

Implementing Custom Integration of ObserveIT with ServiceNow

This document outlines the integration steps with ServiceNow using the integration Application Server. It contains the prerequisites as well as system requirements and product installation.

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Description

The integration with ServiceNow allows the ObserveIT agent to validate ServiceNow ticket numbers, create new tickets and update the ServiceNow ticket with ObserveIT Session information

The following ServiceNow ticket types are supported:

- Change request: CHG
- Problem: PRB
- Service Catalog Request Items: RITM
- Service Request: REQ
- Service Task: TASK

Content

File : ServiceNow_TicketingImplementation_6.7.zip

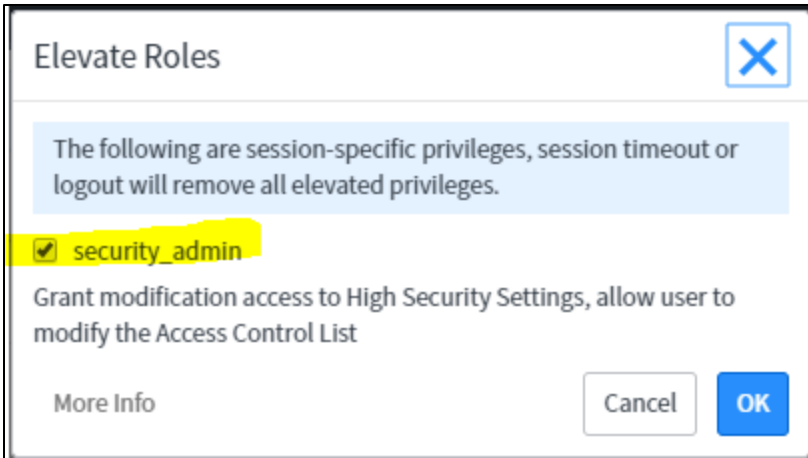
Prerequisites

- IIS (can be installed on the same IIS as ObserveIT)
- .NET 3.5 and .NET 4.5 installed on the machine where the ServiceNow Web Site broker will be installed
- HTTPS access and credentials for ServiceNow system (for example: dev198.service-now.com)
- ObserveIT Web Console admin access in order to configure the integration

SETTING THE SYSTEM PROPERTIES -> WEB SERVICES PROPERTIES IN DEVELOPER SYSTEM

Set **System Properties** -> **Web Services** properties in Developer system as shown below:

1. Elevate admin for my admin account (top left corner keypad).



2. Change the High Security settings to disabled.

THE SERVICENOW USER MUST HAVE THE FOLLOWING ROLES

1. Navigate to **User Administration** > **Users** and then open a user record.
2. In the **Roles** related list, click **Edit**.
3. In the **Collection** list, select the desired roles, and then click **Add**.
4. Click **Save**.

The ServiceNow user that you will use to authenticate to ServiceNow in the connector, must have the following roles:

soap_create	Can create records on all tables and columns.
soap_query	Can query records on all tables and columns.
soap_query_update	Can query and update records on all tables and columns.
soap_update	Can update records on all tables and columns.

Example:

Roles (6) Groups Delegates Subscriptions Manage Subscriptions

Roles Edit... Go to Role Search 1 to 6 of 6

User = (empty) > Role Name >= soap

	Role	State	Inherited	Inheritance Count
<input type="checkbox"/>	soap_create Active false			
<input type="checkbox"/>	soap_query Active false			
<input type="checkbox"/>	soap_query Active true			1
<input type="checkbox"/>	soap_query_update Active false			
<input type="checkbox"/>	soap_update Active false			
<input type="checkbox"/>	soap_update Active true			1

SETTING THE SYSTEM PROPERTIES FOR SYSTEM PROPERTIES -> WEB SERVICES

Set **System Properties** -> **Web Services** properties in Production system as shown below:

Require authorization for incoming RSS requests.

Yes | No

Require basic authorization for incoming SOAP requests.

Yes | No

Require WS-Security header verification for all incoming SOAP requests

Yes | No

Security Policy to enforce if Soap WS-Security is required. (All web service security profiles are enforced if not filled and WS-Security is required)

If unauthenticated, SOAP requests will execute on behalf of this user ID. Set roles for this user and use ACL to manage this user's access.

soap.guest

Require authorization for incoming WSDL requests.

Please note: If you choose not to require authorization for incoming WSDL requests, you will need to also modify the Access Control (ACL) rules to allow guest users to access the WSDL content.

http://docs.servicenow.com/?context=Web_Services_Security_Web_Service_User_Roles

Yes | No

Enforce strict security on incoming SOAP requests. Checking this requires incoming SOAP requests to go through the security manager for table and field access, as well as checking SOAP users for the correct roles for using the web service.

http://docs.servicenow.com/?context=Contextual_Security_Plugin

http://docs.servicenow.com/?context=Web_Services

Yes | No

Maximum number of bytes per field in the incoming SOAP action. If the incoming value exceeds this size, it will be converted into an attachment to the record.

512000

Maximum total size allowed in the SOAP request body, in MB. A SOAP Fault is returned if the request exceeds this limit.

70

Emit complex-type name attributes in generated WSDL documents (some Web Service clients like Cold Fusion require complex-types to have a name attribute parsed properly. Default value is false).

Yes | No

This property sets the elementFormDefault attribute of the embedded XML schema to the value of unqualified, if set to true. This attribute indicates whether or not locally declared elements must be qualified by the target namespace in an instance document. If the value of this attribute is 'unqualified', then locally declared elements should not be qualified by the target namespace. If the value of this attribute is 'qualified', then locally declared elements must be qualified by the target namespace. For compatibility with Clients generated from WSDL (.NET Web Reference, Axis2 stub, webMethods, ect.), set this value to false. This value defaults to true.

For further documentation, follow this URL http://docs.servicenow.com/?context=Web_Services

Yes | No

Display stack trace in SOAP fault detail element

Yes | No

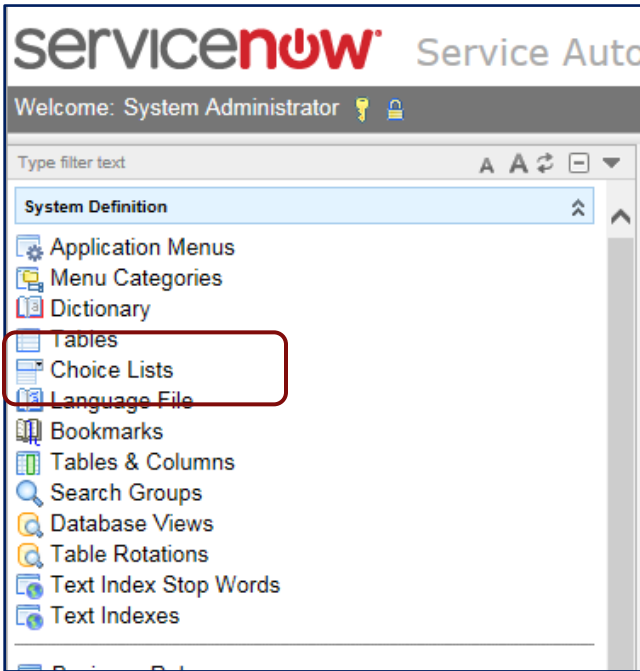
Use unique targetNamespace for WSDL definition.

Yes | No

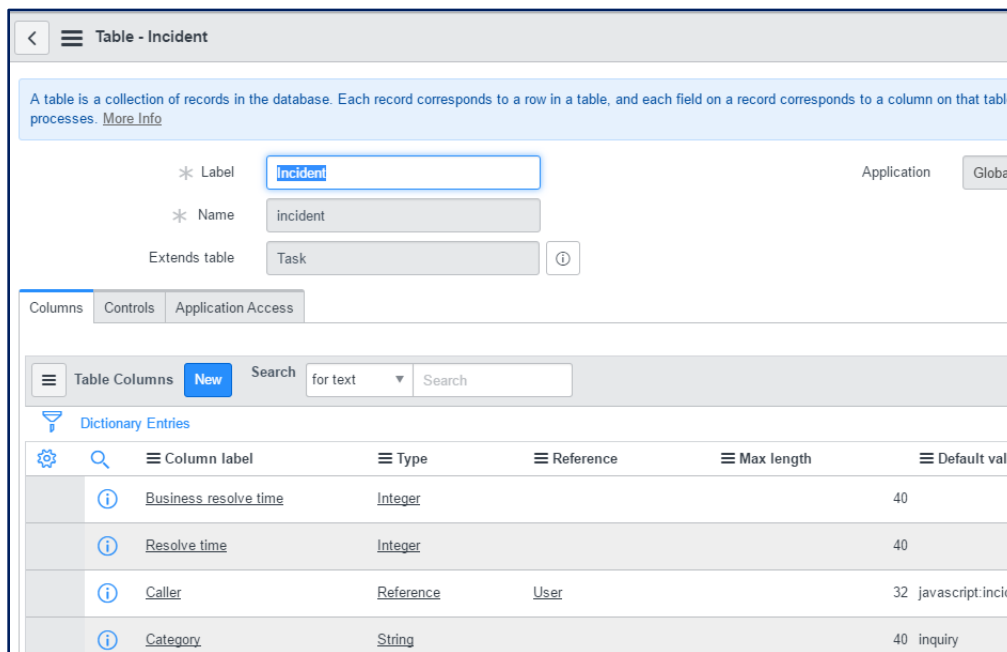
Save


ADDING U_UBSERVEIT_VIDEO COLUMN TO SERVICE NOW INCIDENT TABLE

1. Select **Admin** and **Table**.



2. Search for table **incidents**.



3. Insert a new column by clicking **New** .
4. Type; URL
Max Length: 512
Label: "ObserveIT video"
Name: u_Observeit_Video



< ≡ Dictionary Entry

A dictionary entry manages how ServiceNow stores data in tables and fields (columns). For new dictionary entries, select a **Table** and the field **Mandatory** to save a record, and make the field a **Display Value** for reference fields so it appears on records that reference this table. [More In](#)

* Table Incident [incident]

* Type URL 🔍 ⓘ

* Column label ObserveIT Video

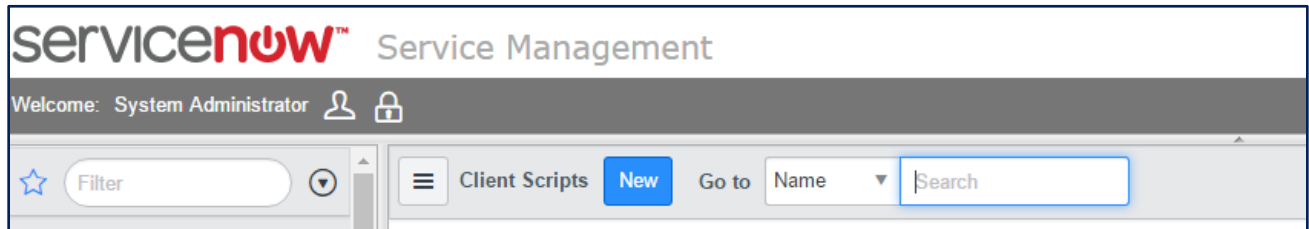
* Column name u_observeit_video

Max length 512

5. Click **Submit** to add the new field.

ADDING CLIENT_SCRIPT TO RUN ON_LOAD JAVA_SCRIPT TO DISPLAY VIDEO HYPER LINK

1. Create a new Client Script for “table=incident)” (under Configure -> Client Scripts).



2. Script Name: ObserveIT_video_icon
3. Active=True
4. Global=True
5. Type=onLoad
6. Description:
7. Script:

```
function onLoad() {  
    //Type appropriate comment here, and begin script below  
    if(getValue('u_observeit_video')!=''){  
        g_form.addDecoration('u_observeit_video', 'icon-star', 'Observeit Icon');  
    }  
    var url_id=${'incident.u_observeit_video_link'}; // $('<table name>.<fieldname_link>');  
    //Event.observe('<table name>.<fieldname_lock>', 'click', function(){  
        Event.observe('incident.u_observeit_video_lock', 'click', function(){  
            if(url_id.text!=''){  
                url_id.text='Video';  
            }  
        });  
        if(url_id.text!=''){  
            url_id.text='Video';  
        }  
    }  
}
```

Service Management

client scripts

Client Script
New record

New client-scripts are run in strict mode, with direct DOM access disabled. Access to JQuery, prototype and the window object are likewise disabled. To disable this on a per-script basis, configure this form and add the "isolate script" field. To disable this feature side scripts set the system property "glide.script.block.client_globals" to false.

Name: Application: Global

Table: Incident (incident) Active:

UI Type: Desktop Inherited:

Type: onload Global:

Description:

Messages:

Script

```

1 function onload() {
2   //Type appropriate comment here, and begin script below
3   if(getValue("u_observeit_video")!=""){
4     g_form.addDecoration("u_observeit_video", "icon-star", "Observeit Icon");
5   }
6   var url_id$("incident.u_observeit_video_link"); // $('table name>.fieldname_link');
7   //Event.observe('table name>.fieldname_lock', 'click', function(){
8     Event.observe('incident.u_observeit_video_lock', 'click', function(){
9       if(url_id.text!=""){
10        url_id.text="Video";
11      }
12    });
13    if(url_id.text!=""){
14      url_id.text="Video";
15    }
16  }
17 }

```

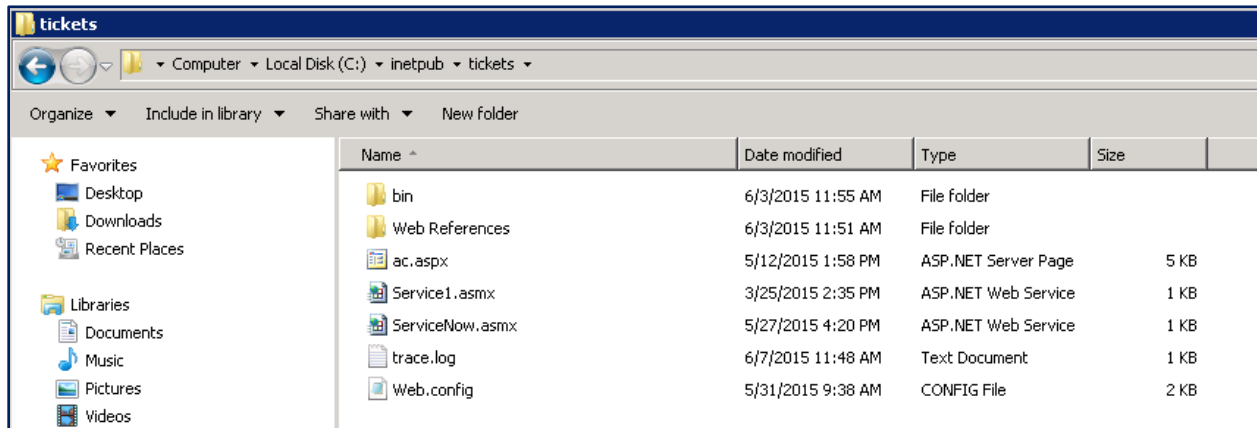
Submit

8. Click **Submit** or **Update** to save the script.

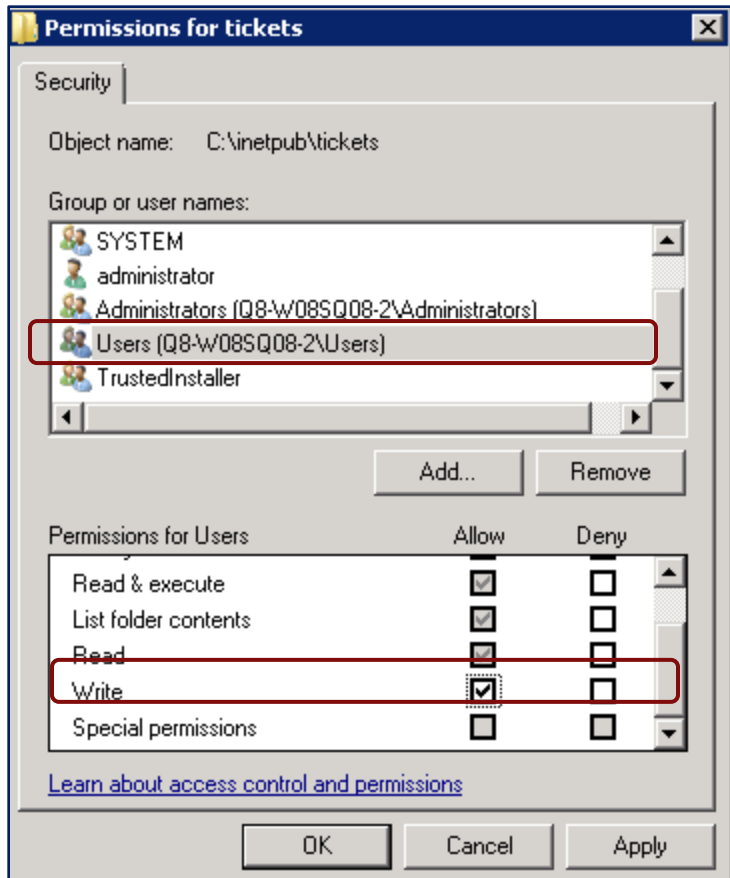
Deployment

CREATING THE SITE: TICKETS

1. Copy and extract tickets.zip to C:\inetpub



2. Grant **Write** permissions to local group **Users**.



3. Create a Web Site.

Add Web Site

Site name: tickets Application pool: tickets Select...

Content Directory

Physical path: C:\inetpub\tickets ...

Pass-through authentication

Connect as... Test Settings...

Binding

Type: http IP address: All Unassigned Port: 4885

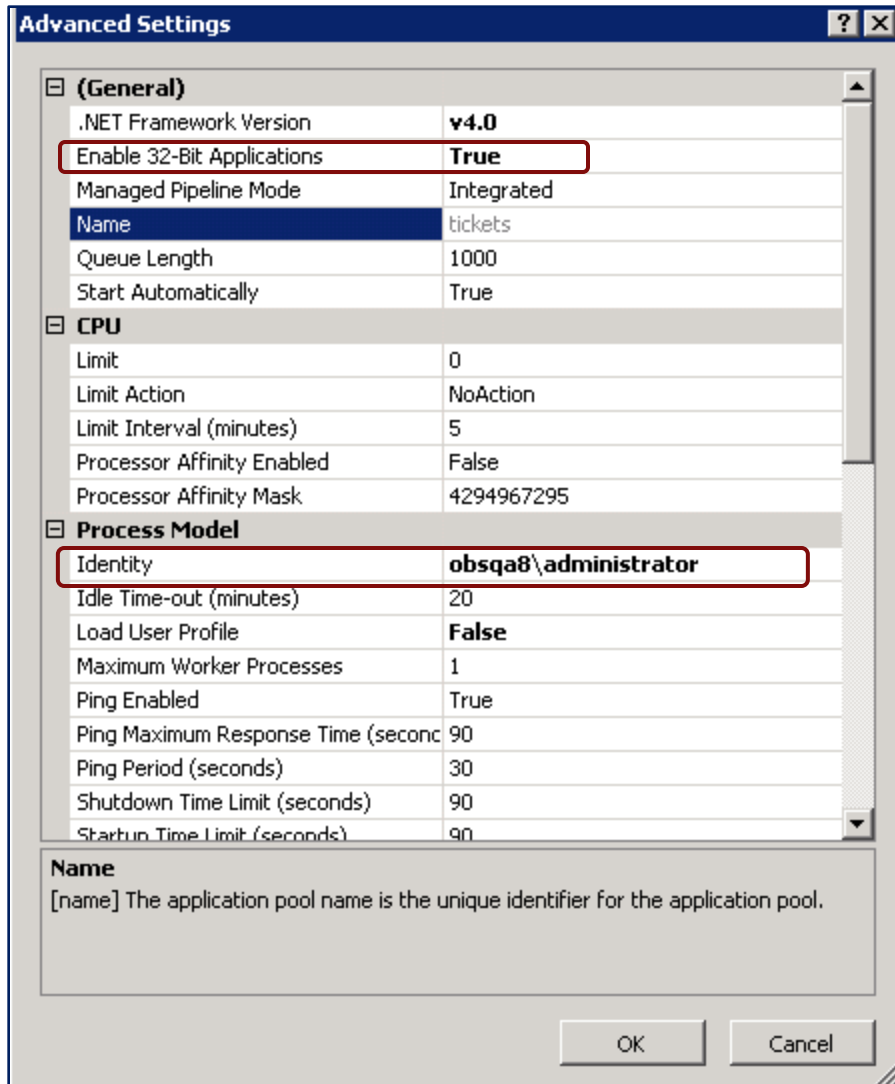
Host name:

Example: www.contoso.com or marketing.contoso.com

Start Web site immediately

OK Cancel

4. Change the .NET Framework = v4.0.
5. Change the Ticket application pool (Advanced Settings). Enable 32 bits = **True**.
6. Change the Ticket application pool (Advanced Settings). Identity to a user that can write to C:\INETPUB\TICKETS (the trace.log file is written to this folder).



TESTING THE NEW SITE

1. Go to ObserveIT Web Console: **Configuration** -> **Ticket Integration** -> **Ticketing Systems**.
2. Test the site by entering for example:
<http://10.2.56.76:4885/ServiceNow.aspx>
3. Expected result:

ServiceNow

The following operations are supported. For a formal definition, please review the [Service Description](#).

- [CreateNewTicket](#)
- [HelloWorld](#)
- [IsTicketValid](#)
- [TestConnection](#)

CONFIGURING THE DEFAULTS NEW TICKET VALUES

1. Browse to : <http://SERVER:4885/ServiceNowConfig.aspx>.
2. Enter the default values for new incident ticket.
3. And click **Save**.

ServiceNow Integration Configuration Settings

New Incident Caller ID:

New Incident Contact Type:

New Incident Category:

New Incident State:

New Incident Assignment Group:

New Incident Configuration Item:

ObserveIT Login ID must be equal to Ticket's Assigned To UserID :

Create/Edit the File Manually

Alternatively, you can create/edit the following file manually: *C:\inetpub\tickets\sn.config*

`new_incident_caller_id=Allie Pumphrey`

`new_incident_contact_type=Self-service`

`new_incident_category=Inquiry / Help`

`new_incident_state=Resolved`

`new_incident_assignment_group=Service Desk`

`new_incident_configuration_item=Remote Desktop Connection`

`loginid_must_be_equal_to_assigned_to=False`

LoginID

`loginid_must_be_equal_to_assigned_to = TRUE`

If the `loginid_must_be_equal_to_assigned_to` is set to True (or checked in the configuration setting HTML page above) then:

Only users that the incident’s “Assign to” ID value is the same as the LoginID, will be allowed to continue to the session.

In the example below:

Beth Anglin is assigned to incident #: INC0010002

Beth Anglin userID in ServiceNow is: Beth.Anglin

In that case, only Windows Login ID Beth.Anglin will be able to use INC0010002 in the ObserveIT ServiceNow integration.

The screenshot shows the configuration page for incident INC0010002. The 'Assign to' field is set to 'Beth Anglin'. The 'Login ID' field is set to 'INC0010002'. Other fields include 'Business Service', 'Subcategory', 'Category', and 'Caller'.

Beth.Anglin ‘s Information:

The screenshot shows the user profile page for Beth Anglin. The 'User ID' field is set to 'beth.anglin'. Other fields include 'First name', 'Last name', 'Title', 'Department', 'Password', 'Password needs reset', 'Locked out', 'Active', 'Email', 'Language', 'Calendar integration', 'Time zone', 'Date format', 'Business phone', 'Mobile phone', and 'Photo'.

Service Desk Role

Only users that have ITIL role can be assigned to incidents.

It is recommended to add all the roles below to a Service Desk user:

The screenshot shows a user interface for assigning roles to a user. On the left, under the heading "Collection", there is a search bar containing "itil" and a list box with the item "itil_admin". On the right, under the heading "Roles List", the user "Beth Anglin" is listed, and a list box contains the roles "asset", "catalog", "catalog_admin", and "itil". The "itil" role is highlighted with a blue bar. Between the two list boxes are two arrow buttons: a right-pointing arrow (>) and a left-pointing arrow (<). At the bottom of the interface are "Cancel" and "Save" buttons. The text "Name itil" is located at the bottom left of the interface.

Add the user to the **Service Desk** group:

Related Links

[View Subscriptions](#)
[Reset a password](#)

Roles (19) **Groups (6)** Delegates Subscriptions Manage Subscriptions

Groups **New** **Edit...** Go to Group Search

User = Beth Anglin

Group

- [Network CAB Managers](#)
- [Hardware](#)
- [Database](#)
- [Software](#)
- [Catalog Request Approvers for Sales](#)
- [Service Desk](#)

CREATING THE CONNECTION IN OBSERVEIT WEB CONSOLE

1. Open ObserveIT Web Console.
2. Go to: **Configuration** -> **Service Desk Integration** -> **Service Desk Systems**.
3. Click **Create**.

DBA ACTIVITY ALERTS **CONFIGURATION**

Service Desk Policies **Service Desk Systems**

Service Desk Systems Settings

Create

4. Enter Service URL: <http://10.2.56.76:4885/ServiceNow.aspx>
5. Enter **UserName**: The user name to log in to: **<SystemID>.service-now.com** (The System ID is different for each customer.)

The user name contains the USERID + SERVICENOW SystemID in the following format:

<UserID>@<SystemID>

Example: admin@dev198

6. Enter **Password**: The password to log in to: <SystemID>.service-now.com.

Service Desk Policies | Service Desk Systems

Service Desk System Settings

[Back to Service Desk Systems](#) Save Cancel

Connection Settings

Service Desk System: Custom Integration

System Name: ServiceNow

Service URL: http://10.2.56.76:4885/ServiceNow.asmx

User Name: admin@ven01947

Password:

Validation Message: Failed to validate ticket number. Please check ticket Default

Test Connection

7. Click **Test Connections** and wait until **Ticketing system connection is ready** appears.

8. Click **Save**.

9. You can now start Configuring Ticketing Policies:

http://documentation.observeit.com/#configuring_ticketing_policies.htm

How ObserveIT information displayed in ServiceNow

The session information is displayed in the ticket's comments.

Incident - INC0010004

Number: INC0010004
 Caller: System Administrator
 Location:
 Category: Inquiry / Help
 Subcategory: -- None --
 Configuration item:
 Impact: 3 - Low
 Urgency: 3 - Low
 Priority: 5 - Planning

Opened: 2017-03-03 08:51:17
 Opened by: System Administrator
 Contact type: Phone
 State: New
 Assignment group:
 Assigned to:
 Short description:
 Related Search Results: No results to display

★ ObserveIT Video <http://10.1.100.113:4884/ObserveIT/SlideViewer.aspx?SessionID=19754b97-9780-4a85-b453-7f2e20c817ec>

Notes | Related Records | Closure Information

Watch list | Work notes list

Additional comments (Customer visible):
 Work notes:
 Activity: 2017-03-04 22:03:31 System Administrator Changed: Additional comments
 ServerName: DEMO-DC1 Login: oit-demo.local\lan
 ClientName: OIT-LAN-LAP ClientIP: 10.5.0.34
 ObserveIT VideoURL: http://10.1.100.113:4884/ObserveIT/SlideViewer.aspx?SessionID=19754b97-9780-4a85-b453-7f2e20c817ec

Link to ObserveIT Video URL

Comments on ObserveIT

Incident - INC0010017

Number: INC0010017
 Caller: Allie Pumphrey
 Location:
 Category: Inquiry / Help
 Subcategory: -- None --
 Configuration item: Remote Desktop Connection
 Impact: 3 - Low
 Urgency: 3 - Low
 Priority: 5 - Planning

Opened: 2017-03-05 04:30:34
 Opened by: Beth Anglin
 Contact type: Self-service
 State: New
 Assignment group: Service Desk
 Assigned to: Beth Anglin

Short description: oit-demo.local\beth.anglin has logged into a server monitored by ObserveIT. User comments:

★ ObserveIT Video [Video](#)

Link to ObserveIT Video URL (Using onLoad Script)

Trouble shooting, Debug & Trace

TRACE FILE

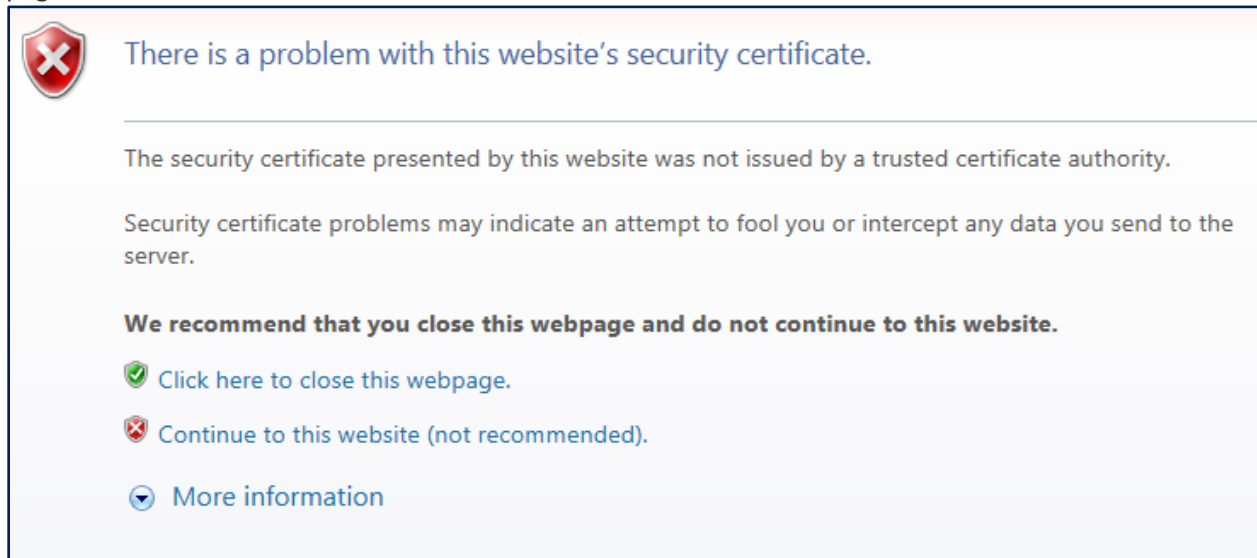
Trace file is located in `C:\inetpub\tickets`.

Filename: trace.log

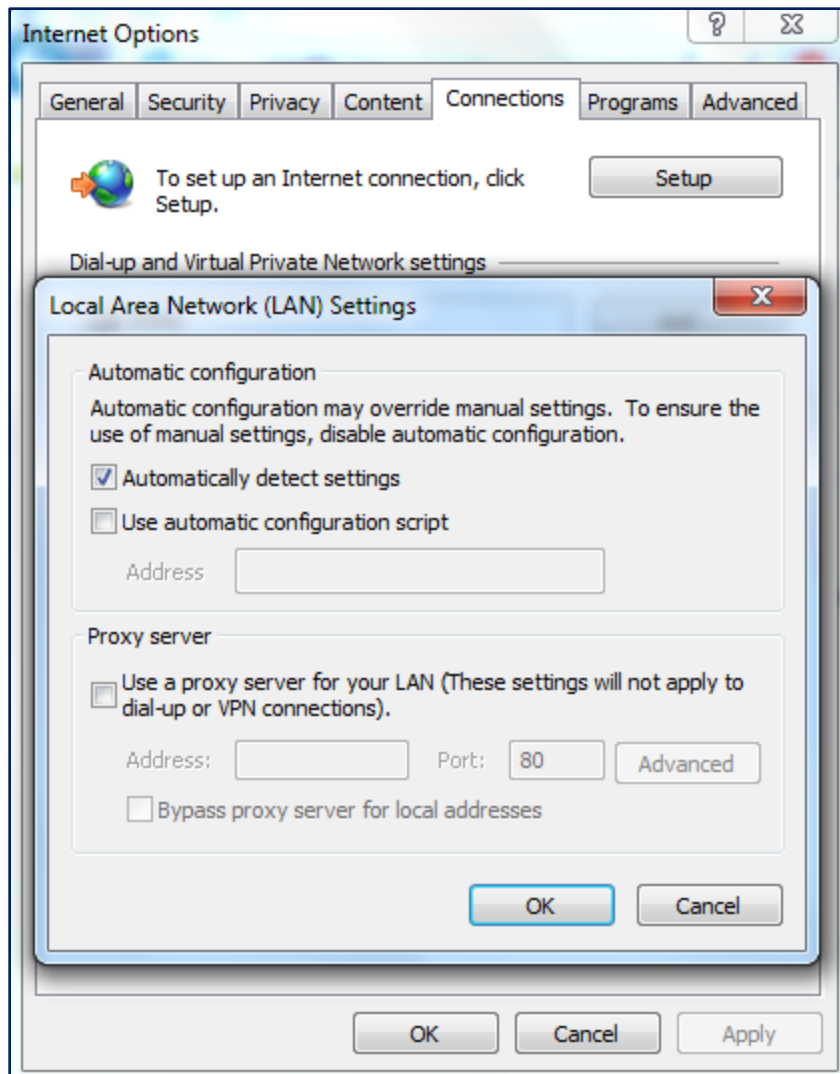
In case of any issues, send this file to ObserveIT Support.

CONNECTION FAILS ISSUES

1. Copy the URL to Service Now into your Web Browser (<https://dev198.service-now.com>).
2. If you get the following page, update your certificate until you can get directly to the ServiceNow page.



3. Proxy issues:
 - a. In the Internet Explorer **Internet Options**, disable the Automatic Proxy settings.

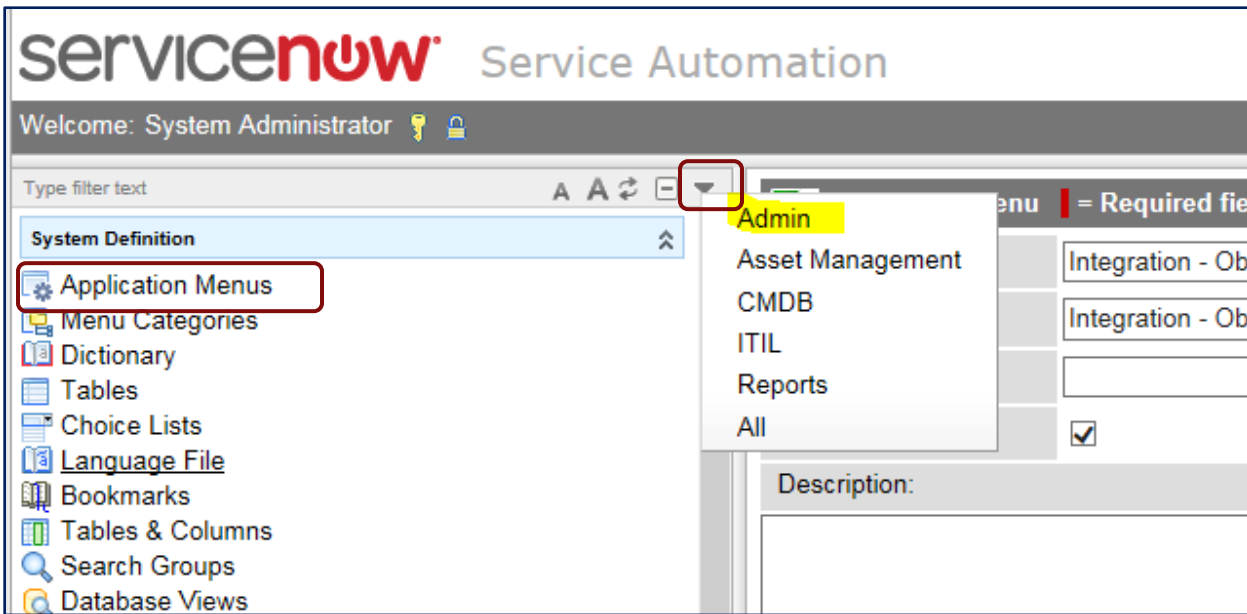


- b. Apply your company proxy setting.

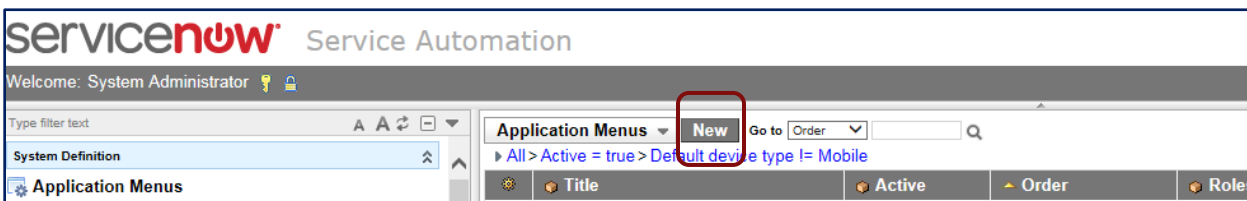
ObserveIT Integration Menu Setup in ServiceNow Application Menus

CREATING VIEWS

1. Click **Admin**.
2. Click **Application Menus**.



3. Click **New**.
4. Enter new application **ObserveIT Integration**.



The screenshot shows the 'Application Menu' configuration page. At the top, there is a header with a back arrow, a hamburger menu icon, the text 'Application Menu', and icons for edit, help, settings, and a 'Submit' button. Below the header is a blue informational banner: 'An application menu is a group of modules in the application navigator. Choose the roles that are required to access the application and add or remove modules in the related list below. [More Info](#)'. The form contains several fields: 'Title' (with a '*' icon) is 'ObserveIT Integration'; 'Application' is a dropdown menu set to 'Global'; 'Active' is a checked checkbox. Below these are two blue informational banners: 'Restricts access to the specified roles. Otherwise, all users can view the application menu when it is active.' and 'Specifies the menu_category, which defines the navigation menu style. The default value is Custom Applications.' The 'Category' field is a dropdown menu set to 'Custom Applications'. Below that is another blue informational banner: 'The text that appears in a tooltip when a user points to this application menu'. There are two text input fields for 'Hint' and 'Description'. A 'Submit' button is at the bottom left.

5. Click **New (Module)**.

This screenshot shows the same configuration page as above, but with a 'Modules' section at the bottom. The 'Modules' section has a 'New' button highlighted with a red square. Above the 'Modules' section are 'Update' and 'Delete' buttons. Below the 'Modules' section is a table header with columns: 'Title', 'Table', 'Active', 'Filter', 'Order', 'Link type', 'Device type', 'Roles', and 'Updated'. The 'Order' column has a dropdown arrow pointing up. Below the table header, it says 'No records to display'.

6. Add module **Open Incidents**.

7. In the **Link Type** insert:

- Table = **Incident**

- Filters

Active=True

Correlation display="ObserveIT"

Module configuration page showing fields for Title, Application, Application menu, Order, and Hint. The 'Active' checkbox is checked. A 'Submit' button is visible at the bottom left.

Link Type configuration page. The 'Link type' is set to 'List of Records'. The 'Table' is 'Incident [incident]'. The 'Filter' section shows 'Active is true' and 'Correlation display is ObserveIT'. A 'Submit' button is visible at the bottom right.

8. Click **Submit** when done.

Application Menu - ObserveIT Integration

An application menu is a group of modules in the application navigator. Choose the roles that are required to access the application and add or remove modules in the related list below. [More Info](#)

* Title: Application: Active:

Restricts access to the specified roles. Otherwise, all users can view the application menu when it is active.

Roles:

Specifies the menu category, which defines the navigation menu style. The default value is Custom Applications.

Category:

The text that appears in a tooltip when a user points to this application menu

Hint:

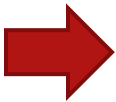
Description:

Modules Go to Order Search

Application menu = ObserveIT Integration

Title	Table	Active	Filter	Order	Link type	Device type	Roles	Updated
<input type="checkbox"/> Open Incidents	Incident [incident]	true	active=true^correlation_display=ObserveIT	List of Records				2017-03-06 00:21:33

9. Then click **Update** or **Submit** to complete the action.
10. Verify that you see the new **ObserveIT Integration** menu
11. Verify that **Open Incidents** show incidents that are related to ObserveIT.



servicenow Service Management

Welcome: System Administrator

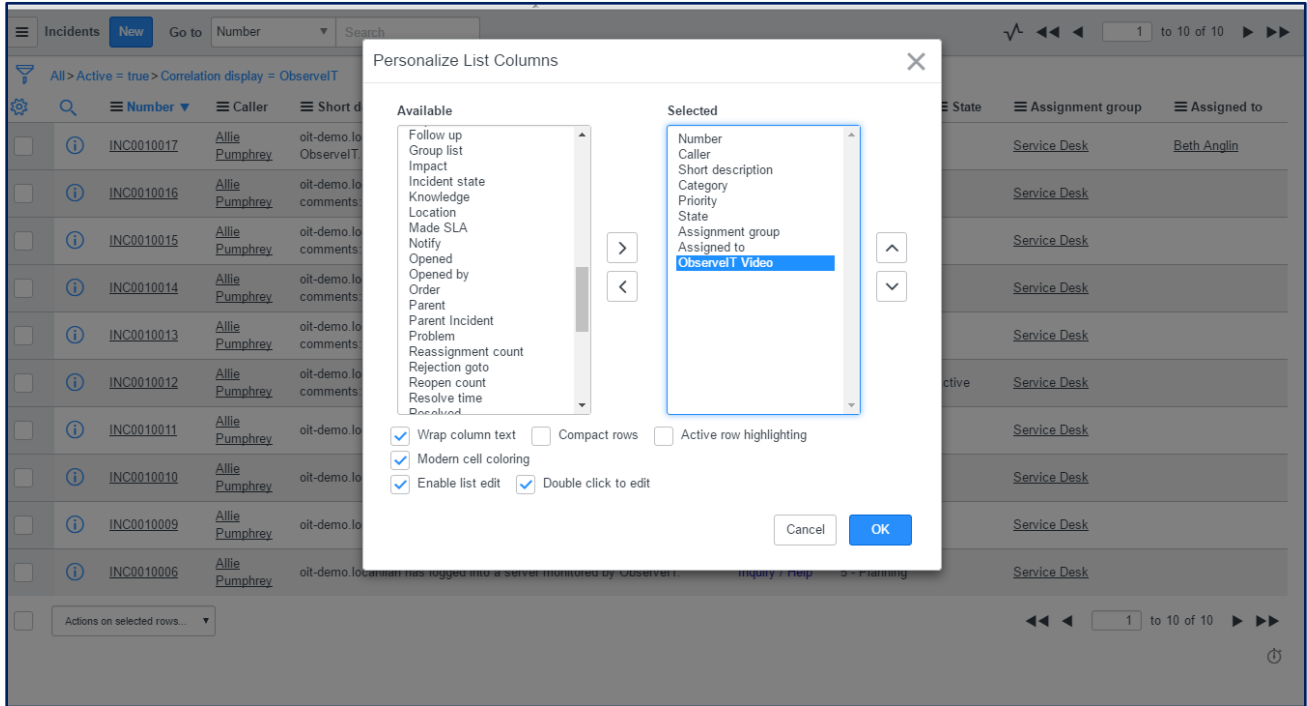
Incidents Go to Number Search

All > Active = true > Correlation display = ObserveIT

Number	Caller	Short description	Category	Priority	State	Assignment group	Assigned to
<input type="checkbox"/> INC0010017	Allie Pumpfrey	oit-demo.localbeth anglin has logged into a server monitored by ObserveIT. User comments:	Inquiry / Help	5 - Planning		Service Desk	Beth Anglin
<input type="checkbox"/> INC0010016	Allie Pumpfrey	oit-demo.locallilan has logged into a server monitored by ObserveIT. User comments:	Inquiry / Help	5 - Planning		Service Desk	
<input type="checkbox"/> INC0010015	Allie Pumpfrey	oit-demo.locallilan has logged into a server monitored by ObserveIT. User comments:	Inquiry / Help	5 - Planning		Service Desk	
<input type="checkbox"/> INC0010014	Allie Pumpfrey	oit-demo.locallilan has logged into a server monitored by ObserveIT. User comments:	Inquiry / Help	5 - Planning		Service Desk	
<input type="checkbox"/> INC0010013	Allie Pumpfrey	oit-demo.locallilan has logged into a server monitored by ObserveIT. User comments:	Inquiry / Help	5 - Planning		Service Desk	
<input type="checkbox"/> INC0010012	Allie Pumpfrey	oit-demo.locallilan has logged into a server monitored by ObserveIT. User comments: Fix AD. Approved by Mark	Inquiry / Help	5 - Planning	Active	Service Desk	
<input type="checkbox"/> INC0010011	Allie Pumpfrey	oit-demo.locallilan has logged into a server monitored by ObserveIT.	Inquiry / Help	5 - Planning		Service Desk	
<input type="checkbox"/> INC0010010	Allie Pumpfrey	oit-demo.locallilan has logged into a server monitored by ObserveIT.	Inquiry / Help	5 - Planning		Service Desk	
<input type="checkbox"/> INC0010009	Allie Pumpfrey	oit-demo.locallilan has logged into a server monitored by ObserveIT.	Inquiry / Help	5 - Planning		Service Desk	
<input type="checkbox"/> INC0010006	Allie Pumpfrey	oit-demo.locallilan has logged into a server monitored by ObserveIT.	Inquiry / Help	5 - Planning		Service Desk	

Actions on selected rows...

12. Add **ObserveIT Video** link to the columns of the report.



13. **ObserveIT Video** is displayed.

Number	Caller	Short description	Category	Priority	State	Assignment group	Assigned to	ObserveIT Video
INC0010017	Allie Pumpfrey	oit-demo.local\beth.anglin has logged into a server monitored by ObserveIT. User comments:	Inquiry / Help	5 - Planning		Service Desk	Beth Anglin	http://10.1.100.113:4884/ObserveIT/SlideViewer.a?SessionID=e97877c9-cf66-452d-9cea-d204c2316ff
INC0010016	Allie Pumpfrey	oit-demo.local\lilan has logged into a server monitored by ObserveIT. User comments:	Inquiry / Help	5 - Planning		Service Desk		http://10.1.100.113:4884/ObserveIT/SlideViewer.a?SessionID=d27831bd-d4f0-4a98-80aa-663e058756
INC0010015	Allie Pumpfrey	oit-demo.local\lilan has logged into a server monitored by ObserveIT. User comments:	Inquiry / Help	5 - Planning		Service Desk		http://10.1.100.113:4884/ObserveIT/SlideViewer.a?SessionID=db899323-f531-48a6-b6b1-5186a6b6c45
INC0010014	Allie Pumpfrey	oit-demo.local\lilan has logged into a server monitored by ObserveIT. User comments:	Inquiry / Help	5 - Planning		Service Desk		http://10.1.100.113:4884/ObserveIT/SlideViewer.a?SessionID=1c2494e8-ebc1-4495-8adc-19eb01f2df
INC0010013	Allie Pumpfrey	oit-demo.local\lilan has logged into a server monitored by ObserveIT. User comments:	Inquiry / Help	5 - Planning		Service Desk		http://10.1.100.113:4884/ObserveIT/SlideViewer.a?SessionID=efe10624-815f-4a2c-b6b1-7416e58987
INC0010012	Allie Pumpfrey	oit-demo.local\lilan has logged into a server monitored by ObserveIT. User comments: Fix AD. Approved by Mark	Inquiry / Help	5 - Planning	Active	Service Desk		http://10.1.100.113:4884/ObserveIT/SlideViewer.a?SessionID=1f43b592-651f-4af2-b156-3860d9927e

Creating Reports

Type	Title	Table	Scheduled	Last run	Runs	Run time	Published
	ObserveIT by ServerName	Incident [incident]		2017-03-06 02:38:43	1	11 ms	
	ObserveIT Incidents by UserID (AssignedTo)	Incident [incident]		2017-03-06 01:13:37	3	14 ms	

Report by UserID/LoginID (SN field=AssignedTo)

Published report URL: https://ven01947.service-now.com/sys_sys_report_display.do?sysparm_report_id=9bfbf4e0f997200f9c0b30be1050e88

ObserveIT Incidents by UserID (AssignedTo)

Data: Table Incident [incident] Aggregation: Count

Type: Pie No. groups: System Default (12)

Group by: Assigned to Show Other

Display Grid

Add Filter Condition Add "OR" Clause Add Sort Field

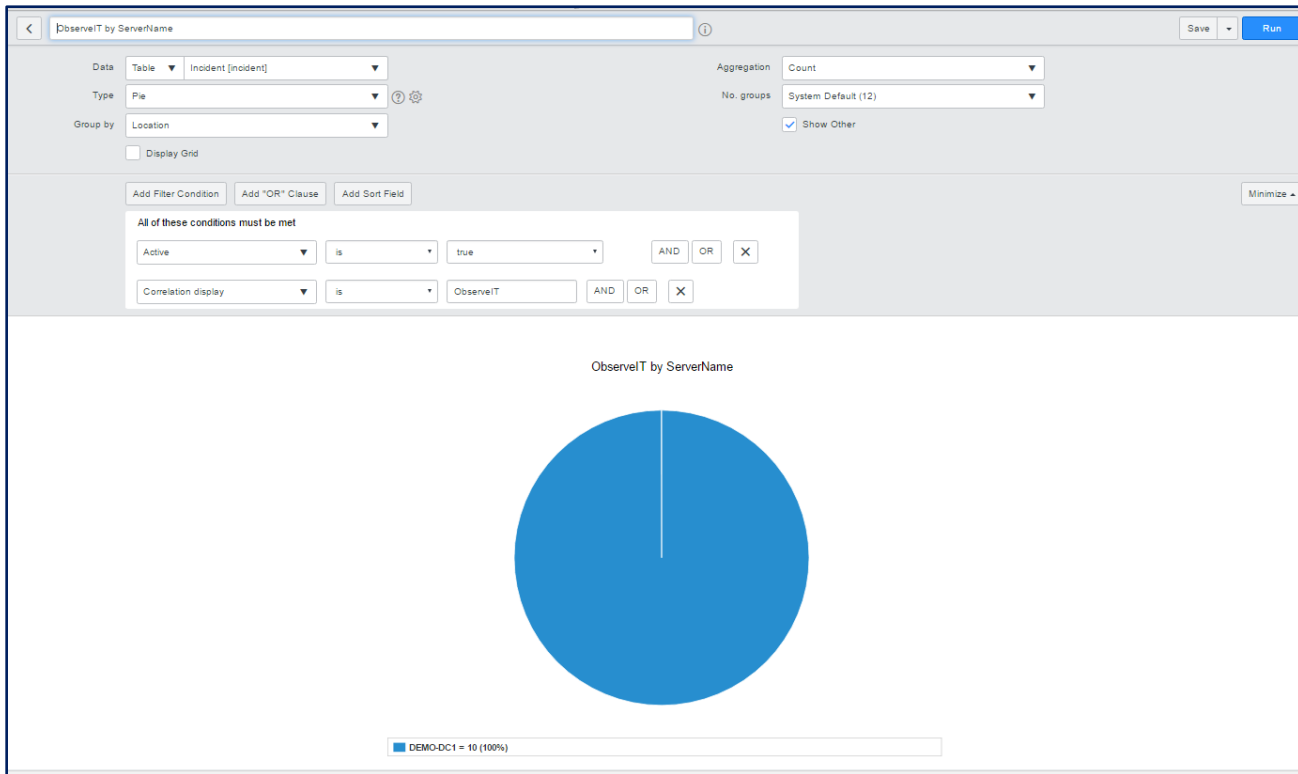
All of these conditions must be met

Active is true AND OR X

Correlation display is ObserveIT AND OR X

ObserveIT Incidents by UserID (AssignedTo)

Report by ServerName (SN field=Location)



Ticket Example in ServiceNow

NEW TICKET

** If **Opened By** is empty, check in ServiceNow if the Login User ID that you see in the comments (see below obsqa8.local\ilan) is defined in the ServiceNow users list.

The image displays two screenshots of the observeIT incident management interface. The top screenshot shows a form for an incident with the following fields:

- Number: INC0010134
- Caller: [Empty]
- Location: [Empty]
- Category: Inquiry / Help
- Subcategory: -- None --
- Configuration item: [Empty]
- Impact: 3 - Low
- Urgency: 3 - Low
- Priority: 4 - Low
- Short description: Created by ObservelT Ticketing integration

On the right side of the form, there are fields for:

- Opened: 2015-06-08 01:27:59
- Opened by: ilan obsqa8
- Contact type: Self-service
- State: Active
- Assignment group: Service Desk
- Assigned to: ilan obsqa8

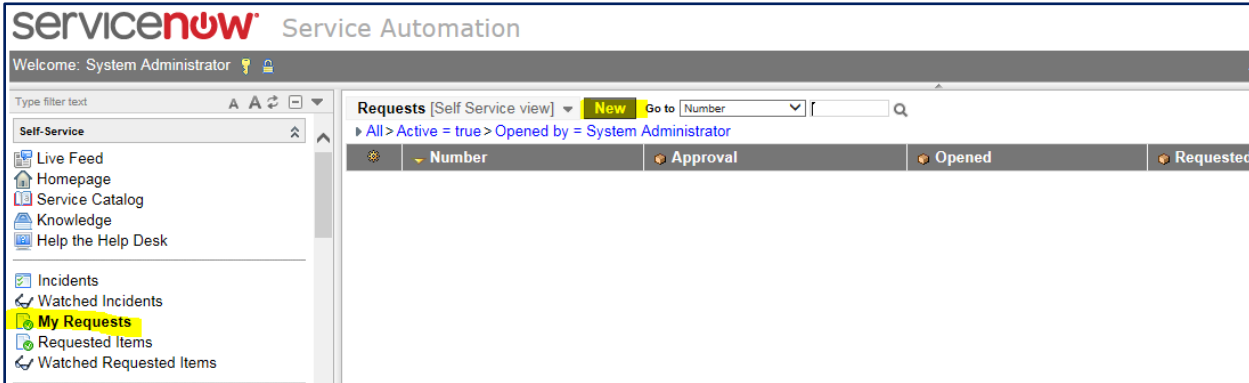
Red arrows in the top screenshot point to the 'Opened by' and 'Assigned to' fields, both labeled 'Login ID', and to the 'Short description' field.

The bottom screenshot shows the same form, but with a red arrow pointing to a '+' icon in the activity log, labeled 'Comments: Session Details +'. The activity log shows the following entries:

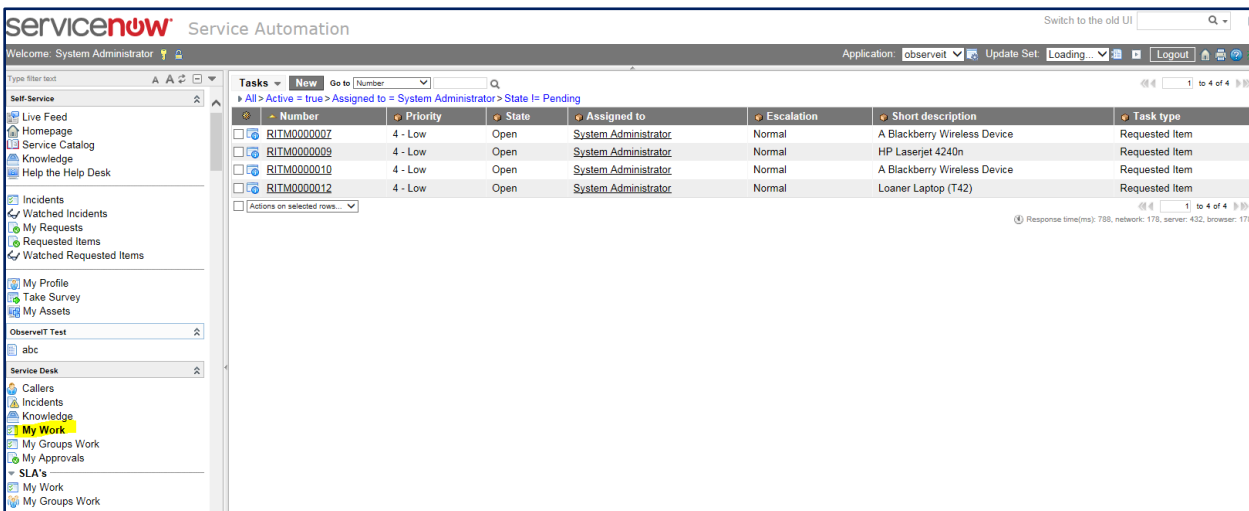
- 2015-06-08 01:28:00 System Administrator - Changed: Additional comments
 - ServerName: SPLUNK Login=obsqa8.local/ilan
 - ClientName: OIT-ILAN-LAP ClientIP: 10.1.100.15
 - ObservelT VideoURL: http://10.2.56.76:4884/ObservelT/SlideViewer.aspx?SessionID=b49dbd88-c0be-4812-857b-1b0f2fa3f40
- 2015-06-08 01:27:59 System Administrator - Changed: Assigned to, Additional comments, Impact, Incident state, Opened by, Priority
 - Assigned to: ilan obsqa8
 - Comment:
 - Impact: 3 - Low
 - Incident state: Active
 - Opened by: ilan obsqa8
 - Priority: 4 - Low

Creating and Watching Request Items

CREATE RTIM



Watch RTIM



WATCH TASKS

servicenow Service Automation Switch to the old UI

Welcome: System Administrator Application: observeit Update Set: Loading... Logout

Type filter text

Self-Service

- Live Feed
- Homepage
- Service Catalog
- Knowledge
- Help the Help Desk

Incidents

- Watched Incidents
- My Requests
- Requested Items
- Watched Requested Items

My Profile

- Take Survey
- My Assets

ObservIT Test

abc

Service Desk

- Callers
- Incidents
- Knowledge
- My Work
- My Groups Work
- My Approvals
- SLA's
- My Work
- My Groups Work

Incident

- Create New
- Assigned to me
- Open
- Open - Unassigned
- Resolved
- Closed
- All
- Overview

Requested Item

Number:

Item:

Request:

Requested for:

Due date:

Configuration item:

Watch list:

Opened:

Opened by:

Stage:

State:

Quantity:

Estimated Delivery:

Backordered:

Additional comments (Customer visible):

Activity >>

- 2015-10-07 00:53:58 System Administrator - Changed: Additional comments
- 2014-06-03 12:21:44 ITIL User - Changed: Assigned to, Impact, Opened by, Priority

[Update](#) [Delete](#)

Related Links

[Show Workflow](#)

[Workflow Context](#)

Catalog Tasks Go to

Request item = RITM0000010

Number	Assignment group	Assigned to	Short description	Due date	Work start	Work end
<input type="checkbox"/> TASK0000036	Field Services		Deliver Blackberry to Customer	2014-06-07 12:21:44		
<input type="checkbox"/> TASK0000035	Hardware		Configure Blackberry	2014-06-06 12:21:44		
<input type="checkbox"/> TASK0000034	Field Services		Pick up Blackberry and deliver to IT Labs	2014-06-04 12:21:44	2014-06-02 13:13:19	
<input type="checkbox"/> TASK0000033	Procurement		Order Blackberry Hardware or Move from Inventory	2014-06-03 12:21:44	2014-06-02 12:21:45	2014-06-02 13:13:19

(Actions on selected rows...)