

Configuring Ivanti Automation for Neurons for Service Management

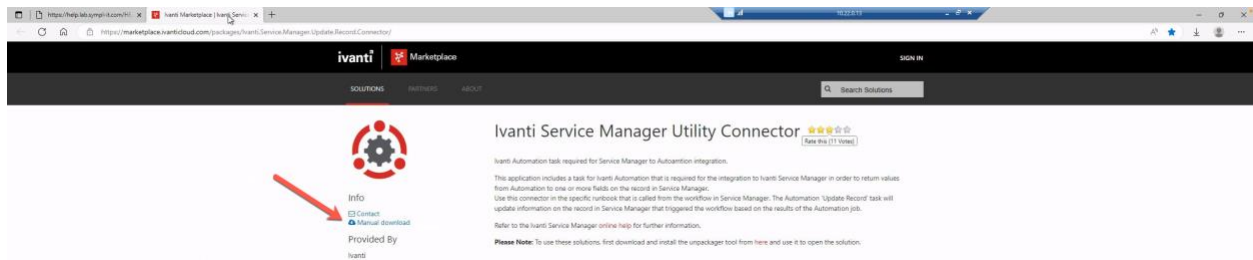
This document outlines the process of configuring Ivanti Automation for use in Neurons for Service Management.

1. Download the connector

The integration between Ivanti Automation and Neurons for Service Management requires a connector from the Ivanti Marketplace. This connector is called the Ivanti Service Manager Utility Connector. Below is a direct link to the connector.

<https://marketplace.ivanticloud.com/packages/Ivanti.Service.Manager.Update.Record.Connector/>

To download the connector, click “Manual Download”. If you’re not already signed in, you will be prompted to sign in. Click “Sign in with your Ivanti Community Account”. This will redirect you to the community sign in page. Sign in. After signing in, you will be sent back to the connector page on the marketplace. Click “Manual Download” again to start the download.



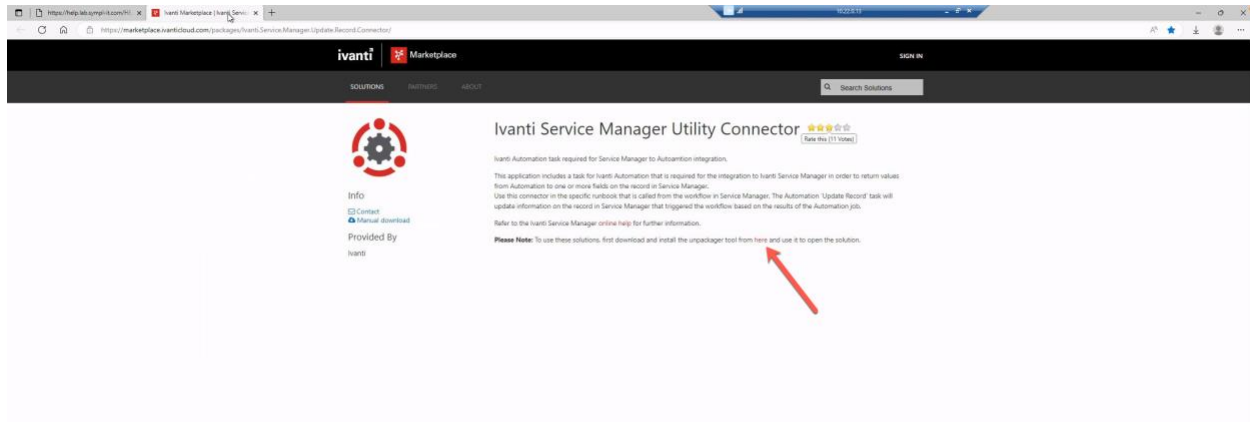
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2. Download the unpackager

In addition to the connector, you must also download the unpackager tool. This tool can be downloaded from the same page at the bottom of the screen. Below is a direct link to the unpackager tool.

<https://marketplace.ivanticloud.com/Tools/Importer>



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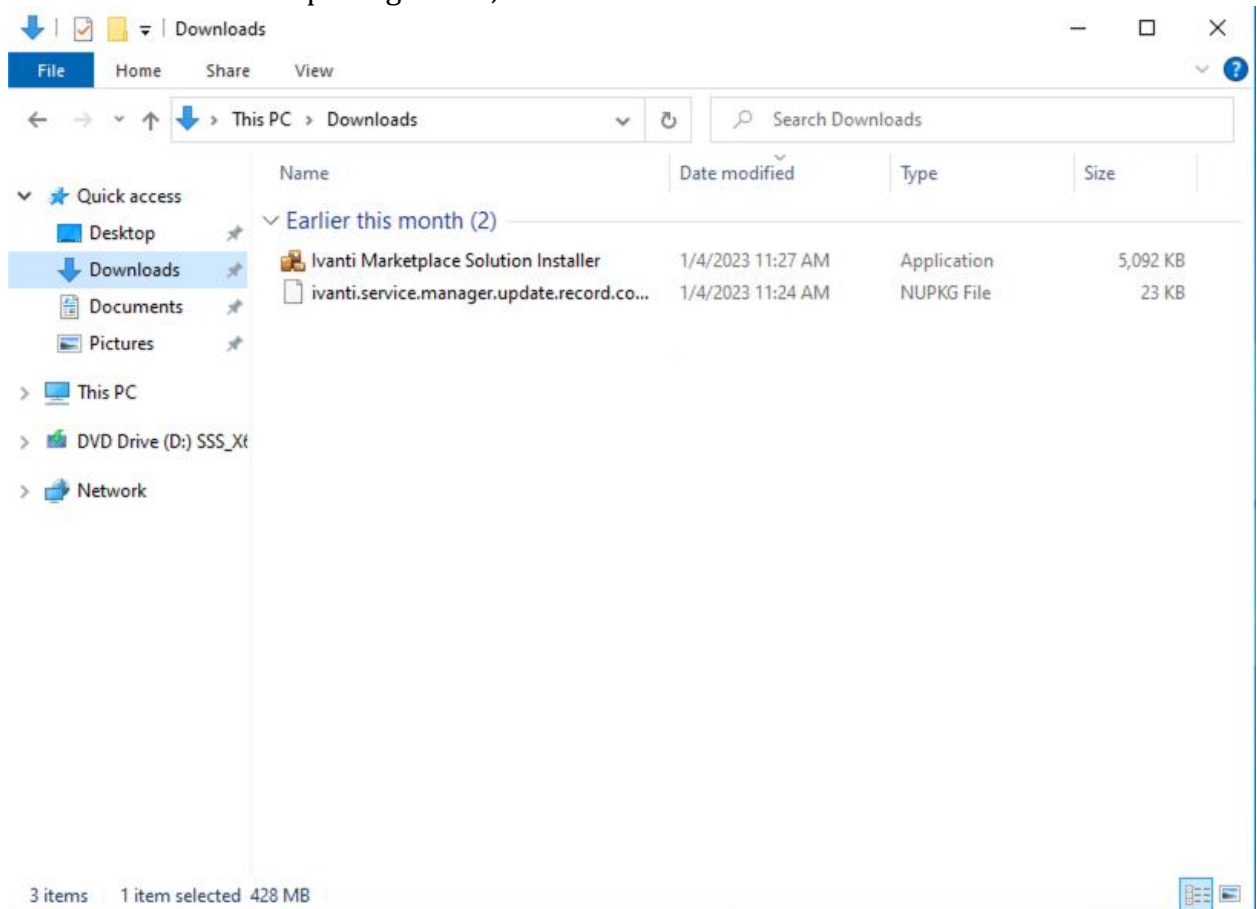
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3. Installing the connector

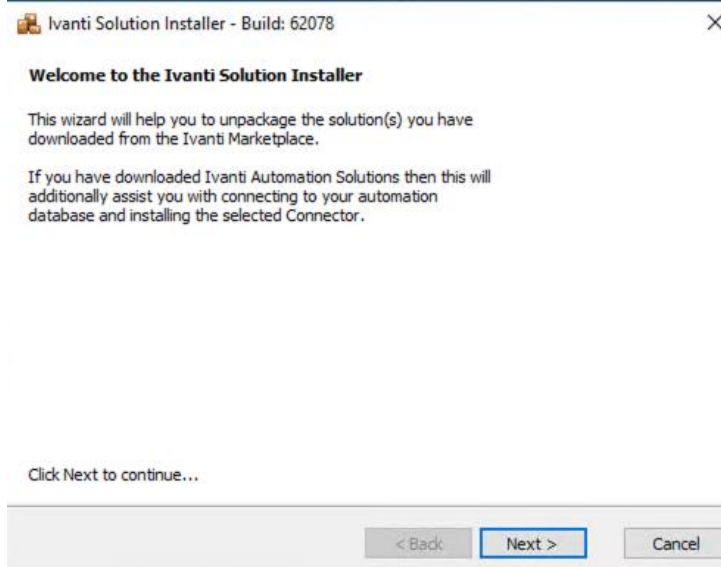
To install the Ivanti Service Manager Utility Connector, complete the following steps:

To install the Ivanti Service Manager Utility Connector, we need to run the unpackager tool, also referred to as the Ivanti Solution Installer. Locate the Ivanti Solution Installer in your downloads and double click to run. To complete the installer, complete the following steps:

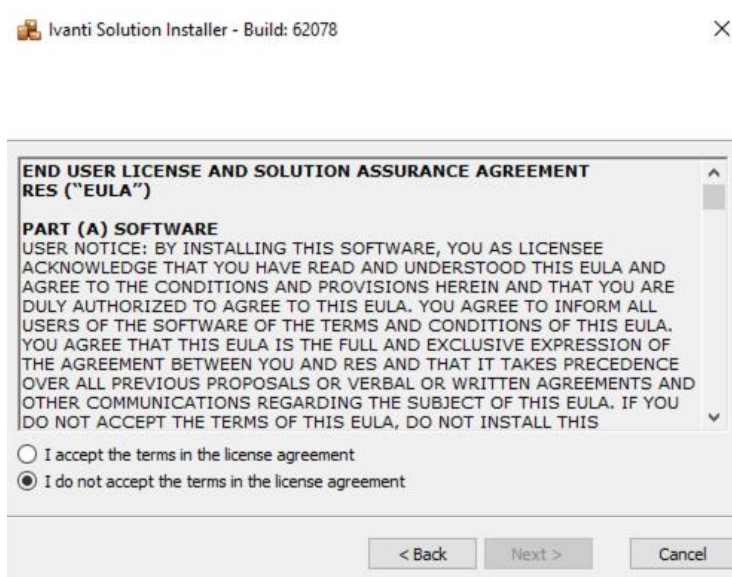
1. Locate and run the unpackager tool, also known as the Ivanti Solution Installer.



2. Click next.



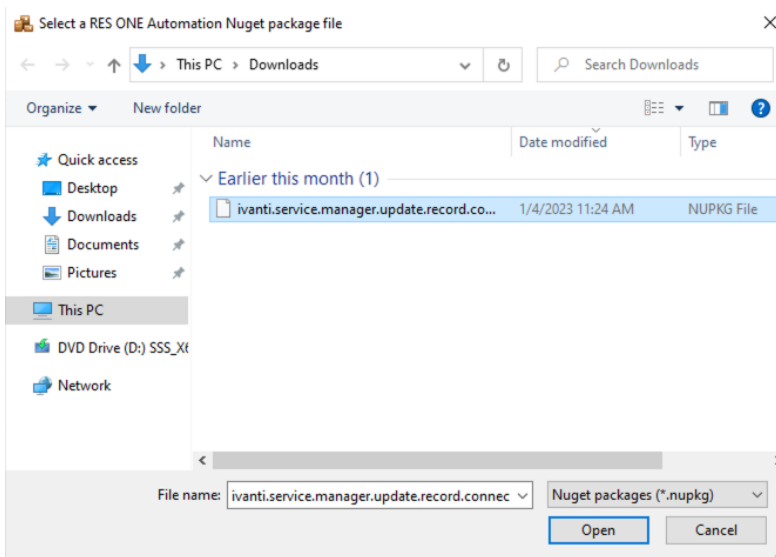
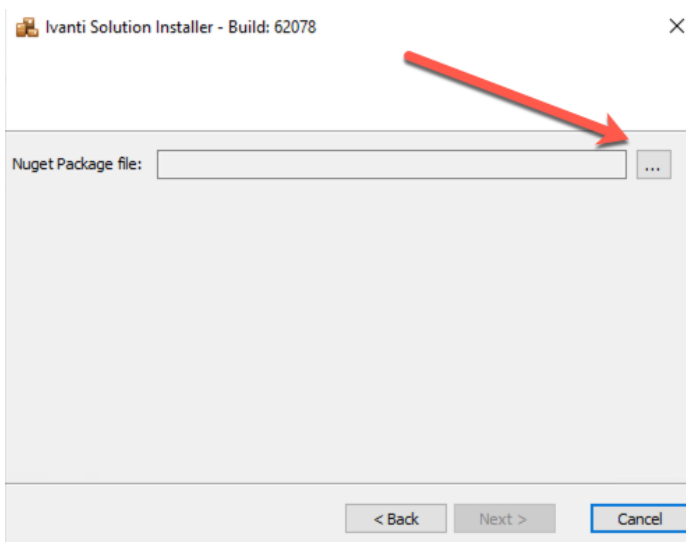
3. Read the EULA and if acceptable check "I accept the terms in the license agreement" and click Next.



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4. Use the file selector to locate and select the connector downloaded.
Click Open, then next.

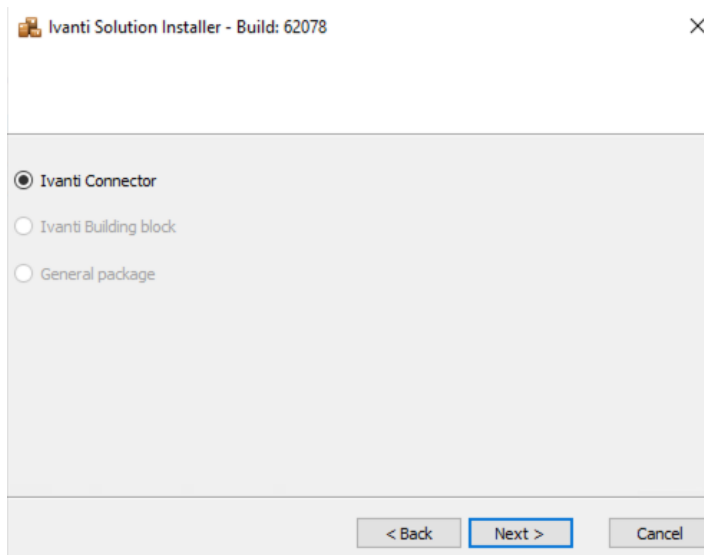


5. Click next.

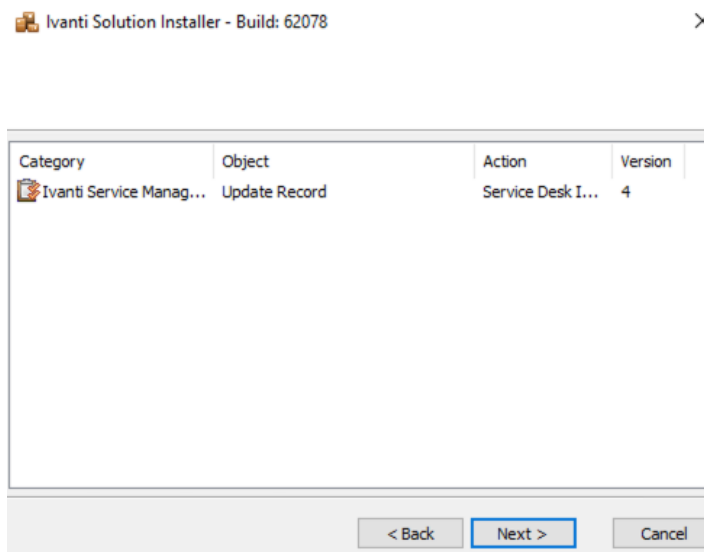
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6. Click next.



7. Click next.

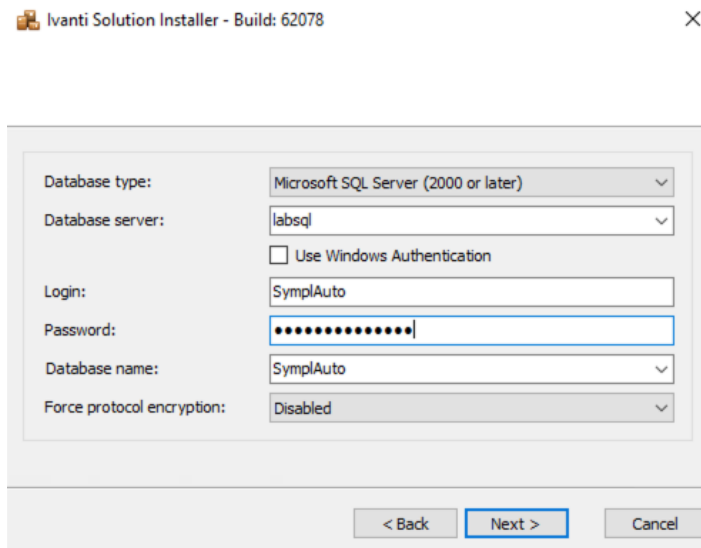


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8. Confirm / Enter the database connection details. Click Next.

**You must re-enter the password.*



Ivanti Solution Installer - Build: 62078

Database type: Microsoft SQL Server (2000 or later) ▾

Database server: labsql ▾

Use Windows Authentication

Login: SymplAuto

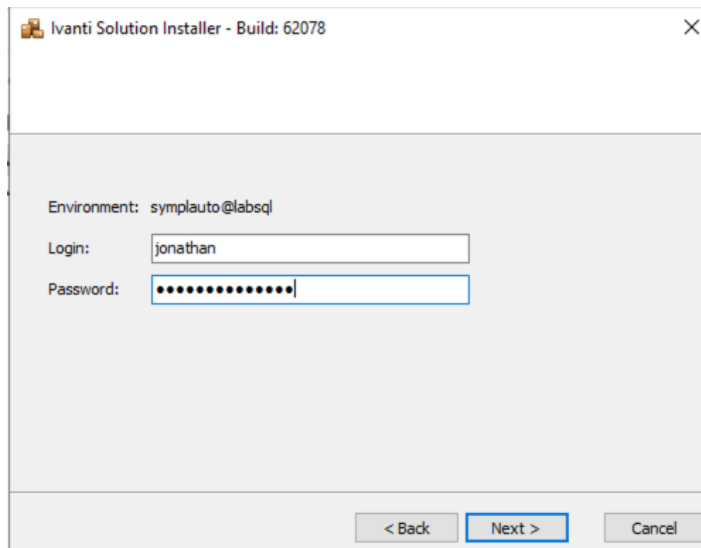
Password: ●●●●●●●●

Database name: SymplAuto ▾

Force protocol encryption: Disabled ▾

< Back Next > Cancel

9. If logins are configured for Automation enter the credentials for an administrator. Click Next.



Ivanti Solution Installer - Build: 62078

Environment: symplauto@labsql

Login: jonathan

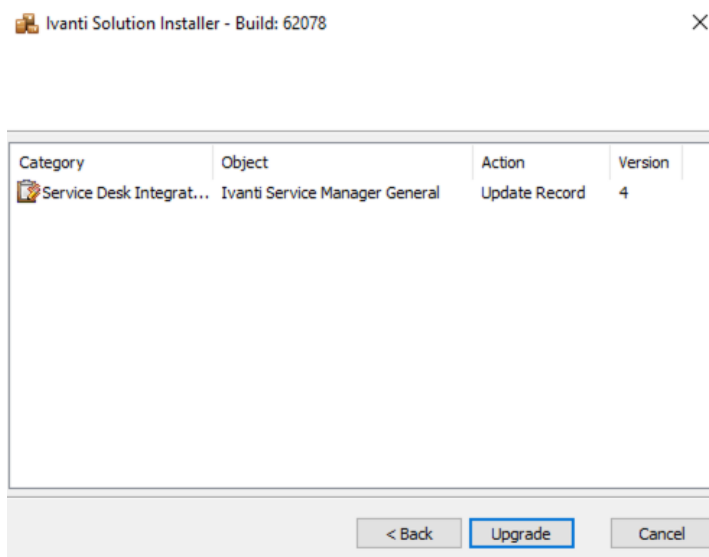
Password: ●●●●●●●●

< Back Next > Cancel

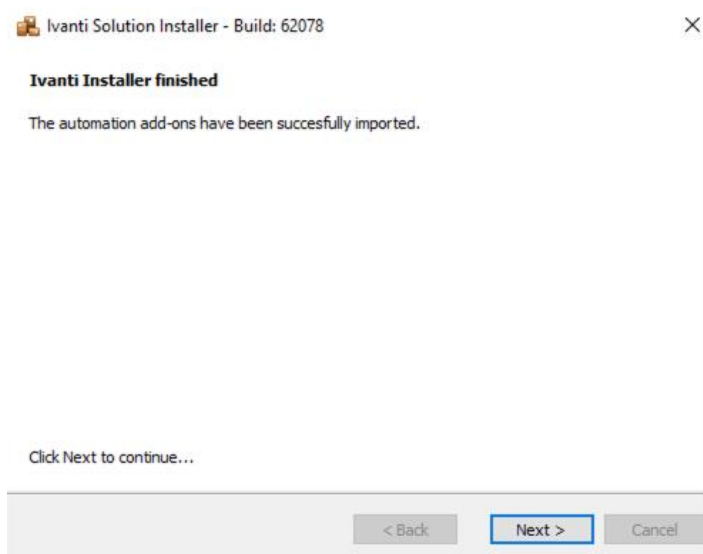
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10. Click Upgrade.



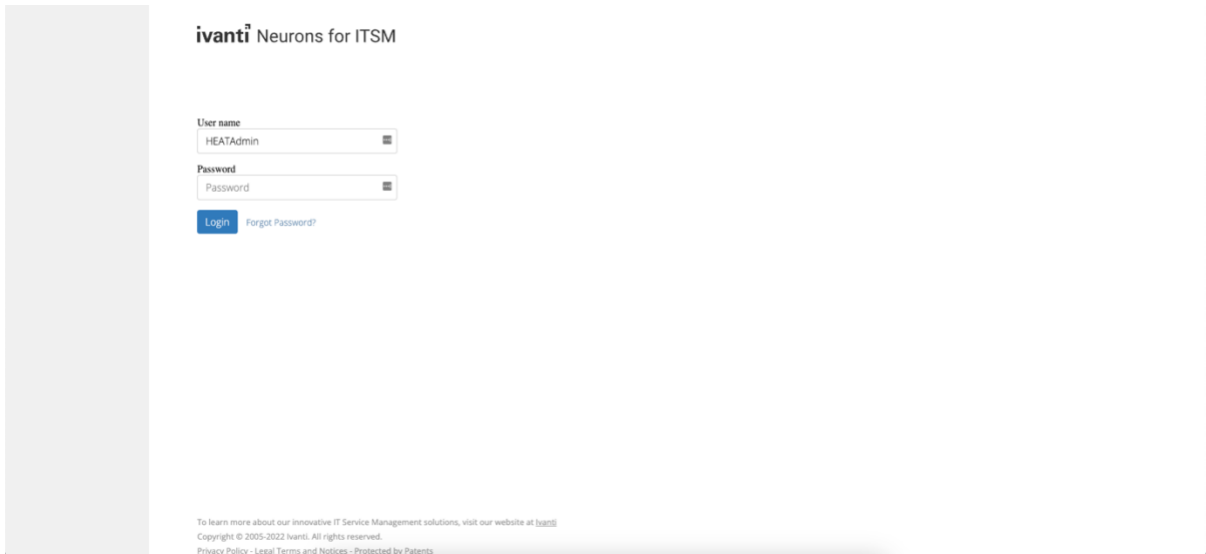
11. Click Next to complete the installation and exit the Ivanti Solution Installer.



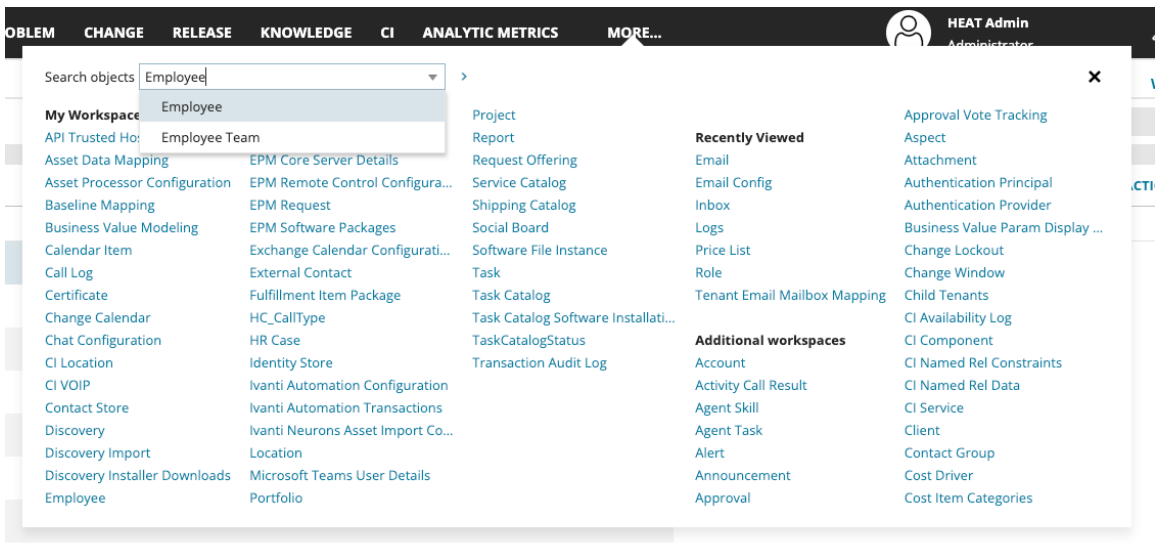
4. Create User in Neurons for Service Management

In order for Ivanti Automation to communicate to Neurons for Service Management a user must be created. Complete the following steps to configure this user:

1. Log into Neurons for Service Management.



2. Open the Employee workspace.

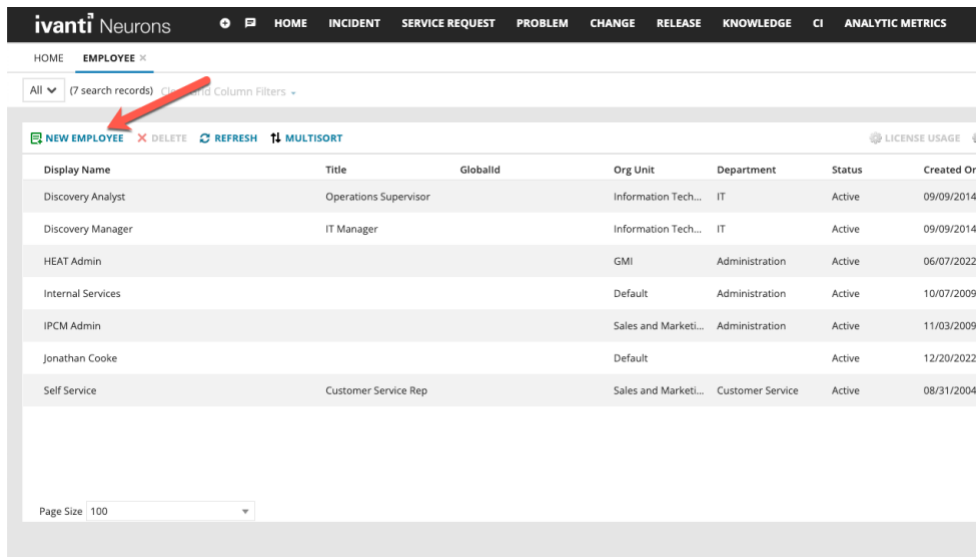


My Workspace	Recently Viewed	Additional workspaces
Employee	Approval Vote Tracking	Account
Employee Team	Aspect	Activity Call Result
EPM Core Server Details	Attachment	Agent Skill
EPM Remote Control Configura...	Authentication Principal	Agent Task
EPM Request	Authentication Provider	Alert
EPM Software Packages	Business Value Param Display ...	Announcement
Exchange Calendar Configurati...	Change Lockout	Approval
External Contact	Change Window	
Fulfillment Item Package	Child Tenants	
HC_CallType	CI Availability Log	
HR Case	CI Component	
Identity Store	CI Named Rel Constraints	
Ivanti Automation Configuration	CI Named Rel Data	
Ivanti Automation Transactions	CI Service	
Ivanti Neurons Asset Import Co...	Client	
Location	Contact Group	
Microsoft Teams User Details	Cost Driver	
Portfolio	Cost Item Categories	

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3. Click New Employee



4. Ensure all required fields are filled in, Internal Auth is enabled, and an Internal Auth PWD is entered.

1. Required Fields Entered
2. Internal Auth enabled
3. Internal Auth PWD provided
4. Link Administrator Role

**A custom role may be created and assigned but is outside the scope of this document.*

Employee: Ivanti Automation

DETAILS ROLES INCIDENT CHANGE CONTACT GROUP CI ACTIVITY HISTORY ATTACHMENT TEAM RECURRING SERVICE SUBSCRIPTION TIME OFF ACCESSIBLE ORG UNITS ACCESSIBLE ORG UNIT

Contact Information VIP

Prefix

First Name * Ivanti

Middle Name

Last Name * Automation

Suffix

Primary Email * automation@help.lab.sympl-it.com

Primary Phone

Ext.

Primary Address

City

State

Zip

Country

Photo No file X Upload

Organizational Information

Organizational Unit * Default

Department

Cost Center

Default Charging Account

Title

Manager

Location

Floor

Room

Language

Status & Team

Status Active

Team * Service Desk

Authentication Information

Disabled

Login ID * automation

Enable Internal Auth

Internal Auth PWD *

[Reset User Password](#)

Enable External Auth

Login for External Auth [Add new...](#)

Disable PWD Expiration

Enable Voice

Is Named User

Is Auto Provisioned

Creation Method

Miscellaneous

Network Username automation

Customer ID

Hired Date

Terminated Date

Created by: HEATAdmin

Created Date Time: 01/26/2023 4:19 PM

Modified by:

Modified Date Time:

 **Employee: Ivanti Automation**

DETAILS **ROLES (1)** INCIDENT (0) CHANGE (0) CONTACT GROUP (0) CI (0) ACTIVITY HISTORY (0) ATTACHMENT (0) TEAM (1) RECURRING SERVICE SUBSCRIPTION

 [Link](#)  [Unlink](#)

Display Name	Internal Name	Last Modified By	Last Modified On	Created By	Created On
Administrator	Admin	Admin	01/06/2022 6:45 AM	Admin	09/30/2009 12:59 PM

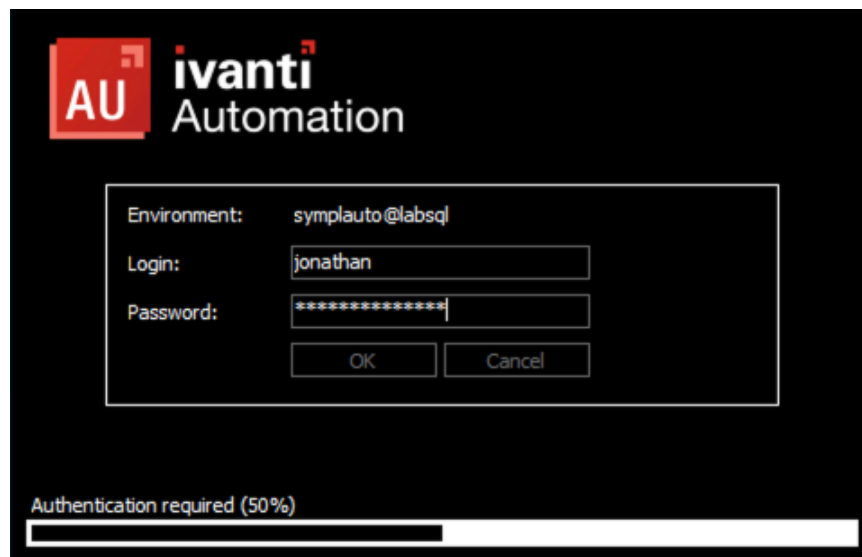
5. Click Save.

5. Create Neurons for Service Management Variables

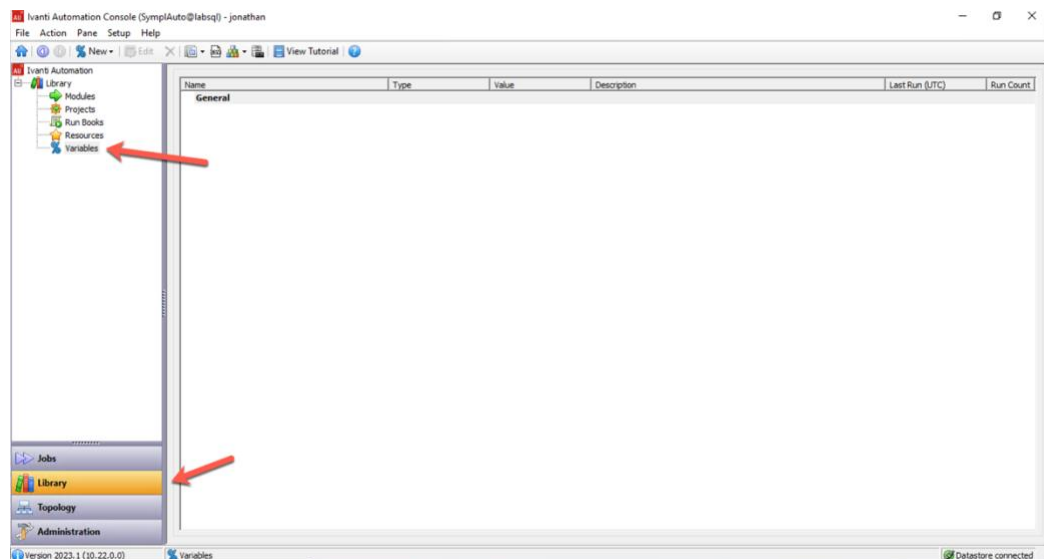
The connection details for Neurons for Service Management will be stored as global variables in Ivanti Automation. This will allow us to reuse these variables in different modules, run books, and projects.

1. Open the Ivanti Automation Console.

**If using logins, enter your credentials and click OK.*



2. Navigate to Library > Variables



3. Right click an empty spot in the variables content pane and click New Category. Provide a name. E.g. Neurons for Service Management. Click OK.
4. Repeat the following steps for each variable in the table, below:
 1. Right click the new category and select New Variable.
 2. Enter the name from the table. (Other names can be used, just note the name used for later.)
 3. Select the Type and enter the Value.
 4. Click OK.

Name	Type	Value
Ivanti Service Manager Password	Password	The password created for Automation in Neurons for Service Management.
Ivanti Service Manager Tenant	Text	The tenant's name for Neurons for Service Management. E.g. help.lab.sympl-it.com, or test.ivanticloud.com
Ivanti Service Manager Tenant URL	Text	*The URL for accessing the Neurons for Service Management tenant. E.g. https://help.lab.sympl-it.com/HEAT/, or https://test.ivanticloud.com/
Ivanti Service Manager UserName	Text	The username created for Automation in Neurons for Service Management.

**If using an on premise install of NSM, you may need to include /HEAT/ in the NSM Tenant URL.*

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Generate Certificate for Ivanti Automation (Optional)

For Neurons for Service Management to integrate with Ivanti Automation, we must enable the Automation's WebAPI. If using HTTPS and if you don't already have a certificate, you can generate a self-signed certificate by following the steps below.

1. Open PowerShell as an administrator.
2. Run the following command, replacing the following variables with values for your environment / organization.

```
New-SelfSignedCertificate -DnsName "{{Ivanti Automation Hostname}}" `
-CertStoreLocation "{{Cert Location}}" `
-NotAfter (Get-Date).AddYears({{Years Valid}})
```

Name	Value	Example
Ivanti Automation Hostname	Name for the Ivanti Automation Server	auto.lab.sympl-it.com
Cert Location	Path to Certificate Store	cert:\LocalMachine\My <i>This is the Personal folder of the computer certificates.</i>
Valid Years	Number of years certificate should be valid for	5

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```
Administrator: Windows PowerShell
Windows PowerShell
Copyright (C) Microsoft Corporation. All rights reserved.

Install the latest PowerShell for new features and improvements! https://aka.ms/PSWindows

PS C:\WINDOWS\system32> New-SelfSignedCertificate -DnsName "auto.lab.sympl-it.com" `
>> -CertStoreLocation "cert:\LocalMachine\My" `
>> -NotAfter (Get-Date).AddYears(5)

PSParentPath: Microsoft.PowerShell.Security\Certificate::LocalMachine\My

Thumbprint                               Subject
-----
25C2930598D39E89896829E34E6981E57B9A5DA2  CN=auto.lab.sympl-it.com

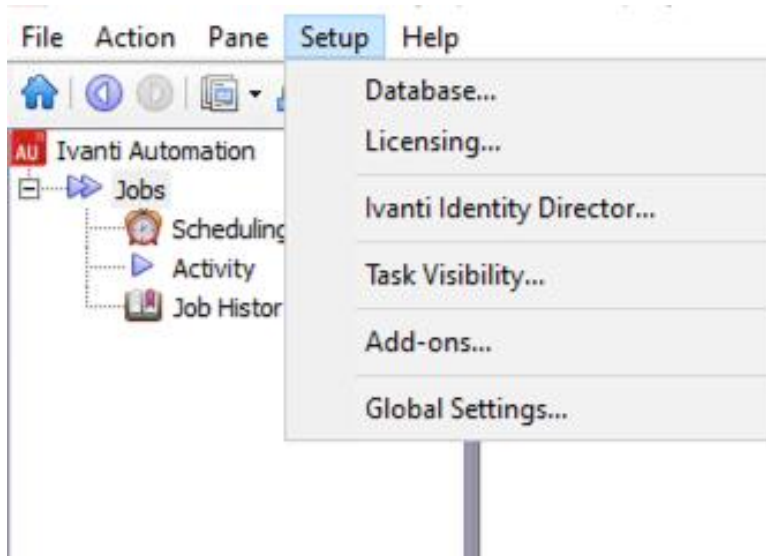
PS C:\WINDOWS\system32> _
```

3. Note the Thumbprint somewhere safe for later use.

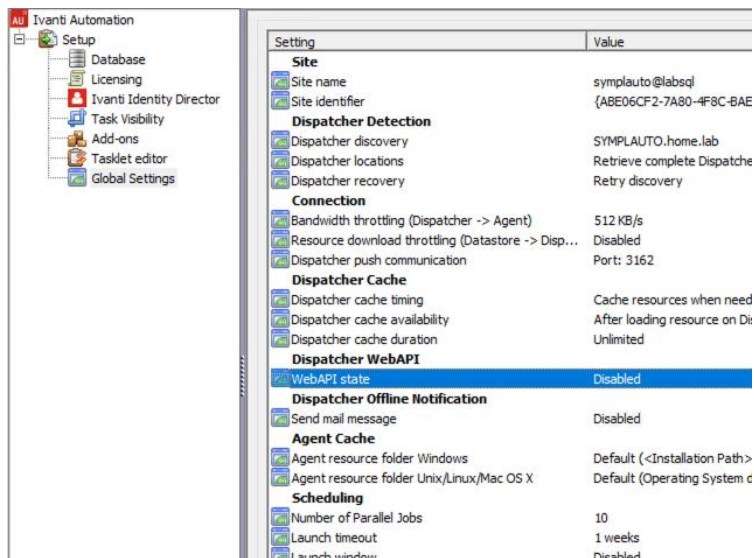
Enable Automation's WebAPI

Complete the following steps to enable the Ivanti Automation WebAPI.

1. Open Ivanti Automation Console and Sign In.
2. Open the Setup Menu and select Global Settings



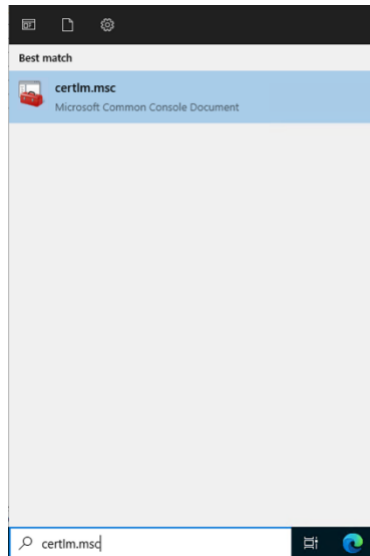
3. Find the WebAPI setting and double click.



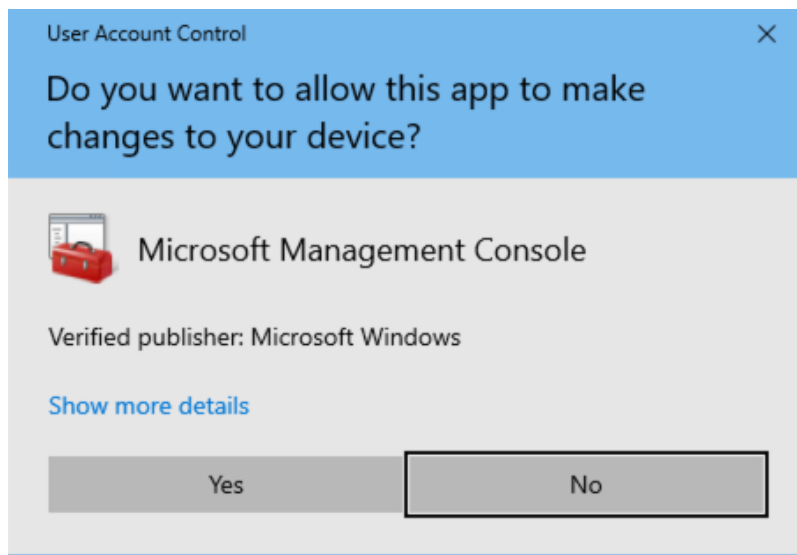
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4. Complete
5. If not using SSL, uncheck the SSL enabled box. (Optional)
6. Set the Port
7. If using SSL, set the certificate thumbprint and certificate store. To capture thumbprint, follow these steps.
 - 7a. Open the certificate manager. (certlm.msc)



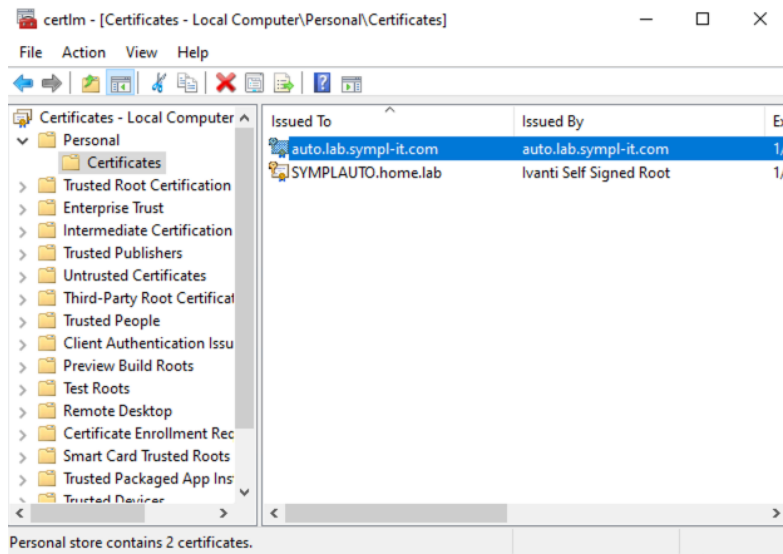
- 7b. Click Yes on the UAC prompt.



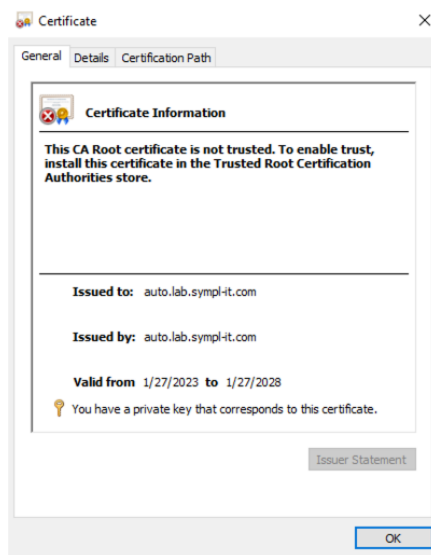
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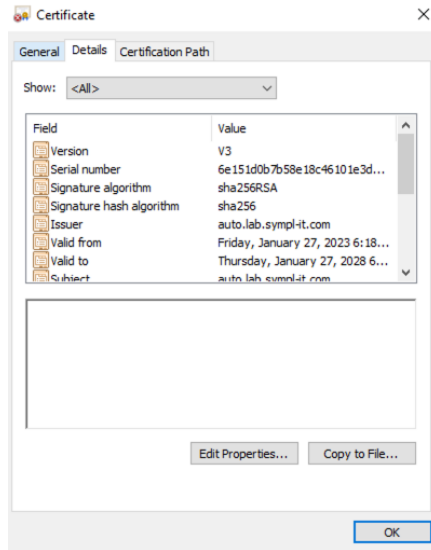
7c. Navigate to your certificate.



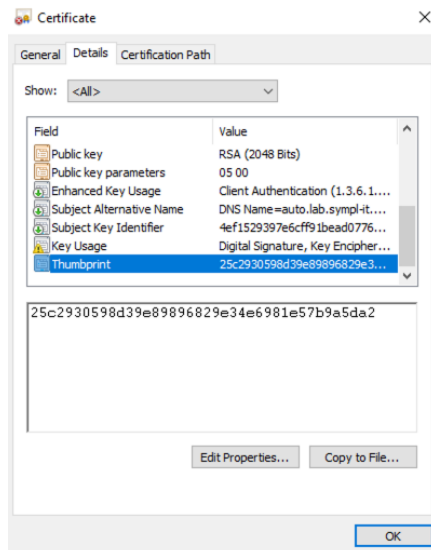
7d. Double click on the certificate, to open.



7e. Switch to the details tab.



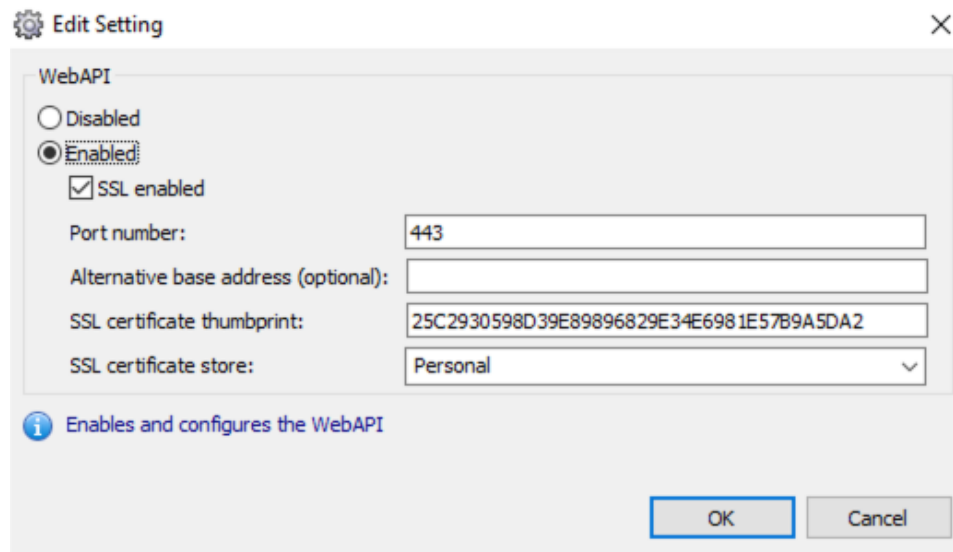
7f. Scroll to the thumbprint and copy that value.



8. Return to the Ivanti Automation Console.

9. Enter the thumbprint and select the certificate store.

**The certificate stores listed are for the local machine and not the current user.*



The screenshot shows a dialog box titled "Edit Setting" with a close button (X) in the top right corner. The dialog is for configuring the "WebAPI" settings. It contains the following elements:

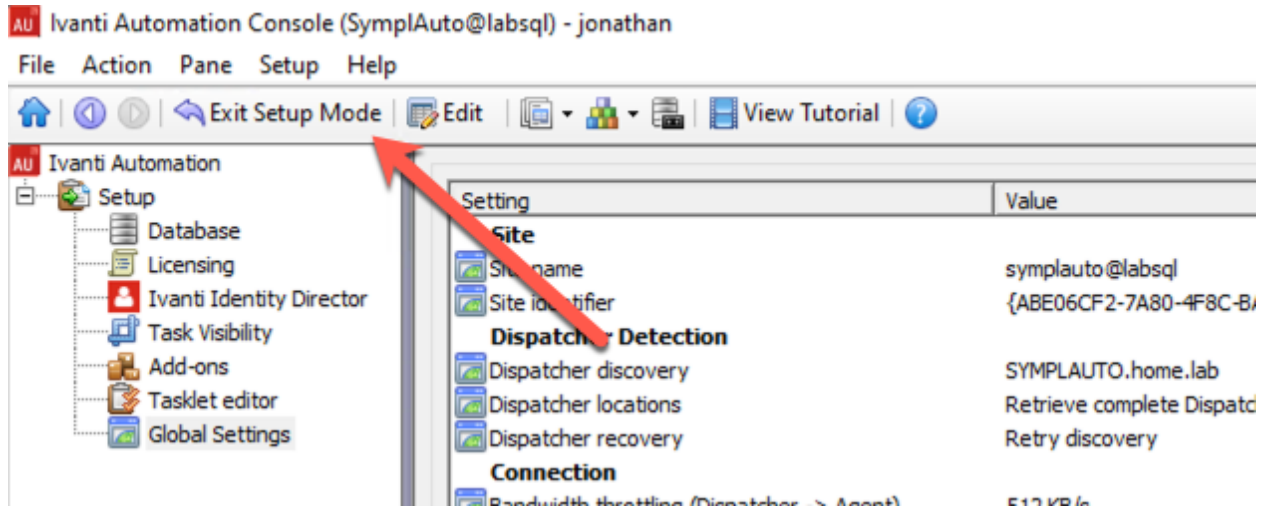
- Two radio buttons: "Disabled" (unselected) and "Enabled" (selected).
- A checked checkbox labeled "SSL enabled".
- A text input field for "Port number:" containing the value "443".
- An empty text input field for "Alternative base address (optional):".
- A text input field for "SSL certificate thumbprint:" containing the value "25C2930598D39E89896829E34E6981E57B9A5DA2".
- A dropdown menu for "SSL certificate store:" with "Personal" selected.
- An information icon (i) followed by the text "Enables and configures the WebAPI".
- Two buttons at the bottom right: "OK" and "Cancel".

10. Click OK.

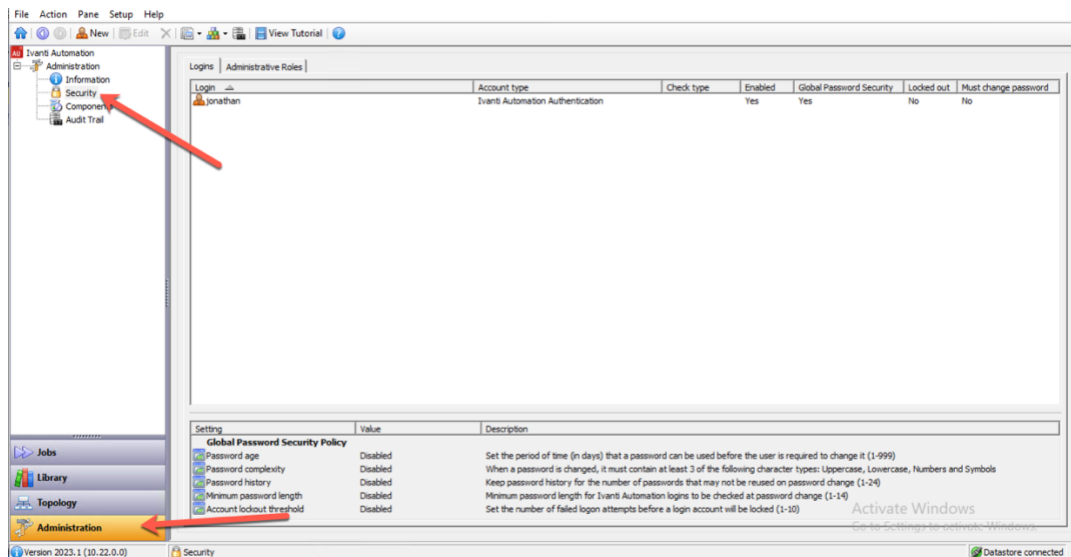
Add User for Neurons for Service Management

Neurons for Service Management requires a login for accessing the Ivanti Automation WebAPI. If you are not currently using logins, it is recommended that you create another login to serve as the administrator account. Repeat steps

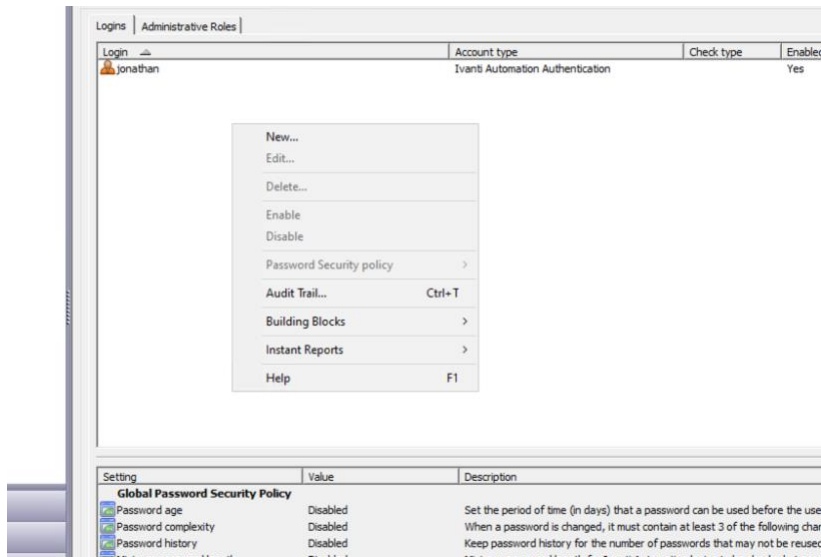
1. Click Exit Setup Mode.



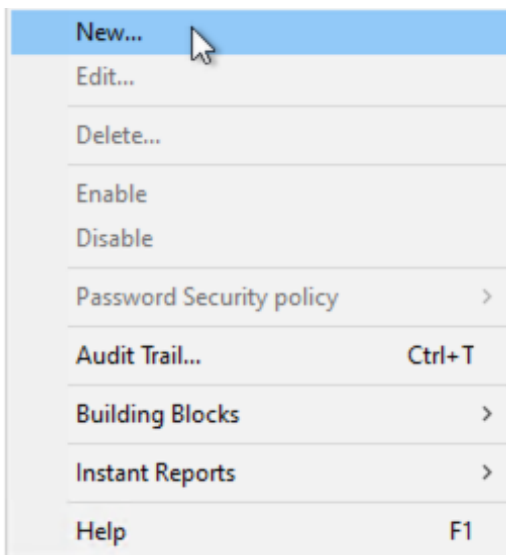
2. Navigate to Administration → Security



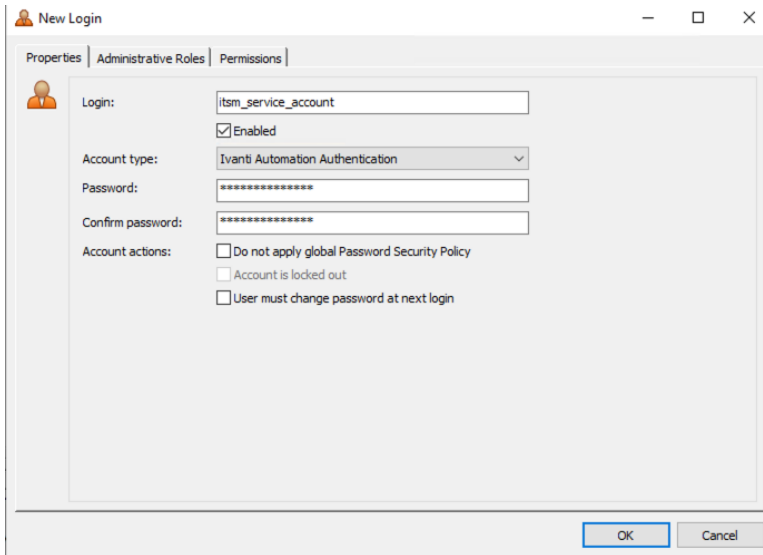
3. Right click on an empty area in the Logins section.



4. Select New



5. Enter a username for the account in the Login field, and a password in the Password field.



New Login

Properties | Administrative Roles | Permissions

Login: itsm_service_account

Enabled

Account type: Ivanti Automation Authentication

Password: *****

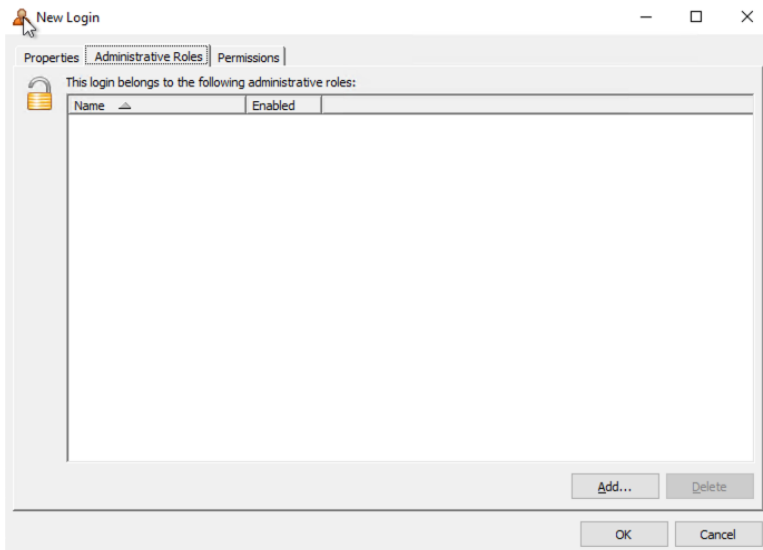
Confirm password: *****

Account actions:

- Do not apply global Password Security Policy
- Account is locked out
- User must change password at next login

OK Cancel

6. Switch to the Administrative Roles tab.



New Login

Properties | Administrative Roles | Permissions

This login belongs to the following administrative roles:

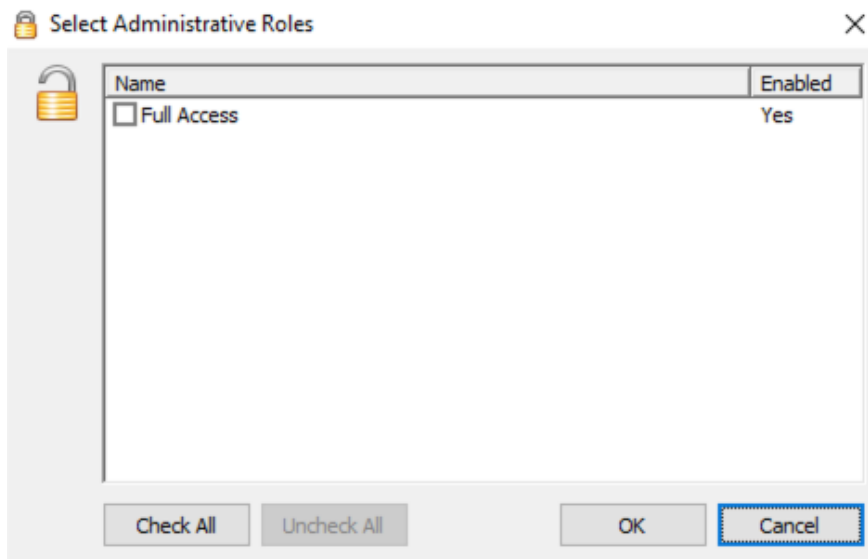
Name	Enabled

Add... Delete

OK Cancel

7. Click Add

8. Select the Administrative Role



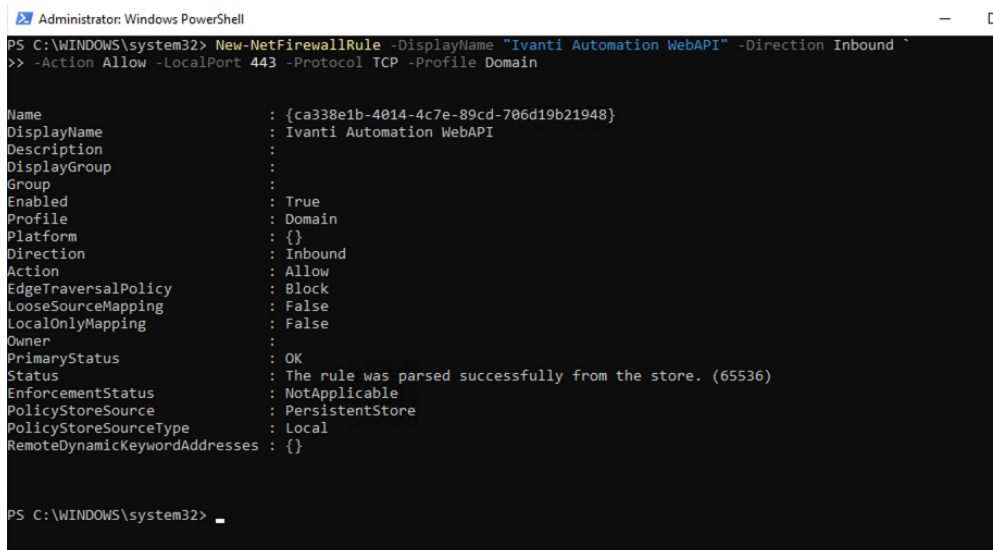
9. Click OK
10. Click OK

Open the WebAPI Port

Enabling the WebAPI for Ivanti Automation does not automatically open the port on the local machine's firewall, nor the corporate firewall. If using a cloud tenant of NSM, without a VPN, a port must be opened for the NSM tenant to establish a connection to Ivanti Automation.

1. Open PowerShell as an Administrator
2. Run the following command replacing {{port}} for the port enabled for the WebAPI.

```
New-NetFirewallRule -DisplayName "Ivanti Automation WebAPI" `
-Direction Inbound -Action Allow -LocalPort {{port}} -Protocol TCP `
-Profile Domain
```



```
Administrator: Windows PowerShell
PS C:\WINDOWS\system32> New-NetFirewallRule -DisplayName "Ivanti Automation WebAPI" -Direction Inbound `
>> -Action Allow -LocalPort 443 -Protocol TCP -Profile Domain

Name                               : {ca338e1b-4014-4c7e-89cd-706d19b21948}
DisplayName                         : Ivanti Automation WebAPI
Description                         :
DisplayGroup                       :
Group                               :
Enabled                             : True
Profile                             : Domain
Platform                           : {}
Direction                           : Inbound
Action                              : Allow
EdgeTraversalPolicy                 : Block
LooseSourceMapping                  : False
LocalOnlyMapping                    : False
Owner                               :
PrimaryStatus                       : OK
Status                             : The rule was parsed successfully from the store. (65536)
EnforcementStatus                   : NotApplicable
PolicyStoreSource                   : PersistentStore
PolicyStoreSourceType               : Local
RemoteDynamicKeywordAddresses      : {}

PS C:\WINDOWS\system32>
```

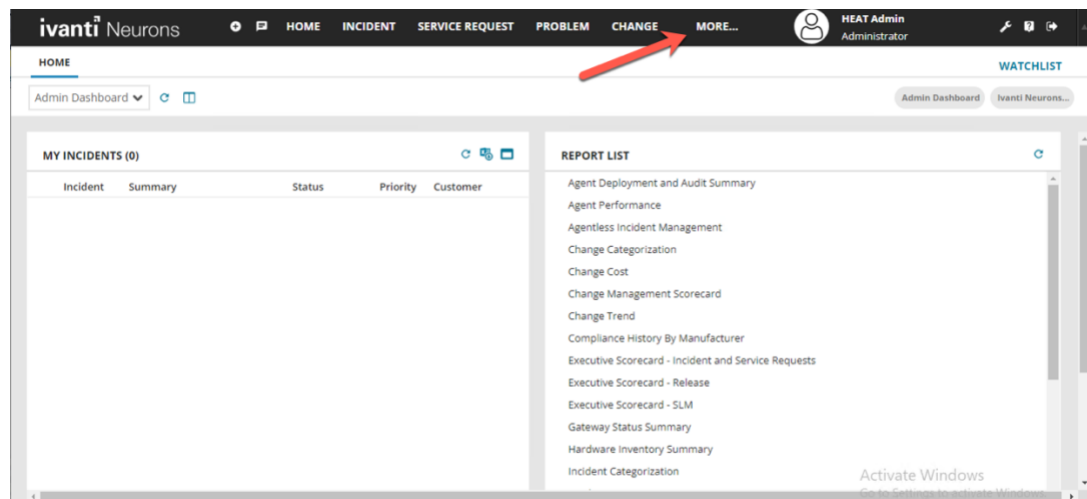
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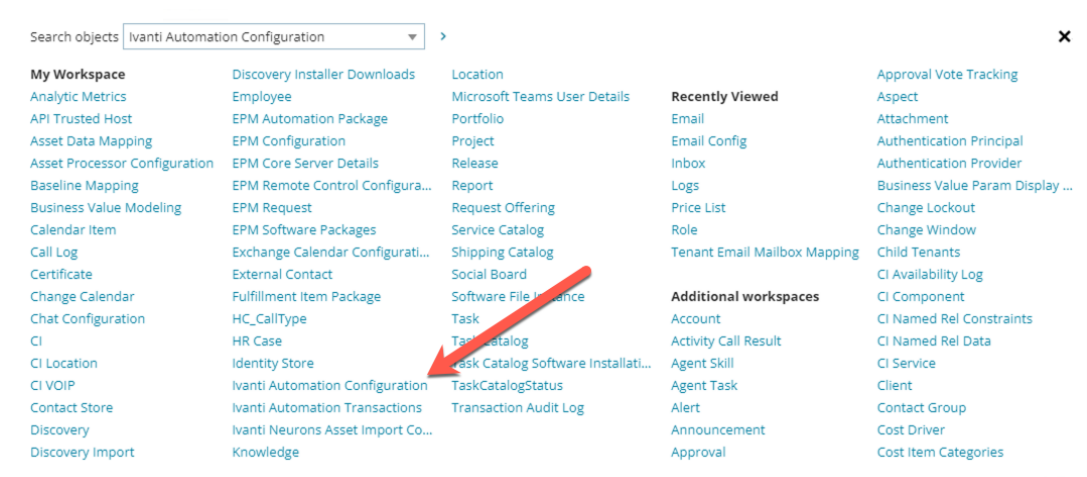
Neurons for Service Management Ivanti Automation Configuration

Ivanti Neurons for Service Management must be configured with the URL and login to access Ivanti Automation. Follow the steps below to update the Ivanti Automation Configuration in NSM.

1. Log into Neurons for Service Management, as an Administrator.
2. Click More on the header.



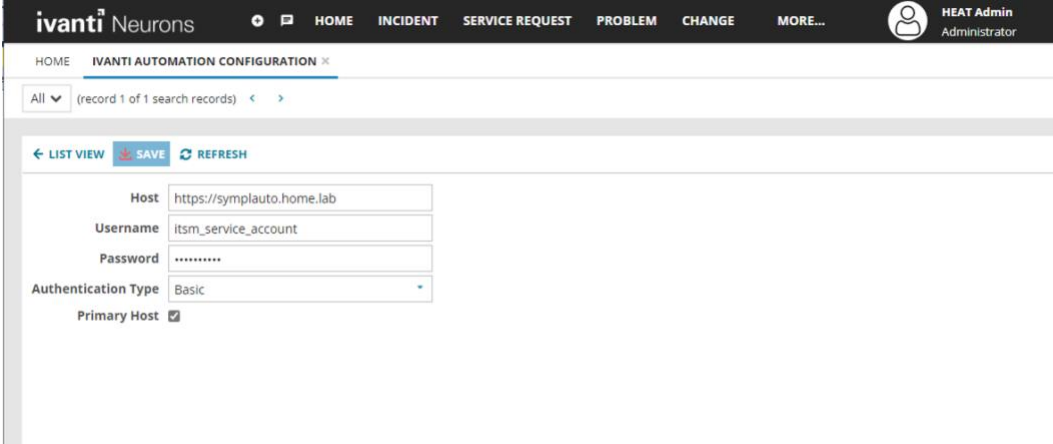
3. Click Ivanti Automation Configuration to open the workspace.



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4. Enter the Host, Username, and Password. The Host field should contain http(s):\\Host and the username and password should match those created for this integration.



The screenshot shows the Ivanti Neurons interface for configuring an automation record. The page title is "IVANTI AUTOMATION CONFIGURATION". The user is logged in as "HEAT Admin Administrator". The configuration form includes the following fields:

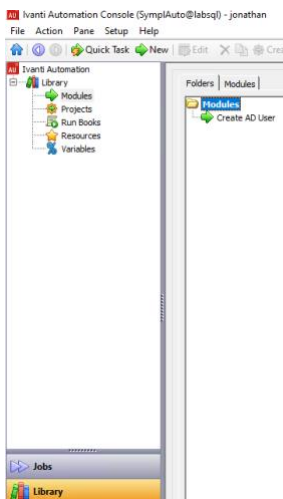
- Host: https://symlauto.home.lab
- Username: itsm_service_account
- Password:
- Authentication Type: Basic
- Primary Host:

Buttons for "LIST VIEW", "SAVE", and "REFRESH" are visible above the form fields.

Creating the NSM Module

Neurons for Service Management is now configured to import run books from Ivanti Automation. Before we can import a run book, we will need a module that uses the *Update Record* task from the connector. This module will be used in run books to call the NSM API and update the Service Request with the results of the run book job.

1. Return to the Ivanti Automation Console.
2. Navigate to Library > Modules



3. Right click an empty space in the modules component pane.

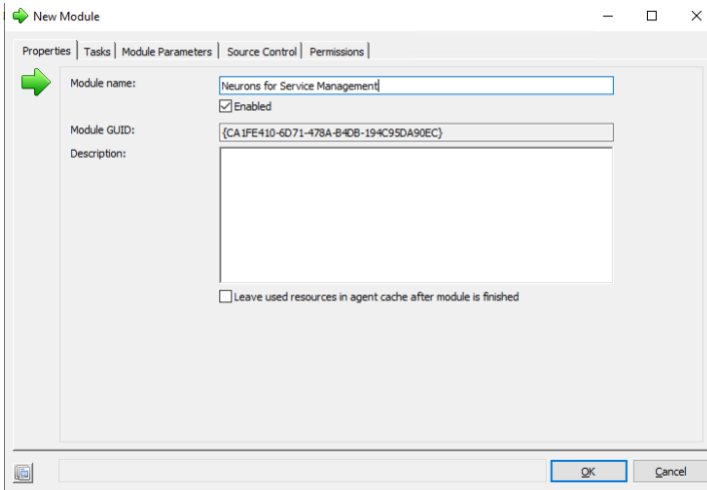


4. Click New...

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5. Enter a name for the module. E.g. Neurons for Service Management



New Module

Properties | Tasks | Module Parameters | Source Control | Permissions

Module name: Neurons for Service Management

Enabled

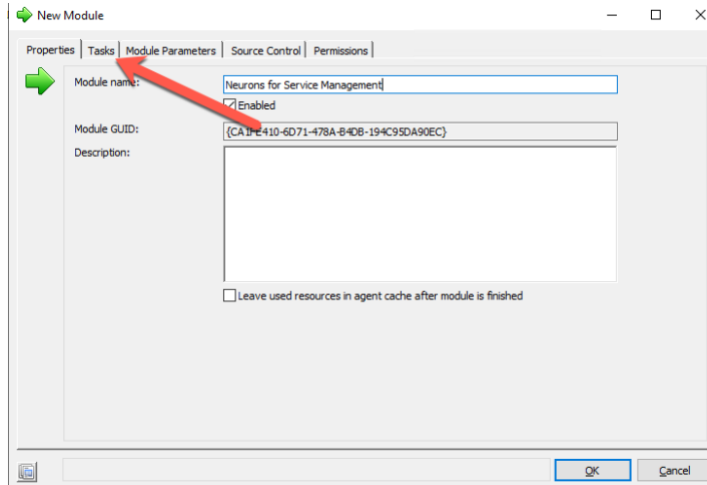
Module GUID: (CA1FE410-6D71-478A-B4DB-194C95DA90EC)

Description:

Leave used resources in agent cache after module is finished

OK Cancel

6. Click the Tasks tab.



New Module

Properties | **Tasks** | Module Parameters | Source Control | Permissions

Module name: Neurons for Service Management

Enabled

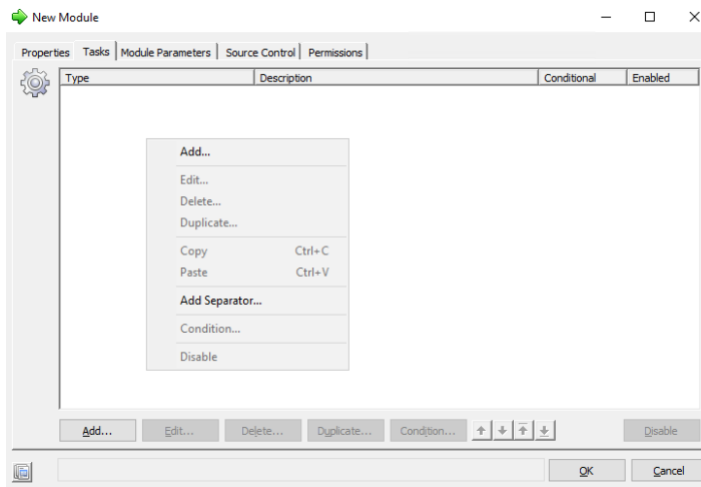
Module GUID: (CA1FE410-6D71-478A-B4DB-194C95DA90EC)

Description:

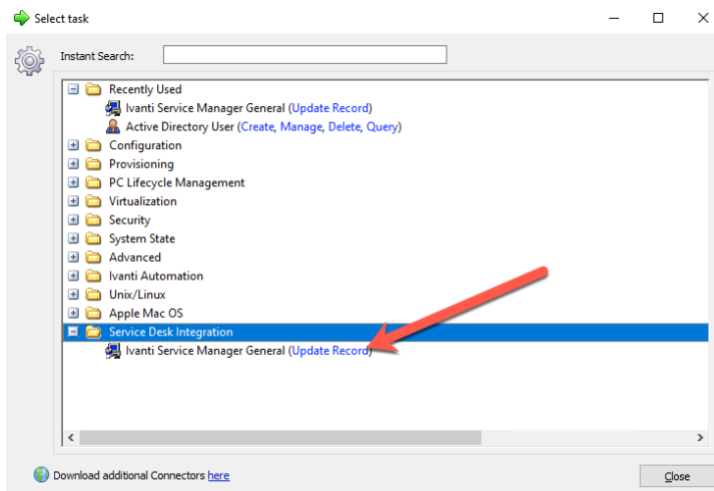
Leave used resources in agent cache after module is finished

OK Cancel

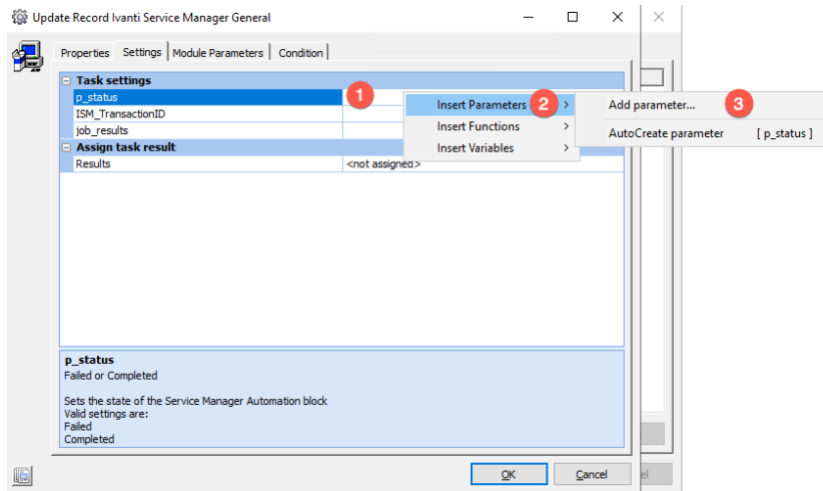
7. Right click an empty space in the tasks pane.



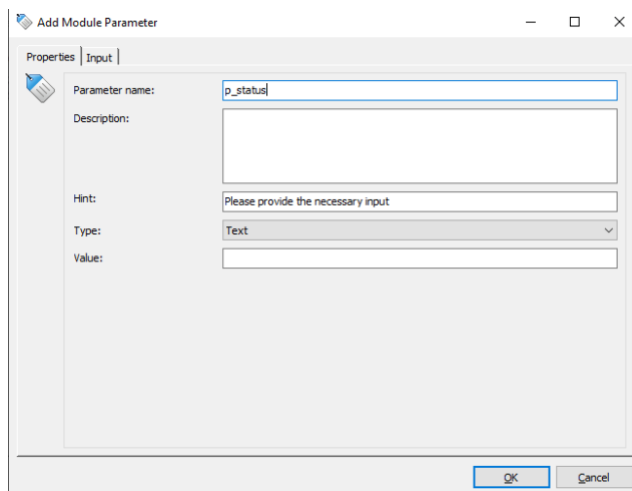
8. Click Add...
9. Expand Service Desk Integration and click the *Update Record* task of Ivanti Service Manager General.



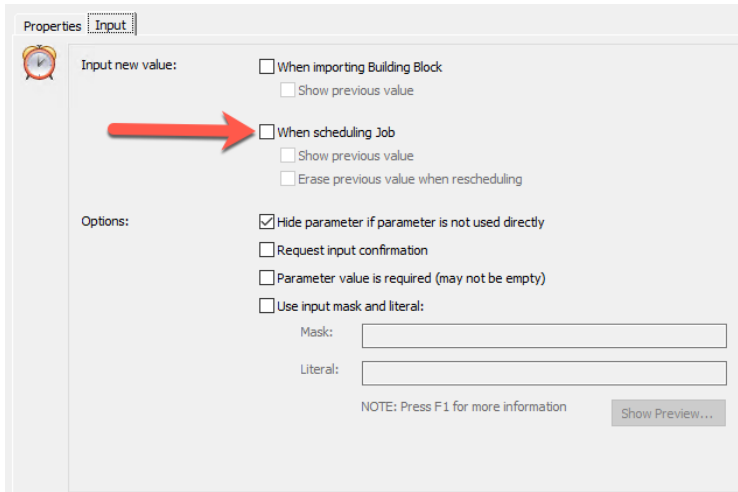
10. Right click the empty space for the p_status setting, expand Insert Parameters and click Add Parameter.



11. Enter p_status as the Parameter Name.



12. Switch to the Input tab and uncheck the *When scheduling job* checkbox.



Properties **Input**

When importing Building Block
 Show previous value

When scheduling Job
 Show previous value
 Erase previous value when rescheduling

Options:

Hide parameter if parameter is not used directly
 Request input confirmation
 Parameter value is required (may not be empty)
 Use input mask and literal:

Mask:

Literal:

NOTE: Press F1 for more information

13. Click OK.

14. Repeat steps 10 and 13, skipping step 12 for ISM_TransactionID, using ISM_TransactionID as the parameter name.

15. Repeat steps 10 through 13, including step 12, for job_results using job_results as the parameter name.

16. Optionally, create a parameter for Results.

1. Left click the *<not assigned>* dropdown.
2. Select Add Parameter.
3. Enter Results as the parameter name
4. Switch to the Input tab and uncheck the *When scheduling job* checkbox.
5. Click OK.

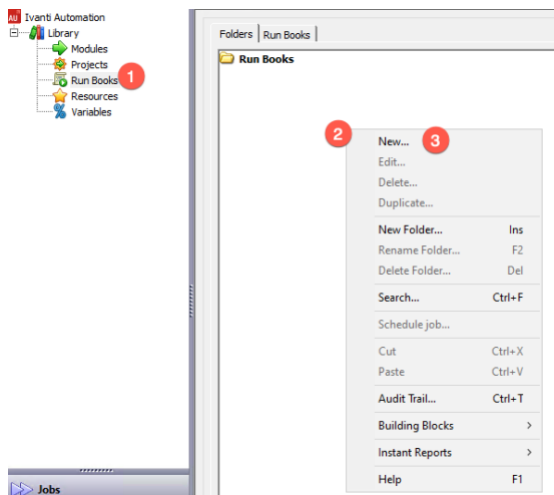
17. Click OK.

18. Click OK.

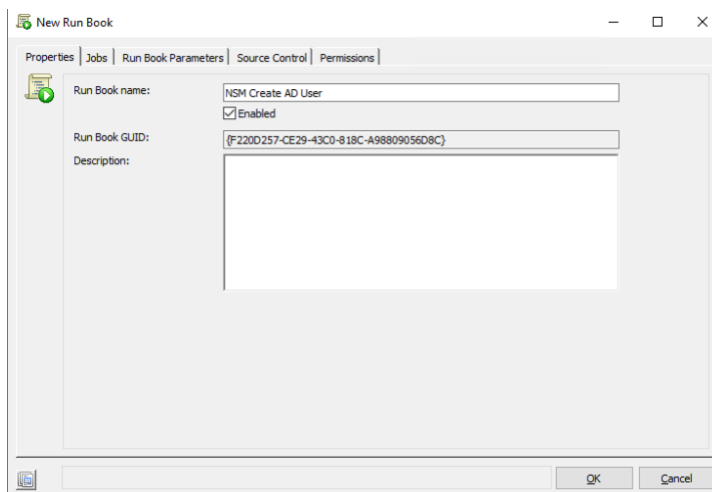
Creating a Run Book for NSM

The following steps will illustrate how to create a run book that is called from Nuerons for Service Management using an existing module and the newly created Neurons for Service Management Module.

1. Navigate to Library > Run Books
2. Right click on an empty space in the Run Books pane.
3. Click New...



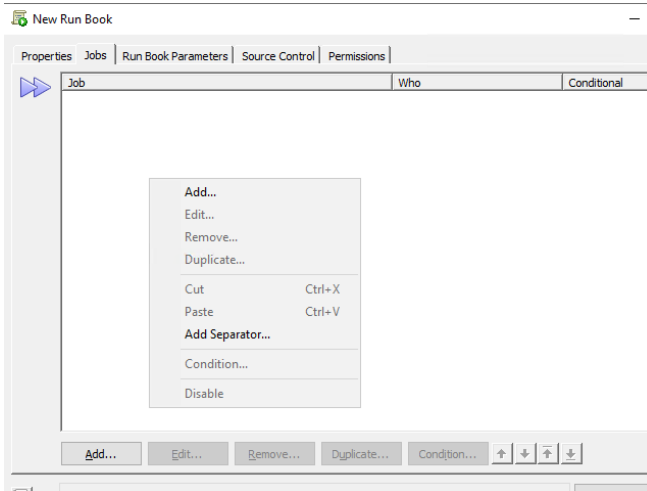
4. Enter a name for the run book. E.g., NSM Create AD User



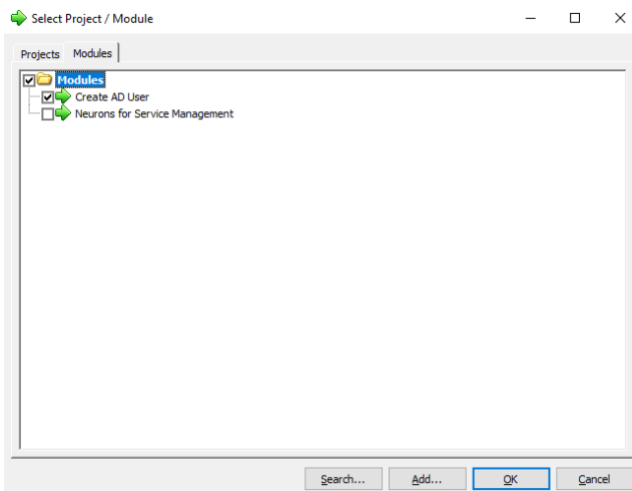
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5. Switch to the Jobs tab.
6. Right click an empty space in the Jobs pane and click Add..., or click Add... on the bottom of the screen.

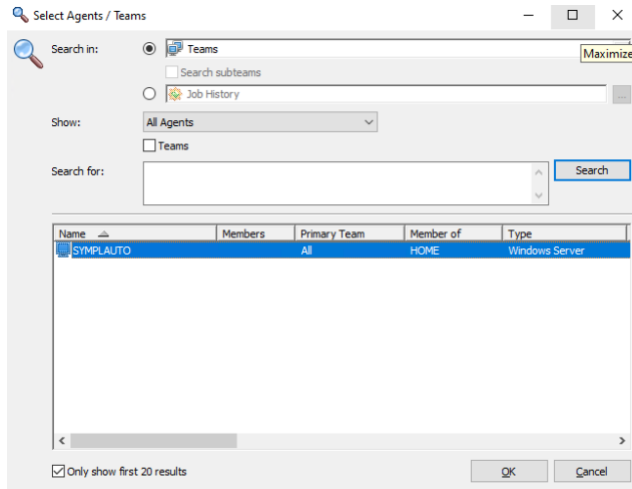


7. Left click the *What* field and select the module you want to include in this run book.

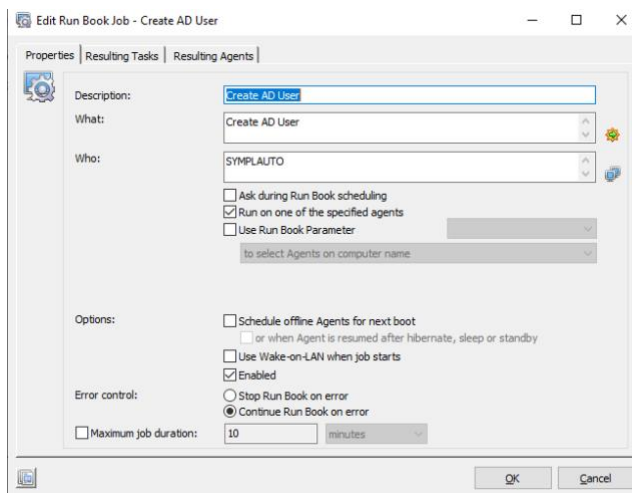


8. Click OK.

- Left click the *Who* field and select the agent that should run the task. (You may have to click Search to see agents in the list.)

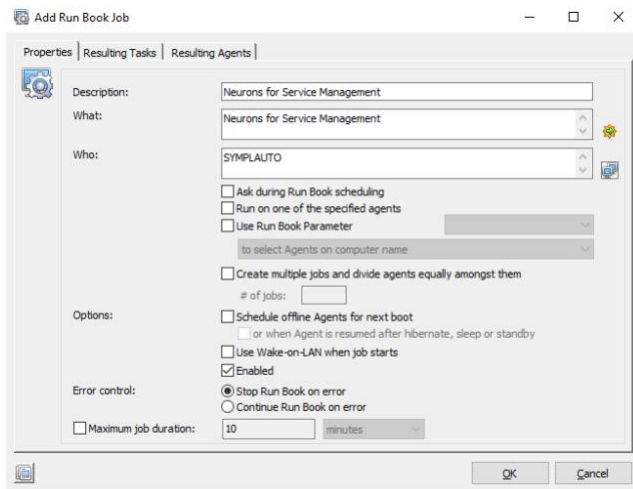


- Click OK.
- Optional, if using a Team of agents check the *Run on one of the specified agents* checkbox.
- Change *Error control* to Continue Run Book on error.

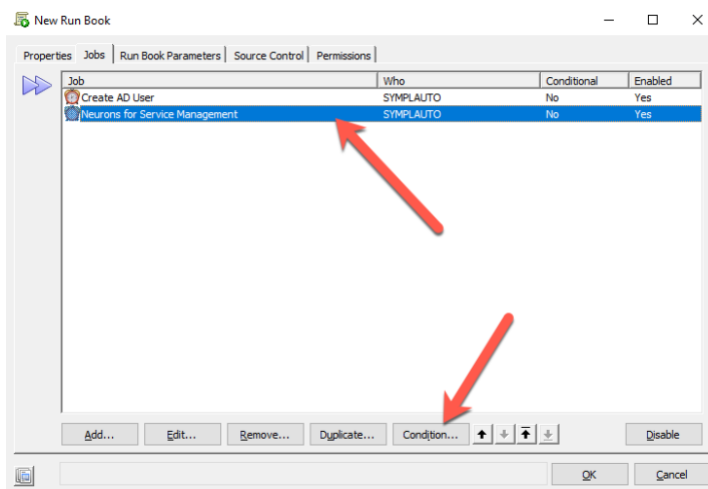


- Click OK.

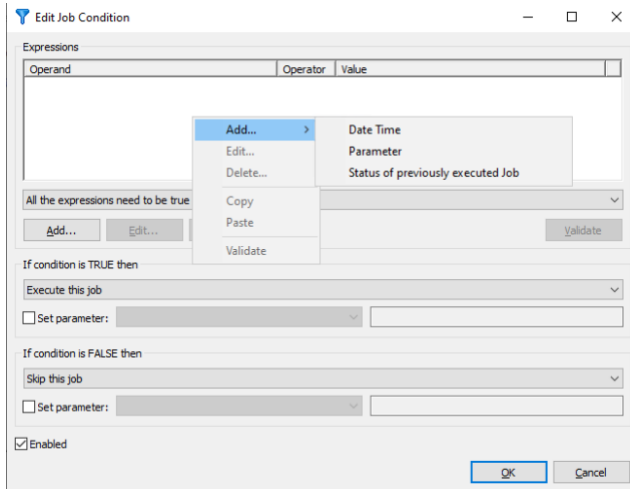
14. Repeat steps 6 through 13 skipping step 12 and selecting the newly created Neurons for Service Management for step 7.



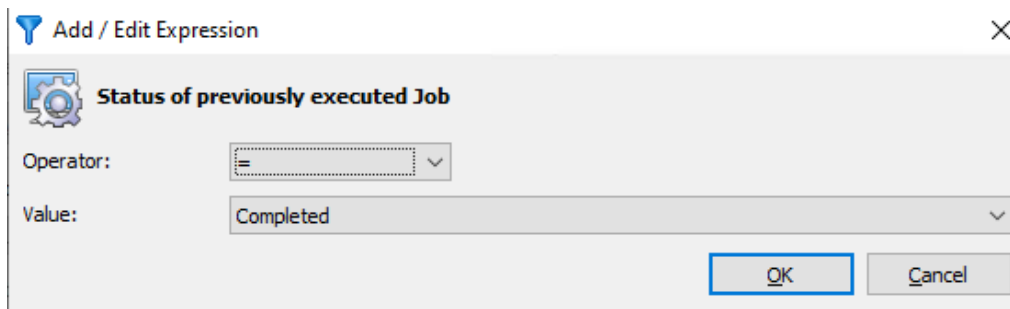
15. Select the newly created job and click Condition.



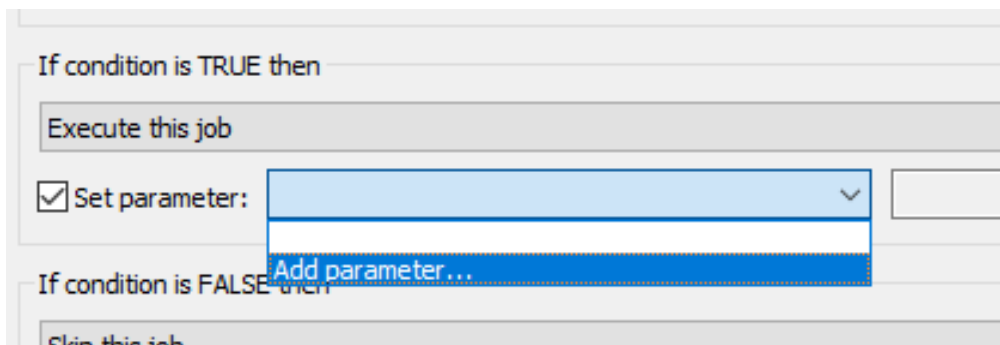
- Right click in the expressions plane, expand Add..., and select *Status of previously executed job*.



- Leave the default settings and click OK.



- In the true condition section check the Set Parameter and in the parameter dropdown select Add parameter.

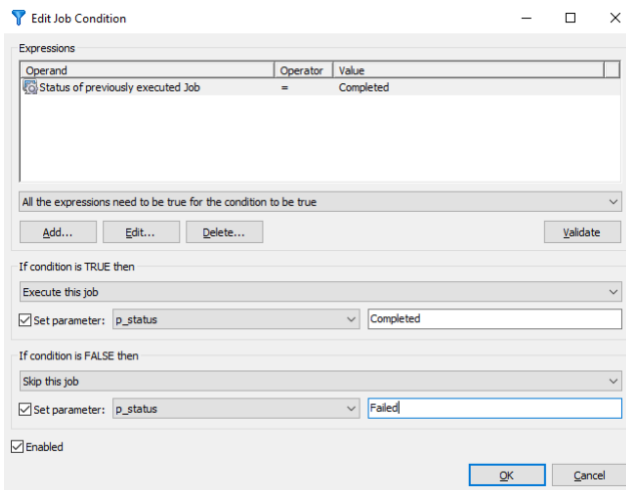


- Enter p_status as the Parameter name.
- Switch to the Input tab and uncheck the *When scheduling job* checkbox.
- Click OK.

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22. In the parameter value field enter “Completed”. (This value will be case sensitive and must contain Completed.)
23. In the false condition section:
 1. Set the dropdown to Execute this Job.
 2. Check the set parameter box.
 3. Verify p_status is selected in the parameter dropdown.
 4. Enter “Failed” in the value field. (This value is case sensitive and must contain “Failed”).



Operand	Operator	Value
Status of previously executed Job	=	Completed

All the expressions need to be true for the condition to be true

If condition is TRUE then

Execute this job

Set parameter: p_status Completed

If condition is FALSE then

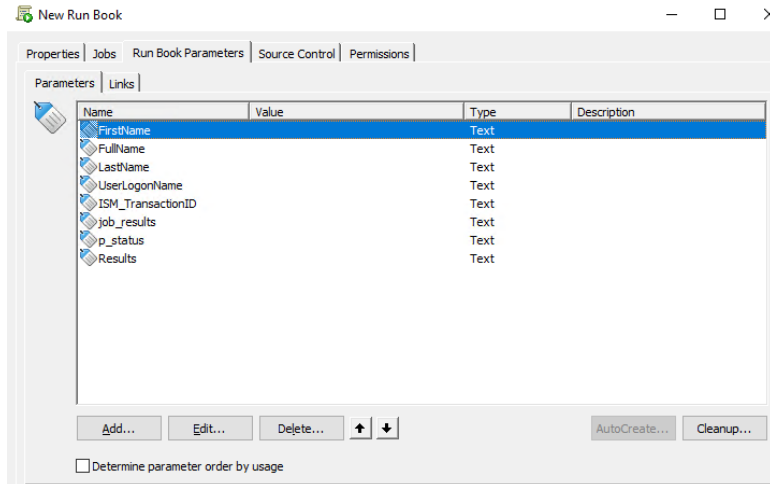
Skip this job

Set parameter: p_status Failed

Enabled

24. Click OK.

25. Switch to the Run Book Parameters tab.
26. Click AutoCreate.
27. Select Yes to confirm auto linking.

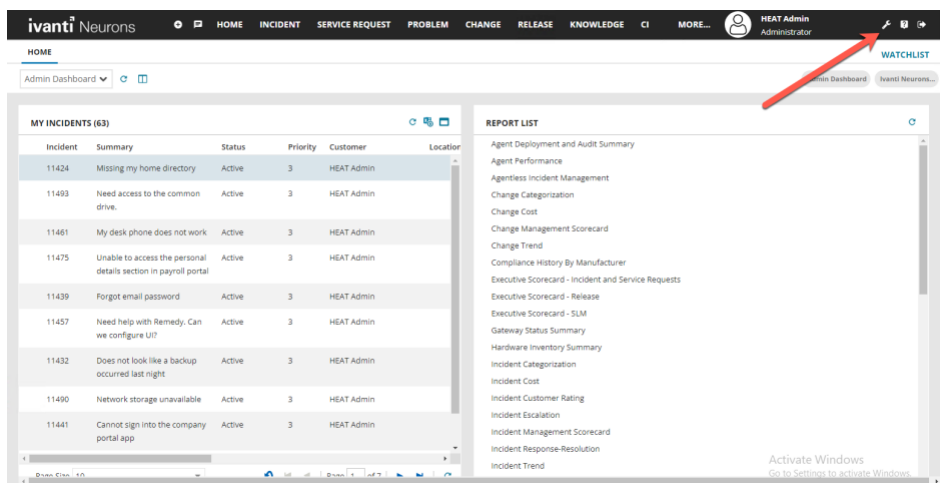


28. Click OK.

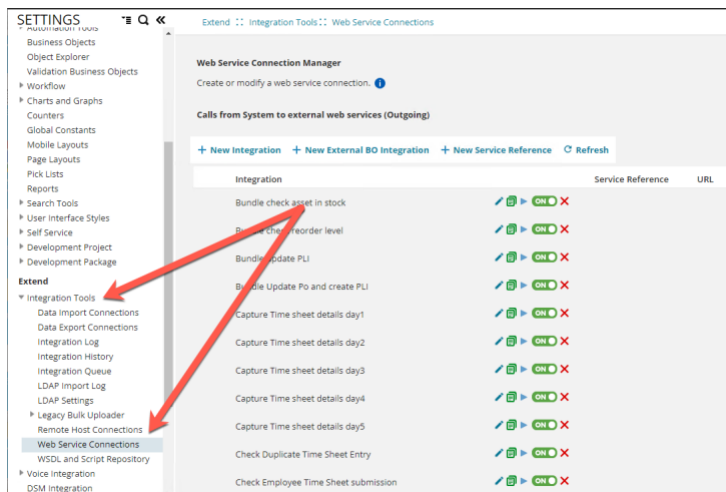
Import Runbook into NSM

Run books are imported in NSM using a Web Service Connection that calls the Ivanti Automation WebAPI.

1. Open Neurons for Service Management as an Administrator.
2. Open the Configuration console.



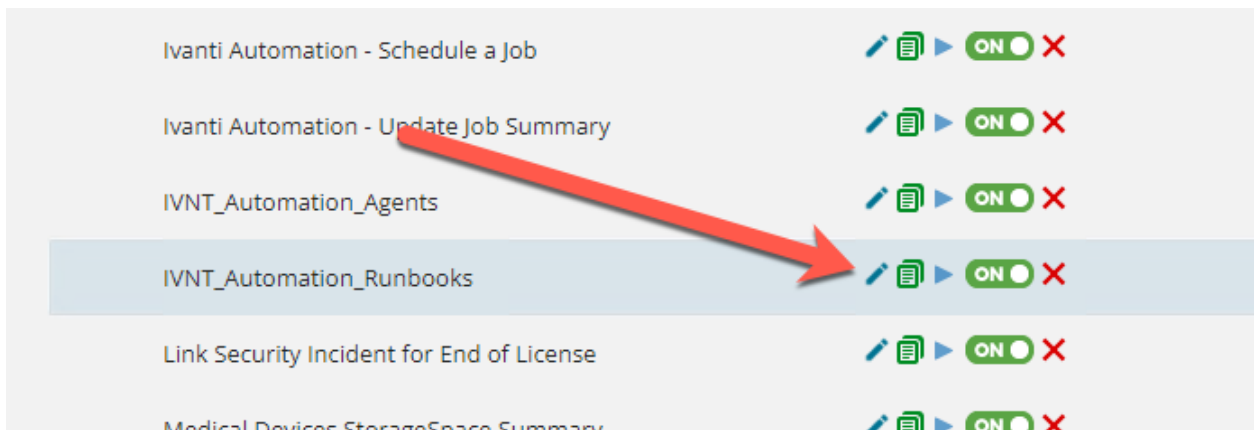
3. Navigate to Integration Tools > Web Service Connections.



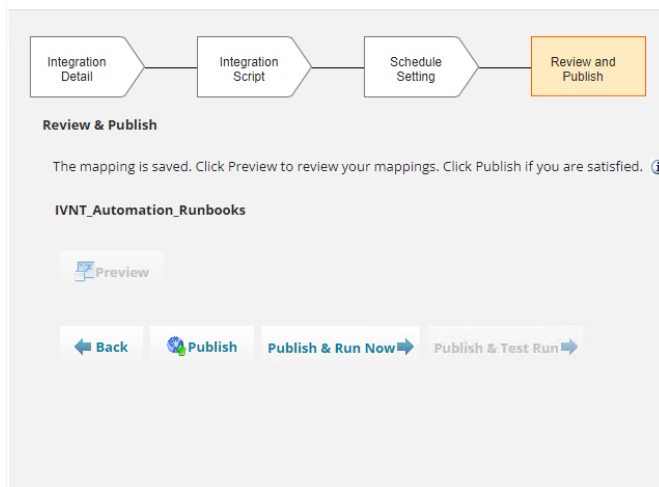
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4. Locate and open the connection titled IVNT_Automation_Runbooks.



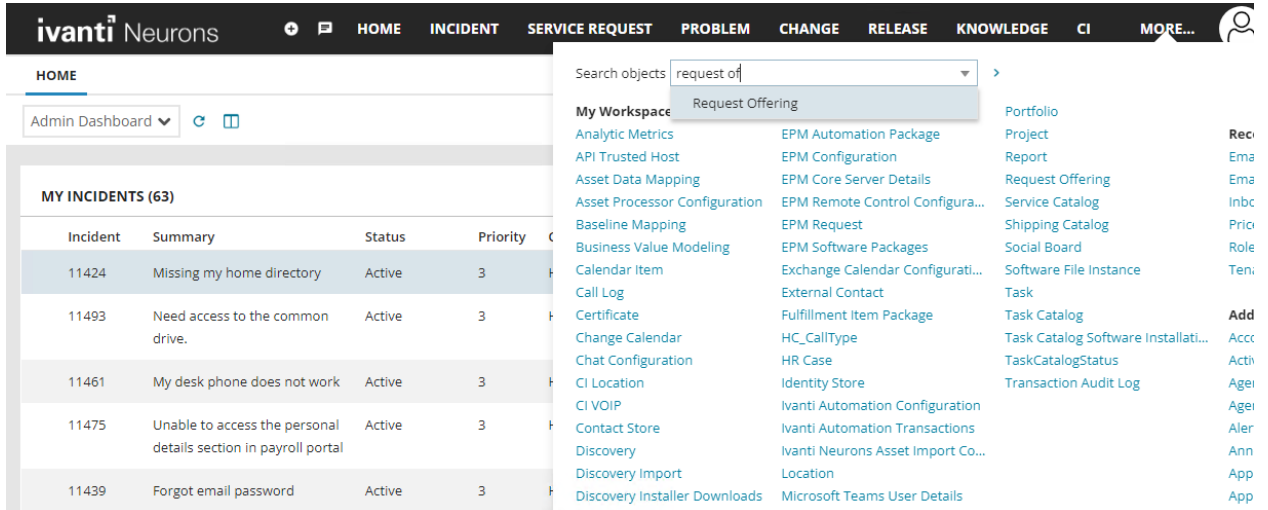
5. Click Next through the step until you get to Review and Publish, clicking yes when prompted to skip scheduling. (You may choose to schedule this connection, though it is out of scope for this document.)
6. Click Publish and Run Now.



Add a Run Book to a Request Offering

Ivanti Automation Run Books can be called from Neurons from Service Management as part of a request offering.

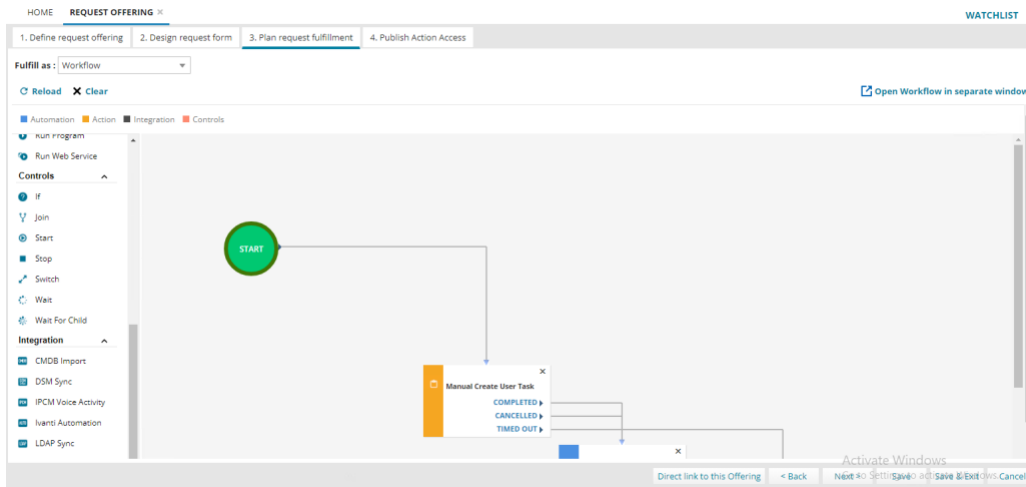
1. Open the Request Offering Workspace



The screenshot shows the Ivanti Neurons interface. The top navigation bar includes HOME, INCIDENT, SERVICE REQUEST, PROBLEM, CHANGE, RELEASE, KNOWLEDGE, CI, and MORE... The main content area shows a table of incidents and a search dropdown menu with 'Request Offering' selected.

Incident	Summary	Status	Priority
11424	Missing my home directory	Active	3
11493	Need access to the common drive.	Active	3
11461	My desk phone does not work	Active	3
11475	Unable to access the personal details section in payroll portal	Active	3
11439	Forgot email password	Active	3

2. Open the Request Offering you are adding the automation to and switch to the Plan request fulfillment tab.



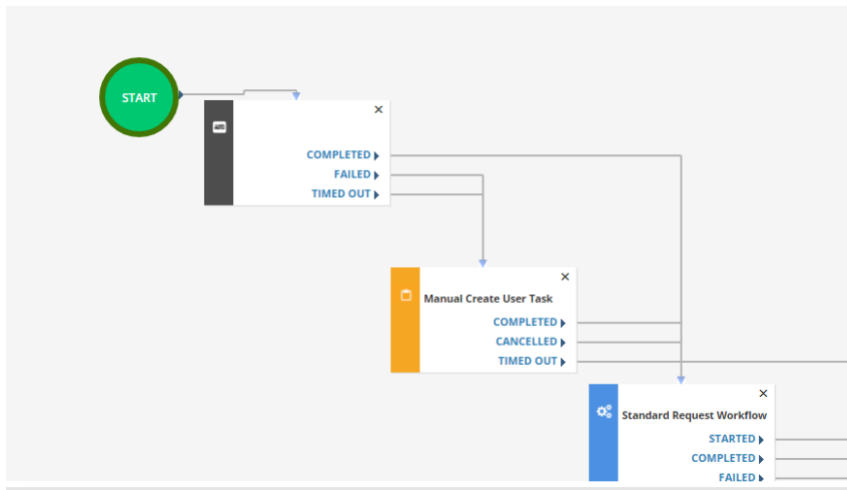
The screenshot shows the Ivanti Neurons interface. The top navigation bar includes HOME, REQUEST OFFERING, and WATCHLIST. The main content area shows a workflow diagram with a 'START' node and a 'Manual Create User Task' node.

3. From the Block selector scroll down to the Integration section.

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4. Drag the Ivanti Automation block onto the workflow and link it into your workflow.



5. Double click on the automation block.
6. Provide a Title. E.g., Automation – Create AD User
7. Select your runbook from the dropdown.
8. Provide a Timeout Duration.

Properties
Exits Configuration

Title

Select Runbook

Field

Value

Runbook Parameters

Timeout Duration

Field

Duration Days Hrs Mins

Runbook Options

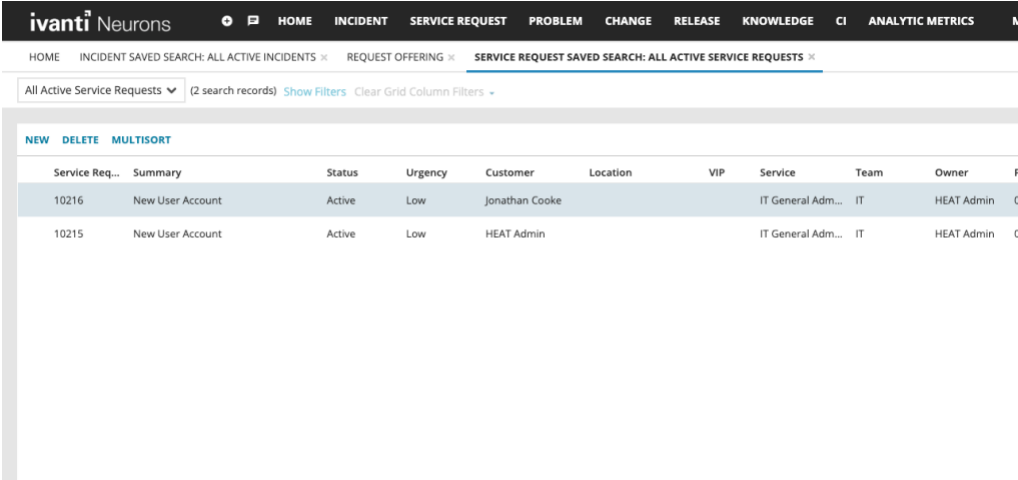
Parallel Confidential

- Map your fields to the runbook parameters. (Be sure to leave ISM_TransactionID blank.)

To add a value, either type a literal value in the table cell or drag a field from the tree to the table cell.

AVAILABLE FIELDS		PARAMETER FIELDS		
<ul style="list-style-type: none"> ServiceReq (Service Request) Service Request Templates <ul style="list-style-type: none"> New User Account <ul style="list-style-type: none"> First Name Full Name Last Name User Login Functions Time Zones 	Field	Value	Overwrite	
	FirstName	\$(GetSRPValue(RecId, 'FirstName'))	<input type="checkbox"/>	
	FullName	\$(GetSRPValue(RecId, 'FullName'))	<input type="checkbox"/>	
	LastName	\$(GetSRPValue(RecId, 'LastName'))	<input type="checkbox"/>	
	UserLogonName	\$(GetSRPValue(RecId, 'UserLogin'))	<input type="checkbox"/>	
	ISM_TransactionID		<input type="checkbox"/>	

- Save the workflow.
- Save and exit the request offering.
- Optional, test the request offering by submitting a service request.
 - Open the Service Request Workspace.



The screenshot shows the Ivanti Neurons interface. The top navigation bar includes: HOME, INCIDENT, SERVICE REQUEST, PROBLEM, CHANGE, RELEASE, KNOWLEDGE, CI, ANALYTIC METRICS. Below the navigation bar, there are tabs for: HOME, INCIDENT SAVED SEARCH: ALL ACTIVE INCIDENTS, REQUEST OFFERING, and SERVICE REQUEST SAVED SEARCH: ALL ACTIVE SERVICE REQUESTS. A search bar shows "All Active Service Requests" with "(2 search records)" and options for "Show Filters" and "Clear Grid Column Filters". Below the search bar is a table with columns: Service Req..., Summary, Status, Urgency, Customer, Location, VIP, Service, Team, Owner, and P. The table contains two rows of data:

Service Req...	Summary	Status	Urgency	Customer	Location	VIP	Service	Team	Owner	P
10216	New User Account	Active	Low	Jonathan Cooke			IT General Adm...	IT	HEAT Admin	0
10215	New User Account	Active	Low	HEAT Admin			IT General Adm...	IT	HEAT Admin	0

- Click New.
- Fill in the request form.
- Select an offering from the catalog.
- Fill in the required parameters.

← **SAVE** CANCEL NEW

CUSTOMER & OWNER

Customer* Jonathan Cooke

Reported By

Request Name

Description

Status* Active

Team* IT

Owner* HEAT Admin

Urgency Low

PARAMETERS DETAILS APPROVAL TASK FULFILLMENT ITEM COST ITEM HR CASES

< Select a different template

* = required

SERVICE OPTIONS

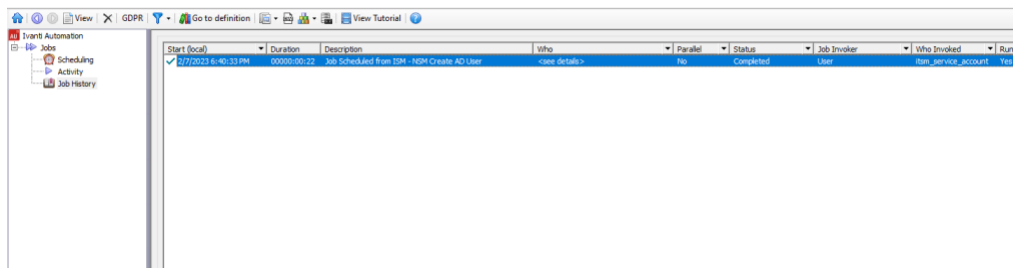
* First Name

Last Name

Full Name

User Login

6. Click Save.
7. Open the Ivanti Automation console.
8. Navigate to Jobs.
9. Validate that a job was created. (The job should be running or have run. Check Scheduling, Activity, and Job history for the job.)



Start (local)	Duration	Description	Who	Parallel	Status	Job Invoker	Who Invoked	Run
2/7/2023 6:40:33 PM	00:00:00:22	Job Scheduled from DSM - NSM Create AD User	<see details>	No	Completed	User	itom_service_account	Yes

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