



PROCESS MANUAL

Document Code: PM-SNI

ServiceNow Integration

 **FastTrack** Software

 **Admin** By Request

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Introduction


Admin By Request offers a custom-built, fully integrated ServiceNow application for customers who prefer to manage core features of Admin By Request via the ServiceNow platform, rather than through the Admin By Request User Portal. This manual provides a step-by-step guide on how to authorize and enable the integration and access the Auditlog and Requests through ServiceNow.

Assumptions

The tasks described in this manual begin after installation of the Admin By Request application from the ServiceNow store¹ and assume that the user has administrator access to their ServiceNow instance and some familiarity with the platform.

You must also have an Admin By Request API Key, self-generated through your Admin By Request User Portal via **Settings > [OS] Settings > Data > API:**

The screenshot shows the Admin By Request Settings page. The 'Settings' menu item is circled in orange. The 'Data' menu item in the left sidebar is also circled in orange. The 'API' tab is selected and circled in orange. The 'API Access' section shows the 'API access' toggle set to 'ON' (circled in orange) and a 'Regenerate' link. The 'API Key' field is blurred. A red arrow points to the 'Save' button. The 'About API Access' section provides additional information about the API access setting.

 **NOTE:** The API Key has been blurred out in the above example.


Breakdown of Tasks

Four tasks are covered in this manual:

1. Task A: Authorize Connection
2. Task B: Configure Flows
3. Task C: Assign User Access
4. Task D: Use Features

¹ Access the ServiceNow store at the following link: https://store.servicenow.com/sn_appstore_store.do#!/store/home.

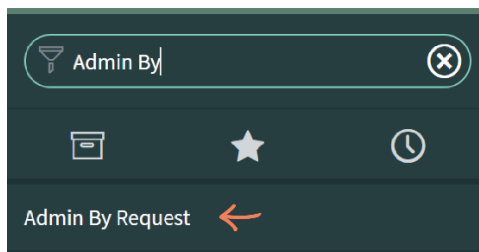
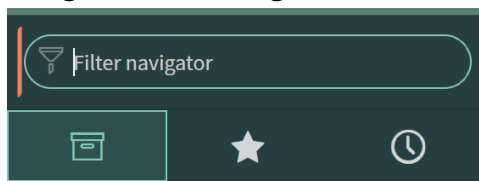
Integration Tasks

 **NOTE:** Throughout this manual and within the ServiceNow application, the name 'FastTrack' appears several times, including in the Properties page, Flows, and Roles. This is reference to FastTrack Software – the company that provides the Admin By Request service.

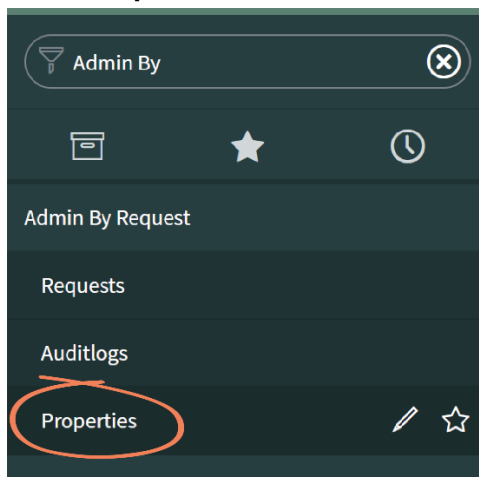
Task A: Authorize Connection

The integration described in this document is made possible through a connection between the ServiceNow application and the Admin By Request public API. Task A of the integration process involves authorizing this connection.

1. Using the **Filter Navigator** search box, locate the **Admin By Request** app:



2. Select **Properties** from the sub-menu:



3. In the FastTrack Properties page, paste your API key into the **FastTrack API Key** text box and use the drop-down menu to **Select the datacenter that you have been assigned:**


FastTrack Properties

FastTrack API Key ?

.....

Select the datacenter that you have been assigned. ?

EU	▼
EU	
US	

 **NOTE:** For Admin By Request customers, your data resides in the same region that you are based unless you have specified otherwise. I.e., data is stored in the EU region for European customers, and in the US Region for customers based outside of Europe. If you are unsure which region your data resides, contact Admin By Request.

4. When both fields are filled, click **Save:**

FastTrack Properties

FastTrack API Key ?

.....

Select the datacenter that you have been assigned. ?

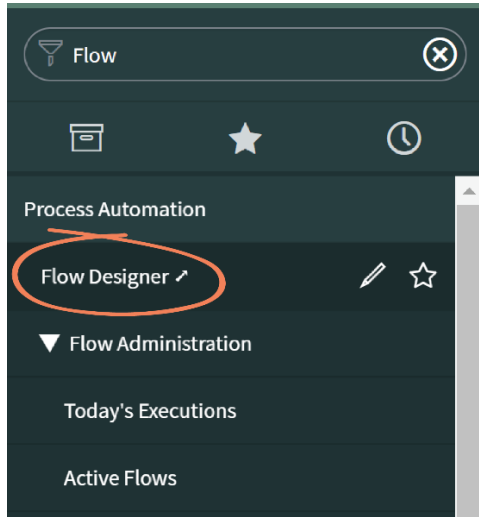
EU	▼
----	---


Save

Task B: Configure Flows

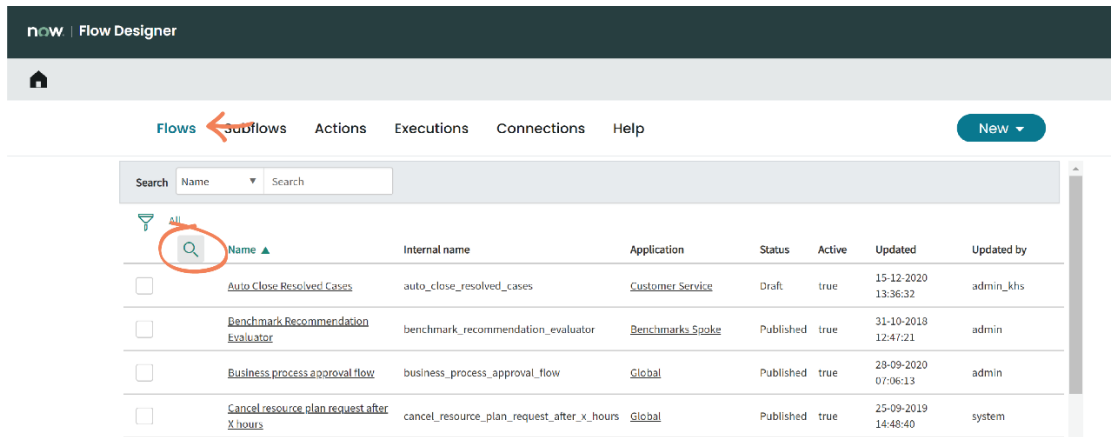
The Admin By Request / ServiceNow integration incorporates pre-built Flows (also referred to as Schedules in ServiceNow) designed to automatically get Admin By Request data into your ServiceNow instance. This task covers the steps involved in enabling the Flows to run so that the application can begin pulling the appropriate data.

- Using the **Filter Navigator** search box, locate and select **Flow Designer**:

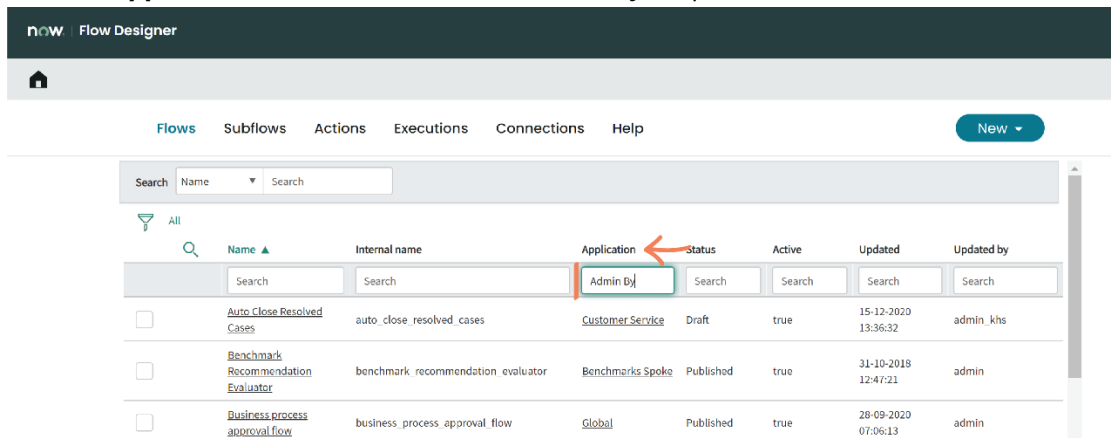


 **NOTE:** The Flow Designer opens in a new window and may take some time to load.

- In the **Flows** tab, click the search icon underneath the main search menu:



- Use the **Application** search box to locate Admin By Request Flows:



4. The following four Flows are displayed for the Admin By Request application:

- *FastTrack – Get Audit Logs*
- *FastTrack – Get Requests*
- *FastTrack – Update Audit Logs*
- *FastTrack – Update Requests*

Flows Subflows Actions Executions Connections Help New ▾

Search Search

All > Application Name starts with Admin By

	Name ▲	Internal name	Application	Status	Active	Updated	Updated by
<input type="checkbox"/>	FastTrack - Get Audit Logs	fasttrack__get_audit_logs	Admin By Request	Published	false	19-08-2021 12:07:09	admin_amb
<input type="checkbox"/>	FastTrack - Get Requests	fasttrack__get_requests	Admin By Request	Published	true	19-08-2021 12:07:37	admin_amb
<input type="checkbox"/>	FastTrack - Update Audit Logs	fasttrack__update_audit_logs	Admin By Request	Published	true	19-08-2021 12:07:54	admin_amb
<input type="checkbox"/>	FastTrack - Update Requests	fasttrack__update_requests	Admin By Request	Published	true	19-08-2021 12:08:21	admin_amb

5. Click into the first flow by selecting its name in the **Name** column. This opens the following screen, displaying:

- **TRIGGER:** Specifies if and how often the Flow is repeated.
- **ACTIONS:** Lists all of the actions performed in the Flow.

now | Flow Designer

Flow FastTrack - Get Au... x +

FastTrack - Get Audit logs Inactive Properties Test Executions Activate Save ...

TRIGGER ←

Repeat every 0 day(s) 00 hour(s) 16 minute(s) 16 second(s)

ACTIONS ←

1 FastTrack - Get Audit Logs Delta retrieve latest audit logs

+ Add an Action, Flow Logic, or Subflow

Data >

- Flow Variables
- Trigger - Repeat
 - Run Start Time Date/Time
- 1 - FastTrack - Get Audit Logs

6. If desired, the **TRIGGER** can be adjusted. To do this, click the item (i.e., **Repeat every...**):

now | Flow Designer

Flow FastTrack - Get Au... x +

FastTrack - Get Audit logs Inactive Properties Test Executions Activate Save ...

TRIGGER ←

Repeat every 0 day(s) 00 hour(s) 16 minute(s) 16 second(s)

ACTIONS ←

1 FastTrack - Get Audit Logs Delta retrieve latest audit logs

+ Add an Action, Flow Logic, or Subflow

Data >

- Flow Variables
- Trigger - Repeat
 - Run Start Time Date/Time
- 1 - FastTrack - Get Audit Logs

Click or hit enter to Expand ServiceNow Core Schedule Trigger for Repeat every 0 day(s) 00 hour(s) 16 minute(s) 16 second(s)

7. Use the input boxes to adjust the interval. Click the **Close** button when the desired interval is set:

TRIGGER

now Repeat every 0 day(s) 00 hour(s) 16 minute(s) 16 second(s)

Trigger Repeat

* Repeat 0 Days

00 h 16 m 16 s

Close

NOTE: The interval for each Flow has been pre-configured, however, it is up to your organization how frequently you want to pull data from Admin By Request into your ServiceNow instance.

IMPORTANT:

- Avoid setting the trigger interval to less than 2 minutes; this can lead to issues, particularly for bigger customers with large numbers of Requests coming through.
- Avoid setting the trigger interval to exactly 15 minutes; this interval is considered the 'standard' for Flows to trigger. However, for debugging purposes, it is easier if not all triggers activate at the same time. Instead, set an interval either side of 15 minutes so that the issue can be more easily investigated if something goes wrong.

8. Ensure the desired changes are reflected in the **TRIGGER**, then click the **Activate** button in the top right-hand menu:

now | Flow Designer

Flow FastTrack - Get Au... x +

FastTrack - Get Audit logs Inactive Properties Test Executions **Activate** Save ...

TRIGGER

now Repeat every 0 day(s) 00 hour(s) 16 minute(s) 16 second(s) ←

ACTIONS

1 **FastTrack - Get Audit Logs** Delta retrieve latest audit logs

+ Add an Action, Flow Logic, or Subflow

Data

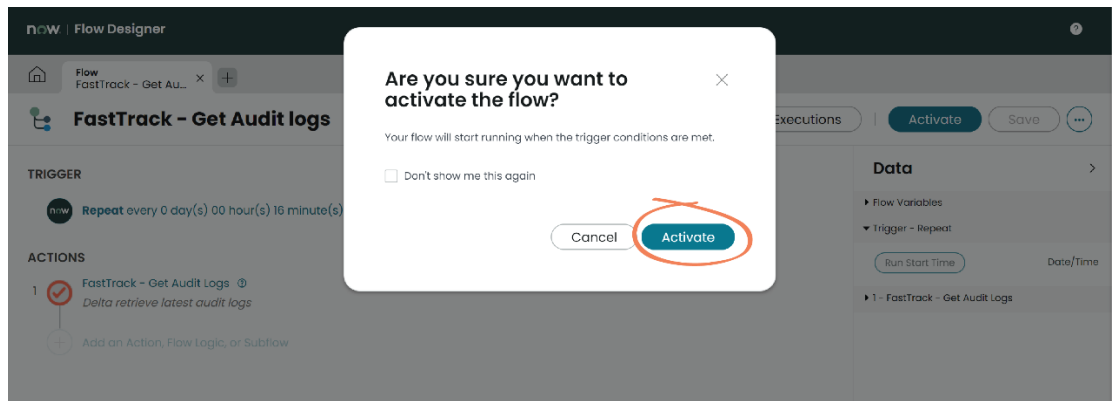
Flow Variables

Trigger - Repeat

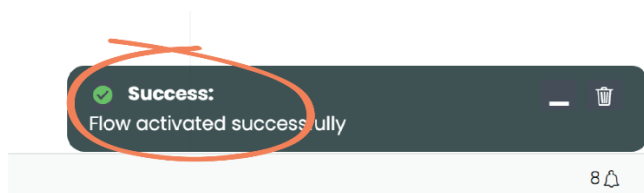
Run Start Time Date/Time

1 - FastTrack - Get Audit Logs

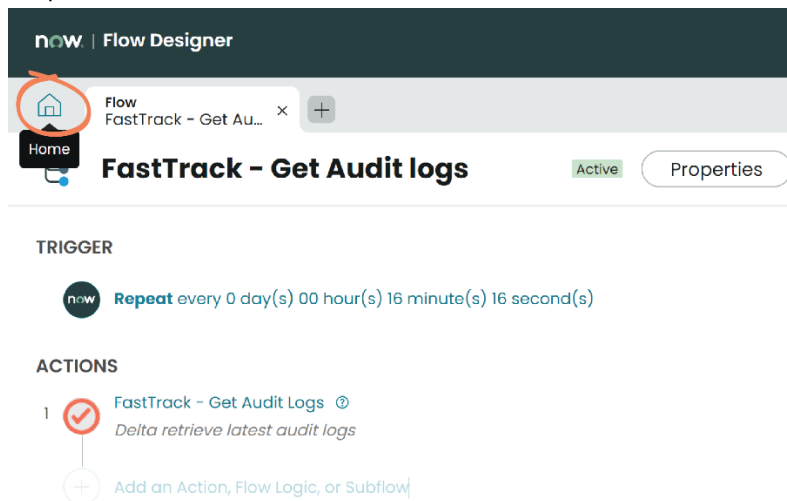
9. This opens a confirmation prompt. Click the **Activate** button in the prompt to enable the flow to run:



10. Upon successful activation, a **Success** message appears in the bottom right-hand corner of the screen:



11. Use the **Home** icon next to the **Flow** tab in the top left-hand menu to navigate back to Step 1 of this task (i.e., Task B):



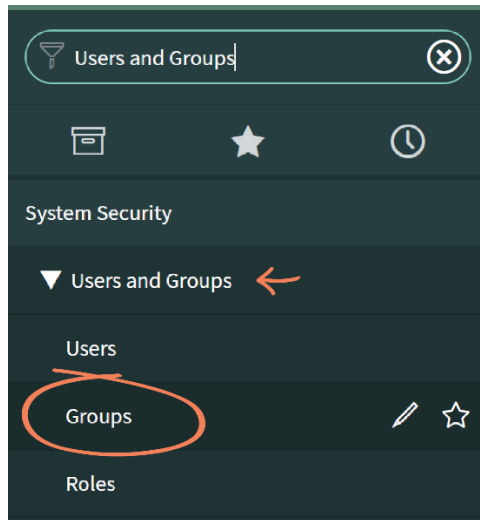
12. Repeat the process for the other three FastTrack Flows.

Task C: Assign User Access

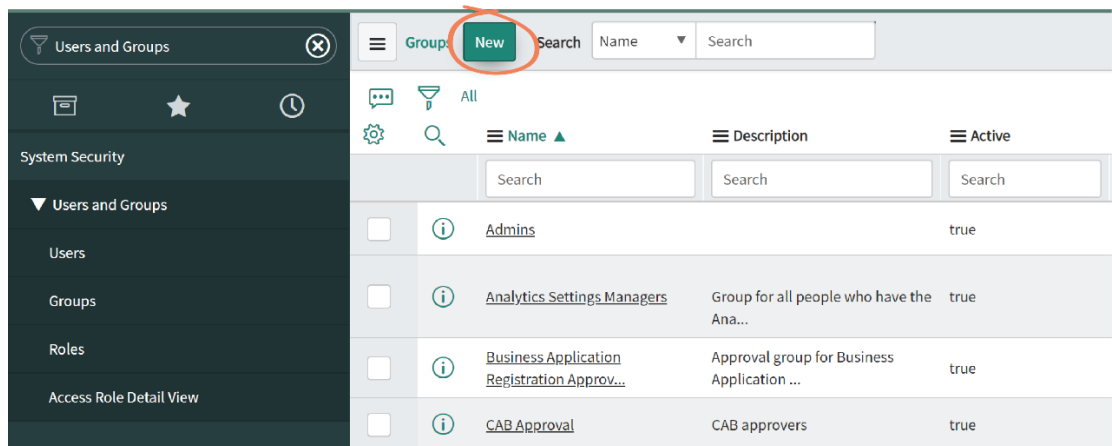
Once the Flows are activated and the application is successfully pulling / updating data, access needs to be granted to the appropriate users within the ServiceNow instance so that they can interact with Admin By Request features. This task covers the process of creating a Group of users and assigning them access using pre-configured ServiceNow Roles.

In this example, we assign an 'Example Approvers' Group the Role of 'User', which allows them to Approve or Deny Requests within ServiceNow.

- Using the **Filter Navigator** search box, locate and select **Groups** (under **Users and Groups**):



- Click the **New** button in the top left-hand menu:



- Fill out the fields as appropriate (i.e., according to your organizations preferences) and click **Submit**:

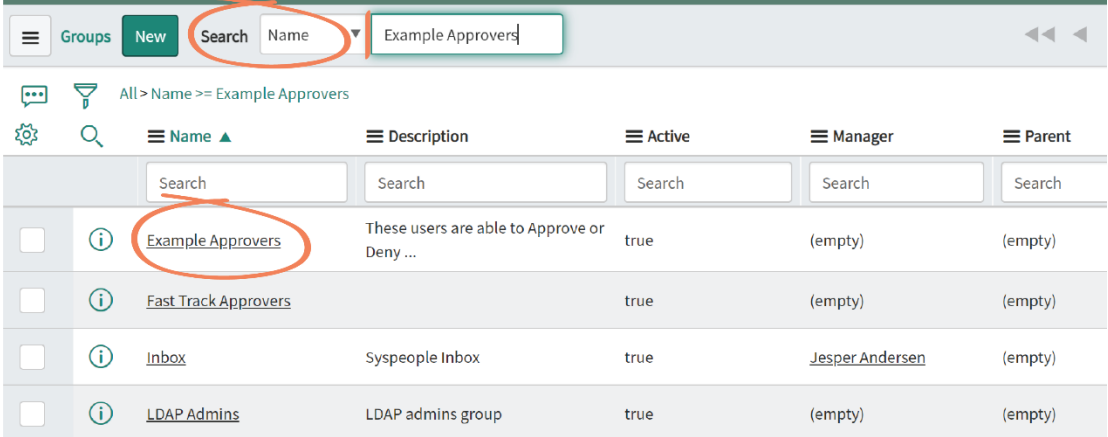
The screenshot shows the ServiceNow 'New Group' form. The form fields are as follows:

- Name: Example Approvers
- Group email: [Empty field]
- Manager: [Empty field]
- Parent: [Empty field]
- Hourly rate: kr, 0,00
- Description: These users are able to Approve or Deny Requests.
- Type: [Lock icon]

The 'Submit' button is highlighted with a red circle.

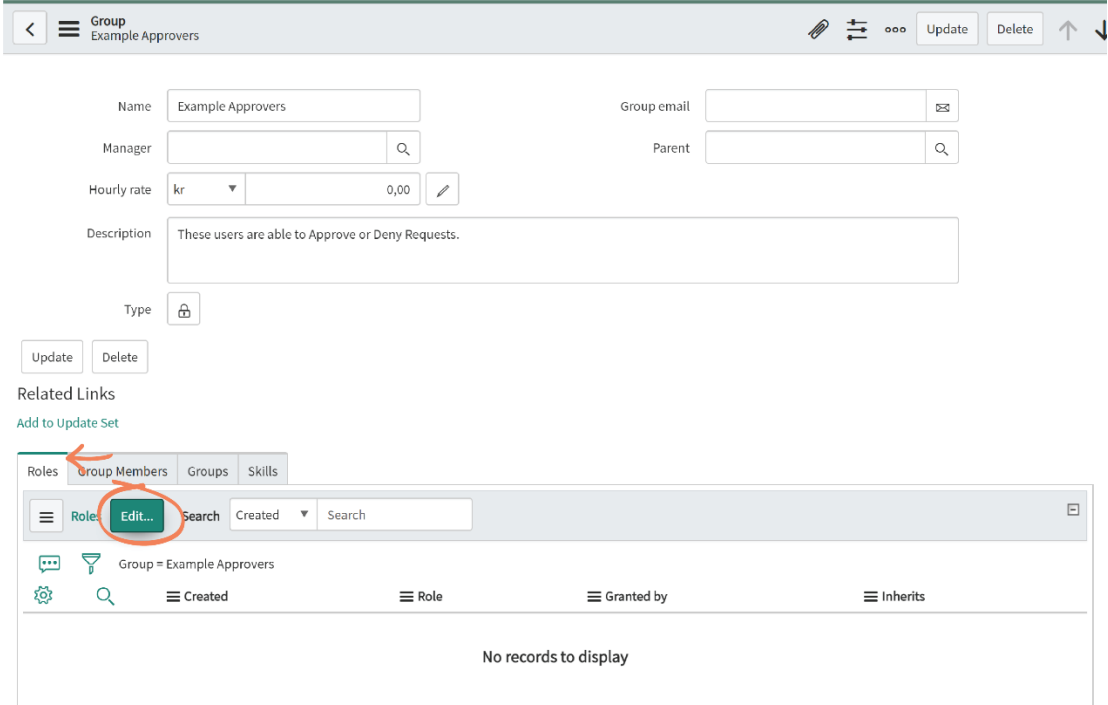
 **NOTE:** In the above example, only the Name and Description fields are filled out.

4. Search by **Name** in the top search bar to locate and select the **Example Approvers** Group created in the previous step (i.e., Step 3):



	Name	Description	Active	Manager	Parent
<input type="checkbox"/>	Example Approvers	These users are able to Approve or Deny ...	true	(empty)	(empty)
<input type="checkbox"/>	Fast Track Approvers		true	(empty)	(empty)
<input type="checkbox"/>	Inbox	Syspeople Inbox	true	Jesper Andersen	(empty)
<input type="checkbox"/>	LDAP Admins	LDAP admins group	true	(empty)	(empty)

5. In the **Roles** tab in the bottom left-hand menu, click the **Edit...** button:



Group: Example Approvers

Name: Group email:

Manager: Parent:

Hourly rate:

Description:

Type:

Related Links
Add to Update Set

Roles **Group Members** Groups Skills

Created

Group = Example Approvers

No records to display


6. Use the **Collection** search box to locate the two pre-configured FastTrack Software Roles:

- *x_201251_fasttra_0.FastTrack Admin*: Users assigned this role have administrative access within the application, which includes the ability to access properties and manage Users and Groups.

- *x_201251_fasttra_0.FastTrack User*: These users are able to access and interact with the Admin By Request Auditlog and Requests features (i.e., view / manage Auditlog data and Approve or Deny Requests).

Add Filter Run filter ?

-- choose field -- -- oper -- -- value --

Collection 

x_201251_fasttra_0.FastTrack Admin
x_201251_fasttra_0.FastTrack User

Roles List
Example Approvers
--None--

>
<

Cancel Save


7. Select the **User** Role (i.e., *x_201251_fasttra_0.FastTrack User*) and click the right-facing **arrow** button to assign the Role to the Example Approvers Group:


Add Filter Run filter ?

-- choose field -- -- oper -- -- value --

Collection

x_201251_fasttra_0.FastTrack Admin
x_201251_fasttra_0.FastTrack User


Add



<

Roles List
Example Approvers
--None--

Cancel Save

Name x_201251_fasttra_0.FastTrack User

- The Role appears under the Group name in the right-hand field. Click **Save**:

Collection

 x_201251_fasttra_0.FastTrack Admin

Roles List
 Example Approvers
 x_201251_fasttra_0.FastTrack User

Name x_201251_fasttra_0.FastTrack User

- Users can now be added to the Group in the same process used to assign Roles. Return to the Group page, and use the **Edit...** button in the **Group Members** tab:

Roles | **Group Members** | Groups | Skills

Group = Example Approvers


No records to display

- Use the **Collection** search box to locate the users for the Group, and the right-facing **arrow** button to add them to the Example Approvers Group.

NOTE: Roles can also be assigned to individual users. Navigate to **Users** from the **Filter Navigator** search box (under **Users and Groups**) and follow a similar process to what is described in this Task (i.e., Task C) to assign the appropriate Role to the user.

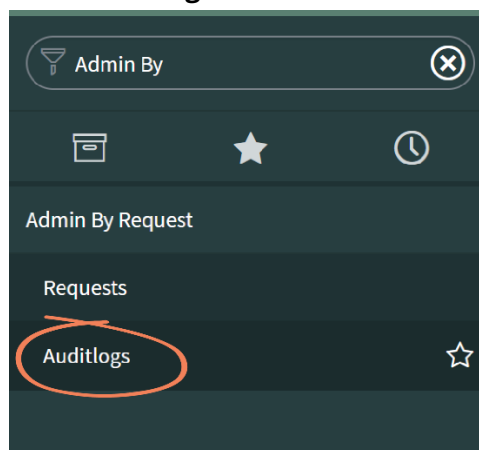
Task D: Use Features

Once the correct Roles are assigned, users are able to access Admin By Request data through the integrated features: Auditlog and Requests. Task D covers how to use these features through the ServiceNow application.

 **NOTE:** This Task is demonstrated from the viewpoint of regular user in the ServiceNow instance (i.e., a member of the 'Example Approvers' Group assigned the Role of 'User' in Task C) as opposed to an administrator – the Role required for Tasks A, B, and C.


Auditlog

- Using the **Filter Navigator** search box, locate the **Admin By Request** app and select **Auditlog** from the sub-menu:



- The Auditlog page displays all of the recent Auditlog data from Run As Admin and Admin Session Requests. Information includes:

- *State:* This could be 'Pending Approval', 'Denied', or 'Finished'.
- *Type:* Either 'Run As Admin' or 'Admin Session'.
- *Application:* The application that the user requested to Run As Admin.

 **NOTE:** There are no applications listed in this column for Admin Sessions because multiple applications may have been accessed during this time.

- *Scan Result:* This column displays 'Clean' unless the VirusTotal scan has flagged malware.

(See example Auditlog page below)

State	User	Email	Type	Computer Name	Application	Scan Result
Finished	FastTrack Software Support	support@fasttracksoftware.com	Run As Admin	FTWIN10-AALBORG-DENMARK	TwinCAT 3.1 FULL setup package	Clean
Finished	FastTrack Software Support	support@fasttracksoftware.com	Admin Session	FTWIN10-AALBORG-DENMARK		Clean
Finished	FastTrack Software Support	support@fasttracksoftware.com	Run As Admin	FTWIN10-AALBORG-DENMARK	Quick Assist	Clean
Finished	FastTrack Software Support	support@fasttracksoftware.com	Run As Admin	FTWIN10-AALBORG-DENMARK	TwinCAT 3.1 FULL setup package	Clean
Finished	FastTrack Software Support	support@fasttracksoftware.com	Run As Admin	FTWIN10-AALBORG-DENMARK	Windows Command Processor	Clean
Finished	FastTrack Software Support	support@fasttracksoftware.com	Run As Admin	FTWIN10-AALBORG-DENMARK	Notepad	Clean
Finished	FastTrack Software Support	support@fasttracksoftware.com	Run As Admin	FTWIN10-AALBORG-DENMARK	Windows Command Processor	Clean

3. Select an item in the list using the **State** column to view the available data for that Auditlog entry. Available data may include some or all of the following:

Audit - FastTrack Software Support

User: FastTrack Software Support | Type: Run As Admin
 Email: support@fasttracksoftware.com | State: Finished
 Phone:
 Application: TwinCAT 3.1 FULL setup package | Scan Result: Clean
 Preapproved: | Virus Total: <https://www.virustotal.com/latest-scan/4D3EC90494D7A0BE31CEB7E8FB2BEE8BA90F33A992089BBE8BE2E7FCA32F9DC2>
 Reason:
 Denied Reason:
 Requested at: 29-07-2021 13:42:58 | Start Time:
 Response Time: | End Time:

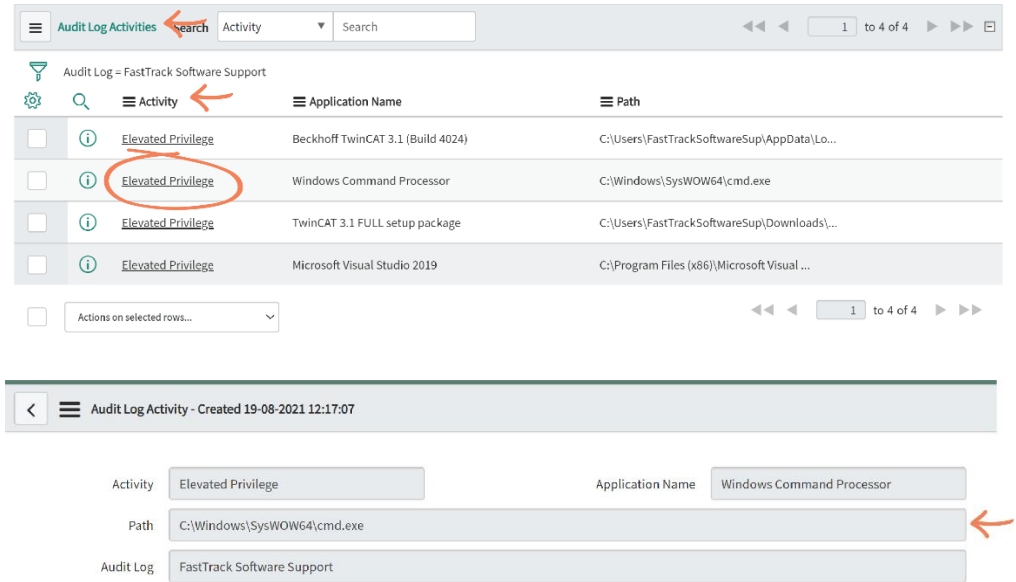
Audit Log Activities

Activity	Application Name	Path
Elevated Privilege	Beckhoff TwinCAT 3.1 (Build 4024)	C:\Users\FastTrackSoftwareSup\AppData\Lo...
Elevated Privilege	Windows Command Processor	C:\Windows\SysWOW64\cmd.exe
Elevated Privilege	TwinCAT 3.1 FULL setup package	C:\Users\FastTrackSoftwareSup\Downloads\...
Elevated Privilege	Microsoft Visual Studio 2019	C:\Program Files (x86)\Microsoft Visual ...

NOTE: If logged in to ServiceNow as an administrator (i.e., assigned the Role of *x_201251_fasttra_0.FastTrack Admin*), Auditlog data can be edited and updated manually by making the desired changes to an Auditlog entry and clicking the **Update** button:

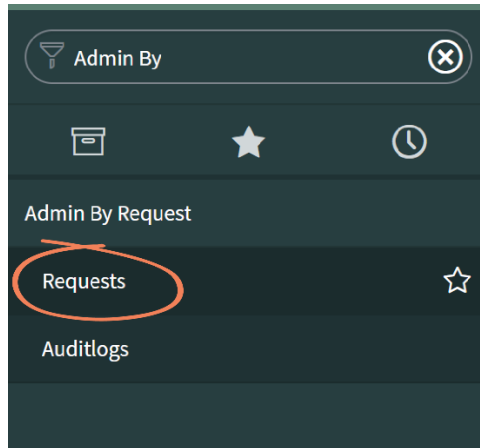


4. Selecting an item in the **Activity** column (from the **Audit Log Activities** section, bottom of page) displays further information, such as the file path:

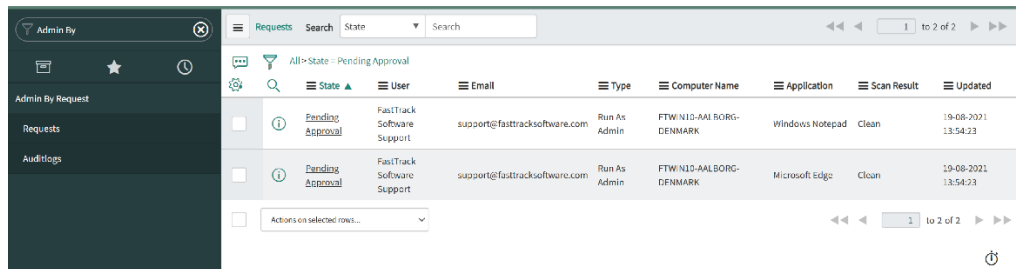


Requests

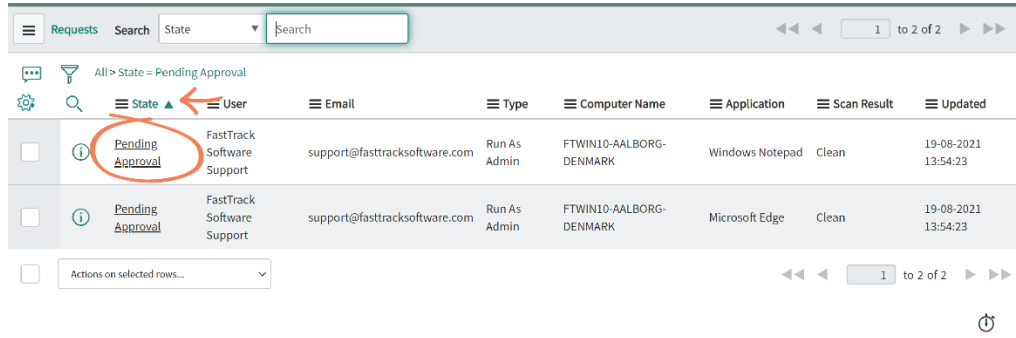
1. Select **Requests** from the **FastTrack – Admin By Request** sub-menu:



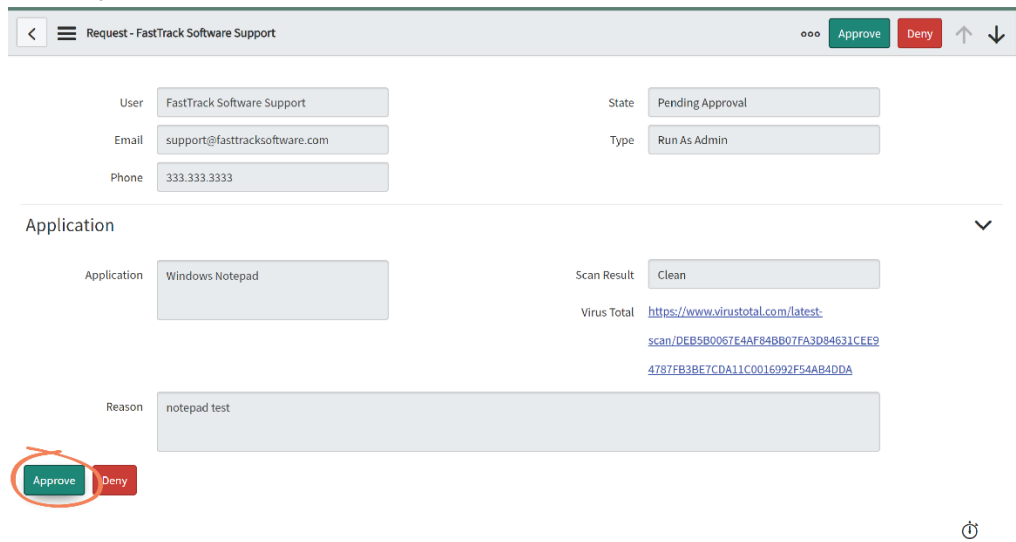
2. The **Requests** page displays all of the recent Requests made by users that are pending approval:



3. Click into an item in the list by selecting **Pending Approval** in the **State** column:

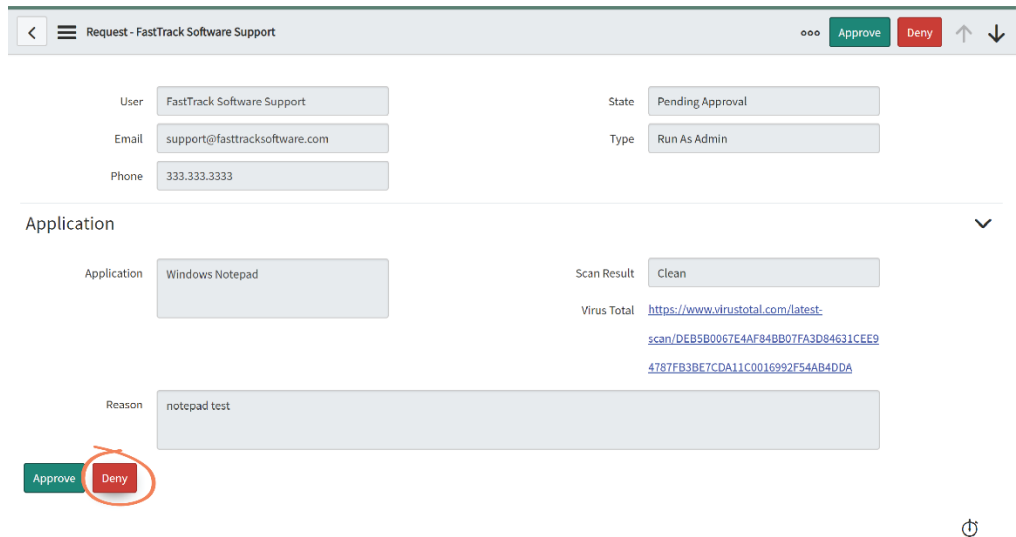


4. Information about the Request is displayed. Click the **Approve** button to Approve the Request:

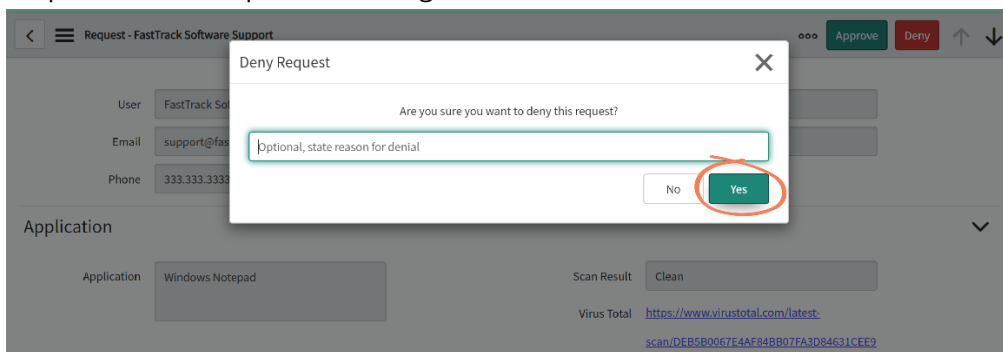



NOTE: The user who made the Request will receive an email from Admin By Request that their Request has been Approved. When the Request is complete, the details will be available in the Auditlog in ServiceNow.

5. To Deny a Request, click into the Request and select the **Deny** button:



- 6. A confirmation window appears following this action. Click **Yes** to Deny the Request, with the option of stating a **reason for denial**:



 **NOTE:** The user who made the Request will receive an email that their Request has been denied, with the reason included (if reason was given).