

Get started with ServiceBond for AWS

Fluorine+

A **Perspectium ServiceBond for AWS** integration makes your incident management process more efficient, preserves data quality, gives you greater power over the management of your incidents, and increases incident visibility through consistent, repeatable actions. ServiceBond for AWS expedites the bidirectional syncing of your ServiceNow incidents with AWS Support Center cases, with the extraction, transfer, and loading of your data all happening behind the scenes in the Perspectium Integration Mesh.

NOTE: Currently, ServiceNow is the only ITSM tool supported for a ServiceBond for AWS integration. Other ITSM tools will be supported in future [Perspectium releases](#).

Prerequisites

- ⚠ First, you will need an active ServiceNow instance (any version)
- ⚠ You will also need [an AWS account](#) with a Business or Enterprise [Support Plan](#)
- ⚠ Finally, you will need to [create an AWS EC2 instance Key Pair](#)

Bond AWS Support Center cases with your ServiceNow incidents

To bond your AWS Support Center cases with your ServiceNow incidents, follow these steps:

1

Access the Perspectium ServiceBond for AWS app

Log into your AWS account. Then, go to the AWS Marketplace and search for **Perspectium ServiceBond for AWS**. On the app landing page, click **Continue to Subscribe** in the upper right-hand corner of the screen.

On the **Subscribe to this Software** page, click **Accept Terms** to accept the terms of the [Perspectium End User License Agreement \(EULA\)](#) and the [AWS Customer Agreement](#). Then, wait for your request to be processed and click **Continue to Configuration**.

2

Start CloudFormation launch

On the **Configure this software** page, choose **Perspectium ServiceBond for AWS Deployment** from the **Fulfillment Option** dropdown. Then, choose a **Software Version** and the **Region** where your AWS server is located and click **Continue to Launch** in the upper right-hand corner of the screen.

On the **Launch this software** page, choose to **Launch CloudFormation** from the **Choose Action** dropdown.

3

Launch CloudFormation

On the **Select Template** page, make sure the **Specify an Amazon S3 template URL** is selected and the URL is populated from subscribing to the app.

Finally, click **Next**.

4

Configure your AWS stack

On the resulting page, type a name for your **Stack name** consisting of letters, numbers, and dashes (e.g., Perspectium-ServiceBond-for-AWS).

Under **Parameters**, enter the following information in the appropriate fields:

Field	Information to enter
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Email	Your email address
ServiceNow URL	URL of your ServiceNow instance followed by /api/now e.g., https://dev12345.service-now.com/api/now
ServiceNow Username	Username used to access your ServiceNow instance NOTE: This user must have the role of admin
ServiceNow Password	Password used to access your ServiceNow instance
ServiceNow Default Caller	Default value (in Firstname.Lastname OR FirstName LastName format) assigned to the ServiceNow Caller field for any ServiceNow incidents that are created proactively from newly created AWS Support Center cases
ServiceNow Filter Conditions	You can optionally add Filter Conditions to trigger the syncing of your incident data from ServiceNow. These filter conditions must be entered as ServiceNow encoded query strings . blocked URL NOTE: You cannot currently add ServiceNow filter conditions for the sys_created_on and sys_updated_on fields, and you cannot currently use filter condition operators for email notifications in your ServiceBond for AWS integration.

Specify stack details

Stack name

Stack name

Perspectium-ServiceBond-for-AWS

Stack name can include letters (A-Z and a-z), numbers (0-9), and dashes (-).

Parameters

Parameters are defined in your template and allow you to input custom values when you create or update a stack.

Account and Application Information

Email

Enter your Company email

test@testemail.net

ServiceNowURL

Enter your ServiceNow instance's REST API URL (e.g. <https://instance.service-now.com/api/now>)

<https://dev12345.service-now.com/api/now>

ServiceNowUsername

Enter a ServiceNow username that has the admin role

test.user

ServiceNowPassword

Enter the password for the ServiceNow username

testpassword

ServiceNowDefaultCaller

Enter a default name to be assigned to the ServiceNow Caller field for all ServiceNow incidents created proactively from AWS Support Center cases. This name must be either as a ServiceNow User ID or in the FirstName LastName display name format.

Test User

ServiceNowFilterConditions

Enter ServiceNow filter conditions to trigger the syncing of data from your ServiceNow instance to the AWS Support Center. Filter conditions must be encoded query strings and conditions cannot be created for the sys_created_on or sys_updated_on fields.

Next, choose a [previously created EC2 Key Pair](#) for authentication when accessing your ServiceBond EC2 instance via SSH.

NOTE: If you haven't already created an EC2 Key Pair, you can create one [within your AWS account](#) or [using a command line interface](#).

Optionally, you can specify ranges of IP addresses (as a CIDR block; e.g., 192.168.0.0/16) used to **connect to your RDS** and to **SSH to your ServiceBond EC2 instance**.

Finally, click **Next**.

Network Configuration

KeyName
Name of an existing EC2 KeyPair to enable SSH access to the ServiceBond instance

testuser

IPRangeforEC2SSH
The IP address range that can be used to SSH to the ServiceBond instances

192.168.0.0/16

Cancel Previous Next

5

Review and launch your AWS stack

The **Configure stack options** page contains some optional configurations you can set for your ServiceBond EC2 instance. For more information on these configurations, see [setting AWS CloudFormation Stack Options](#).

However, in most cases, you can simply accept the default options on this page and click **Next** at the bottom of the page to navigate to the **Review** page and review your EC2 instance settings.

At the bottom of the **Review** page, check the box to acknowledge that AWS CloudFormation might create IAM resources. Then, click **Create stack** to finish configuring your ServiceBond EC2 instance.

After the CloudFormation stack has completed, your setup information will be saved in the file `/perspectium-meshlet-aws/src/main/resources/config/perspectium_setup_information.txt` on the EC2 instance created. If you entered your email address in **Parameters** in **Step #4**, this info will be emailed to you as well.

NOTE: Your EC2 instance will take approximately 5-10 minutes to fully initialize. You can confirm that your EC2 instance is ready by navigating to **Services > EC2** (under **Compute**) > **Instances**. Your EC2 instance will be ready when the icon appears in the **Status Checks** column for your instance.

6

Commit the Perspectium AWS Category/Subcategory update set (optional)

To map your ServiceNow incident categories and subcategories with AWS Support Center categories, you can optionally [commit the Perspectium AWS Category/Subcategory update set](#) to your ServiceNow instance. For more information on committing ServiceNow update sets, see [commit an update set](#).

7

Create a ServiceNow incident

Log into your [ServiceNow instance](#) and navigate to **Service Desk > Incidents**. Click **New** at the top of the list to create a new incident. Fill out your ServiceNow incident details and click **Submit** to finish creating your incident.

8

View newly created AWS Support Center case

Log into your AWS account. Click **Services** at the top of the page. Then, type and click **Support** in the search window. A new case with related details to your ServiceNow incident will be listed at the top of the resulting page under **My support cases**. To see how the fields in your ServiceNow incidents will be mapped to fields in your AWS Support Center cases, see [ServiceBond for AWS mappings](#).

blocked URL NOTE: You can also create an AWS Support Center case, and a matching incident will appear in ServiceNow. You will be limited to creating a maximum of 10 AWS Support Center cases per hour. All ServiceNow incidents that are created to match a newly created AWS case will have a **Caller ID** that matches **Account ID name** of the AWS user who created the case.

Incident created in ServiceNow

Case created in AWS Support

9

Update a ServiceNow incident

In your ServiceNow instance, navigate to **Service Desk > Incidents** and click into an incident that you want to update. Update any field in your incident and then click **Update** to save your changes.

blocked URL NOTE: If testing, use **TEST CASE--Please ignore** in the Short Description field and AWS Support will **ignore** the case when created in the AWS Support Center.

10

View your updated AWS Support Center case

Access the AWS Support Center and click into the case related to the incident that you updated in **Step #8**. See that the updates you made in ServiceNow will appear in the **Correspondence** section in your AWS Support Center case.

blocked URL NOTE: You can also update an AWS Support Center case, and the matching incident will be updated in ServiceNow.

blocked URL If your AWS Support Center has a large number of cases, it may affect the performance of AWS to ServiceNow updates. The Perspectium Integration Mesh must process all case records from AWS Support Center when sending any updates to ServiceNow.

Incident updated in ServiceNow

Case updated in AWS Support

11

Resolve a ServiceNow incident

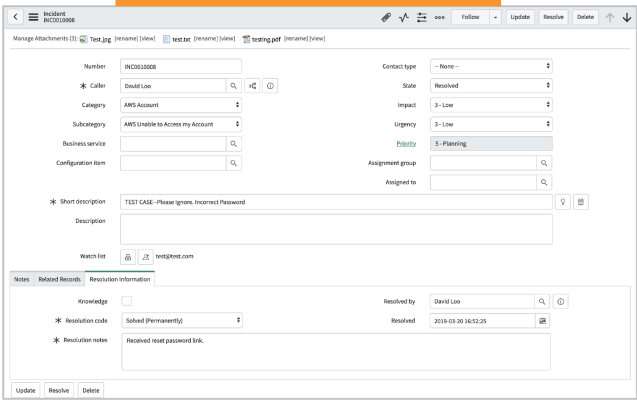
In your ServiceNow instance, navigate to **Service Desk > Incidents** and click into an incident that you want to resolve. Choose **Resolve** from the **Status** dropdown. Then, scroll down to the **Closure Information** tab and fill out the **Close code** and **Close notes** fields. Finally, click **Resolve Incident** in the top right-hand corner of the form.

View your resolved AWS Support Center case

Access the AWS Support Center and click into the case related to the incident that you resolved in **Step #10**. See that the updates you made in ServiceNow will appear in the **Correspondence** section in your AWS Support Center case.

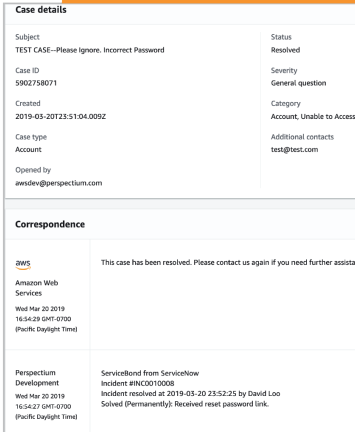
blocked URL NOTE: You can also resolve an AWS Support Center case, and the matching incident will be resolved in ServiceNow.

Incident resolved in ServiceNow



➔

Case resolved in AWS Support Center



Similar topics

- [Get started with ServiceBond for AWS](#)
- [Get started with On-demand DataSync](#)

Contact Perspectium Support



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