IBM Security Secret Server Version 10.8

ServiceNow Connector Guide

IBM

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## **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**
- Browse to your Thycotic Management Server Setup page at <u>https://DomainName/TMS/Setup/ProductOptions/ShowProducts</u>.
- 3. Install the following items:
  - Thycotic ServiceNow Connector add-on
  - Thycotic Management Server Silverlight Console.

Select Products to Install		
Thycotic Application Control Solution 10.3.2021	New	0
Thycotic Local Security Solution 10.3.1004	0	
✓ Thycotic Management Server Core Solution 10.3.2102	Required	0
Z Thycotic Management Server Silverlight Console 10.3.2055	Required	0
Thycotic Mobile Console Solution 10.3.1003	0	
Thycotic Privilege Manager 10.3.2055	New	0
	0	
☑ Thycotic ServiceNow Connector 10.3.1010	0	
	0	
Thycotic SysLog Connector 10.3.1002	0	
Thycotic System Center Configuration Manager Connector 10.3.1001	0	
Thycotic VirusTotal Reputation Connector 10.3.2021	New	0
hi -	0	
Iristali 🕨 Refresh		

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

Configura	ition						
General	Discovery	Reputation	User Credentials	Foreign Systems	Roles	Advanced	
User Creden			- L2				
		Name		D	escription		Last Modified By
Default Pro:	Default Proxy Server User Credential			Proxy Server User Credential			Principal Self Well Known Group
Default Use	r Credential			Default User Credential			Principal Self Well Known Group
js lab doma	in			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**.

Configura	ation						
General	Discovery	Reputation	User Credentials	Foreign Systems	Roles	Advanced	
Fore	eign Systems can l	be configured to allo	ow for integration with ot	ner environments. It is rec	ommended to	o configure at least Activ	ve Directory and SMTP.
Name							
Active Dire	ctory Domains						
Azure Servi	<u>ce Bus</u>						
ServiceNov							
SMTP Serve	er 🖓						
Thycotic M	anagement Serve	r					
Thycotic Se	<u>cret Server</u>						

ServiceNow Server		
_ Details		
Name	ServiceNow Server	
Description	ServiceNow Server	
Settings		
Credential	ServiceNow	
Uri	https:// .service-now.com/	

7. 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 <u>Advanced ServiceNow Integration Guide here</u>.

	Search Items	Search	НОМЕ	TOOLS	ADMIN	REPORTS	Δ	?	2
Search									
Create <u>ServiceNow</u>			Q Se	arch					
Number of Results	🕼 Create ServiceNow Ap	nroval Request		g 1 to 1 of	1				
Role Type Name (1) Registered Activity Task (1)	9/5/2017 - Registered Activi This task creates required in	ity Task	low that er	nable Privil g 1 to 1 of		ger to use Servi	ceNow for	approv	vals.

Settings				
ask Name	* Interactive run on Tue Sep	05 2017		
	* Force update			
erviceNow system ID	<u>View Parameters</u> * <u>Select resource</u>			
	Name	Resource Type	Description	CreatedDate
	ServiceNow	ServiceNow Management Server	My ServiceNow Instance	9/5/2017 3:29:50 PM
		25 v items per page		Showing 1 - 1
	X Close Clear			

- 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

Service	Managem	ent			🧓 System Administrator 🔻	く 口 ③ 發
(∀ soap ⊗)		Scripted W	Veb Services New Go to Created	▼  Se	arch	
	Ţ	All			<b>4 4 1</b> t	o 18 of 18 🕨 🕨
System Web Services	ক্ট্য	Q	<b>≡</b> Name	<b>≡</b> Active		■ Created ▼
SOAP Security Policies		í	CancelExecuteAppApprovalRequest	true	This service cancels an execute applicat	2017-08-29 14:54:22
▼ Outbound		í	GetExecuteAppApprovalRequestStatus	true	This service returns the status of an ap	2017-08-29 14:54:18
SOAP Message		i	<u>CreateExecuteAppApprovalRequest</u>	true	This service creates a new approval requ	2017-08-29 14:54:05
▼ Scripted Web Services		í	MIDIssueLogger	true	Allows logging to ecc_agent_issue	2017-01-24 14:06:03
$\odot$		í	<u>CMDBApiWS</u>	true	This scripted web service is for CMDB We	2014-08-07 11:49:59

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).
- Open an Internet Explorer browser (not Microsoft Edge) Go to <u>https://DomainName/TMS/Setup</u> 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.

hycolic Security Manager		User: SS	admin
Home Policies Tasks	Reports Resources Configuration		About
Jobs and Tasks	Approval Processes		
Workflow			
s ( )		<b>S</b> (2	· · · · · · · · · · · · · · · · · · ·
Automation	Name	Modified	Ву
🔺 📓 Approvals	🚵 Default Manual Approval Process	7/11/2017 7:30:12 PM +00:00	Principal Self Well
Approval Brosseree     Approv     Import     Approv     Export     ion Reque     View As Xml	🚈 Manual Approval Process with E-mail Alerts	7/10/2017 1:47:40 PM +00:00	🥵 Principal Self Well.
Ser View As Xml plication F	U ServiceNow Approval Process	8/8/2017 1:26:37 PM +00:00	🖸 SSadmin
Powershell New App     Workflow Fold     Approval     Approval     ServiceNow Approval	oval Process  Manual Approval Process er Service www.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.

thycotic Security Manager	User: administrator
Home Policies Tasks	Software Reports Profiles Resources Configuration About 🏘
> Jobs and Tasks	U - ServiceNow Approval Process
~ Workflow	
5 9	Settings
<ul> <li>Automation</li> <li>Approvals</li> <li>Approval Processes</li> <li>Default Manual Approval Process with E-m</li> <li>ServiceNow Approval Process</li> <li>Approval Types</li> <li>Manage Approvals</li> <li>Powershell Commands</li> <li>Thycotic Solutions</li> <li>Workflow</li> </ul>	ServiceNow server:       ServiceNow.Server         Create request service:       CreateExecuteAppApprovalRequestStatus         Get request service:       GetExecuteAppApprovalRequest         Cancel request service:       CanceExecuteAppApprovalRequest         Timeout after:       30 * Minutes *

- 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.

thycotic Security Manager	
Home Policies <b>Tasks</b>	Reports Resources Configuration
> Jobs and Tasks	Service Now Execute Application Request Type
~ Workflow	
5 (9	Settings
<ul> <li>Automation</li> <li>Approvals</li> <li>Approval Processes</li> <li>Default Manual Approval Process with E-m</li> <li>ServiceNow Approval Process</li> </ul>	Characteristics         □ Policy specific         ☑ File specific         Options         Security rating systems:         Select         Q         Process handler:         ServiceNow Approval Process
<ul> <li>Approval Types</li> <li>Default Execute Application Reque</li> <li>Service Now Execute Application F</li> <li>Manage Approvals</li> </ul>	Save Cancel
Powershell Commands	
<ul> <li>Workflow</li> <li>Beproval</li> <li>ServiceNow Approval</li> </ul>	
N	

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):

Actions			
Add Action			
Include date columns			
Name * appro × T	Description $\Rightarrow$ <b>T</b>	Type 🕆 👅	MacOS 🕆 🍸
		13900 1	indeed + (
Application Approval Request Message Action	Application Approval Request Message Action for Mac OS	Display Advanced Message Action	✓

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

ServiceNow Approval Req					
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.				
Cottings					
_ Settings					
Require authentication: By the interactive end-user					
®By a member of the group:					
Approval type	* ServiceNow Execute Application Request Type Q				
- Window Design					
Message prompt logo	thueotic				
	thycotic				
	Choose File 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**.

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5. 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.

6. 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**.

Request /	Approval Policy		Polic
General	Conditions Actions Policy Enforcement De	ployment	
Send polic	y feedback 🛛		
Actions to a	pply to the application		
Туре	Action Name		
8	Add Action		
	View by = List		
	Name	Туре	Folder
	Approval Request Form Action	CustomXamlExecutionActionContract	Advanced Windows Messages
2	ServiceNow Approval Request Form Action	CustomXamlExecutionActionContract	Advanced Windows Messages
	Add Cancel		
11			

7. 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.

1. 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.

Service Management									🌏 System Administrator + 오 다 ⑦ 🐯		
( Filter navigator			= /	Approvals	Go to Created 💌	Search			√ <b>44 4</b> 1 to 20 of 666 ► ►►		
	0		₹ ©	All Q	≡ State	≡ Approver	≡ Comments	■ Approval for	≡ Created ▼		
Incidents		\$		1	Requested	Eric Schr Lader		REQ0010002	2017-08-08 06:53:05		
Watched Incidents		2		(	Approved	Eric Schroeder		RITM0010001	2017-08-08 06:36:40		
My Requests		2		<b>(i)</b>	Approved	Eric Schroeder		REQ0010001	2017-08-08 06:35:24		
Requested Items		2		0	Rejected	Fred Luddy			2017-05-31 12:19:33		
Watched Requested Items		2		()	e Requested	Fred Luddy			2017-05-31 12:17:03		
My Connected Apps		4		()	Requested	Fred Luddy			2017-05-31 12:15:44		
My Profile				1	Requested	Howard Johnson		CHG0000096	2017-05-31 06:15:29		
My Tagged Documents				0	Requested	Ron Kettering		CH60000096	2017-05-31 06:15:29		
My Tags				()	Requested	Luke Wilson		CHG0000096	2017-05-31 06:15:29		
My Knowledge Articles Take Survey	/ 1			0	Requested	Christen Mitchell		CHG0000096	2017-05-31 06:15:29		
My Approvals	1			1	· Requested	Bernard Laboy		CHG0000096	2017-05-31 06:15:29		
My Assessments & Surveys	13			0	Requested	Howard Johnson		CHG0000095	2017-05-31 06:15:25		
My Assets		27		0	Requested	Ron Kettering		CHG0000095	2017-05-31 06:15:25		
My Notification Preferences		2		()	Requested	Luke Wilson		CH6000095	2017-05-31 06:15:25		

- 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.