Create Ivanti business rules

Business rules in Ivanti Service Manager will run specified scripts when certain events occur. To enable your Ivanti Service Manager data to be shared out, you will need to link your web service scripts to business rules.

Prerequisites

1 First, you will need to create Ivanti integrations and create Ivanti web service script actions.

Procedure

To create Ivanti business rules, follow these steps:



Log into Ivanti Service Manager and click the in the upper right-hand corner of the screen to access your settings. Then, on the left-hand side **Settings** panel, navigate to **Business Objects** (under **Build**). On the resulting page, click the table you are integrating with to access business objects for that table. Finally, in the upper right-hand corner of the resulting page, click **Business s Rules**.

• NOTE: This setup assumes you will sync data from your Ivanti incident table. To sync other data from Ivanti, contact Perspecti um Support for a guided setup.



Add a business rule trigger

Expand the **Triggered Actions** list and click **Add Trigger**. In the resulting window, type **Perspectium Create Incident** for the **Trig ger Name** and click the **On Insert** box next to **Object Event**.





Under Action That Will Be Executed By This Trigger, choose the Use copy of existing action option. Then, from the Select Action dropdown, choose Perspectium Create Incident to link your web service script to this business rule trigger. Finally, click S ave in the bottom right-hand corner of the window to save your business rule trigger settings.

Create Trigge	red Action
Trigger Name:	Perspectium Create Incident
Description:	
ACTION THAT	FWILL BE EXECUTED BY THIS TRIGGER
	Configure new action
New Action Type	
	O Use copy of existing action Choose the appropriate
Select Action	Perspectium Create Incident
	Click Save
Disable Rule	e << Back Next>> Save Cancel

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Create additional business rule triggers

Using Steps #1-3 as a guide, create business rule triggers according to the table shown below. This setup assumes you will sync data from your Ivanti **incident** table.

Table	Trigger Name	Object Event	Relationship Event	Relationship	Action that will be executed by this trigger
Incident	Perspectium Update Incident	On Update	N/A	N/A	Perspectium Update Incident
Attachment	Perspectium Create Incident Attachment	N/A	On Link	IncidentContainsAttachment	Perspectium Create Incident Attachment
Journal Notes	Perspectium Create Incident Comment	N/A	On Link	IncidentContainsJournal	Perspectium Create Incident Comment

To sync other tables data from Ivanti, follow the examples listed below.

Table	Trigger Name	Object Event	Relationship Event	Relationship	Action that will be executed by this trigger
Change	Perspectium Update Change	On Update	N/A	N/A	Perspectium Update Change
Attachment	Perspectium Create Change Attachment	N/A	On Link	ChangeContainsAttachment	Perspectium Create Change Attachment
Journal Notes	Perspectium Create Change Comment	N/A	On Link	ChangeContainsJournal	Perspectium Create Change Comment
Table	Trigger Name	Object	Relationship	Relationship	Action that will be executed by this
		Event	Event		trigger
Problem	Perspectium Update Problem	Event On Update	Event N/A	N/A	trigger Perspectium Update Problem
Problem Attachment	Perspectium Update Problem Perspectium Create Problem Attachment	Event On Update On Insert	Event N/A On Link	N/A ProblemContainsAttachment	trigger Perspectium Update Problem Perspectium Create Problem Attachment

Table	Trigger Name		Objec Event	t	Relationship Event		Relationship	Action that will be executed by this trigger
Service Request	Perspectium Update Service Request		On Update		N/A		N/A	Perspectium Update Service Request
Attachment	Perspectium Create Service Request Attachment		N/A On Link			ServiceReqContainsAttach ent	Perspectium Create Service Request Attachment	
Journal Notes	Perspectium Create Service Request Comment		N/A	A On Link			ServiceReqContainsJourna	Perspectium Create Service Request Comment
Table	Trigger Name	Objec Event	t Relati Event		ionship t	Rel	ationship	Action that will be executed by this trigger
Task	Perspectium Update Task	On Update N		N/A N/A		N/A		Perspectium Update Task
Attachment	Perspectium Create Task Attachment	N/A	N/A On Lini			AssignmentContainsAttachment		Perspectium Create Task Attachment
Journal Notes	erspectium Create Task Comment N/A			On Link Jo al		Journa al	alAssocTaskContainsJourn	Perspectium Create Task Comment

NOTE: The **Perspectium Create Attachment** and **Perspectium Create Comment** triggers will require a **Relation Event** and associated **Relationship** to be configured on the first **Create Triggered Action** window (in **Step #2**).

Next steps

Create a custom Correlation ID field for Ivanti