BetterCloud + servicenow

USE CASE:

Enabling Zero Touch IT by allowing employees to put in a self service request for the apps most important to them. The employee submits a ticket into ServiceNow which BetterCloud automatically listens to and starts off the approval process and provisioning for that app. Thus, increasing IT efficiency and employee productivity by getting them access to what they need with minimal touch by IT. Allowing IT to focus on more strategic initiatives.

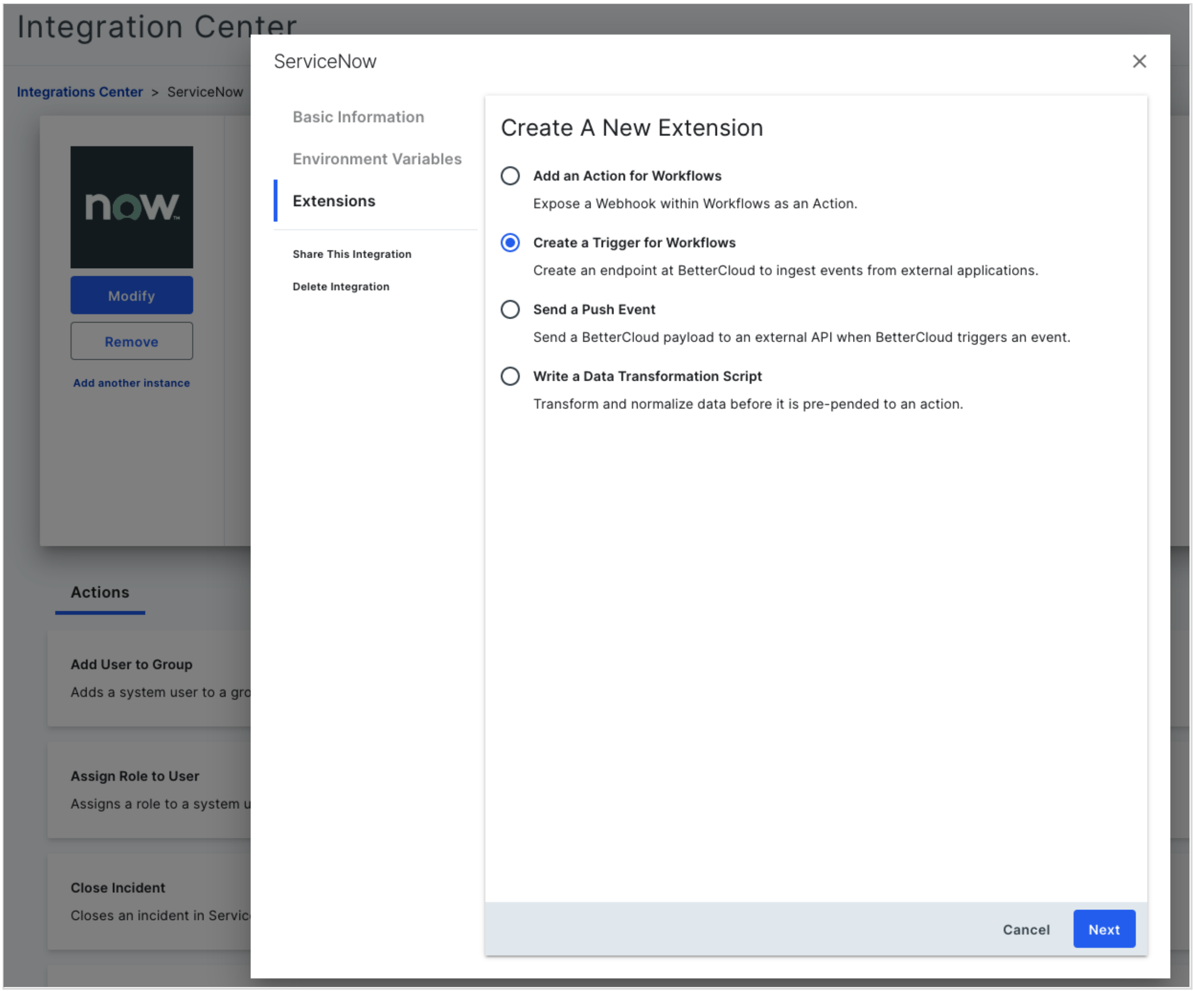
PRE REQS:

- ServiceNow (All ServiceNow SKUs have native access to the API)
- BetterCloud (Platform API Required)

SETUP:

BetterCloud

1. Head to the “Integration Center” and refer to the appropriate tab below depending on whether this is a new install of ServiceNow or not
    a. **IF new install** - navigate to the discover tab under integration center, click on ServiceNow, and refer here for getting it connected
    b. **After Installation of IF ServiceNow is already installed -** navigate to installed tab and select ServiceNow
2. Click on “Modify”, and select “Extensions”
3. Select “create a trigger for a workflow”



Create A New Extension

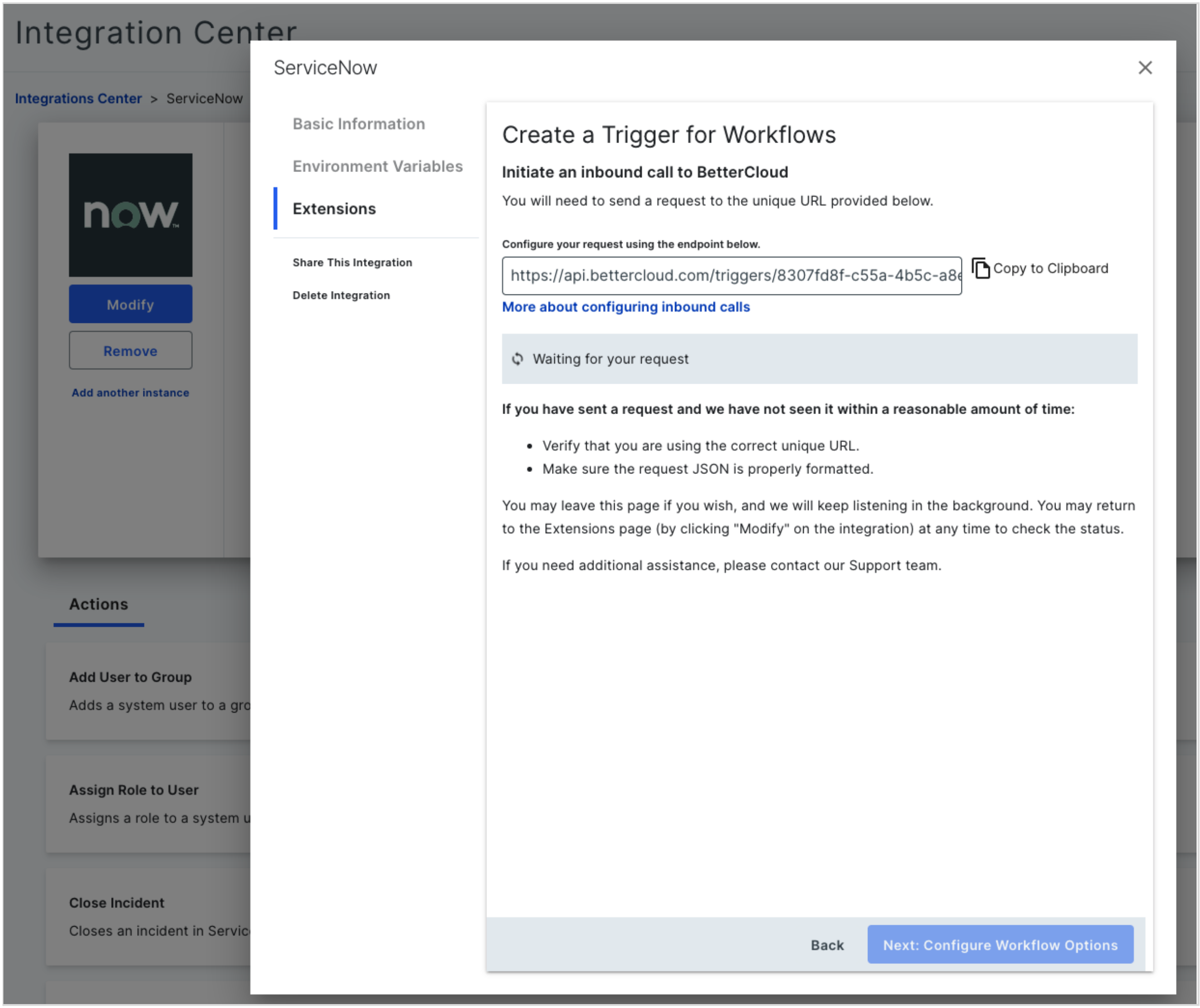
○ **Add an Action for Workflows**
Expose a Webhook within Workflows as an Action.

● **Create a Trigger for Workflows**
Create an endpoint at BetterCloud to ingest events from external applications.

○ **Send a Push Event**
Send a BetterCloud payload to an external API when BetterCloud triggers an event.

○ **Write a Data Transformation Script**
Transform and normalize data before it is pre-pended to an action.

4. Give your trigger a name and a description, then select the “next: inbound request” button
5. Copy the url as you will need this for the next portion of the setup that lives in ServiceNow



Create a Trigger for Workflows

Initiate an inbound call to BetterCloud

You will need to send a request to the unique URL provided below.

Configure your request using the endpoint below.

https://api.bettercloud.com/triggers/8307fd8f-c55a-4b5c-a8e

Waiting for your request

If you have sent a request and we have not seen it within a reasonable amount of time:

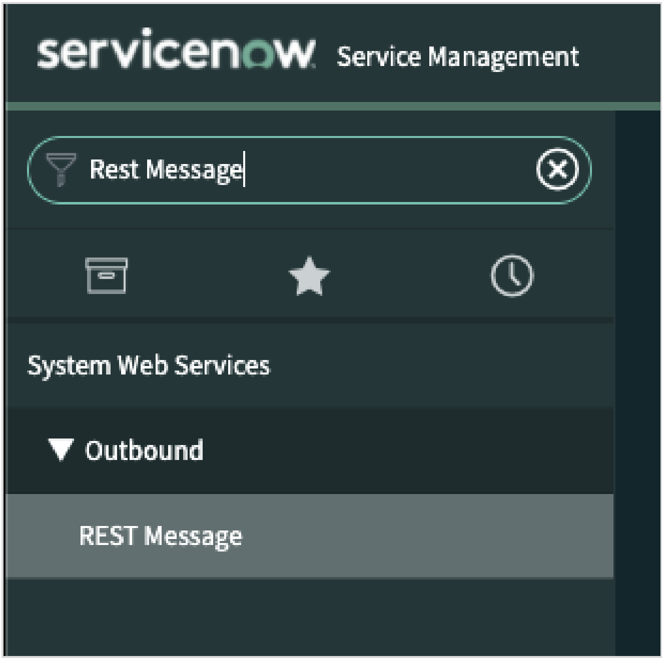
- Verify that you are using the correct unique URL.
- Make sure the request JSON is properly formatted.

You may leave this page if you wish, and we will keep listening in the background. You may return to the Extensions page (by clicking "Modify" on the integration) at any time to check the status.

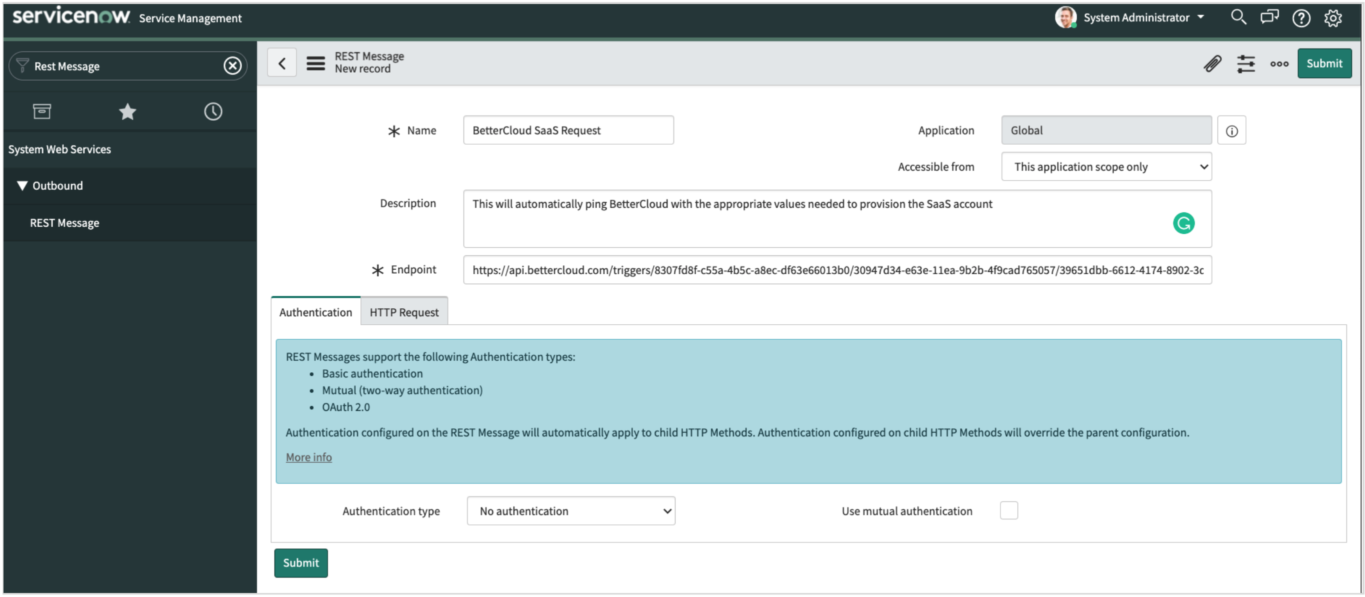
If you need additional assistance, please contact our Support team.

ServiceNow

1. Type in “Rest Message” in the navigation filter and navigate there



2. Select “New” to create a new REST message record and to input the appropriate values
    a. **NAME** - Give your Rest Message a name i.e. “BetterCloud SaaS Request Trigger”
    b. **DESCRIPTION** - optional to provide a description
    c. **ENDPOINT** - Paste the BetterClout trigger URL, that you got from the last BetterCloud configuration step, into the “Endpoint” field
    d. Click “Submit” to save your new “REST record”



∗ Name: BetterCloud SaaS Request

Application: Global

Accessible from: This application scope only

Description: This will automatically ping BetterCloud with the appropriate values needed to provision the SaaS account

∗ Endpoint: https://api.bettercloud.com/triggers/8307fd8f-c55a-4b5c-a8ec-df63e66013b0/30947d34-e63e-11ea-9b2b-4f9cad765057/39651dbb-6612-4174-8902-3c

Authentication | HTTP Request

REST Messages support the following Authentication types:

- Basic authentication
- Mutual (two-way authentication)
- OAuth 2.0

Authentication configured on the REST Message will automatically apply to child HTTP Methods. Authentication configured on child HTTP Methods will override the parent configuration.

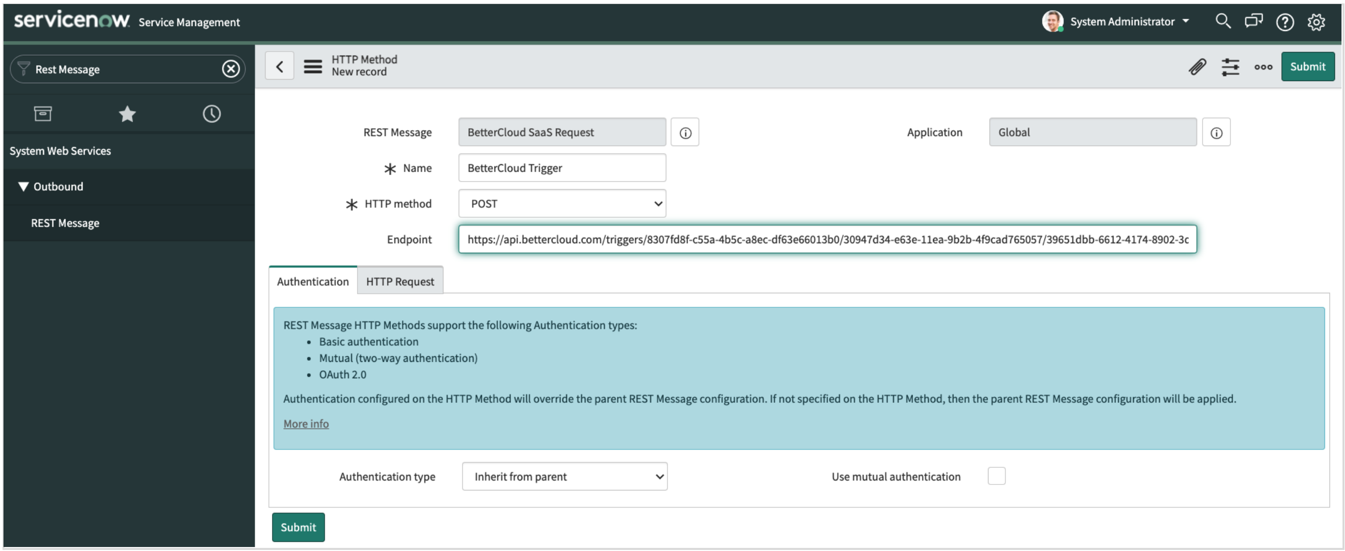
More info

Authentication type: No authentication

Use mutual authentication □

Submit

3. Open up your new Rest Message “BetterCloud SaaS Request”
4. Select “NEW” on newly added menu item on the bottom titled “**HTTP METHODS**”
    a. **NAME -** enter any name i.e. **“**BetterCloud Trigger**”**
    b. **HTTP METHOD -** “POST”
    c. **ENDPOINT -** The same BetterCloud Trigger URL used previously
    d. Click “Submit” to save your new method



REST Message: BetterCloud SaaS Request

Application: Global

∗ Name: BetterCloud Trigger

∗ HTTP method: POST

Endpoint: https://api.bettercloud.com/triggers/8307fd8f-c55a-4b5c-a8ec-df63e66013b0/30947d34-e63e-11ea-9b2b-4f9cad765057/39651dbb-6612-4174-8902-3c

Authentication | HTTP Request

REST Message HTTP Methods support the following Authentication types:

- Basic authentication
- Mutual (two-way authentication)
- OAuth 2.0

Authentication configured on the HTTP Method will override the parent REST Message configuration. If not specified on the HTTP Method, then the parent REST Message configuration will be applied.

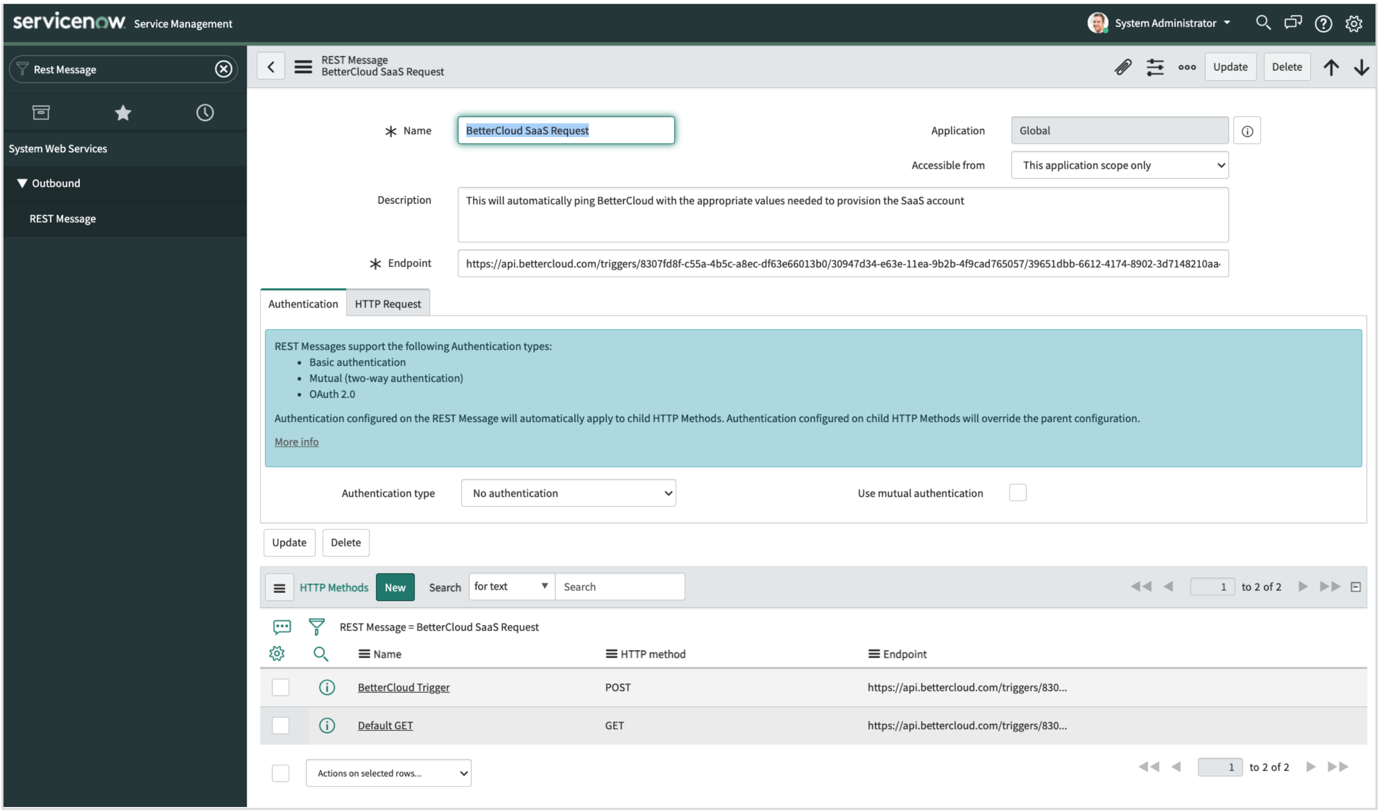
More info

Authentication type: Inherit from parent

Use mutual authentication □

Submit

5. Click on your new method, our example being **“BetterCloud Trigger,”** as seen in the 2nd screenshot below



∗ Name: BetterCloud SaaS Request

Application: Global

Accessible from: This application scope only

Description: This will automatically ping BetterCloud with the appropriate values needed to provision the SaaS account

∗ Endpoint: https://api.bettercloud.com/triggers/8307fd8f-c55a-4b5c-a8ec-df63e66013b0/30947d34-e63e-11ea-9b2b-4f9cad765057/39651dbb-6612-4174-8902-3d7148210aa

REST Messages support the following Authentication types:

- Basic authentication
- Mutual (two-way authentication)
- OAuth 2.0

Authentication configured on the REST Message will automatically apply to child HTTP Methods. Authentication configured on child HTTP Methods will override the parent configuration.

More info

Authentication type: No authentication

Use mutual authentication □

REST Message = BetterCloud SaaS Request

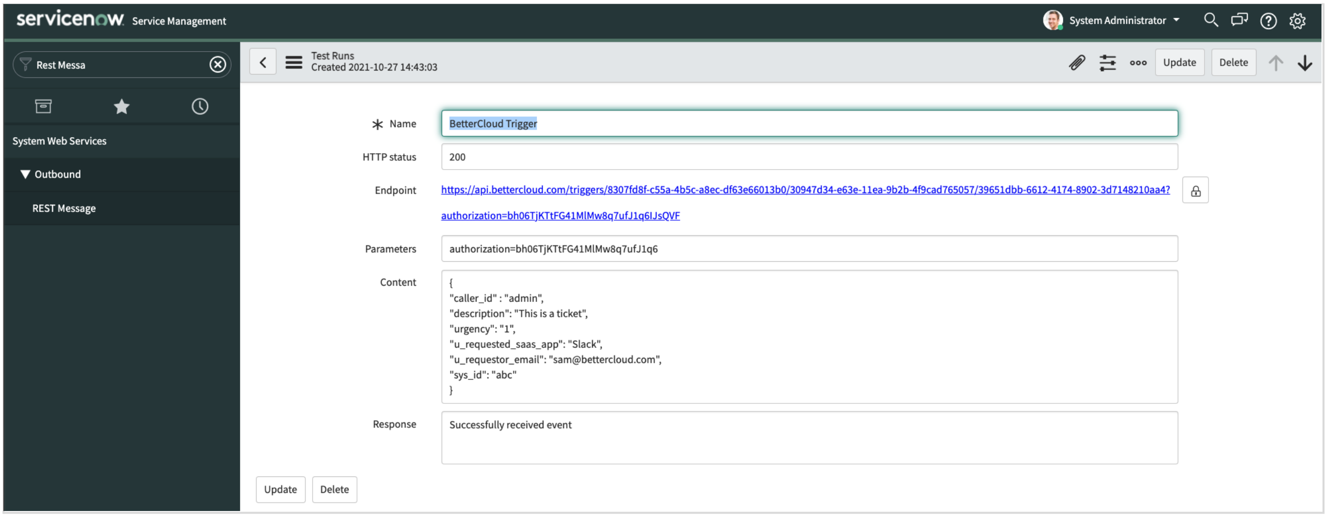
	Name	HTTP method	Endpoint
□	BetterCloud Trigger	POST	https://api.bettercloud.com/triggers/830...
□	Default GET	GET	https://api.bettercloud.com/triggers/830...

6. Click into **“HTTP Request”**
   a. Under **“HTTP Headers”** populate two rows with the following
      - **NAME -** Accept **VALUE -** application/json
      - **NAME -** Content-Type **VALUE -** application/json

   b. Under **“HTTP Query Parameters”** go into the **“Content”** box and paste the JSON test payload you want sent over to BetterCloud. These variables will reference the fields you have available in your ServiceNow instance. For this use case you may have fields that you have added representing inputs like **“requestor email”** and **“requested SaaS App.”** Input the fields you think are important to send over for your use case (don’t omit the required fields). You will see my example below but you will need to tweak the payload based on your environment:

```
{
"caller_id" : "admin",
"description": "This is a ticket",
"urgency": "1",
"u_requested_saas_app": "Slack",
"u_requestor_email": "sam@bettercloud.com",
"sys_id": "abc"
}
```

7. Select the **“Auto-generate variables”** link on the bottom, the page will refresh
8. Select **“Test”** and you will see a 200 OK response similar to below



Created 2021-10-27 14:43:03

Name: BetterCloud Trigger

HTTP status: 200

Endpoint: https://api.bettercloud.com/triggers/8307fd8f-c55a-4b5c-a8ec-df63e66013b0/30947d34-e63e-11ea-9b2b-4f9cad765057/39651dbb-6612-4174-8902-3d7148210aa4?authorization=bh06TjKTtFG41MlMw8q7ufJ1q6IJsQVF

Parameters: authorization=bh06TjKTtFG41MlMw8q7ufJ1q6

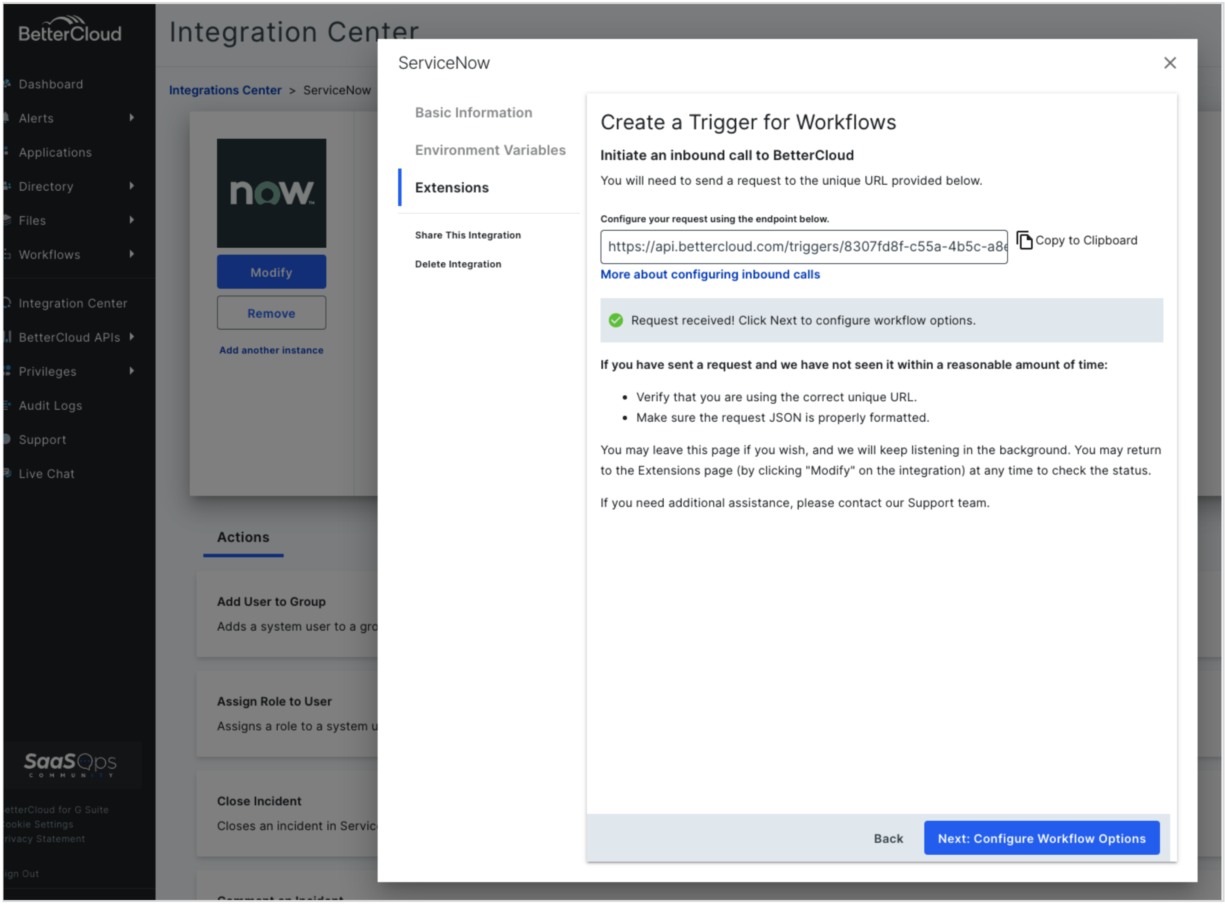
Content:

```
{
"caller_id" : "admin",
"description": "This is a ticket",
"urgency": "1",
"u_requested_saas_app": "Slack",
"u_requestor_email": "sam@bettercloud.com",
"sys_id": "abc"
}
```

Response: Successfully received event

BetterCloud

1. When you come back to BetterCloud you will see that the request was received from ServiceNow. Click on “**Next: Configure Workflow Options”**



Create a Trigger for Workflows

Initiate an inbound call to BetterCloud

You will need to send a request to the unique URL provided below.

Configure your request using the endpoint below.

https://api.bettercloud.com/triggers/8307fd8f-c55a-4b5c-a8e

More about configuring inbound calls

Request received! Click Next to configure workflow options.

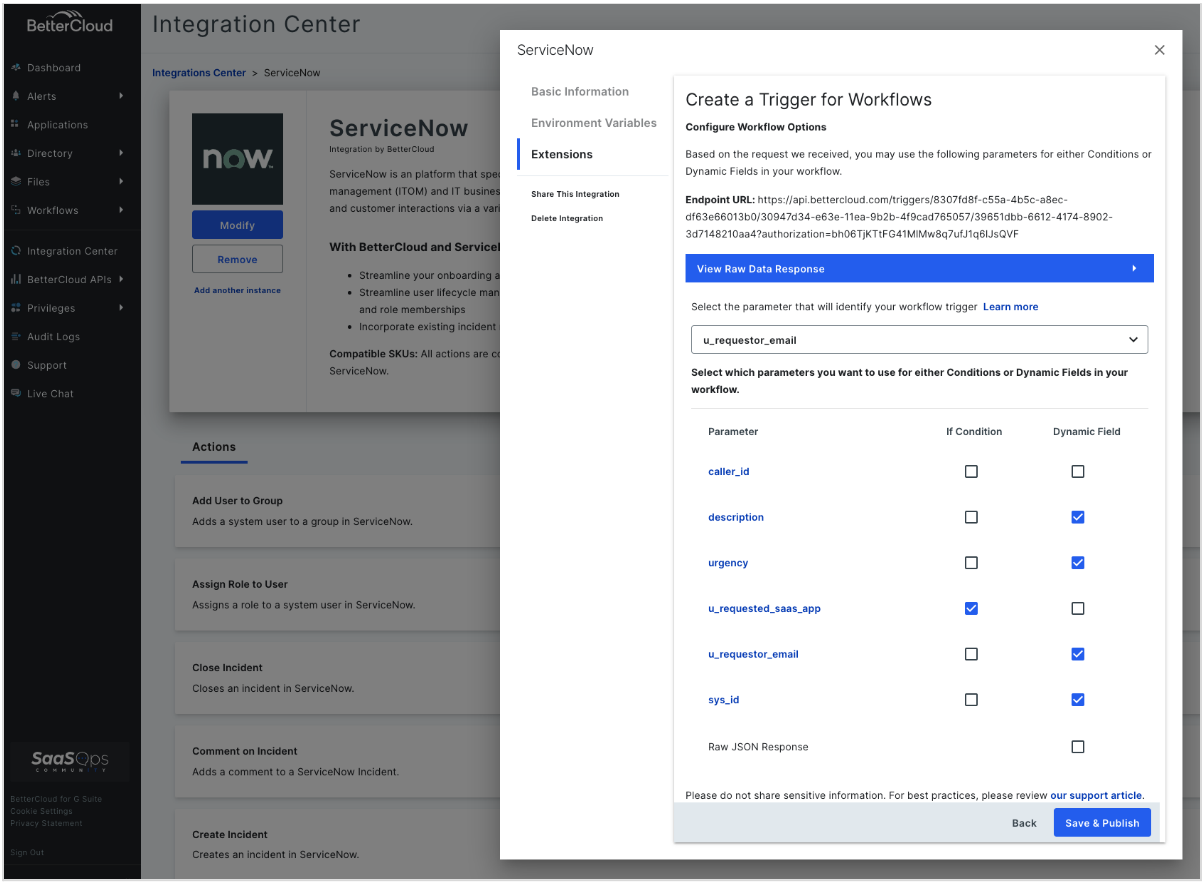
If you have sent a request and we have not seen it within a reasonable amount of time:

- Verify that you are using the correct unique URL.
- Make sure the request JSON is properly formatted.

You may leave this page if you wish, and we will keep listening in the background. You may return to the Extensions page (by clicking "Modify" on the integration) at any time to check the status.

If you need additional assistance, please contact our Support team.

2. On the configuration screen:
    a. Select the parameter that will identify your workflow trigger and show up in our audit logs
    b. Select the appropriate fields you want to condition your Workflow with, i.e. Requested SaaS App
    c. Determine which fields you want to show up as dynamic fields in the workflow, i.e. referenceable fields such as ticket id, requestor email, etc



ServiceNow

Integration by BetterCloud

ServiceNow is an platform that spe… management (ITOM) and IT busines… and customer interactions via a vari…

With BetterCloud and Service…

- Streamline your onboarding a…
- Streamline user lifecycle man… and role memberships
- Incorporate existing incident …

Compatible SKUs: All actions are c… ServiceNow.

Add User to Group
Adds a system user to a group in ServiceNow.

Assign Role to User
Assigns a role to a system user in ServiceNow.

Close Incident
Closes an incident in ServiceNow.

Comment on Incident
Adds a comment to a ServiceNow Incident.

Create Incident
Creates an incident in ServiceNow.

Create a Trigger for Workflows

Configure Workflow Options

Based on the request we received, you may use the following parameters for either Conditions or Dynamic Fields in your workflow.

Endpoint URL: https://api.bettercloud.com/triggers/8307fd8f-c55a-4b5c-a8ec-df63e66013b0/30947d34-e63e-11ea-9b2b-4f9cad765057/39651dbb-6612-4174-8902-3d7148210aa4?authorization=bh06TjKTtFG41MlMw8q7ufJ1q6lJsQVF

Select the parameter that will identify your workflow trigger Learn more

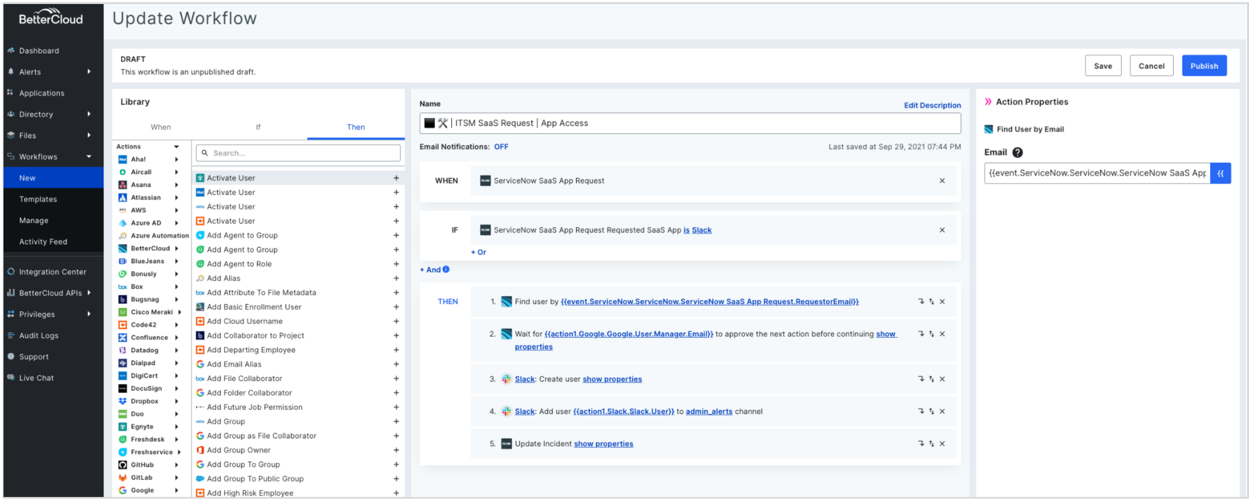
u_requestor_email

Select which parameters you want to use for either Conditions or Dynamic Fields in your workflow.

Parameter	If Condition	Dynamic Field
caller_id	□	□
description	□	☑
urgency	□	☑
u_requested_saas_app	☑	□
u_requestor_email	□	☑
sys_id	□	☑
Raw JSON Response		□

Please do not share sensitive information. For best practices, please review our support article.

3. Build your new workflow with the custom trigger as the example shows below



DRAFT
This workflow is an unpublished draft.

Name: 🛠 | ITSM SaaS Request | App Access

Email Notifications: OFF

Last saved at Sep 29, 2021 07:44 PM

WHEN ServiceNow SaaS App Request

IF ServiceNow SaaS App Request Requested SaaS App is Slack

THEN

1. Find user by {{event.ServiceNow.ServiceNow.ServiceNow SaaS App Request.RequestorEmail}}
2. Wait for {{action1.Google.Google.User.Manager.Email}} to approve the next action before continuing show properties
3. Slack: Create user show properties
4. Slack: Add user {{action1.Slack.Slack.User}} to admin_alerts channel
5. Update Incident show properties

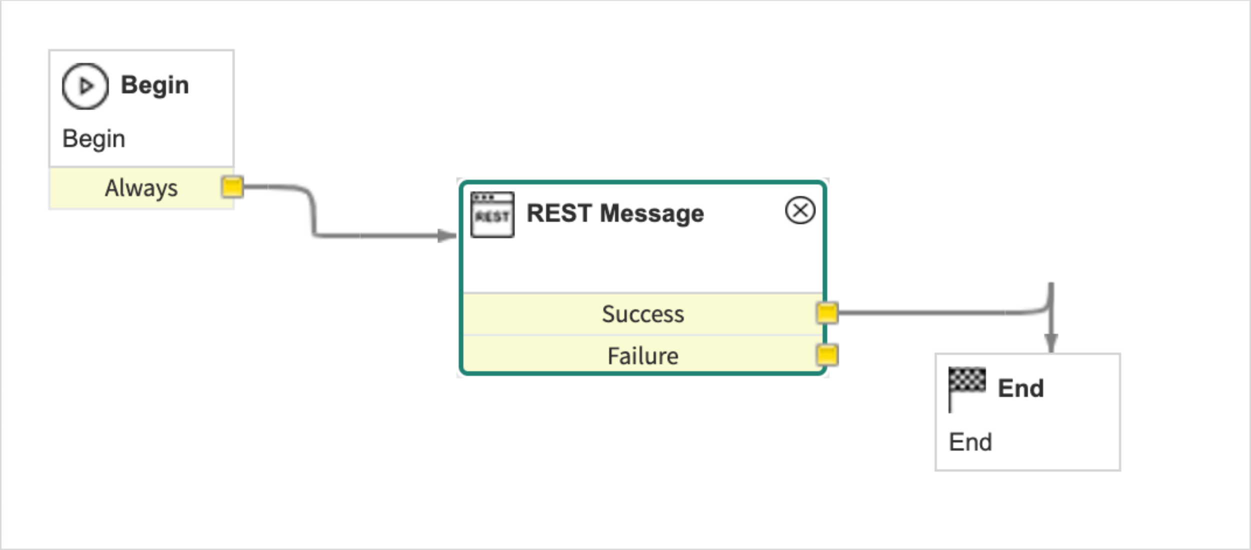
Find User by Email

Email: {{event.ServiceNow.ServiceNow.ServiceNow SaaS Apr

Note:

- *At this point you have successfully configured and connected the ServiceNow to BetterCloud trigger. Please be aware that you will need to configure the ServiceNow REST message above within ServiceNows workflow builder. This will allow for the integration to actively trigger BetterCloud on the configured conditions of the incident.*

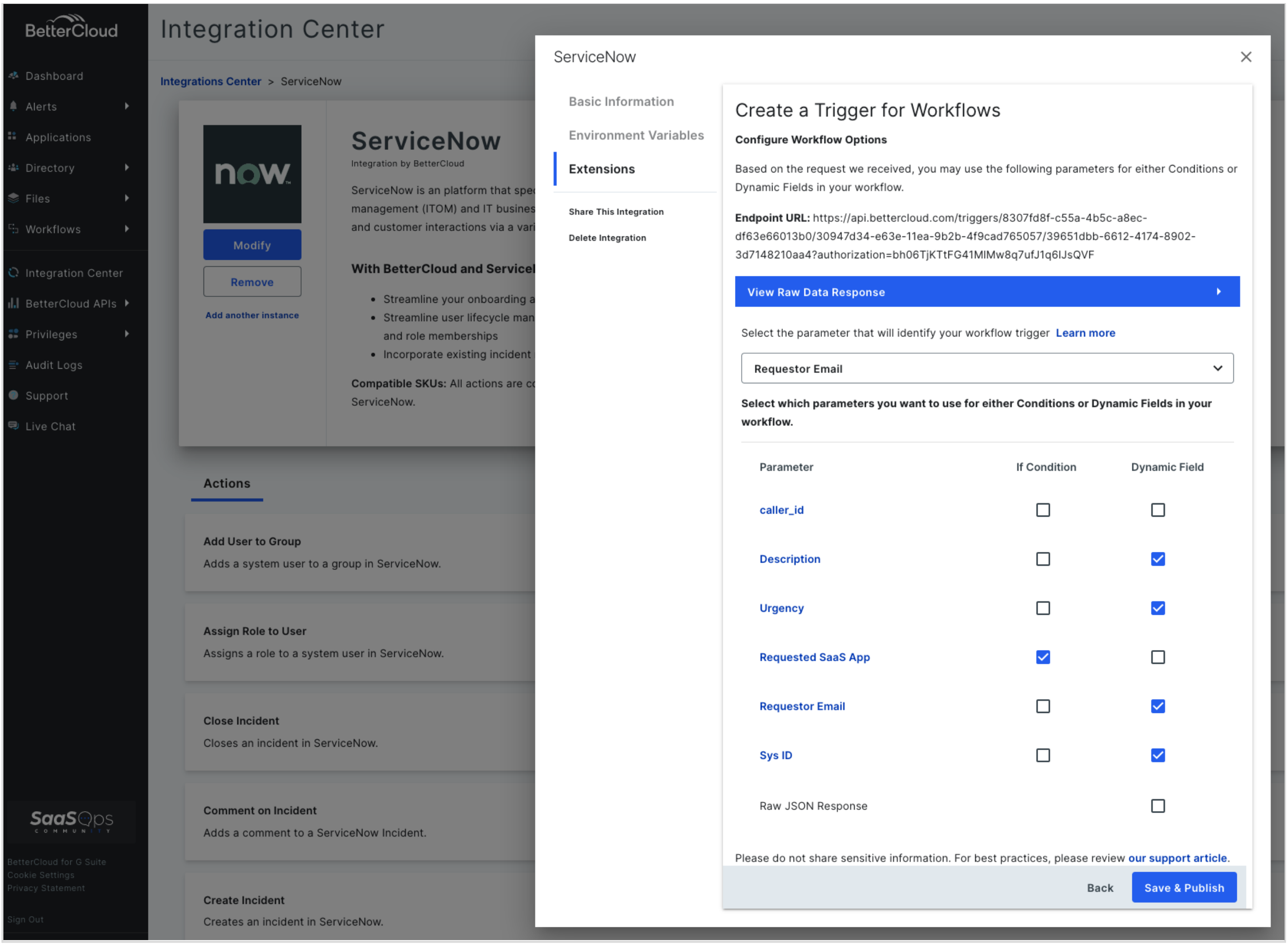
Example below:



TIPS & TRICKS

- **ServiceNow**
    - Use custom fields within the platform if the desired payload is not helping solve the use case
    - A key custom field we recommend is “email” since we are able to do a lot with the email payload that comes in
    - Minimize the payload you send through to BetterCloud. We showed an example of this in the documentation as it will make managing the fields more manageable as opposed to a dump of fields that you would not need

- **BetterCloud**
    - Rename the fields in the configuration section of the custom trigger (see image below in comparison to the configuration image earlier in the document)



BetterCloud

Dashboard
Alerts
Applications
Directory
Files
Workflows
Integration Center
BetterCloud APIs
Privileges
Audit Logs
Support
Live Chat

SaaSOps COMMUNITY

BetterCloud for G Suite
Cookie Settings
Privacy Statement

Sign Out

Integration Center

Integrations Center > ServiceNow

Modify
Remove
Add another instance

ServiceNow

Integration by BetterCloud

ServiceNow is an platform that spe
management (ITOM) and IT busines
and customer interactions via a vari

With BetterCloud and Service

- Streamline your onboarding a
- Streamline user lifecycle man
  and role memberships
- Incorporate existing incident

Compatible SKUs: All actions are c
ServiceNow.

Actions

Add User to Group
Adds a system user to a group in ServiceNow.

Assign Role to User
Assigns a role to a system user in ServiceNow.

Close Incident
Closes an incident in ServiceNow.

Comment on Incident
Adds a comment to a ServiceNow Incident.

Create Incident
Creates an incident in ServiceNow.

ServiceNow ✕

Basic Information
Environment Variables
Extensions
Share This Integration
Delete Integration

Create a Trigger for Workflows

Configure Workflow Options

Based on the request we received, you may use the following parameters for either Conditions or Dynamic Fields in your workflow.

Endpoint URL: https://api.bettercloud.com/triggers/8307fd8f-c55a-4b5c-a8ec-df63e66013b0/30947d34-e63e-11ea-9b2b-4f9cad765057/39651dbb-6612-4174-8902-3d7148210aa4?authorization=bh06TjKTtFG41MlMw8q7ufJ1q6lJsQVF

View Raw Data Response

Select the parameter that will identify your workflow trigger Learn more

Requestor Email

Select which parameters you want to use for either Conditions or Dynamic Fields in your workflow.

Parameter	If Condition	Dynamic Field
caller_id	☐	☐
Description	☐	☑
Urgency	☐	☑
Requested SaaS App	☑	☐
Requestor Email	☐	☑
Sys ID	☐	☑
Raw JSON Response		☐

Please do not share sensitive information. For best practices, please review our support article.

Back
Save & Publish