### Get started with ServiceBond for AWS



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 P erspectium releases.

### Prerequisites

First, you will need an active ServiceNow instance (any version)

1 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:



### 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** dr opdown. 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.



### 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.



### 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

Email	Your email address
ServiceNow	URL of your ServiceNow instance followed by /api/now
URL	e.g., https://dev12345.service-now.com/api/now
ServiceNow	Username used to access your ServiceNow instance
Username	<b>NOTE</b> : This user must have the role of <b>admin</b>
ServiceNowP assword	Password used to access your ServiceNow instance
ServiceNow DefaultCaller	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
ServiceNowF ilterConditio	You can optionally add <b>Filter Conditions</b> to trigger the syncing of your incident data from ServiceNow. These filter conditions must be entered as ServiceNow encoded query strings.
ns	blocked URL <u>NOTE</u> : You cannot currently add ServiceNow filter conditions for the <b>sys_created_on</b> and <b>sys_updated_on</b> fields, and you cannot currently use filter condition operators for email notifications in your ServiceBond for AWS integration.

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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 **S SH to your ServiceBond EC2 instance**.

Finally, click Next.

Network Configuration KeyName Name of an existing EC2 KeyPair to enable SSH access to the ServiceBond ins	Choose an existing EC2 KeyPair
testuser	×
IPRangeforEC2SSH The IP address range that can be used to SSH to the ServiceBond instances	Optional: Specify an IP address range (as a
	Optional: Specify an IP address range (as a CIDR block) to SSH to your EC2 instance

### **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.



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### 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.

## 

### 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.



### 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 <u>ServiceBond for AWS mappings</u>.

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.

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### 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.



### 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.

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### **Resolve a ServiceNow incident**

In your ServiceNow instance, navigate to Service Desk > Incidents and click into an incident that you want to resolve. Choose Re solve 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.

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### **Similar topics**

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### **Contact Perspectium Support**



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