

# 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

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- ⚠ 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:

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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.

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### Specify the ServiceBond for AWS CloudFormation template URL

On the **Select Template** page, make sure the **Specify an Amazon S3 template URL** is selected and the Amazon S3 URL is populated with the ServiceBond for AWS CloudFormation template URL (this should auto-populate for you after subscribing to the product).

Finally, click **Next**.

**Enter the Perspectium ServiceBond for AWS S3 URL**

**Choose Amazon S3 URL**

Amazon S3 URL:

S3 URL: https://s3.amazonaws.com/perspectium-marketplace-apps/psp-servicebond-servicenow-download-v.1.0.json

## 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
<b>License</b>	If subscribing to the <a href="#">BYOL</a> listing, enter the Perspectium license key. If you do not have a license key, contact us at <a href="mailto:sb_aws_key@perspectium.com">sb_aws_key@perspectium.com</a>
<b>Email</b>	Your email address
<b>ServiceNow URL</b>	URL of your ServiceNow instance followed by <b>/api/now</b> e.g., <a href="https://dev12345.service-now.com/api/now">https://dev12345.service-now.com/api/now</a>
<b>ServiceNow Username</b>	Username used to access your ServiceNow instance <b>NOTE:</b> This user must have the role of <b>admin</b>
<b>ServiceNow Password</b>	Password used to access your ServiceNow instance
<b>ServiceNow Default Caller</b>	Default value (in <b>Firstname.Lastname</b> OR <b>FirstName LastName</b> format) assigned to the ServiceNow Caller field for any ServiceNow incidents that are created proactively from newly created AWS Support Center cases
<b>ServiceNow Filter Conditions</b>	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 <a href="#">ServiceNow encoded query strings</a> . <b>blocked URL NOTE:</b> 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 <a href="#">filter condition operators for email notifications</a> 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 string 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


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## 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. You will receive an email from Perspective Support confirming that your Perspective ServiceBond for AWS stack has been configured successfully along with any applicable filter conditions for your ServiceNow incidents that will be shared to the AWS Support Center.

**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 Perspective AWS Category/Subcategory update set (optional)

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

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## 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.

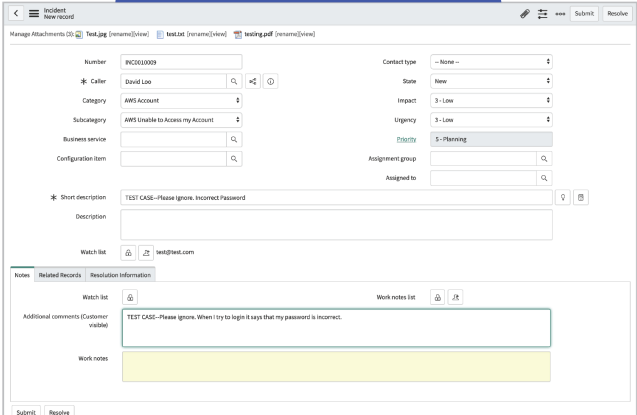
8

## View newly created AWS Support Center case

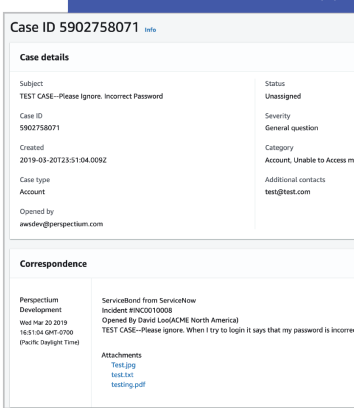
Log into your AWS account. Click **Services** at the top of the page. Then, type and click **Support** in the search window. A new case with related details to your ServiceNow incident will be listed at the top of the resulting page under **My support cases**. To see how the fields in your ServiceNow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



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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.

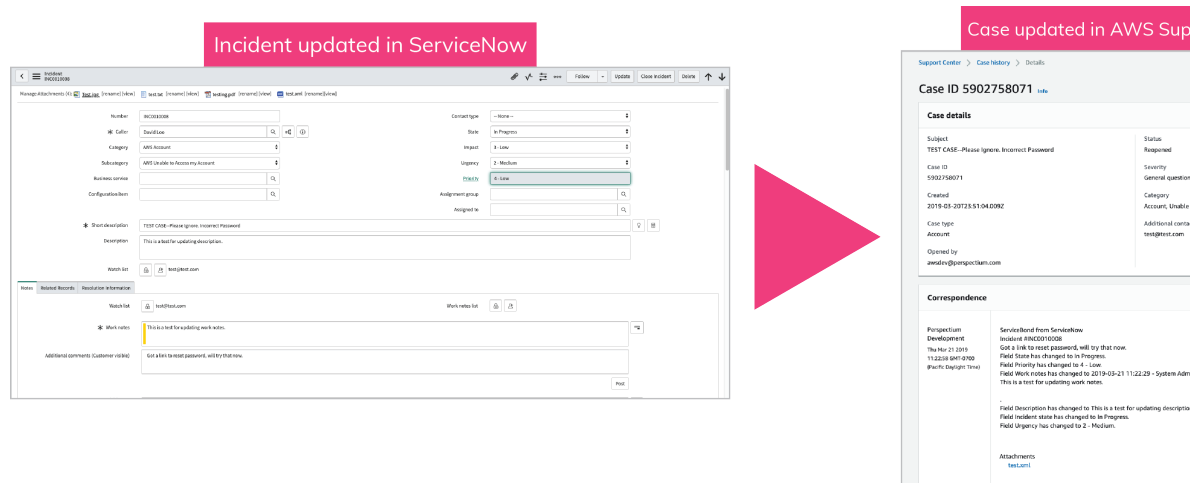
10

## 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 Perspective 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

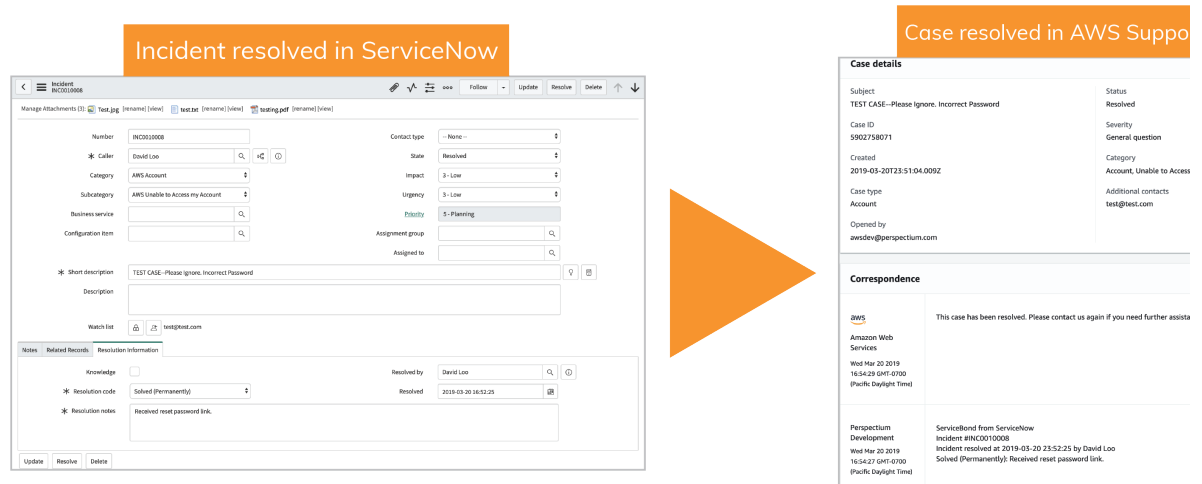
In your ServiceNow instance, navigate to **Service Desk > Incidents** and click into an incident that you want to resolve. Choose **Resolve** from the **Status** dropdown. Then, scroll down to the **Closure Information** tab and fill out the **Close code** and **Close notes** fields. Finally, click **Resolve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

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## 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.



Similar topics

Contact Perspective Support

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



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