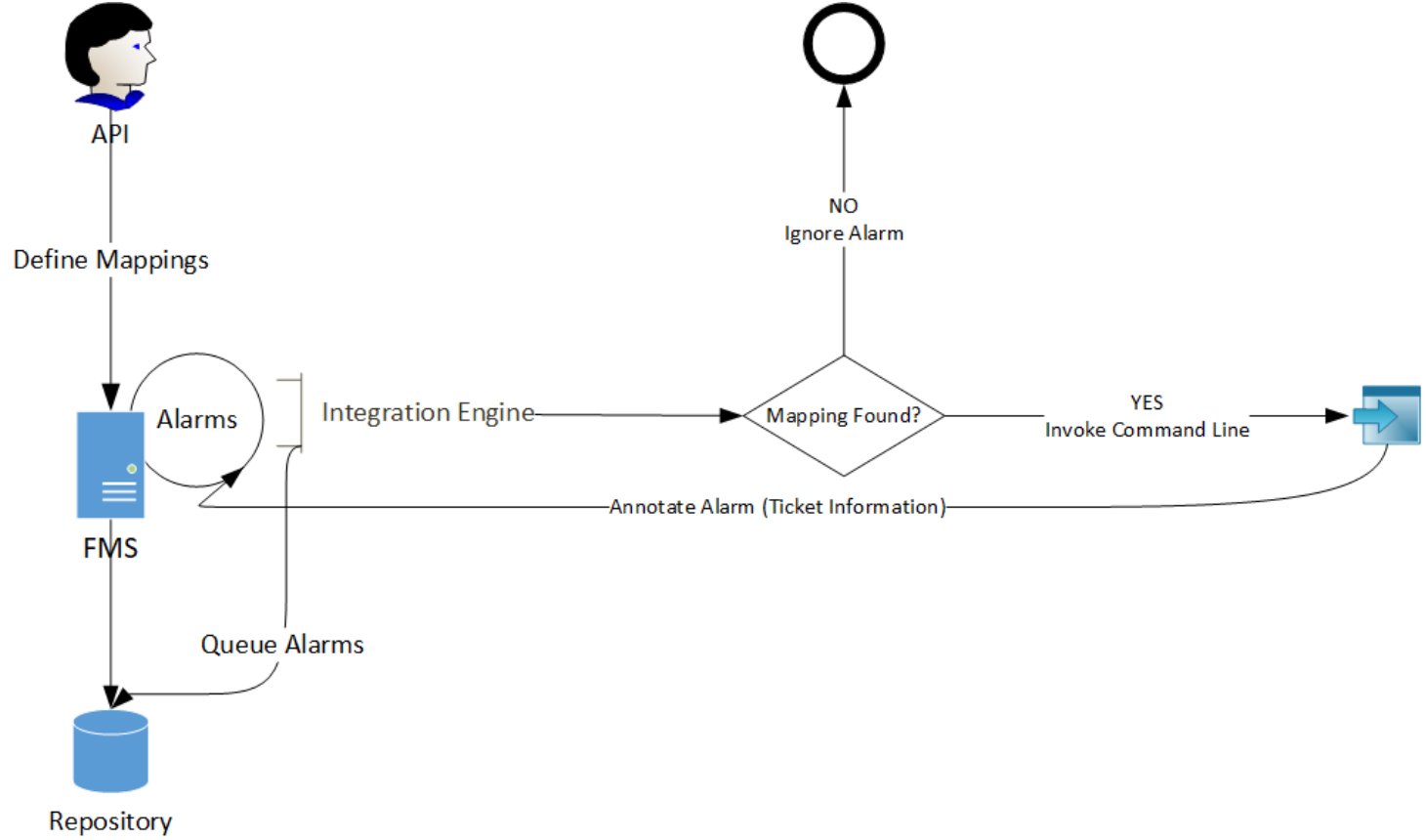
ServiceNow Integration – Highlights

- Pattern editor to easily access many of the information related to the alarm. (No groovy required)
 - Access to dozens of fields to easily provide values to parameters
 - A dozen common operators available to easily avoid any coding
- Use of groovy scripts for power users
 - Use of groovy scripting with complete injected flow context
 - Ability to reject/delay ticket generation
- Persisted Queue so no events are lost
 - Guaranteed delivery
 - Keep history for rejected, failed and successful operations for total control
 - Pause or delay control
 - Consumer Thread settings/control as to manage concurrency and volume.

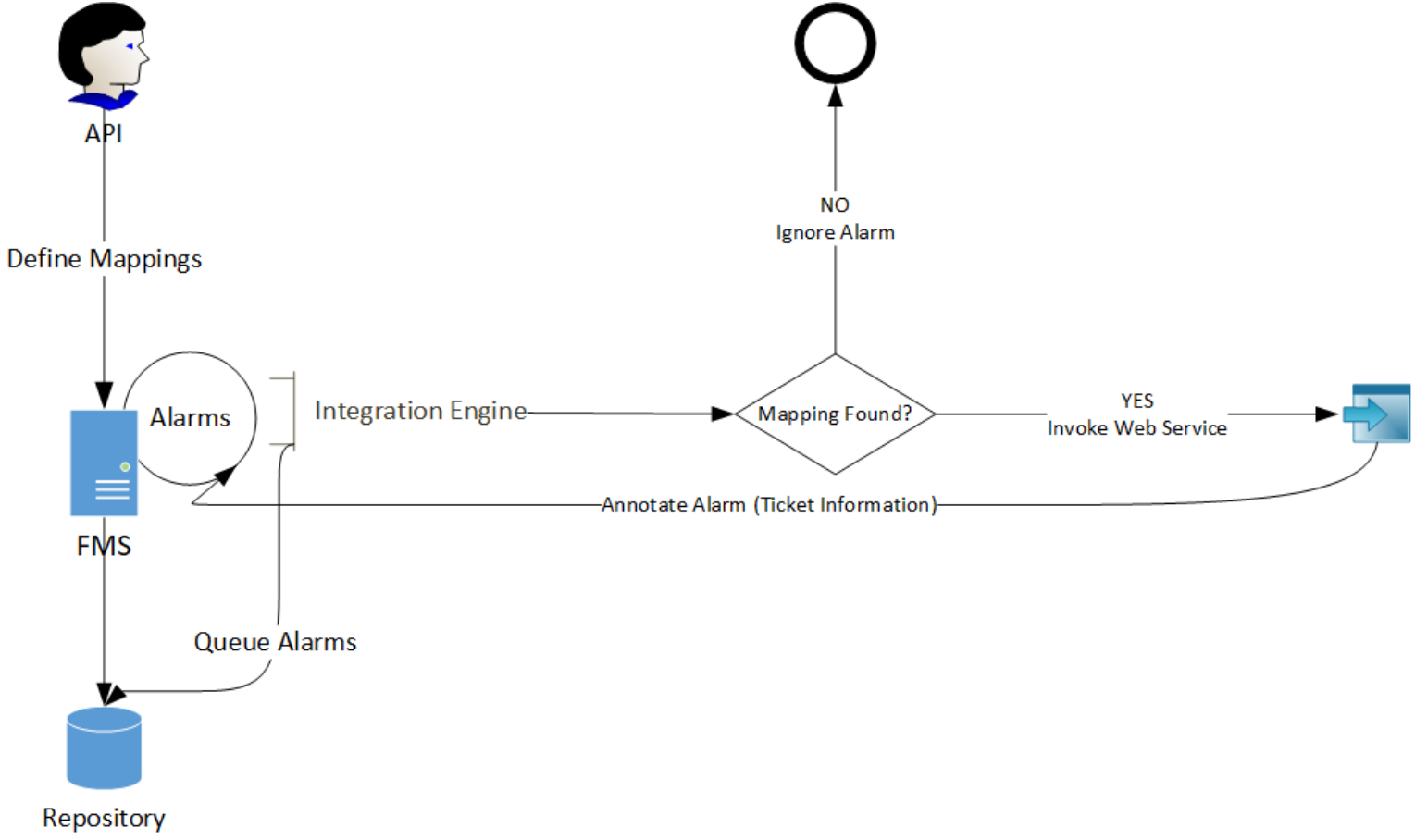
ServiceNow Integration – Highlights

- Alarm Transition Support
 - Can be turned ON or OFF
 - Update tickets when alarm is transitioning from one severity to another.
 - Can be either to higher severity only or any transition
 - Close ticket only when the last alarm in the transition has been cleared
 - All transition information is accessible from the Pattern Editor
- Alarm Flood Prevention
- Auto Acknowledge Alarms

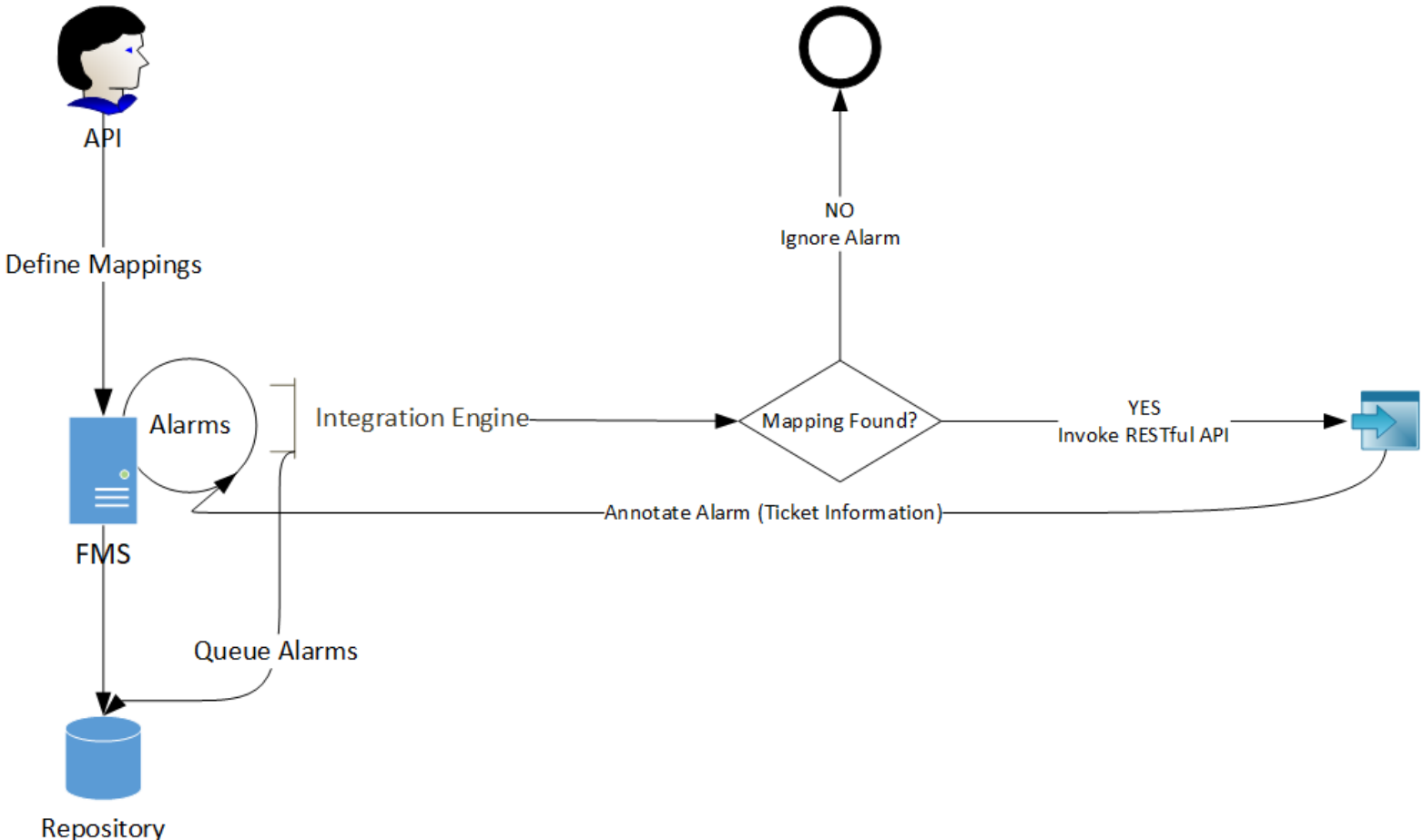
ServiceNow Integration – Command Line Flow



ServiceNow Integration – Web Service Flow



ServiceNow Integration – RESTful API Flow



ServiceNow Integration – Decision Engine

- The decision engine is based on various mappings defined within the solution. A very rich UI is provided to create the mappings.

- Low Priority

| | Service | Host | Agent Type | Agent | Topology Object | Rule |
|----|---------|------|------------|-------|-----------------|------|
| 0 | | | | | | |
| 1 | | x | | | | |
| 2 | | | x | | | |
| 3 | | | | x | | |
| 4 | | | | | | x |
| 5 | | | | | x | |
| 6 | | x | | | | x |
| 7 | | | x | | | x |
| 8 | | | | x | | x |
| 9 | | | | | x | x |
| 10 | x | | | | | |
| 11 | x | x | | | | |
| 12 | x | | x | | | |
| 13 | x | | | x | | |
| 14 | x | | | | | x |
| 15 | x | | | | x | |
| 16 | x | x | | | | x |
| 17 | x | | x | | | x |
| 18 | x | | | x | | x |
| 19 | x | | | | x | x |

No Service

With Service

- High Priority

ServiceNow Integration – Changing Settings

Integration Pack Registry Settings - Local FMS G Wednesday, November 20, 2019 11:11 AM

Navigation Expert View

Bookmarks: There are no bookmarks

Homes: There are no homes

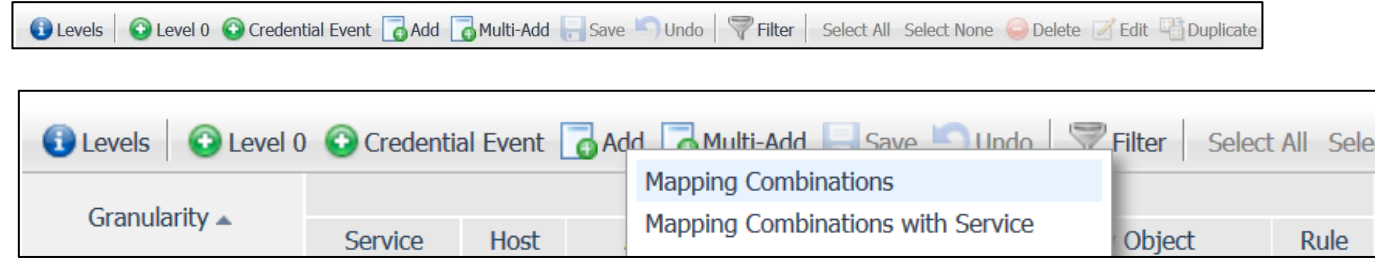
Dashboards: There are no dashboards

Foglight Servers: Local FMS (Selected)

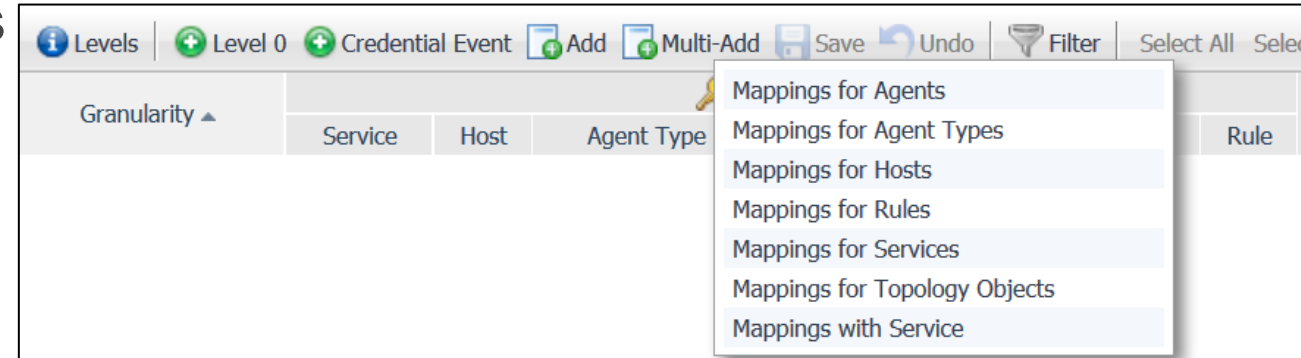
| Name | Value | Scoping | Description |
|--|--|---------|--|
| ServiceNow Integration | | | |
| Open Ticket | | | |
| PSO.ServiceNowIntegration.OpenTicket.NoEmptyValue | true | | If true any tag that returns a null will be replaced by a space. If false null values are simply not outputted. |
| PSO.ServiceNowIntegration.OpenTicket.TimeZone | GMT | | Defines the time zone to use when outputting date and time in the Command. |
| PSO.ServiceNowIntegration.OpenTicket.DateTimeFormat | dd/MM/yyyy#h:mm:ss | | Defines the format for the date and time to use when outputting date and time in the Command. |
| Queue | | | |
| Ignore | | | |
| PSO.ServiceNowIntegration.Queue.Ignore.Normal | true | | Should cleared alarms be ignored by the queuing engine? Ignored alarms are not queued thus reducing the overall load on the system and engine. |
| PSO.ServiceNowIntegration.Queue.Ignore.Warning | false | | Should Warning alarms be ignored by the queuing engine? Ignored alarms are not queued thus reducing the overall load on the system and engine. |
| PSO.ServiceNowIntegration.Queue.Ignore.Critical | false | | Should Critical alarms be ignored by the queuing engine? Ignored alarms are not queued thus reducing the overall load on the system and engine. |
| PSO.ServiceNowIntegration.Queue.Ignore.Fatal | false | | Should Fatal alarms be ignored by the queuing engine? Ignored alarms are not queued thus reducing the overall load on the system and engine. |
| PSO.ServiceNowIntegration.Queue.Ignore.Rules | | | A list of comma separated rule names that the queue should ignore. Alarms generated by ignored rules are not queued thus reducing the overall load on the system and engine. This should not be used to provide a huge |
| Delay | | | |
| PSO.ServiceNowIntegration.Queue.Alarm.DelayPeriod.Warning | 0 | | Time in minutes a warning alarm should be delayed in the queue before being forwarded to the target system if still active (not cleared) after the delay period expires. |
| PSO.ServiceNowIntegration.Queue.Alarm.DelayPeriod.Critical | 0 | | Time in minutes a critical alarm should be delayed in the queue before being forwarded to the target system if still active (not cleared) after the delay period expires. |
| PSO.ServiceNowIntegration.Queue.Alarm.DelayPeriod.Fatal | 0 | | Time in minutes a fatal alarm should be delayed in the queue before being forwarded to the target system if still active (not cleared) after the delay period expires. |
| PSO.ServiceNowIntegration.Queue.Alarm.Transition.Enable | false | | Should alarm transition be supported. If enabled the integration will update a ticket vs creating a new one when an alarm goes from severity to severity and will also only clear the event when all events have been cleared. |
| PSO.ServiceNowIntegration.Queue.Alarm.AcknowledgeUponSuccess | false | | Should the alarm be acknowledged when the alarm has been successfully processed. |
| PSO.ServiceNowIntegration.Queue.Alarm.EnforceServiceFilter | false | | When an alarm is being processed enforce the filters applied to the service. If true a service is not considered to be a hit (mapping wise) if the alarm is excluded by the filters defined on the service in question. |
| PSO.ServiceNowIntegration.Queue.PausePeriod | 0 | | Time in minutes no alarms should be forwarded to the target system. This is useful when the target system is unavailable due to maintenance in which case alarms are queued but not processed until the pause period expires. |
| REST | | | |
| PSO.ServiceNowIntegration.REST.Enable | false | | Should the integration use the REST method (true) |
| PSO.ServiceNowIntegration.REST.URL | | | The URL for the RESTful API the integration should use in order to open a ticket. |
| PSO.ServiceNowIntegration.REST.Path | | | The path following the URL. |
| PSO.ServiceNowIntegration.REST.Update.Path | | | The path following the URL to use when an alarm is cleared or if Alarm Transition is enabled when an alarm transitions from one severity to another. |
| PSO.ServiceNowIntegration.REST.Update.Method | POST | | Which method to use when doing an update: POST or PUT |
| PSO.ServiceNowIntegration.REST.ResponseProperty | | | The name of the property to retrieve the ServiceNow ticket ID after opening a ticket. |
| PSO.ServiceNowIntegration.REST.OtherResponseProperties | | | A comma separated list of properties to retrieve from the REST response. These properties are secondary to the main property used to retrieve the Ticket ID. |
| PSO.ServiceNowIntegration.REST.TrustAllSSLCertificates | false | | If true all SSL certificates will be trusted. Should only be used in Development environments where certificates are not always kept up to date. |
| Authentication | | | |
| PSO.ServiceNowIntegration.REST.AuthenticationMode | HTTP_HEADER | | HTTP_HEADER, BASE64_ENCODING or URL_ENCODE authentication when not tokens are needed, or BASE64_ENCODING_AND_TOKEN and URL_ENCODE_AND_TOKEN where a token is used after a valid login or NONE |
| PSO.ServiceNowIntegration.REST.Username | | | The username to gain access to the RESTful API the integration should use in order to open a ticket. |
| PSO.ServiceNowIntegration.REST.Password | ***** | | The password to gain access to the RESTful API the integration should use in order to open a ticket. |
| PSO.ServiceNowIntegration.REST.Authentication.URLEncodeFormat | grant_type=password&client_id=ENTER... | | The format in which to send the login information. property={username} or {password}. It is possible to add other properties to send where the values are used as is. property=value. Use only if Authentication mode is U |
| PSO.ServiceNowIntegration.REST.Authentication.Token.URL | | | The URL to use for authentication. Should be used if a 3rd party login needs to be used. Use only if Authentication mode is BASE64_ENCODING_AND_TOKEN or URL_ENCODE_AND_TOKEN |
| PSO.ServiceNowIntegration.REST.Authentication.Token.LoginPath | oauth_token.do | | The path following the URL to use in order to login and retrieve the token needed for subsequent calls. Use only if Authentication mode is BASE64_ENCODING_AND_TOKEN or URL_ENCODE_AND_TOKEN |
| PSO.ServiceNowIntegration.REST.Authentication.Token.Body.ContentType | | | Set only if the login process requires fields to be sent or if the content type must simply be specified. |
| PSO.ServiceNowIntegration.REST.Authentication.Token.Body.Content | | | If content type is set to JSON we can define a comma separated list of the fields to send. Format: key=value where value can be a String by surrounding the value with double quotes. Integer by simply providing a number |
| PSO.ServiceNowIntegration.REST.Authentication.Token.ResponseProperty | response.access_token | | The path.name of the property that is used to return the token after a successful login. Use only if Authentication mode is BASE64_ENCODING_AND_TOKEN or URL_ENCODE_AND_TOKEN |
| PSO.ServiceNowIntegration.REST.Authentication.Token.HeaderFormat | Authorization=Bearer {token} | | The format that is to be used when sending the token. <Header_Property>={token}. Use only if Authentication mode is BASE64_ENCODING_AND_TOKEN or URL_ENCODE_AND_TOKEN |
| PSO.ServiceNowIntegration.REST.Authentication.Token.Expiry | 15 | | Time in minutes the token is valid for. Use only if Authentication mode is BASE64_ENCODING_AND_TOKEN or URL_ENCODE_AND_TOKEN |
| Content | | | |
| PSO.ServiceNowIntegration.REST.ContentType | JSON | | Should the information be sent using JSON or XML. |
| PSO.ServiceNowIntegration.REST.XMLContent | | | The XML pattern to use when sending content as XML. |
| PSO.ServiceNowIntegration.REST.Update.XMLContent | | | The XML pattern to use when sending content as XML and an alarm is cleared or if Alarm Transition is enabled when an alarm transitions from one severity to another. |

ServiceNow Integration – Mappings Editor

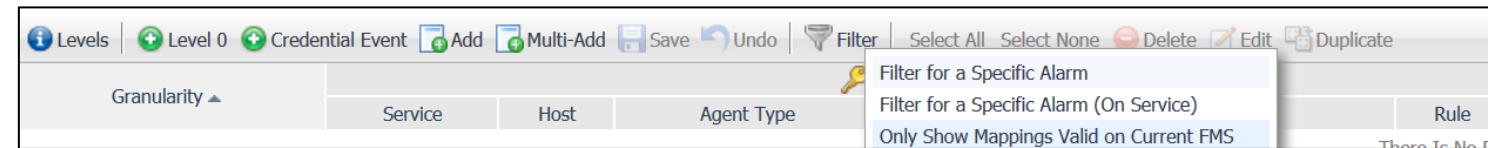
- Combinations



- Multiple Mappings







- Filtering



- . . .

ServiceNow Integration – Field Editor

| | | | |
|--|-------------------------------------|-----------------------|----------------------------------|
| Corrective Message : | <input checked="" type="checkbox"/> | <input type="radio"/> | <input type="button" value="↶"/> |
| Duration : | <input checked="" type="checkbox"/> | <input type="radio"/> | <input type="button" value="↶"/> |
| Expires On : | <input checked="" type="checkbox"/> | <input type="radio"/> | <input type="button" value="↶"/> |
| Message : | <input checked="" type="checkbox"/> | <input type="radio"/> | <input type="button" value="↶"/> |
| Severity : | <input checked="" type="checkbox"/> | <input type="radio"/> | <input type="button" value="↶"/> |
| Source : | <input checked="" type="checkbox"/> | <input type="radio"/> | <input type="button" value="↶"/> |
| Timestamp : | <input checked="" type="checkbox"/> | <input type="radio"/> | <input type="button" value="↶"/> |
| Type : | <input checked="" type="checkbox"/> | <input type="radio"/> | <input type="button" value="↶"/> |
| Uuid : | <input checked="" type="checkbox"/> | <input type="radio"/> | <input type="button" value="↶"/> |
| Enable Normal  : true | <input type="button" value="⏻"/> | <input type="radio"/> | <input type="button" value="↶"/> |
| Warning  : true | <input type="button" value="⏻"/> | <input type="radio"/> | <input type="button" value="↶"/> |
| Critical  : true | <input type="button" value="⏻"/> | <input type="radio"/> | <input type="button" value="↶"/> |
| Fatal  : true | <input type="button" value="⏻"/> | <input type="radio"/> | <input type="button" value="↶"/> |

ServiceNow Integration – Pattern Editor

The screenshot shows the 'Alarm Severity Name Elements' editor. On the left, a 'Pattern Element' list contains '@ALARM_SEVERITY_NAME'. The main editor area contains the text '@ALARM_SEVERITY_NAME'. Below the editor, there are two panels: 'TAGS' and 'OPERATORS'.

Remember to click Apply if you manually edit the pattern.
Spaces are automatically trimmed, please use Edit Complete to insert spaces and have them preserved.

Apply

TAGS

| Tag | Caption |
|-------------------------|-------------------------|
| AGENT_TYPE | Agent Type |
| AGENT_UID | Agent UID |
| ALARM_ACKNOWLEDGED_BY | Alarm Acknowledged By |
| ALARM_ACKNOWLEDGED_TIME | Alarm Acknowledged Time |
| ALARM_CLEARED_BY | Alarm Cleared By |
| ALARM_CLEARED_TIME | Alarm Cleared Time |
| ALARM_CREATED_TIME | Alarm Created Time |
| ALARM_ID | Alarm ID |
| ALARM_IS_ACKNOWLEDGED | Is Alarm Acknowledged |
| ALARM_IS_CLEARED | Is Alarm Cleared |
| ALARM_LINK | Alarm Link |

OPERATORS

| Operator | Short Description |
|----------|-------------------------------|
| ?[] | If tag has a value. |
| [] | If tag does not have a value. |
| ?[]:[] | If tag has a value else. |
| ^{}{} | Replace string with another. |
| =0 | Equality |
| =0?[]:[] | If equal else |
| ![[]] | Groovy Script |
| ^U | Uppercase |
| ^L | Lowercase |
| ^T | Trim |
| ^N | New Line Output |
| ^R | Return |

OOTB to Advanced Comparison

| Function | OOTB | SNOW Integration Advanced |
|---|--------------------|--|
| Create a ticket from an alert | X | X |
| Uses REST API | X | X |
| Customizable Web Service/REST invocation support | | X |
| Customizable Command Line invocation support | | X |
| Clear/Acknowledge Alarms | Polled 15 minutes | Automatic/Realtime through REST |
| Close ticket when last alarm is cleared | X | X |
| Auto Annotate Alarms with returned information (Ticket number or other information) | | X |
| Ability to reject/delay ticket generation | | X |
| User overrides – Customer can define ticket impact/urgency | | X |
| Assign a ticket to a username/id | Acquired from SNOW | Not required – assignment based on values in mapped fields |
| Pattern editor to easily access many of the information related to the alarm. (No groovy required) <ul style="list-style-type: none"> • Access to dozens of fields to easily provide values to parameters • A dozen common operators available to easily avoid any coding | | X |

OOTB to Advanced Comparison (continued)

| Function | OOTB | SNOW Integration Advanced |
|---|------|---------------------------|
| Ability to send multiple additional custom fields – Pattern editor for user friendly/easy configuration | | X |
| Use of groovy scripts for power users, including complete injected flow context | | X |
| Decision engine for precision control <ul style="list-style-type: none"> • 20 Levels of granularity • Severity Level control | | X |
| Log History for failed attempts | | X |
| Pause or Disable Ticket Creation | X | X |
| Manageable Mapping -Up to 20 different Levels from generic, Rule Level, Service Level down to a specific Topology Object (Map once and apply to all FMS's) | | X |
| Remote/Centralized Administration from one FMS (for multi-FMS environments) | | X |
| Persisted Queue so no events are lost <ul style="list-style-type: none"> • Guaranteed delivery • Keep history for rejected, failed and successful operations for total control • Pause or delay control • Consumer Thread settings/control as to manage concurrency and volume. | | X |
| Alarm Transition Support <ul style="list-style-type: none"> • Can be turned ON or OFF • Update tickets when alarm is transitioning from one severity to another. • Can be either to higher severity only or any transition • Close ticket only when the last alarm in the transition has been cleared • All transition information is accessible from the Pattern Editor | | X |

ServiceNow Integration – System Requirements

- **Minimum required FMS version**

5.9.3

- **Supported Databases**

Microsoft SQL

Oracle

MySQL

PostgreSQL

Minimum Version

2008 (version 10.0.1600 or later)

9i R2

5.1.45

9.4.0