

Create a custom Correlation ID field for Ivanti

To correlate your Ivanti Service Manager incidents with another ITSM app, you will need to create a **Correlation ID** field in the table whose data you are sharing out.

Prerequisites

⚠ First, you will need to [create your Ivanti integrations](#) and [create Ivanti web service script actions](#).


⚠ You will also need to [create your Ivanti business rules](#).

Procedure

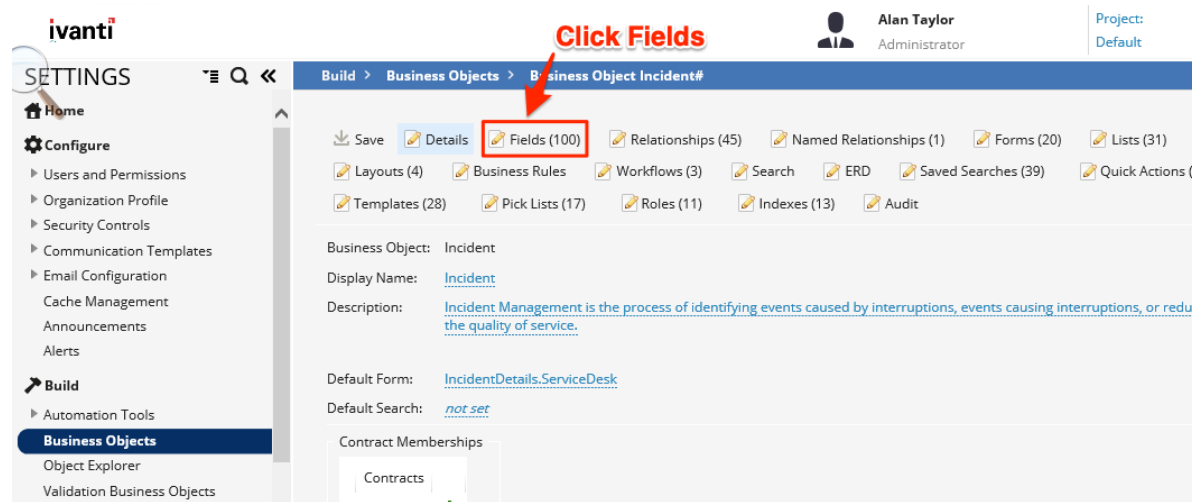
To create a custom Correlation ID in the table whose data you want to share out of Ivanti Service Manager, follow these steps:

1

Navigate to Fields for your table

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 to access business objects for that table. Finally, in the upper right-hand corner of the resulting page, click **Fields**.

NOTE: This setup assumes you will sync data from your Ivanti incident table. To sync other data from Ivanti, contact [Perspectium Support](#) for a guided setup.



2

Add the Correlation ID field

Directly above the list of **Field Names**, click **Add new...** and select **Text** for the field type in the popup window. On the resulting page, enter/choose the information according to the list shown below.

Name: correlation_id

Display Name: Correlation ID

Description: Perspectium correlation ID

Text Length: Fixed, 1000

Field Attributes: Nullable, Stored

Finally, click **Add This Field** at the bottom left-hand corner of the window to create the Correlation ID field.

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Settings

Home

Configure

- Users and Permissions
- Organization Profile
- Security Controls
- Communication Templates
- Email Configuration
- Cache Management
- Announcements
- Alerts

Build

- Automation Tools
- Business Objects**
 - Object Explorer
 - Validation Business Objects
 - Workflow
 - Charts and Graphs
 - Counters
 - Global Constants
 - Mobile Layouts
 - Page Layouts
 - Pick Lists
 - Reports
- Search Tools
- User Interface Styles
- Self Service
- HEAT Development Project
- HEAT Development Package

Extend

Build > Business Objects > Business Object Incident# > Fields

Save Details Fields (100) Relationships (45) Named Relationships (1) Forms (20) Lists (31) Layouts (4) Business Rules

Workflows (3) Search ERD Saved Searches (39) Quick Actions (70) Templates (28) Pick Lists (17) Roles (11) Index

Audit

Incident - Business Object

Fields > Add New Field > Setting Field Details

Adding New Field: Field Details

Field Name: correlation_id Type correlation_id for the Field Name

Display Name: Correlation ID Type Correlation ID for the Display Name

Description: Perspectium common incident correlation Type a description

Field Type: Text

Text Length

☐ Variable, max 1000 (up to 2000)

☒ Fixed 1000 (up to 2000) Choose Fixed and type 1000

☐ Unlimited (up to 2GB)

Full-Text Properties

Language: None

Pick List

☐ Validated

Field Annotations

Field Annotations: not set

Choose Nullable and Stored

Field Attributes

☐ Unique ☒ Nullable ☐ Localized ☐ Hidden in UI ☐ Searched ☒ Stored ☐ Audited ☐ Full-text Indexed

☐ Commonly Used

Add This Field Go back Cancel Click Add This Field

Next steps

Bond Ivanti with another app