PROCESS MANUAL

Document Code: PM-SNI

# ServiceNow Integration

VERSION 1.1.6

# Table of Contents

# Introduction

Admin By Request offers a custom-built, fully integrated ServiceNow application for customers who prefer to manage core features of Admin By Request via the ServiceNow platform, rather than through the Admin By Request User Portal. This manual provides a step-by-step guide on how to authorize and enable the integration and access the Requests and Auditlog features through ServiceNow.

## Assumptions

The tasks described in this manual assume that the user has administrator access to their ServiceNow instance and some familiarity with the platform.

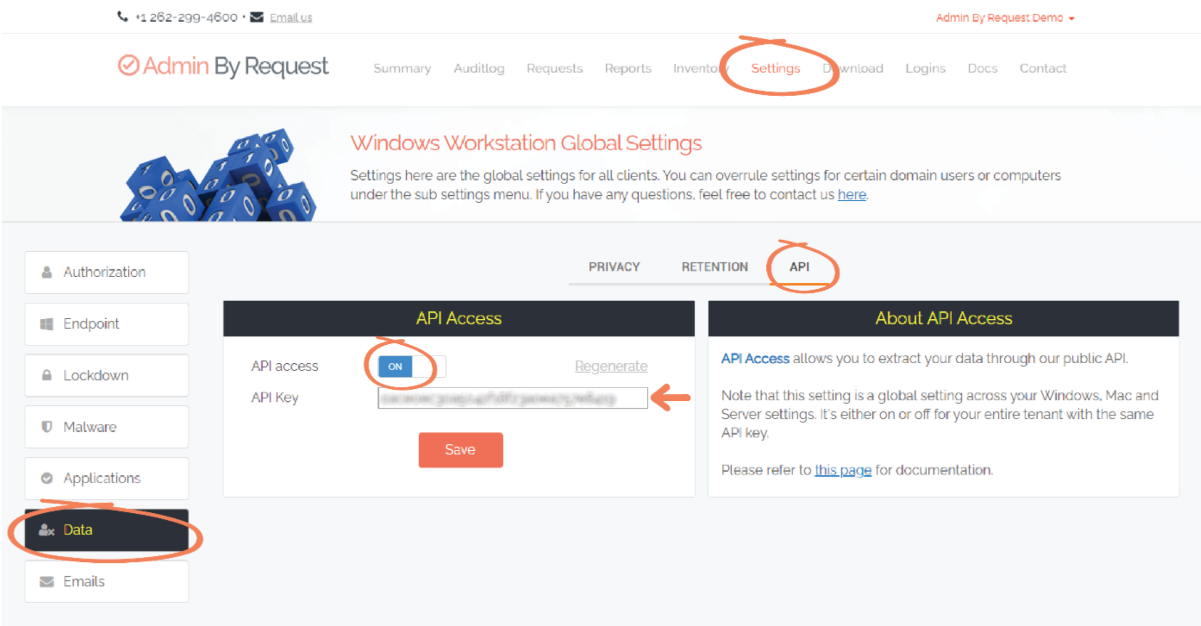
This manual assumes the user is installing the ServiceNow application from scratch (i.e., not upgrading to a new version of the app).

**IMPORTANT:** If the user is upgrading from version 1.1.5 to 1.1.6, extra steps need to be taken in addition to those listed in the upcoming Tasks of this manual:

- The extra flows will not be automatically deleted upon upgrading, so the user must manually delete those not listed in Task C or uninstall the app and reinstall the new version. This is not an issue for first-time installers.
- Upon upgrading, the user must go into Properties in the app and input the API Key again (see Task B).

## Prerequisites

To enable this integration, you must first obtain your Admin By Request API Key. This key can be self-generated through your Admin By Request User Portal via **Settings > [OS] Settings > Data > API**:



**IMPORTANT:** Click the **Save** button after Regenerating an API Key, to ensure this is the key used to establish the connection to ServiceNow. A green tick icon will appear next to the **Save** button when the action is complete:


**NOTE:** The API Key has been blurred out in the above example.

## Breakdown of Tasks

Five tasks are covered in this manual:

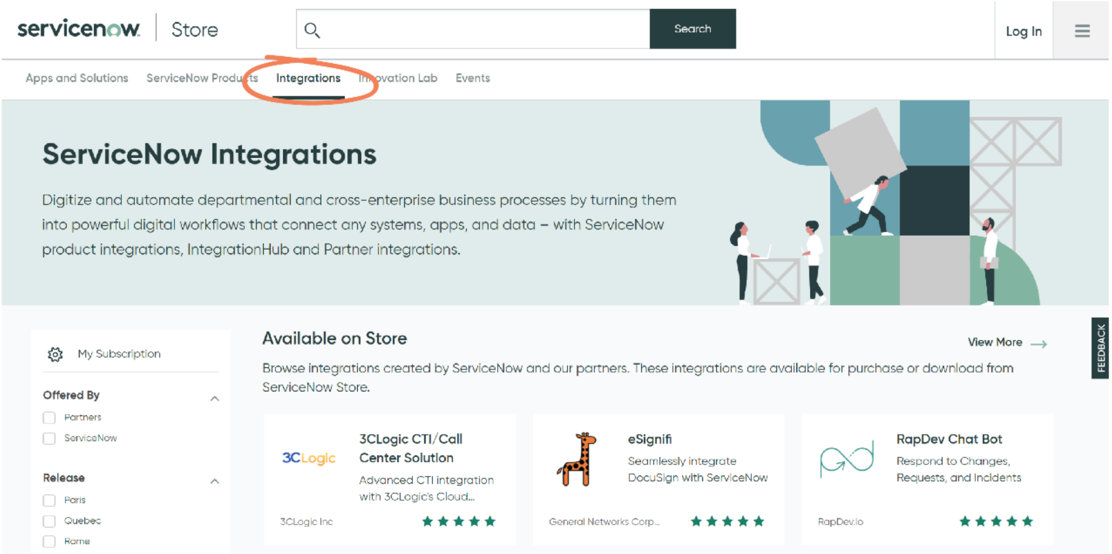
1. Task A: Install Integration
2. Task B: Authorize Connection
3. Task C: Configure Flow
4. Task D: Assign User Access
5. Task E: Use Features

# Integration Tasks

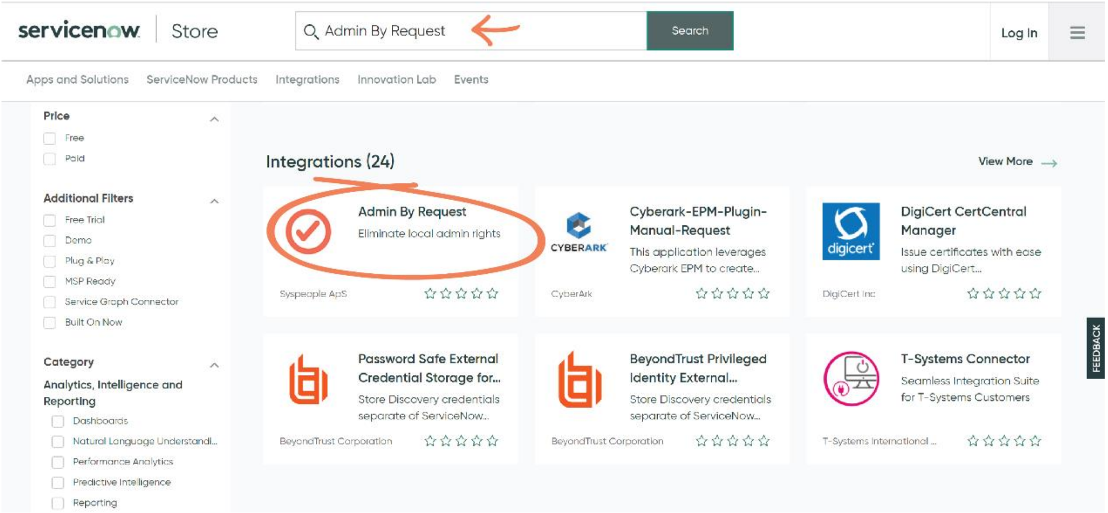
## Task A: Install Integration

The integration described in this document is made possible through a connection between ServiceNow and Admin By Request via a custom-built ServiceNow application. The first Task involves installing the app in ServiceNow.

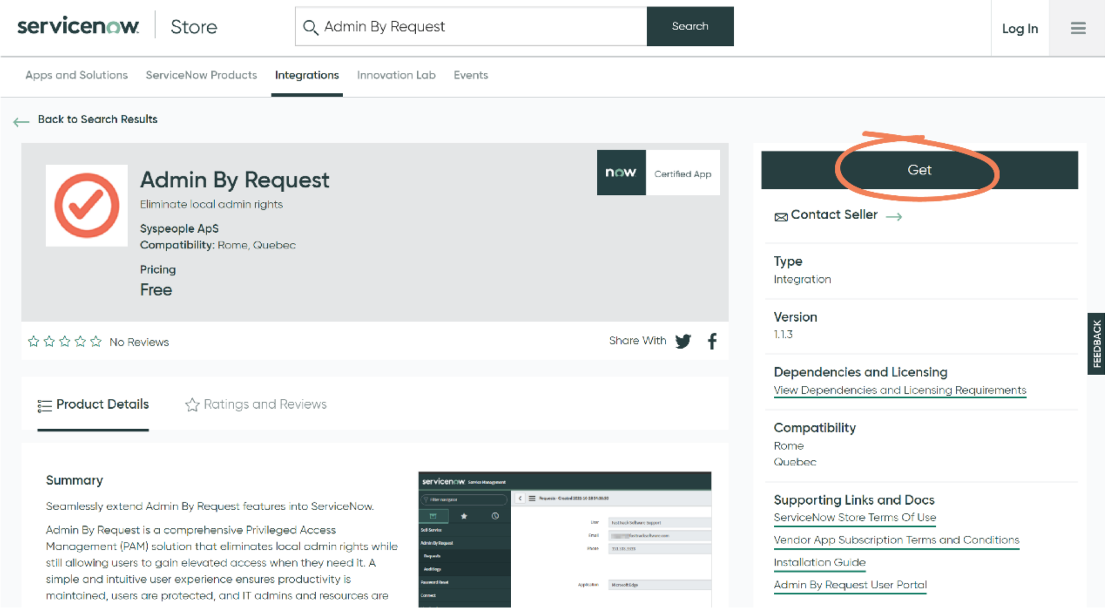
1. Go to the ServiceNow Store, and select **Integrations** from the top menu:




2. Use the search box to search for *Admin By Request*. Scroll down to the **Integrations** section, and select the **Admin By Request** app:



3. In the Admin By Request app page, select the **Get** button on the right-hand side:

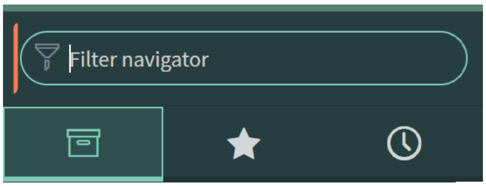


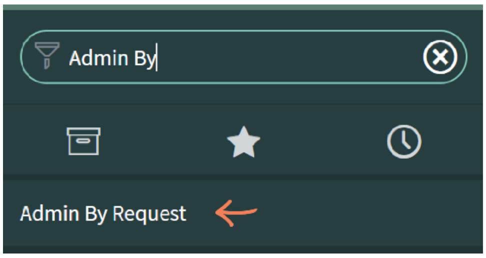

4. Follow the instructions on the screen to install the app in your ServiceNow instance.

## Task B: Authorize Connection

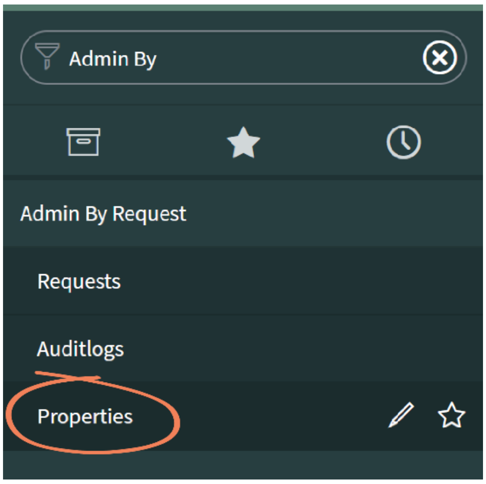
Data-sharing from your Admin By Request User Portal to ServiceNow requires a connection between the ServiceNow application and the Admin By Request public API. Task B of the integration process involves authorizing this connection.

5. Using the **Filter Navigator** search box, locate the **Admin By Request** app in your ServiceNow instance:

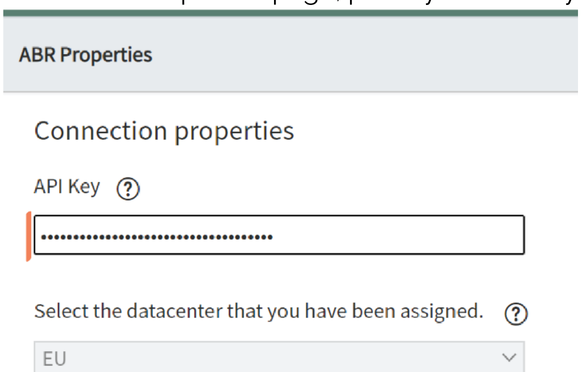


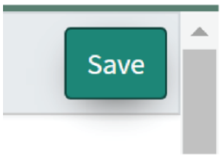

6. Select **Properties** from the sub-menu:



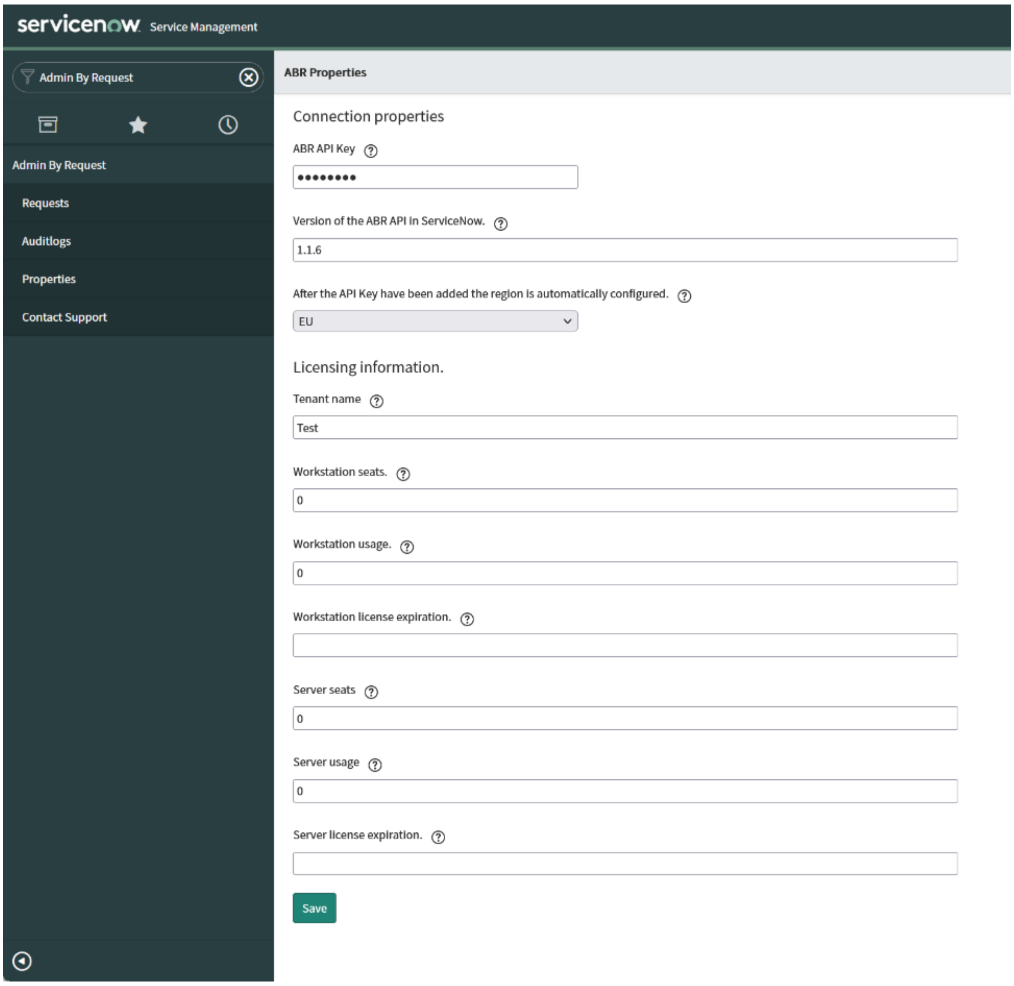

7. In the ABR Properties page, paste your API key into the **API Key** text box:



8. Click **Save**:



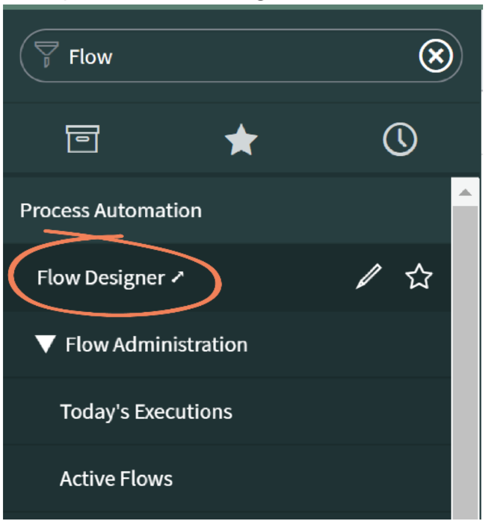

**NOTE:** The other eight fields on the page are automatically filled out based on data pulled from your tenant when the API connection is established:



# Task C: Configure Flow

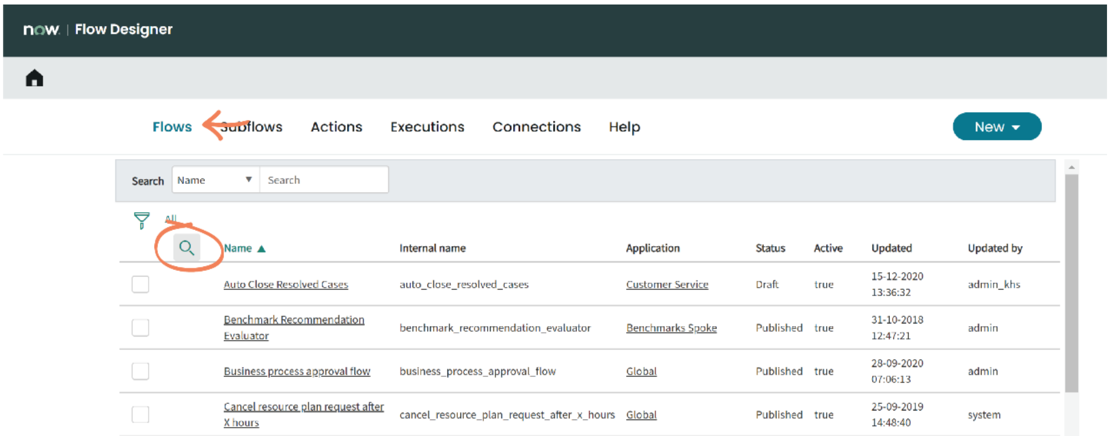
The Admin By Request / ServiceNow integration incorporates a pre-built Flow (also referred to as Schedules in ServiceNow) designed to automatically get Admin By Request data into your ServiceNow instance. This task covers the steps involved in enabling the Flow to run so that the application can begin pulling the appropriate data.

1. Using the **Filter Navigator** search box, locate and select **Flow Designer**:

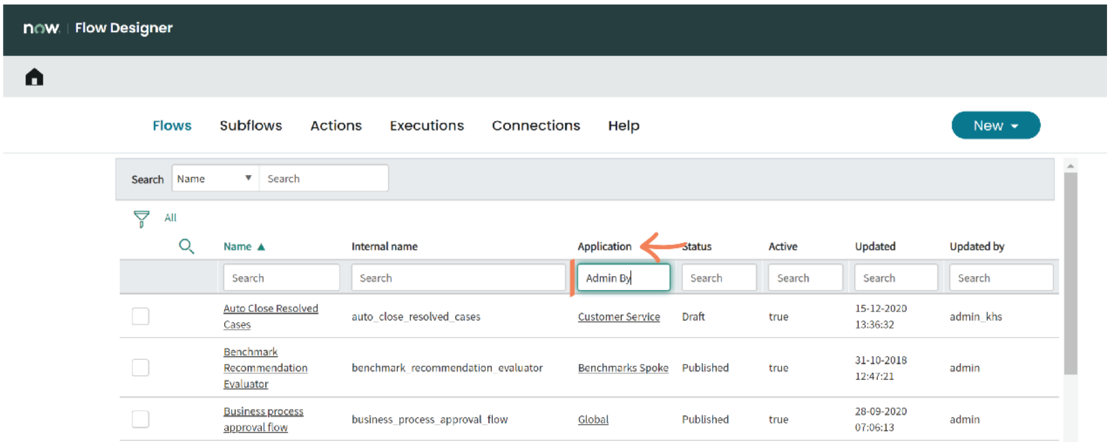



**NOTE:** The Flow Designer opens in a new window and may take some time to load.

2. In the **Flows** tab, click the search icon underneath the main search menu:

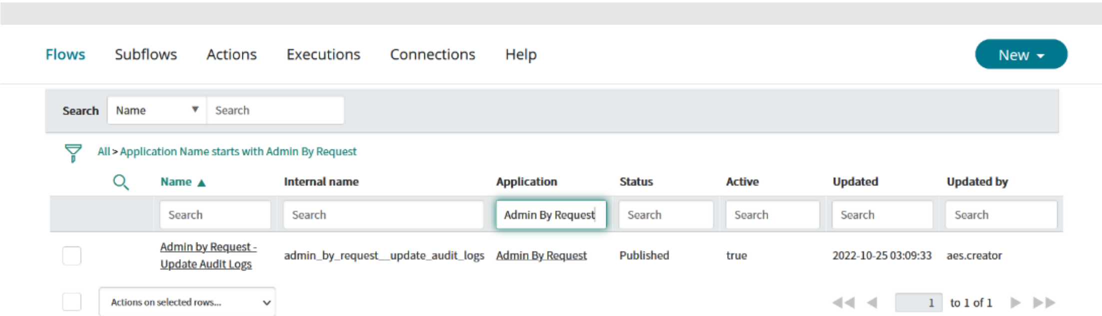


3. Use the **Application** search box to locate the Admin By Request Flow:



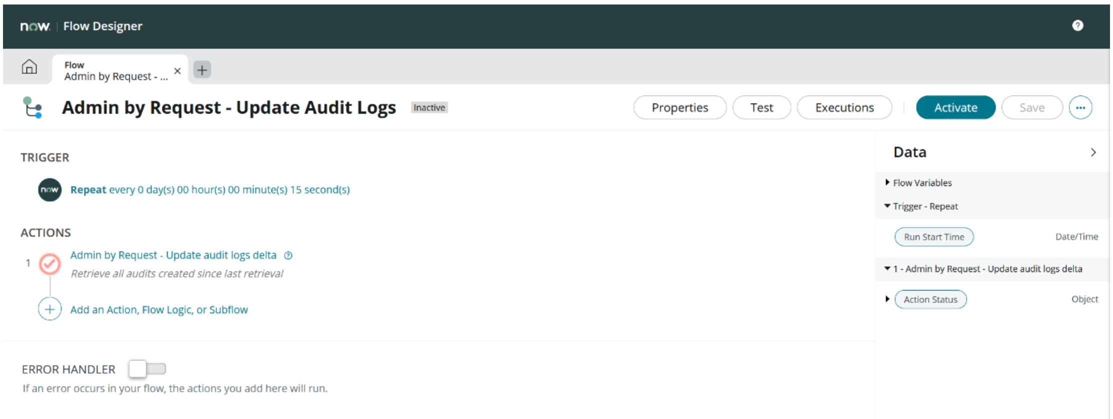

4. The following Flow is displayed for the Admin By Request application:

- *Admin By Request – Update Audit Logs*



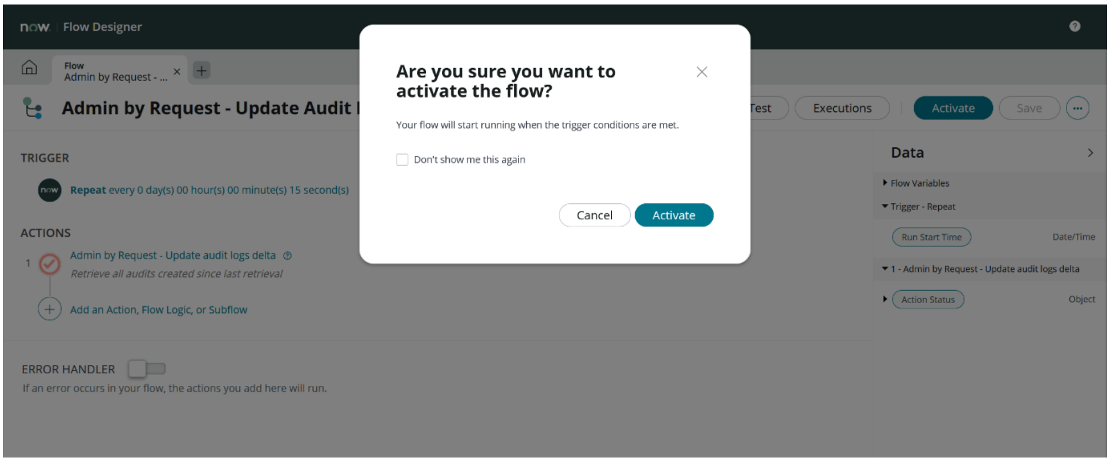

5. Click into the flow by selecting its name in the **Name** column. This opens the following screen, displaying the sections detailed below:

- **TRIGGER:** Specifies if and how often the Flow is repeated.
- **ACTIONS:** Lists the actions performed in the Flow.

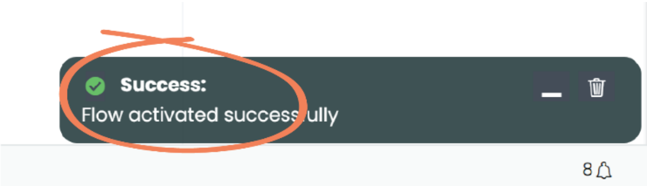



6. Click the **Activate** button in the top right-hand menu.

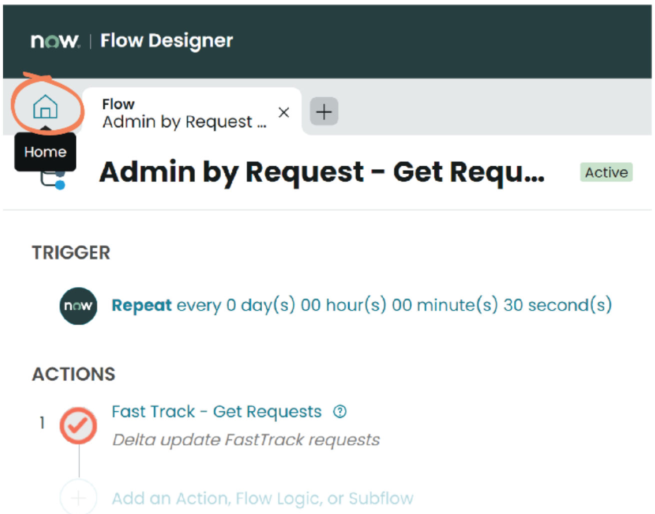
7. This opens a confirmation prompt. Click the **Activate** button in the prompt to enable the flow to run:



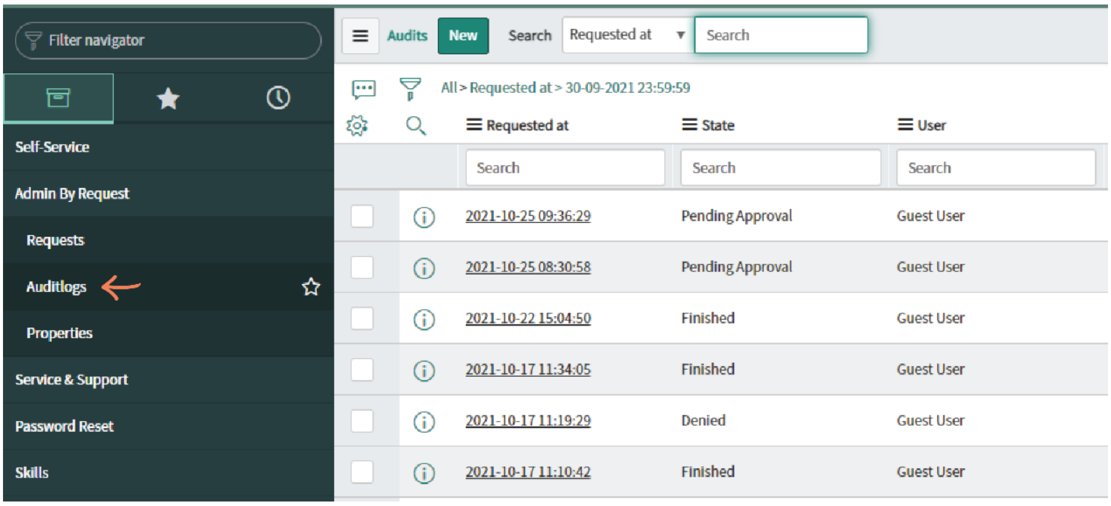

8. Upon successful activation, a **Success** message appears in the bottom right-hand corner of the screen:




9. Use the **Home** icon next to the **Flow** tab in the top left-hand menu to navigate back to Step 1 of this task (i.e., Task C):



10. To test successful connection (Task B) and Flow Configuration (Task C), navigate to the Admin By Request Auditlog page in the ServiceNow app; listed here should be the existing Auditlog data from your Admin By Request User Portal:



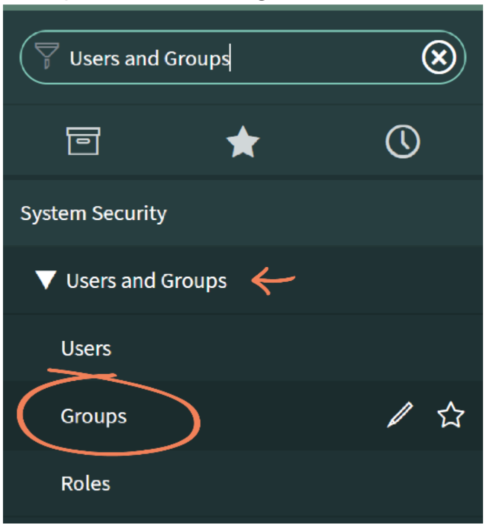

**IMPORTANT:** This assumes that you have existing Auditlog data in your Admin By Request User Portal to be pulled through to ServiceNow.

# Task D: Assign User Access

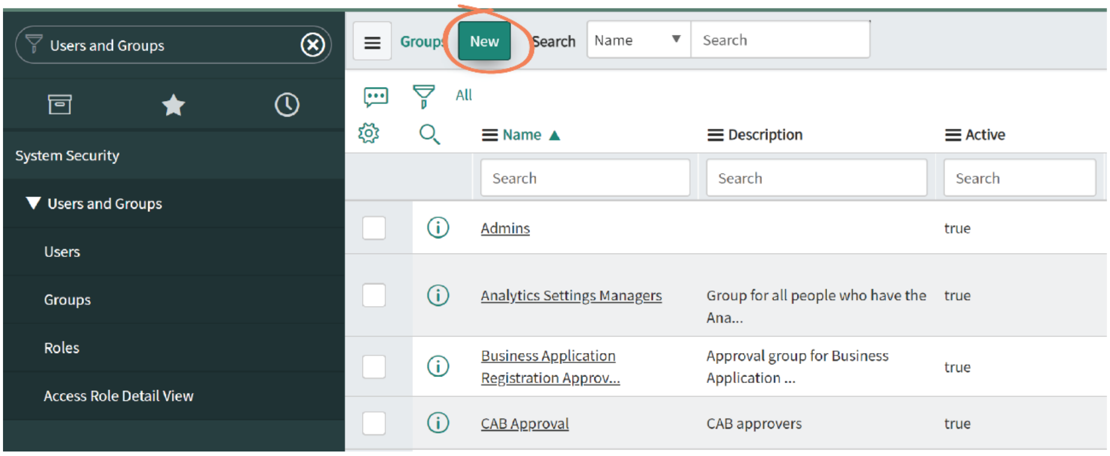
Once the Flow is activated and the application is successfully pulling / updating data, access needs to be granted to the appropriate users within the ServiceNow instance so that they can interact with Admin By Request features. This task covers the process of creating a Group of users and assigning them access using pre-configured ServiceNow Roles.

In this example, we assign an *Example Approvers* Group the Role of *User*, which allows them to Approve or Deny Requests within ServiceNow.

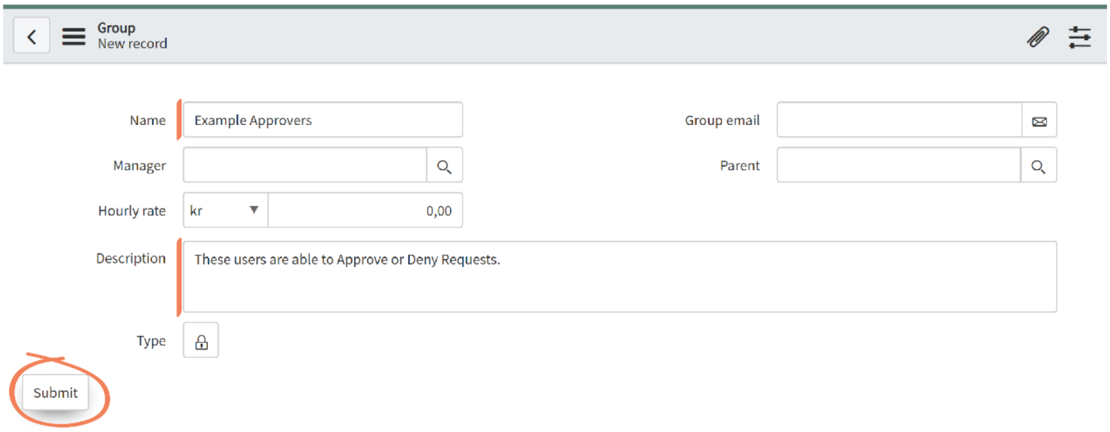
1. Using the **Filter Navigator** search box, locate and select **Groups** (under **Users and Groups**):




2. Click the **New** button in the top left-hand menu:

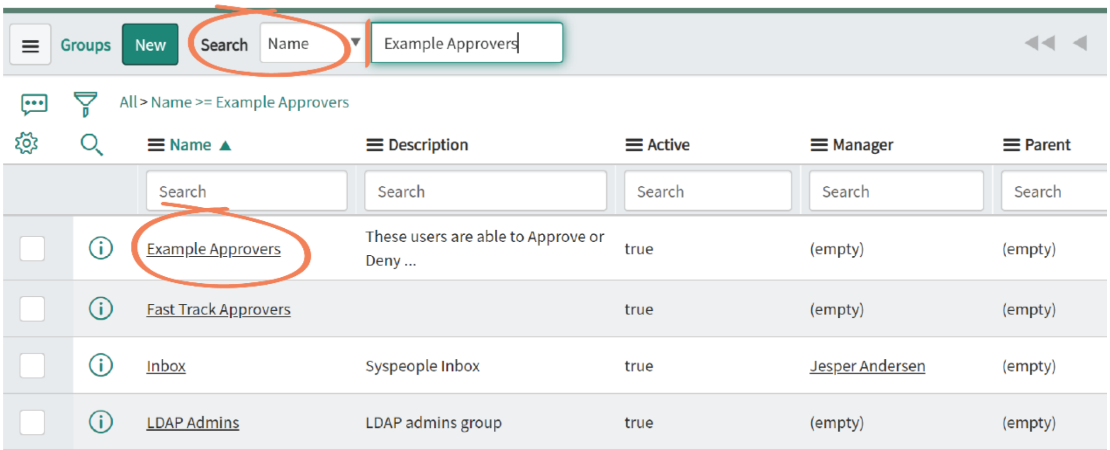


3. Fill out the fields as appropriate (i.e., according to your organizations preferences) and click **Submit**:

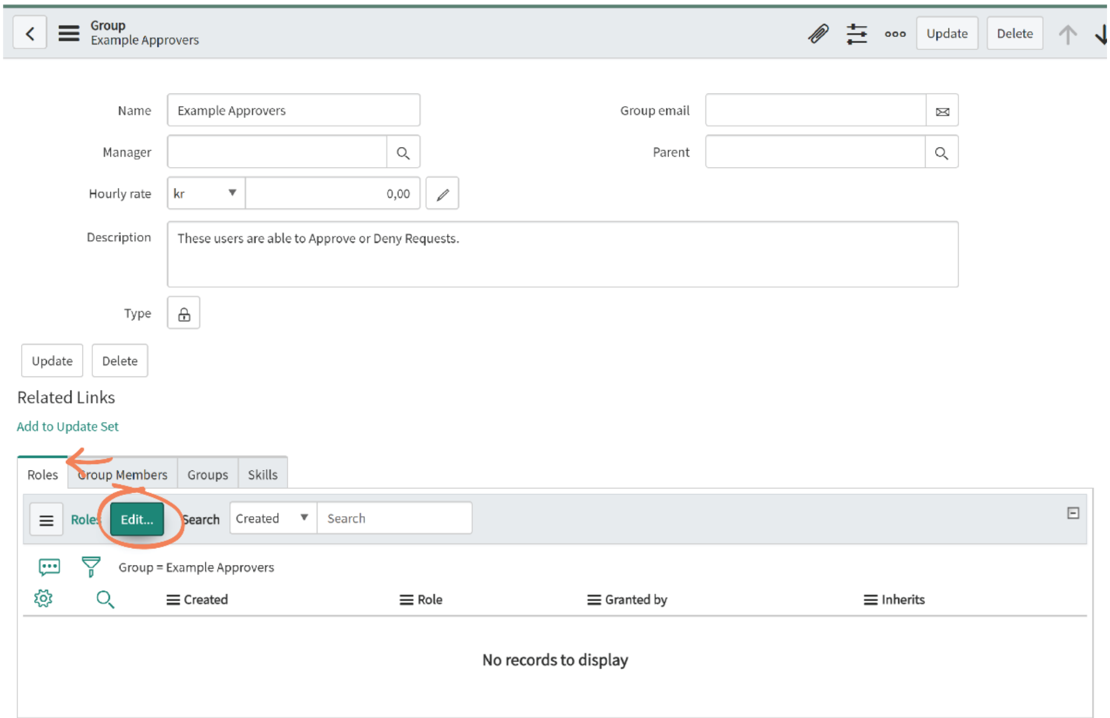



**NOTE:** In the above example, only the Name and Description fields are filled out.

4. Search by **Name** in the top search bar to locate and select the **Example Approvers** Group created in the previous step (i.e., Step 3):

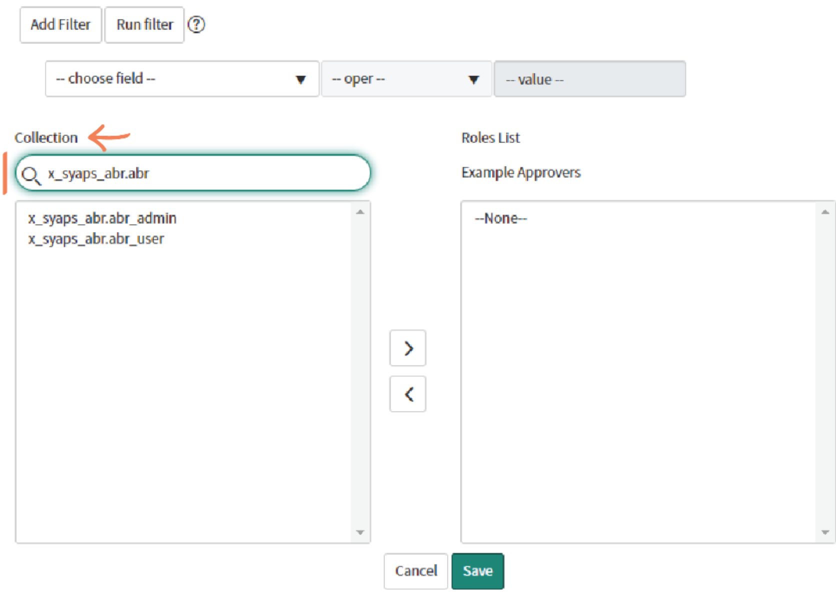


5. In the **Roles** tab in the bottom left-hand menu, click the **Edit...** button:

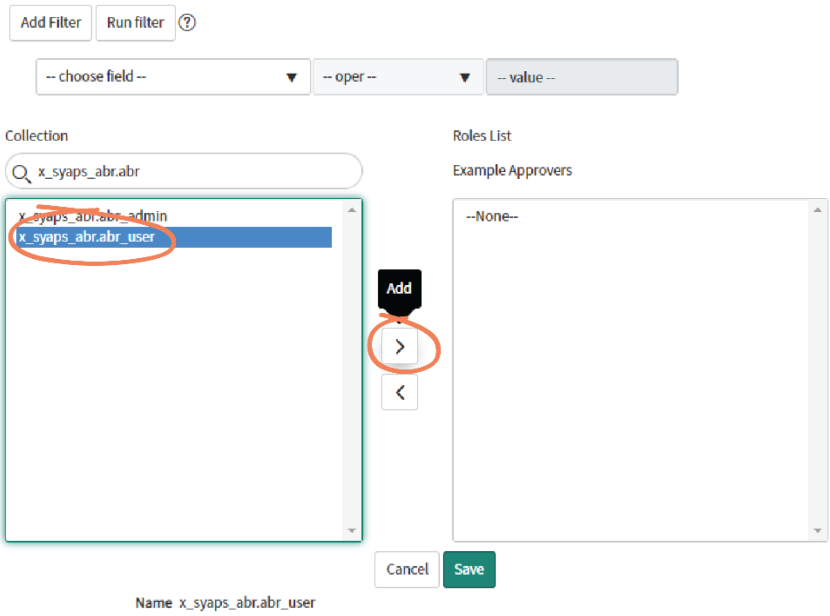



6. Use the **Collection** search box to locate the two pre-configured Roles for this application:

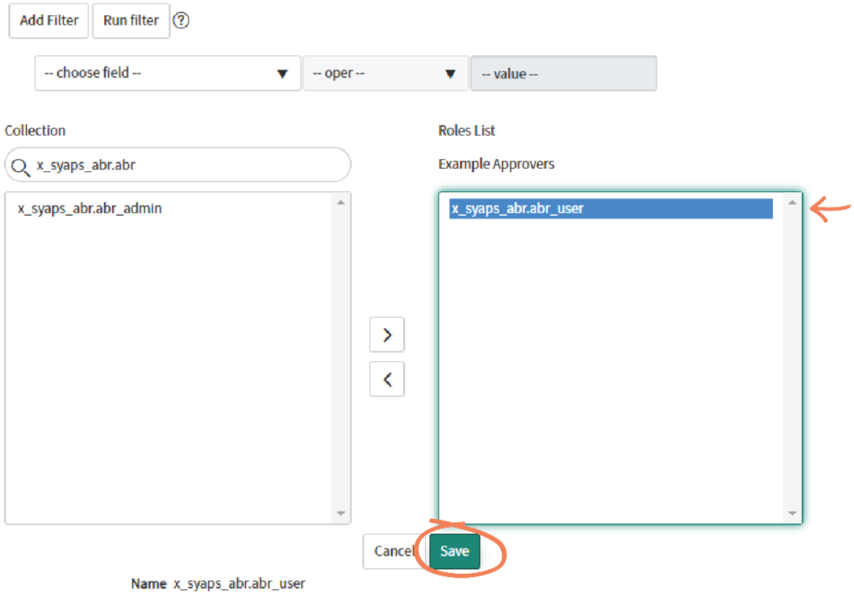
- *x_syaps_abr.abr_admin*: Users assigned this role have administrative access within the application, which includes the ability to access all application features (Requests, Auditlog) and the Properties page.
- *x_syaps_abr.abr_user*: These users are able to access and interact with the Admin By Request Auditlog and Requests features (i.e., view / manage Auditlog data and Approve or Deny Requests).



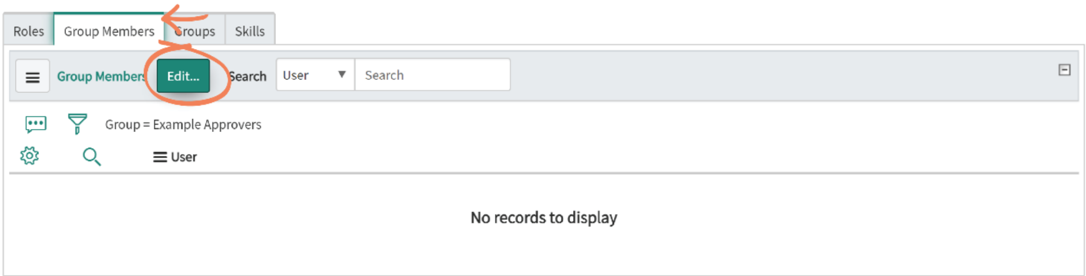
7. Select the **User** Role (i.e., *x_syaps_abr.abr_user*) and click the right-facing **arrow** button to assign the Role to the *Example Approvers* Group:




8. The Role appears under the Group name in the right-hand field. Click **Save**:




9. Users can now be added to the Group in the same process used to assign Roles. Return to the Group page, and use the **Edit…** button in the **Group Members** tab:



10. Use the **Collection** search box to locate the users for the Group, and the right-facing **arrow** button to add them to the *Example Approvers* Group.

**NOTE:** Roles can also be assigned to individual users. Navigate to **Users** from the **Filter Navigator** search box (under **Users and Groups**) and follow a similar process to what is described in this Task (i.e., Task D) to assign the appropriate Role to the user.

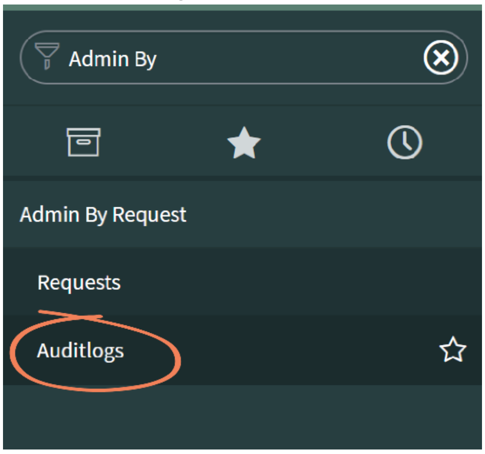
## Task E: Use Features

Once the correct Roles are assigned, users are able to access Admin By Request data through the integrated features: Auditlog and Requests. Task E covers how to use these features within the ServiceNow application.

**NOTE:** This Task is demonstrated from the viewpoint of regular user in the ServiceNow instance (i.e., a member of the *Example Approvers* Group assigned the Role of *User* in Task D) as opposed to an administrator (the Role required for Tasks A through D).

### Auditlog

1. Using the **Filter Navigator** search box, locate the **Admin By Request** app and select **Auditlog** from the sub-menu:



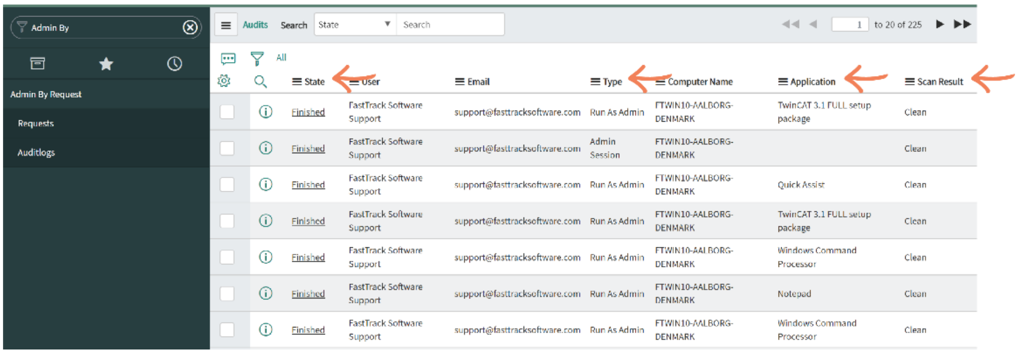

2. The Auditlog page displays all of the recent Auditlog data from Run As Admin and Admin Session Requests. Information includes:

   - *State*: This could be 'Pending Approval', 'Denied', 'Open', or 'Finished'.
   - *Type*: Either 'Run As Admin' or 'Admin Session'.
   - *Application*: The application that the user requested to Run As Admin.

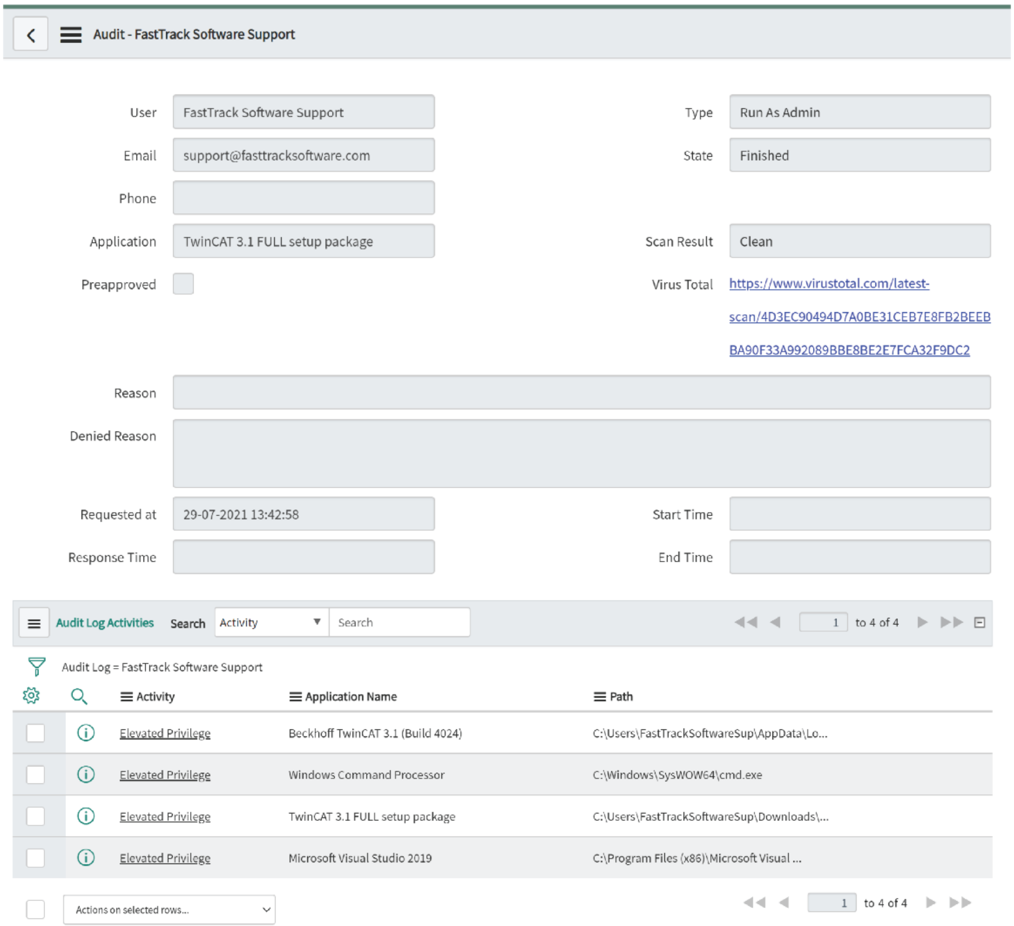
     **NOTE:** There are no applications listed in this column for Admin Sessions because multiple applications may have been accessed during this time.

   - *Scan Result*: This column displays 'Clean' unless the VirusTotal scan has flagged malware.

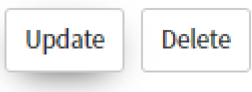
(See example below)



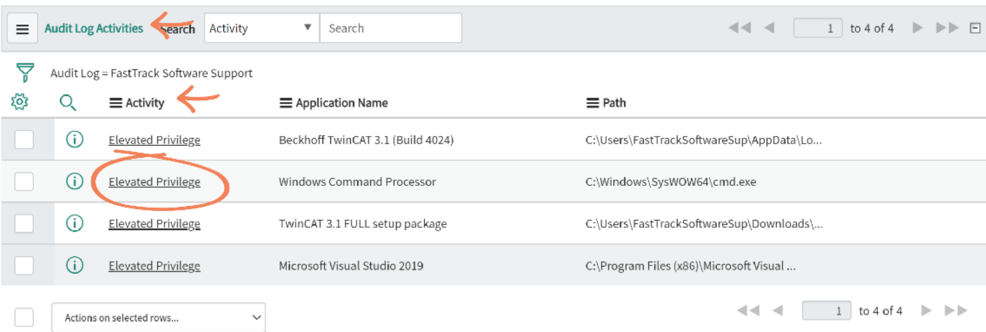
3. Select an item in the list using the **State** column to view the available data for that Auditlog entry. Available data may include some or all of the following:

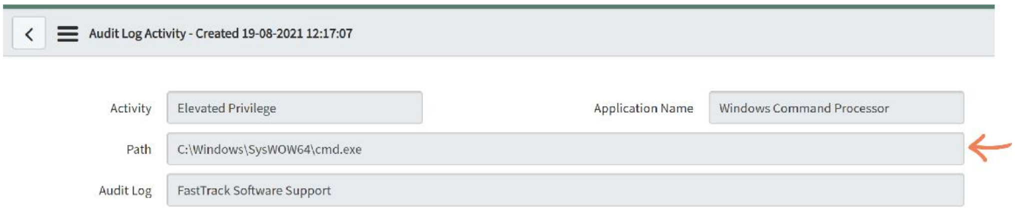



**IMPORTANT:** If logged in to your instance as a ServiceNow administrator (not just an application admin), Auditlog data can be edited and updated manually by making the desired changes to an Auditlog entry and clicking the **Update** button (however, editing Auditlog data is not recommended):



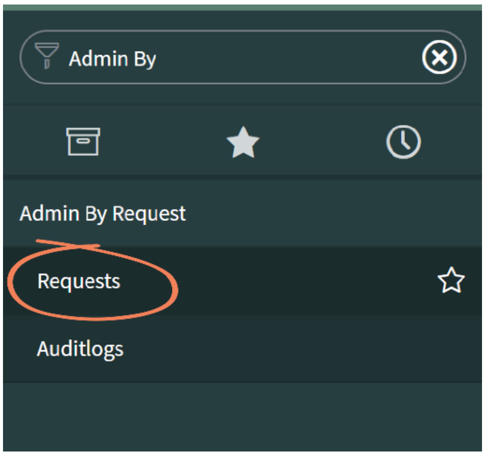

4. Selecting an item in the **Activity** column (from the **Audit Log Activities** section, bottom of page) displays further information, such as the file path:



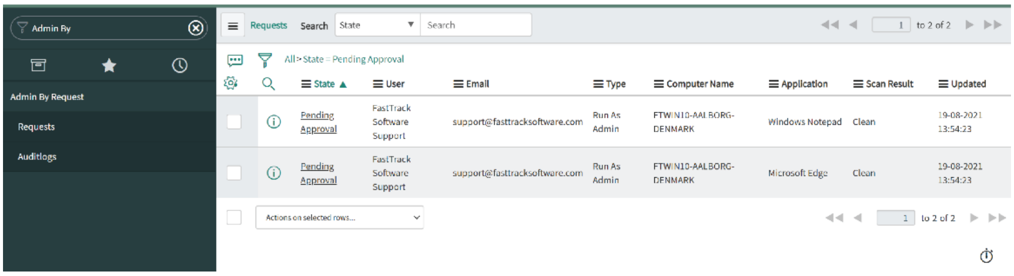



## Requests

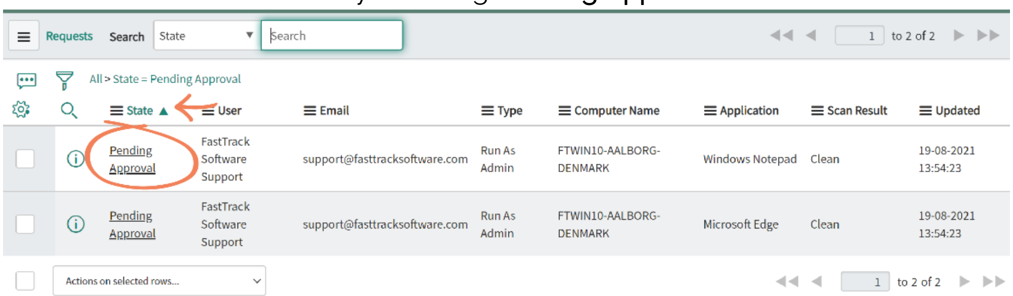
1. Select **Requests** from the **FastTrack – Admin By Request** sub-menu:



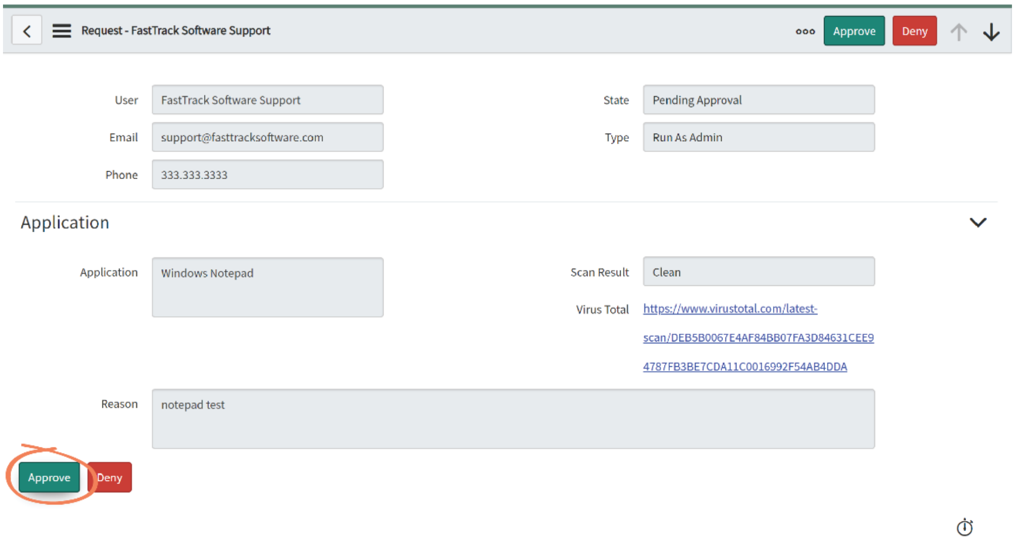

2. The **Requests** page displays all of the Requests made by users that are pending approval:




3. Click into an item in the list by selecting **Pending Approval** in the **State** column:

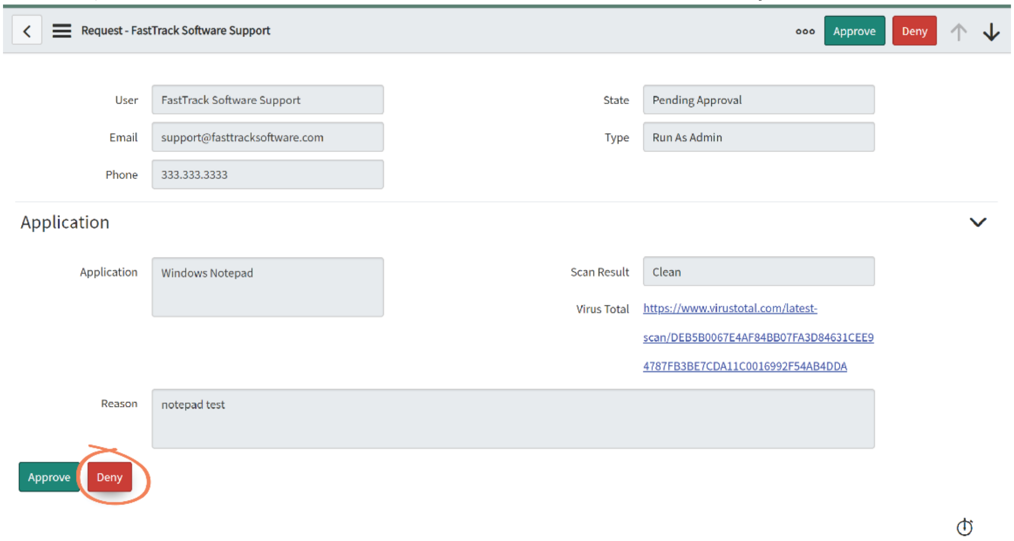


4. Information about the Request is displayed. Click the **Approve** button to Approve the Request:

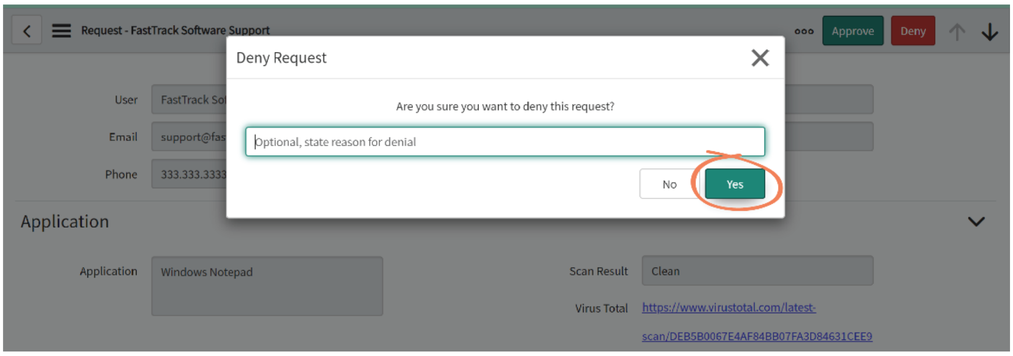



**NOTE:** The user who made the Request will receive an email from Admin By Request that their Request has been Approved. When the Request is complete, the details will be available in the Auditlog in ServiceNow.

5. To Deny a Request, click into the Request and select the **Deny** button:



6. A confirmation window appears following this action. Click **Yes** to Deny the Request, with the option of stating a **reason for denial**:




**NOTE:** The user who made the Request will receive an email that their Request has been denied, with the reason included (if reason was given).

# Troubleshooting

## Common Issues

1. **Failure to Establish API Connection**
   Regenerate the API Key in your Admin By Request User Portal and ensure you have clicked the **Save** button (the green tick icon appears upon successful save). Replace the API Key in the ServiceNow Properties page and click **Save**. Ensure the "Properties Saved" message appears at the top of the page.

2. **No Auditlog or Request Data Coming Through**
   - Ensure the Flow has been configured correctly (Task C in this manual). Go to the Flow Designer, locate the Admin By Request Flow, and ensure all three are Active. Check that the Trigger is set to a reasonably short interval (i.e., not a long period, e.g., two hours).
   - Ensure there is data in your Admin By Request User Portal to be pulled through to ServiceNow. If no data exists in Admin By Request, create some test data by making a and consuming a request on the endpoint.

3. **Unable to Access ServiceNow Features**
   Ensure the account you are signed in to in ServiceNow has the appropriate administrative permissions enabled to access the features required for this integration. (Admin access is required for Tasks A through D.)

## Other Issues

For any issues unable to be resolved using the steps above, contact Admin By Request by creating a Support ticket; select the **Email us** button above the logo in the main menu of your Admin By Request user portal:


For issues unrelated to the Admin By Request application, contact ServiceNow.