

IBM Security Secret Server
Version 10.7

ServiceNow Connector Guide

IBM

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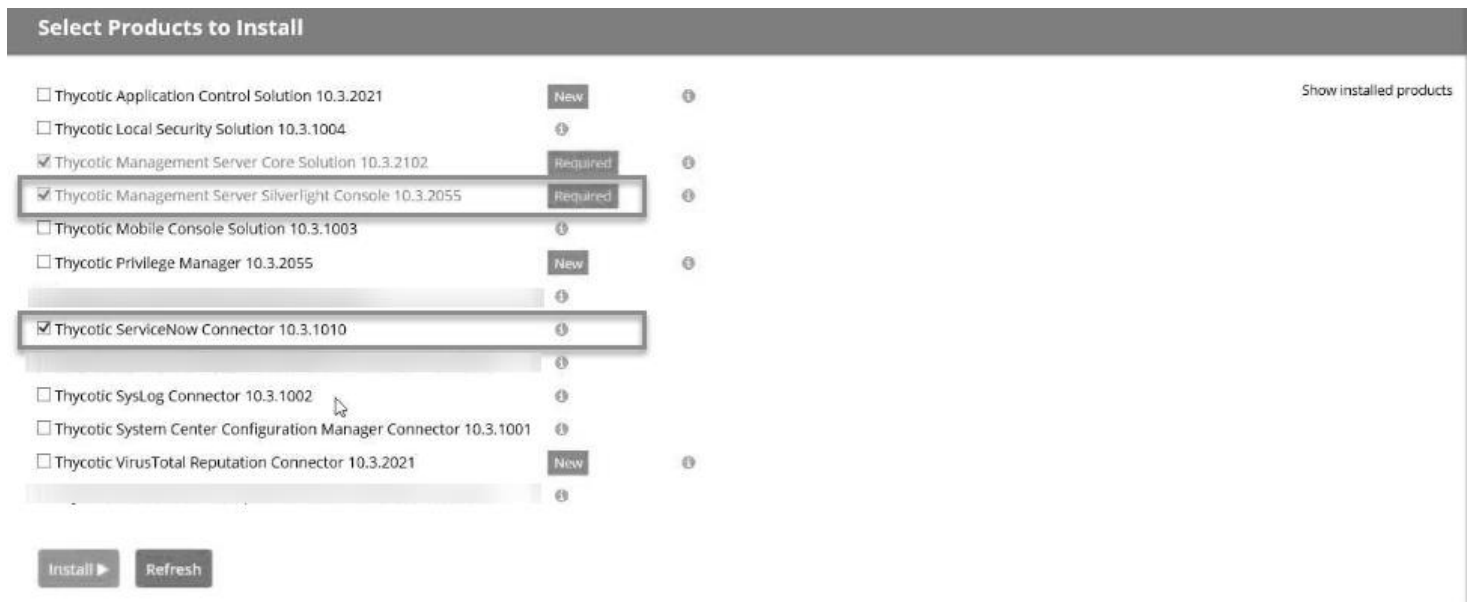
Last modified: November 12, 2019

Getting started

Integrate the workflow between your ServiceNow Ticketing System and Privilege Manager.

Configuring the ServiceNow Connector add-on

1. Verify **which ServiceNow User account you will use** for your integration with Privilege Manager. If you decide to create a new User account to manage your approval requests, make sure that it includes the roles: **Web Service Admin** and **Approval Admin**
2. Browse to your Thycotic Management Server Setup page at <https://DomainName/TMS/Setup/ProductOptions/ShowProducts>.
3. Install the following items:
 - **Thycotic ServiceNow Connector** add-on
 - **Thycotic Management Server Silverlight Console.**



4. Browse to the Privilege Manager Dashboard (<https://DomainName/TMS/PrivilegeManager>) and then browse to **Admin > Configuration > User Credentials**.

Configuration

General	Discovery	Reputation	User Credentials	Foreign Systems	Roles	Advanced
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User Credentials

+ User Credential

Name	Description	Last Modified By
Default Proxy Server User Credential	Proxy Server User Credential	Principal Self Well Known Group
Default User Credential	Default User Credential	Principal Self Well Known Group
js.lab.domain	sync admin	SSadmin
ServiceNow	ServiceNow Sync Creds	SSadmin

5. Create a new User Credential by clicking the **+User Credential** icon above the table, click into your New User Credential and **Edit** the **Name** (ServiceNow) and add a **Description**. Under Settings, provide the ServiceNow **Account Name** and **Password** that you will use to run this integration and Approval Management (Step 1). Click **Save**, then **Back**.
6. Next, under Configuration select the **Foreign Systems** tab. Click **ServiceNow**, then **Add New**. Add a **Name** (ServiceNow Server) and the **Base Uri** from your ServiceNow instance. Click **Create**.

Configuration

General	Discovery	Reputation	User Credentials	Foreign Systems	Roles	Advanced
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i Foreign Systems can be configured to allow for integration with other environments. It is recommended to configure at least Active Directory and SMTP.

Name
Active Directory Domains
Azure Service Bus
ServiceNow
SMTP Server
Thycotic Management Server
Thycotic Secret Server

ServiceNow Server

Details

Name ServiceNow Server
Description ServiceNow Server

Settings

Credential ServiceNow
Uri https://[redacted].service-now.com/

Back Edit Create a Copy Delete View as XML

- Next, in the Search Bar at the top of your Privilege Manager screen, search for "**Create ServiceNow Approval Request Items**". In your search results, click on this task and then the **Run Task** button. Under Task Settings, click **Select resource** and add the ServiceNow Server that you created as a Foreign System in step 6. Then click **Run Task**.

Note: Clients with robust ServiceNow installations are welcome (and in fact encouraged) to alter their ServiceNow scripted web services for use with their own ServiceNow items and workflow rather than relying on this importing task. For more information on this, see our [Advanced ServiceNow Integration Guide here](#).

Search Items Search HOME TOOLS ADMIN REPORTS

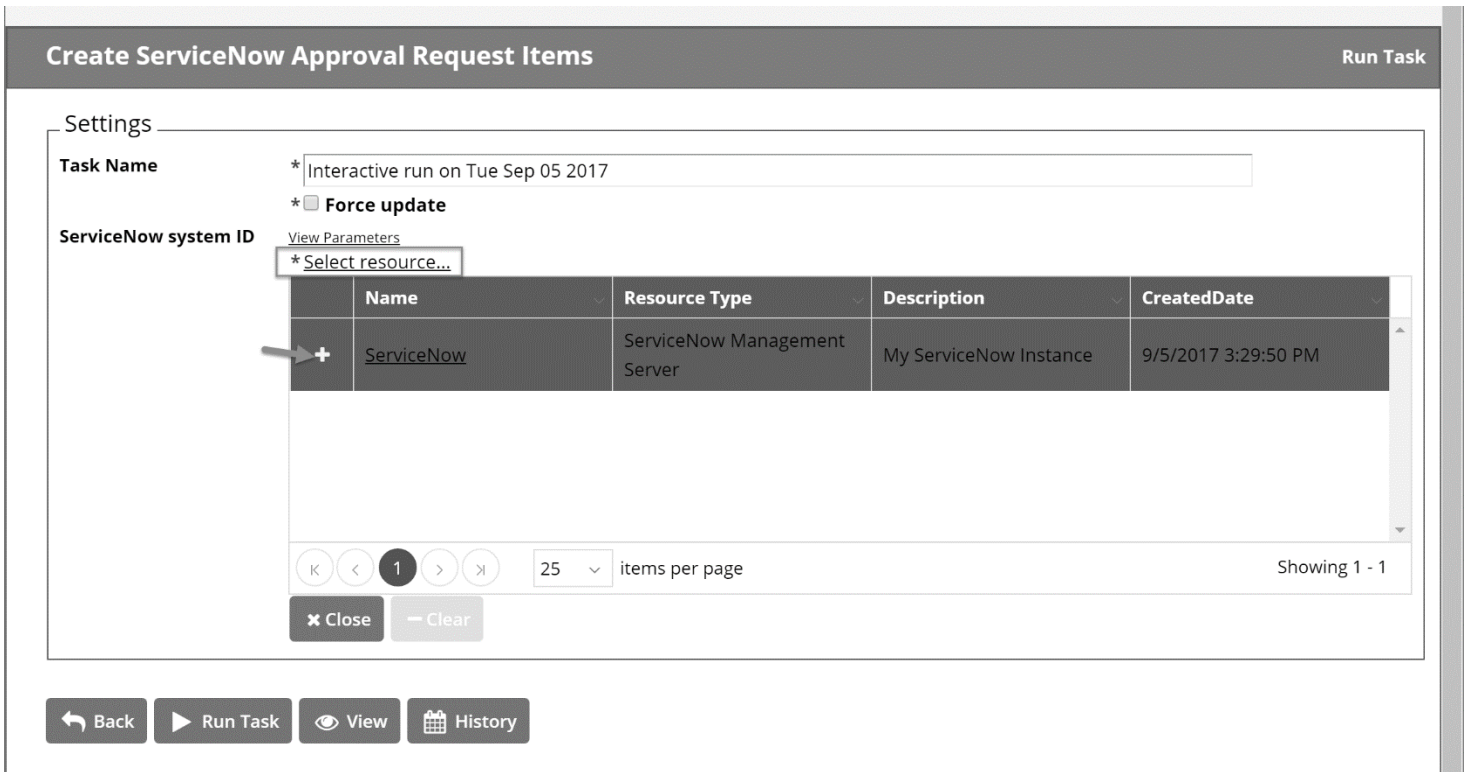
Search

Create ServiceNow Search

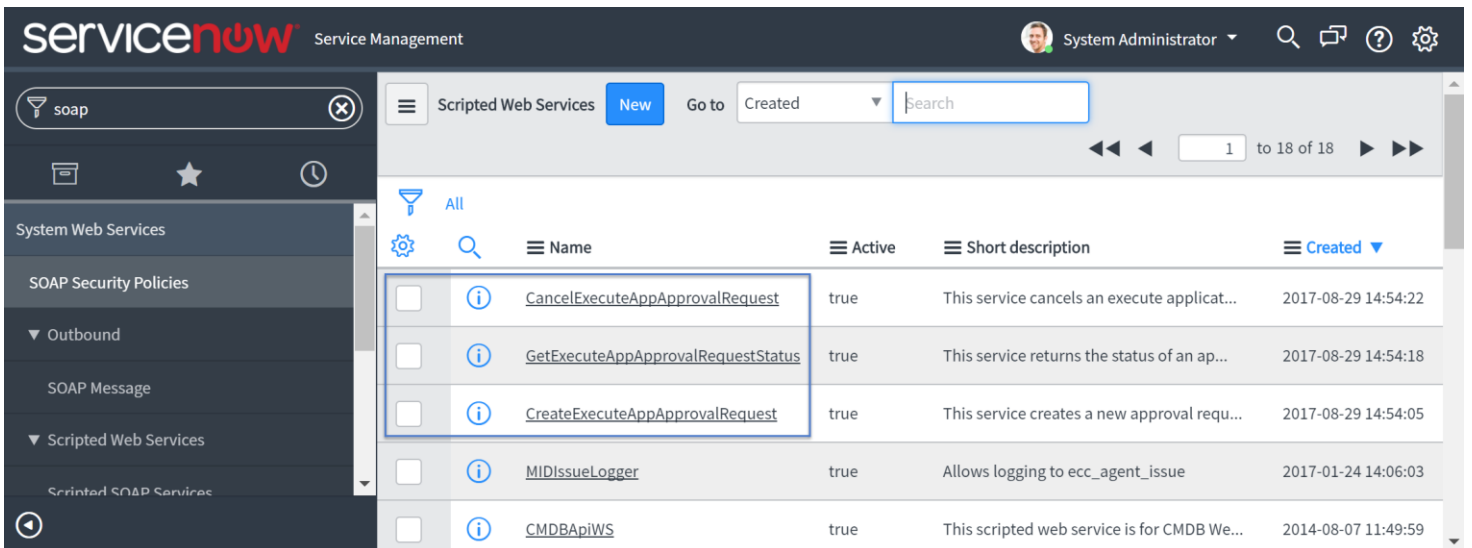
Number of Results Showing 1 to 1 of 1
5000

Role Type Name (1)
Registered Activity Task (1)

Create ServiceNow Approval Request Items ←
9/5/2017 - Registered Activity Task
This task creates required items in ServiceNow that enable Privilege Manager to use ServiceNow for approvals.
Showing 1 to 1 of 1



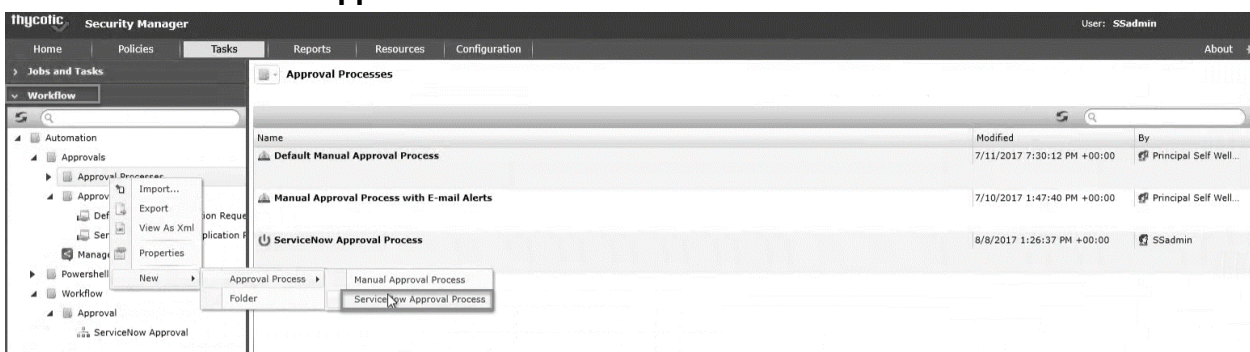
8. The task you just ran creates several new items in your ServiceNow dashboard. Open **ServiceNow** and Browse to **Scripted Web Services > Scripted SOAP Services** to verify that these three new options are listed:
- 1) **CancelExecuteAppApprovalRequest**,
 - 2) **CreateExecuteAppApprovalRequest**,
 - 3) **GetExecuteAppApprovalRequestStatus**



Now you've successfully defined a SOAP endpoint that Privilege Manager knows how to call to initiate a ServiceNow request for approval.

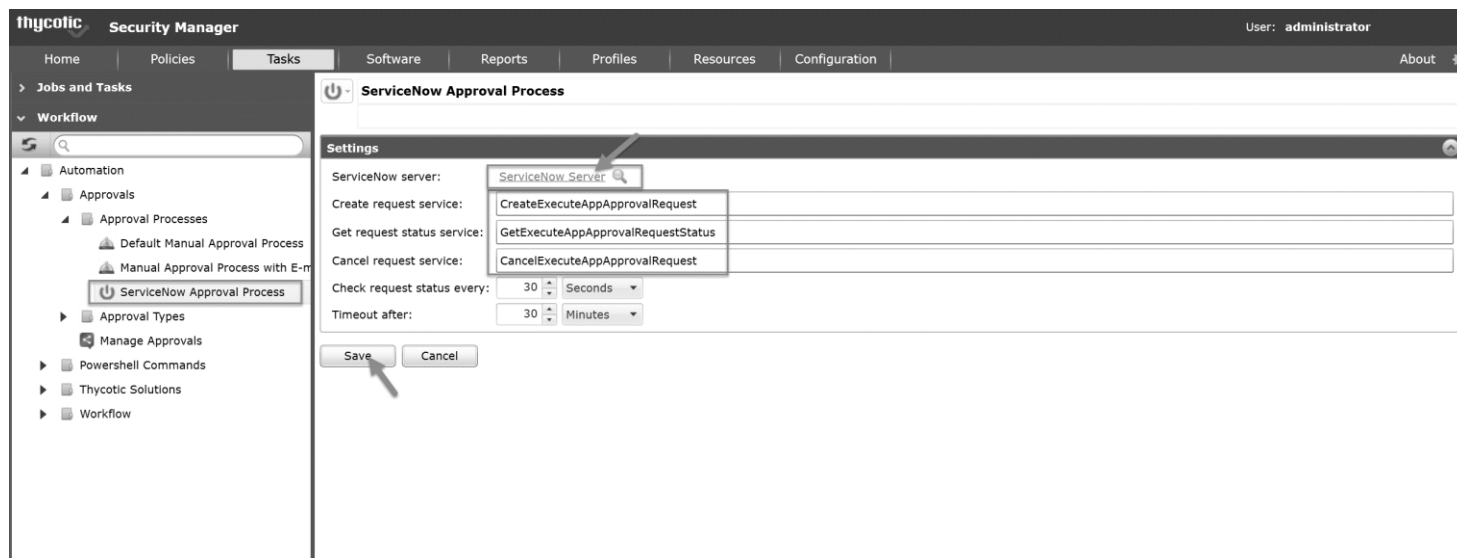
Configuring the approval process

1. Browse to the **Thycotic Management Server Silverlight Console** (installed in step 3).
2. Open an Internet Explorer browser (not Microsoft Edge) Go to <https://DomainName/TMS/Setup> and click **Security Manager Console**. If this is your first time opening Silverlight, you may need to follow the download prompt to install.
3. In the Thycotic Silverlight Console you will first create a new **ServiceNow Approval Process**.
 1. Click the **Tasks** tab, scroll to find **Workflow** in the left window and expand the window.
 2. Browse to **Automation > Approvals**, right click on **Approval Processes**, then **New > Approval Process > ServiceNow Approval Process**.



Your **ServiceNow Approval Process** will now appear under Approval Processes. Click on this.

4. Next click the **search icon** and select the name of your **ServiceNow Server** that you created in step 6.

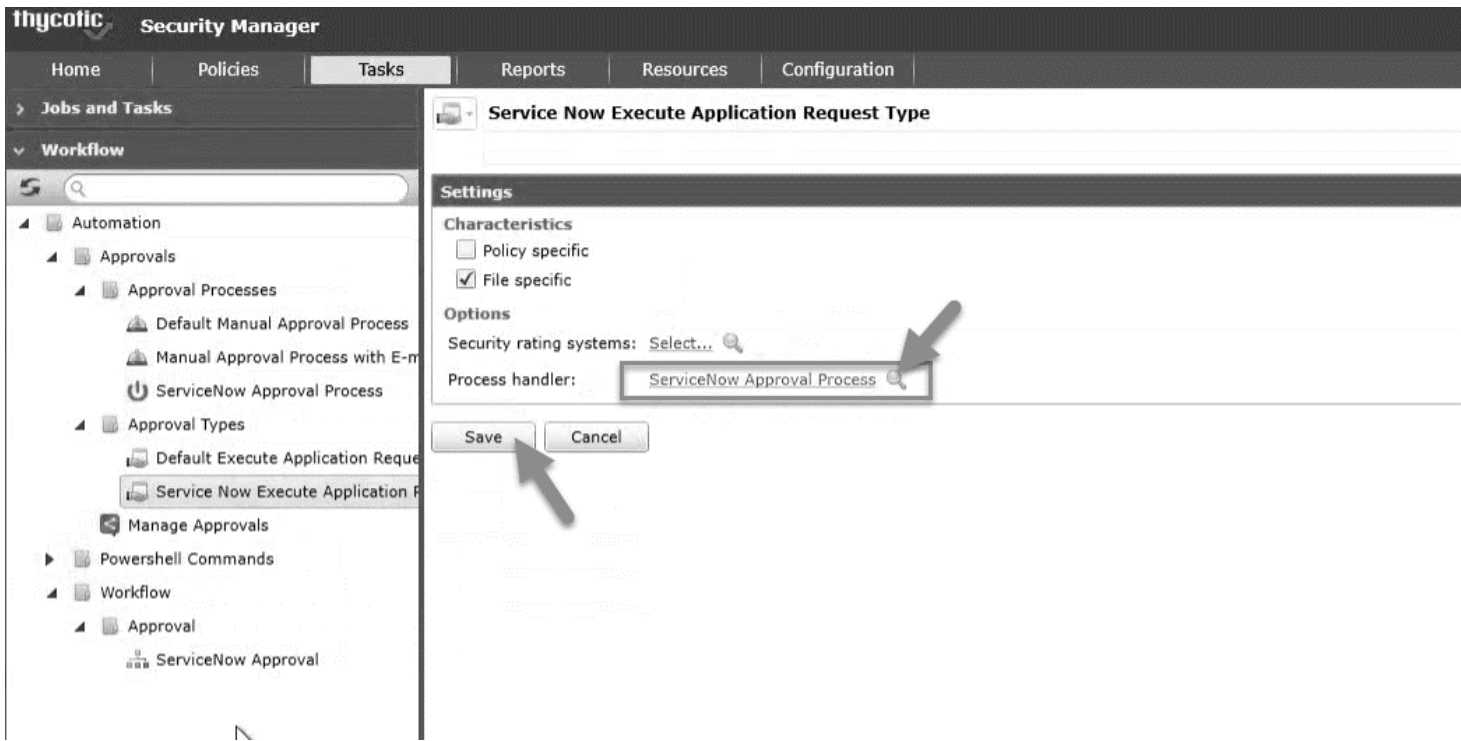


5. Click on **Request Item** and search for **Thycotic > Execute Application Workflow** , select this. It may take a few minutes to load.
6. Complete the following fields:
 - For **Create request service**, enter **CreateExecuteAppApprovalRequest**.
 - For **Get request status service**, enter **GetExecuteAppApprovalRequestStatus**.
 - For **Cancel request service**, enter **CancelExecuteAppApprovalRequest**.
7. Click **Save**.

Important: Note that the names of these services must be the same in Privilege Manager and ServiceNow or the integration will break.

Now, still under **Workflow** in your Silverlight **Tasks** tab,

8. Browse to **Automation > Approvals**, right click on **Approval Types** and then **New > Execute Application Approval Request**.
9. Click **Service Now Execute Application Process** under **Approval Types**.
10. Select the **ServiceNow Approval Process** as your **Process Handler**. Click **Save**.



You must **create an action and attach it to a policy** to manage what events you want sent to ServiceNow for approvals.

1. Browse back to Privilege Manager (<https://DomainName/TMS/PrivilegeManager>):

Name	Description	Type	MacOS
Application Approval Request Message Action	Application Approval Request Message Action for Mac OS	Display Advanced Message Action	✓
Approval Request Form Action	This action will display a approval request form for approval before allowing application to run.	CustomXamlExecutionActionContract	⊖

2. In the Privilege Manager Dashboard, go to **Admin > Actions**. Search for **Approval Request Form Action**, click this, then **Create a Copy**.

ServiceNow Approval Request Form Action

Details | Related Items

Details

Name * ServiceNow Approval Request Form Action

Description This action will display a approval request form for approval before allowing application to run.


Settings

Require authentication:

- By the interactive end-user
- By a member of the group:

Approval type

Window Design

Message prompt logo 

No file chosen

Application label Application:

Approval status label Approval status:

Approval status section A previous request for this application has been submitted for review.

Cancel button text Cancel

Continue button text Continue

Information section This application has not been approved for use according to corporate policy. Please discontinue use or enter your justification to continue through ServiceNow.

Instruction section Type a brief explanation describing why this application is necessary. This explanation will form part of the request and will be reviewed by IT staff in consideration of this request.

3. Name your new Action (ServiceNow Approval Request Form Action).
4. Click **Edit**. Next to Approval Type, search for **ServiceNow Execute Application Request Type**.

You can also customize your Window Design and the **Information Section** to specify "This application has not been approved for use according to corporate policy. Please discontinue use or enter your justification **to continue through ServiceNow**," if desired. Click **Save**.

- Browse to **Policies > Create New** or find an existing policy that you want to use for ServiceNow Approvals.
*If you need help creating a new policy, see the Privilege Manager User Guide.
- On the Policy's detail view under the Actions tab, click **Edit** and **Add Action**. Search for the action you just created (**ServiceNow Approval Request Form Action**). Click **Add**, then **Save**.

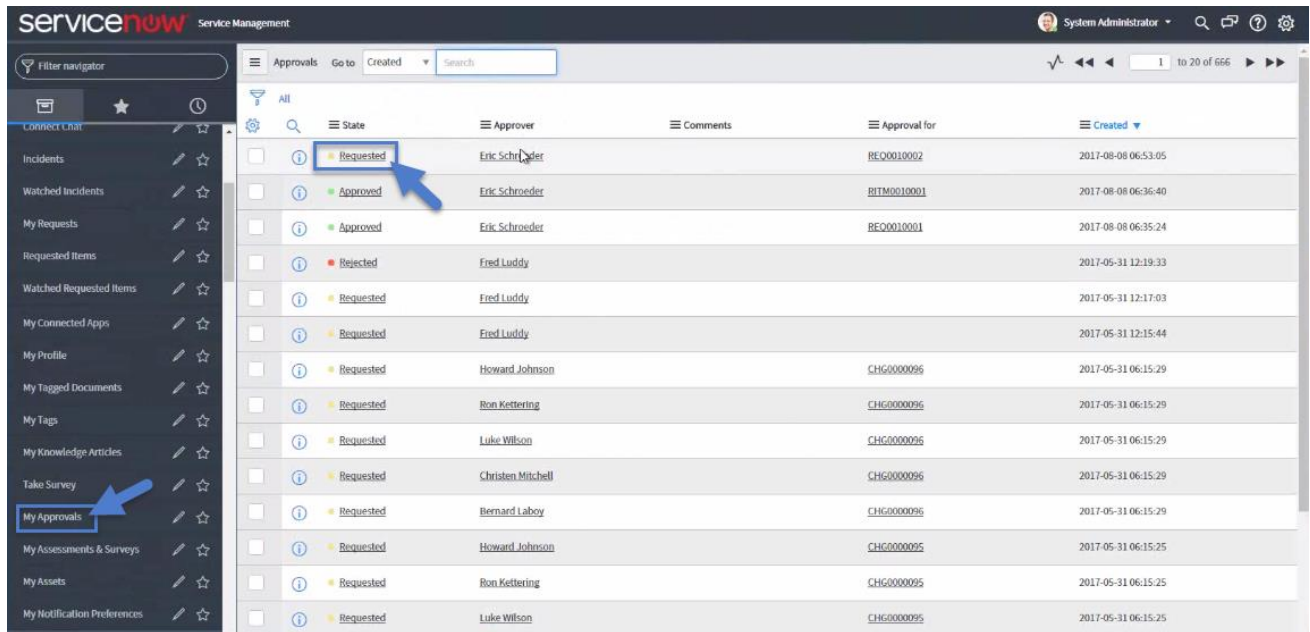


- Update your endpoints by sending this new policy to target agents. Policies automatically update according to a schedule. For steps on how to do this immediately, see the *Privilege Manager User Guide*.

Verifying the integration workflow

Now that you have a policy attached to your ServiceNow integrated Action, the requests from your policy will be sent through ServiceNow for approval.

- On your endpoint, perform the action that your policy targets for ServiceNow Approval. You will be prompted with a justification window to explain your request. To approve these requests, open your ServiceNow Dashboard.



2. Go to **MyApprovals** in ServiceNow and you will see your new requests. Click **Requested** for details.
3. In the Request page you will be able to view details of what action is being requested, and you can **Accept** the action.
4. On your endpoint, the pending justification window will update to an **Approved** status, and the user will be able to access their requested application.