

AWS Scoped Apps - User Guide (DRAFT)



Overview

The **Perspectium Intelligent Incidents** app provides ready-to-use machine learning (ML) models that can be customized to deliver predictions for your ITSM processes.

The **Perspectium On-demand DataSync** app enables end-to-end provisioning into your AWS account via the AWS ServiceNow Catalog while automatically creating and maintaining your data schemas.

Initial Installation & Configuration

Installing the app

To install Perspectium Intelligent Incidents & On-demand DataSync on your ServiceNow instance, follow these steps:

- 1. Activate the User Criteria Scoped API plugin**

Log into your ServiceNow instance and navigate to **System Definition > Plugins** and search for **com.glideapp.user_criteria.scoped.api (User Criteria Scoped API)** and click **Active/Repair** under **Related Links**. Then, click **Activate**. (If using a Madrid instance, click **Install > Activate > Close & Reload Form**.)

- 2. Navigate to Retrieved Update Sets**

Navigate to **System Update Sets > Retrieved Update Sets** or simply type **Retrieved Update Sets** in the Filter Navigator on the upper left-hand side of the screen.

- 3. Upload the required update sets**

In the resulting form, click **Import Update Set from XML** under the **Related Links** section. Upload the Perspectium for ServiceNow update set (.xml file) provided by [Perspectium Support](#) **in the following order**:

- Perspectium Global Dependencies update set
- Perspectium Core Scoped App update set
- AWS Service Catalog Connector update set
- Perspectium Incident Integration update set
- Intelligent Incidents Global Dependencies update set
- Intelligent Incidents update set

- 4. Preview the update sets**

Click the name of each update set you uploaded in **Step #2**. Then, in the upper-right hand corner of the resulting form, click **Preview Update Set** for each update set.

5. Resolve potential errors

After Preview Update Set finishes running for an update set, close out of the pop-up and check if there are any errors or warnings. If errors or warnings have occurred, they will appear in the list at the bottom of the form under the **Update Set Preview Problems** tab. Check the box next to each error or warning and choose whether to **Accept remote update** or **Skip remote update**. To view previously configured fields and updates that may be affected for each error or warning, click **Show local field** and/or **Show local update**. For more information, see [preview a remote update set](#).

6. Commit the update sets

Once any errors or warnings have been addressed, click **Commit Update Set** in the upper right-hand corner of the form for each update set you uploaded in **Step #2**. After Update Set Commit finishes running for an update set, close out of the pop-up.

Setting your initial configurations

To set the initial configurations for your Intelligent Incidents & On-demand DataSync app, follow these steps:

1. Read and accept the User Agreement terms

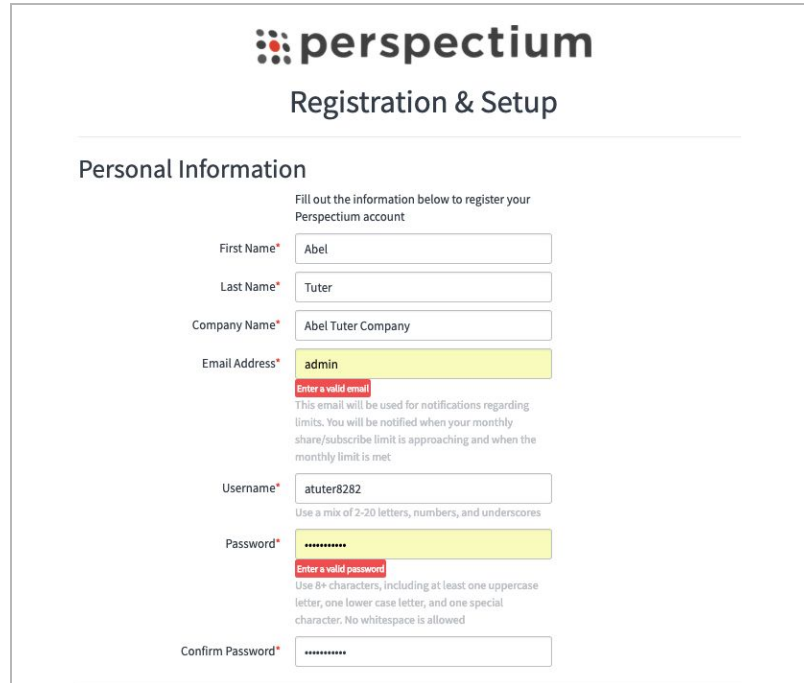
Read through the terms of the Perspectium User Agreement (Navigate to **Perspectium > Control and Configuration > Properties > Sign Agreement** to access the User Agreement page). Then, accept the agreement terms by clicking **I Accept** at the bottom of the form.

The screenshot shows the ServiceNow interface with the Perspectium User Agreement page. The left sidebar contains navigation options like Self-Service, Homepage, Business Applications, Dashboards, Service Catalog, Knowledge, Help the Help Desk, Visual Task Boards, Connect Chat, Incidents, Watched Incidents, My Requests, and Requested Items. The main content area features the Perspectium logo and the title 'User Agreement'. Below the title, there is a section for 'PERSPECTIUM LIMITED SUBSCRIPTION - TERMS AND CONDITIONS' with detailed text. At the bottom, there are two buttons: 'I Decline' and 'I Accept'. A red arrow points to the 'I Accept' button, and a red text overlay says 'Click to accept the terms of the User Agreement'.

2. Register your Perspectium account

Navigate to **Perspectium > Control and Configuration > UI Pages > perspectium_registration > Try It** to access the **Registration & Setup** page. On this page, you will need to register an account with Perspectium. Type your first and last name, email, username, and password in the appropriate fields.

NOTE: The email address you provide will receive notifications about monthly share/subscribe limits.

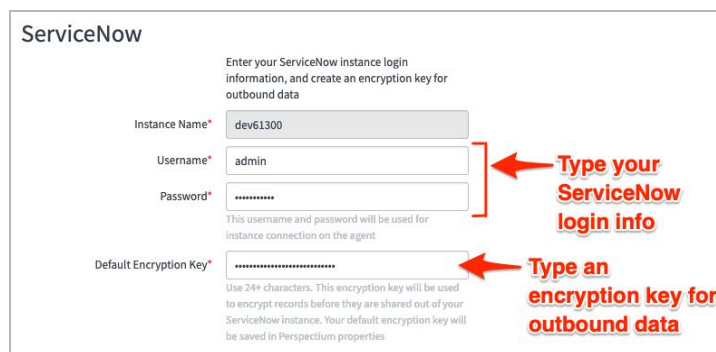


The screenshot shows the 'Registration & Setup' page for Perspectium. The 'Personal Information' section is highlighted. It contains the following fields and instructions:

- First Name***: Input field with 'Abel' entered.
- Last Name***: Input field with 'Tuter' entered.
- Company Name***: Input field with 'Abel Tuter Company' entered.
- Email Address***: Input field with 'admin' entered. Below it, a red error message says 'Enter a valid email'. A note states: 'This email will be used for notifications regarding limits. You will be notified when your monthly share/subscribe limit is approaching and when the monthly limit is met.'
- Username***: Input field with 'atuter8282' entered. A note below says: 'Use a mix of 2-20 letters, numbers, and underscores.'
- Password***: Input field with masked characters. Below it, a red error message says 'Enter a valid password'. A note states: 'Use 8+ characters, including at least one uppercase letter, one lower case letter, and one special character. No whitespace is allowed.'
- Confirm Password***: Input field with masked characters.

3. Enter your ServiceNow instance login info

Scroll down to the **ServiceNow** section. Type the username and password used to log into your ServiceNow instance. Then, type an encryption key of 24+ characters for Base64 encoding, AES-128 encryption, or TripleDES encryption.



The screenshot shows the 'ServiceNow' section of the registration form. It contains the following fields and instructions:

- Instance Name***: Input field with 'dev61300' entered.
- Username***: Input field with 'admin' entered.
- Password***: Input field with masked characters.
- Default Encryption Key***: Input field with masked characters.

Annotations with red arrows point to the Username and Password fields, stating: 'Type your ServiceNow login info'. Another annotation with a red arrow points to the Default Encryption Key field, stating: 'Type an encryption key for outbound data'. A note below the Username and Password fields says: 'This username and password will be used for instance connection on the agent.'

4. Enter your agent OS and database information

Scroll down to the **Agent** section. Then, choose the operating system that your Perspectium agent will run on from the **Operating System** dropdown. Scroll down to the **Database** section. Choose the type of database, database server, port, login information, and name for the local database you will share records to.

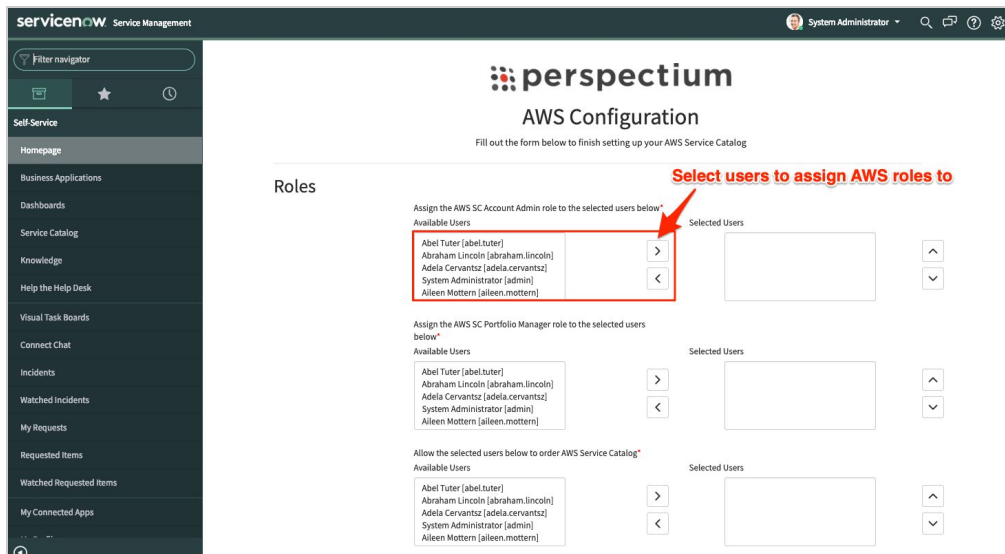
5. Set your AWS Service Catalog configurations

Before accessing the AWS Service Catalog in ServiceNow, you will need to follow the steps under **Getting Started** and **Configure AWS Service Catalog** at [How to install and configure the AWS Service Catalog Connector for ServiceNow](#).

NOTE: Do not follow the configuration steps for the ServiceNow side at the link provided above.

6. Assign AWS Service Catalog roles to users

Navigate to **Perspectium > Control and Configuration > UI Pages > perspectium_aws_configuration_form > Try It** to access the **AWS Configuration** page. On the **AWS Configuration** page, choose users from the lists on the left (**Available Users**) to assign AWS Service Catalog roles to.



The screenshot shows the ServiceNow interface for the 'perspectium AWS Configuration' page. The page title is 'perspectium AWS Configuration' and it includes the instruction 'Fill out the form below to finish setting up your AWS Service Catalog'. Under the 'Roles' section, there are three identical sections for assigning roles to users. Each section has an 'Available Users' list on the left and a 'Selected Users' list on the right. The first section is titled 'Assign the AWS SC Account Admin role to the selected users below*'. The 'Available Users' list for this section includes: Abel Tuter [abel.tuter], Abraham Lincoln [abraham.lincoln], Adela Cervantsz [adela.cervantsz], System Administrator [admin], and Aileen Mottern [aileen.mottern]. A red box highlights the 'Available Users' list, and a red arrow points to the right arrow button next to it. The 'Selected Users' list is currently empty. The other two sections are for 'Assign the AWS SC Portfolio Manager role to the selected users below*' and 'Allow the selected users below to order AWS Service Catalog*'. Both have the same 'Available Users' list and empty 'Selected Users' lists.

7. Enter your AWS Region and Access Keys

Scroll down to the **AWS** section. From the **Region** dropdown, select the [region associated with your AWS account](#). Then, type the **Access Key** and **Secret Access Key** associated with your AWS account. These keys can be [found in the Identity and Access Management \(IAM\) section](#) of your AWS account. Finally, click **Submit** at the bottom of the form.

Provisioning On-demand DataSync

To sync your ServiceNow data with your AWS Relational Database Service (RDS) instance, follow these steps:

1. Navigate to On-demand DataSync

After following the steps for initial installation & configuration of the Intelligent Incidents & On-demand DataSync apps, you will be redirected to ServiceNow's AWS Service Catalog connector page (. On this page, click **Provision On-Demand DataSync**.

The screenshot shows the AWS Service Catalog interface. At the top, it says "Service Catalog > AWS Service Catalog". Below that is the "AWS Service Catalog" logo and the text "Order products from the AWS Service Catalog." The main content area is titled "Items" and lists several products. The first is "MBS Cluster Example" with a "CF for Friday" template and a "preview" button. The second is "Provision Intelligent Incidents" with a description "Service Intelligence elevates service management - using on-demand technology to make it faster, smarter and more automated..." and a "preview" button. Below this is a diagram showing logos for Jira, Now, and DataSync, along with icons for "MACHINE LEARNING" and "ON-DEMAND DATABASES". A list of bullet points describes the capabilities: "End-to-end provisioning into your AWS account via AWS/ServiceNow Catalog", "Preconfigured to load specific data sets and automatically create and maintain schema", "Both batch load and scheduled bulk load are available", "Create real-time data feeds for data analysis, dashboarding and BI tools", and "Enable big data input for backup and corporate governance". A "Configuration Page" link is visible. At the bottom, the "Provision On-Demand DataSync" product is highlighted with a red box. It has the description "Create On Demand AWS Data Lake Ready for Analytics Reporting..." and a "preview" button. A red arrow points from the text "Click here to begin the On-demand DataSync provisioning process" to the "Provision On-Demand DataSync" product.

2. Choose a table

Click the magnifying glass next to the **Table** field. Then, choose a table whose data you want to share to your AWS RDS instance.

3. Enter a product name

In the **Name** field, type a unique name for your AWS On-demand DataSync product. Do not enter a name that you previously entered for another On-demand DataSync product.

4. Choose a product version

In the **Product Version** section, choose a version option that you want to configure your cloud formation on.

NOTE: “Fluorine Test” is the only option that will work for the beta version of this app.

Service Catalog > AWS Service Catalog > Provision On-Demand DataSync

Create On Demand AWS Data Lake Ready for Analytics Reporting ...

Create On Demand AWS Data Lake Ready for Analytics Reporting

- Click and launch integration from AWS Service Catalog
- Automatically migrate to Cloud Data Lake for Analytics Reporting or external integrations
- Automatically provision AWS S3 storage for governance and big-data input
- Automatically create and maintain schema
- Batch load and scheduled bulk load, dynamically update data lake

Configuration Page

Table

Incident

Click to choose a table to share

Product Name

Name My_AWS_Product

Type any name for your AWS product

Launch Option

Perspectium Service Intelligence

Rules:

- Launch as arn:aws:iam::226465381217:role/SCDevConnectLaunch

Product Version

- Europium Release
- Fluorine Release Candidate
- G Release Alpha
- test

Choose a product version

Order this item

Delivery time 1 Day

Order Now

Add to Cart

Shopping Cart Empty

5. Choose your parameters

Select an RDS database type to provision on AWS from the **DBType** dropdown. For more information about RDS database types, see [Amazon Relational Database Service](#). If you would like to share your data to an existing RDS instance, type the URL of the instance in the **RDSInstanceEndpoint** field. Finally, choose an RDS instance type from the **RDSInstanceType** dropdown.

Parameters

Specify values for the parameters.

DBType aurora-mysql

The type of database.

Optional: Type an existing RDS instance URL

RDSInstanceEndpoint *

(Optional) The URL endpoint of an existing RDS instance to use. Leave as * if not in use.

RDSInstanceType db.r4.xlarge

The type of RDS instance.

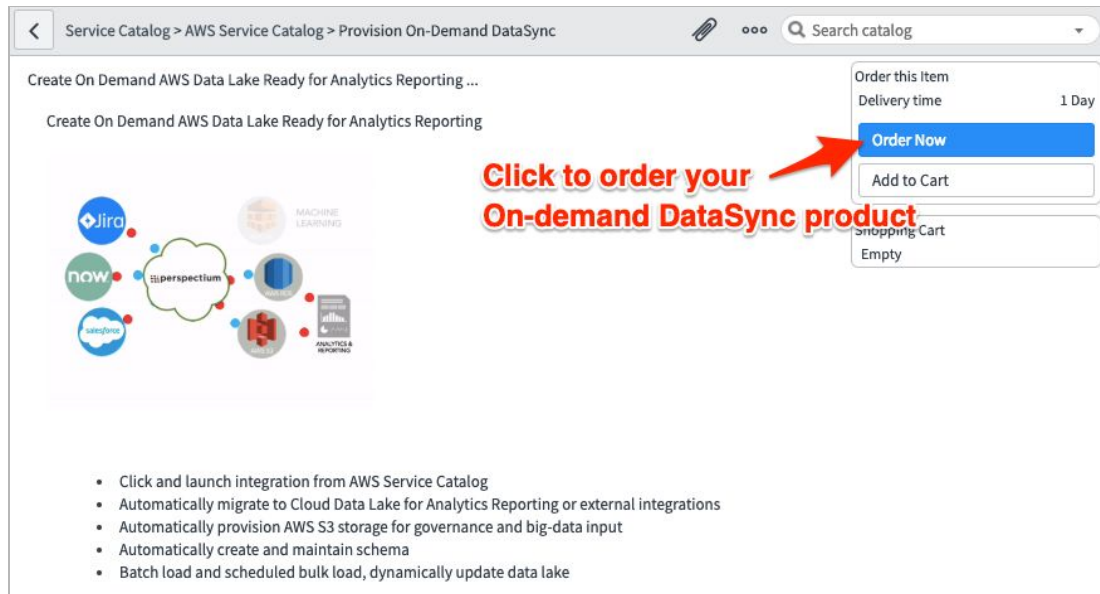
Choose an RDS database type

Optional: Type an existing RDS instance URL

Choose an RDS instance type

6. Order On-demand DataSync

Scroll to the top of the form, and click **Order Now** in the top right-hand corner of the form.



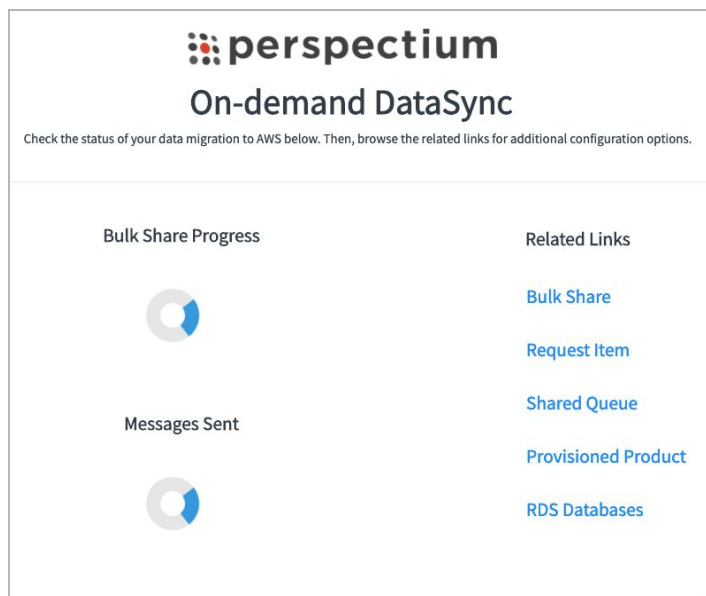
The screenshot shows the AWS Service Catalog interface for 'Provision On-Demand DataSync'. The breadcrumb trail is 'Service Catalog > AWS Service Catalog > Provision On-Demand DataSync'. The main heading is 'Create On Demand AWS Data Lake Ready for Analytics Reporting ...'. Below this, there is a diagram showing integrations with Jira, Now, and ServiceNow, and connections to Machine Learning, Analytics & Reporting, and Amazon S3. A red arrow points to the 'Order Now' button in the top right corner. A text overlay reads 'Click to order your On-demand DataSync product'. Below the diagram, there is a list of bullet points:

- Click and launch integration from AWS Service Catalog
- Automatically migrate to Cloud Data Lake for Analytics Reporting or external integrations
- Automatically provision AWS S3 storage for governance and big-data input
- Automatically create and maintain schema
- Batch load and scheduled bulk load, dynamically update data lake

On the right side, there is a 'Order this Item' section with 'Delivery time 1 Day', an 'Order Now' button, an 'Add to Cart' button, and a 'Shopping Cart Empty' indicator.

7. Confirm sharing of your ServiceNow data to AWS

The status of data sharing to AWS will be displayed on the following page. After the status shows as **100%**, you can browse the **Related Links** to view information about the data you have shared.



The screenshot shows the 'perspectium On-demand DataSync' status page. The header includes the 'perspectium' logo and the title 'On-demand DataSync'. Below the header, there is a sub-header 'Bulk Share Progress' and a progress indicator showing 100% completion. To the right, there is a 'Messages Sent' section with another progress indicator showing 100% completion. On the right side, there is a 'Related Links' section with the following links: 'Bulk Share', 'Request Item', 'Shared Queue', 'Provisioned Product', and 'RDS Databases'.

Provisioning Intelligent Incidents

To provision Intelligent Incidents, follow these steps:

- 1.