



eBonding Deployment & Configuration Guide

Version 2

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Chapter 1

Introduction

This guide includes the following:

- ServiceNow Instance Installation and Data pre-requisites.
- Standard Field Mapping for eBonding.
- Installation and Configuration procedures.

This guide is intended for all AVI-SPL customers who use or administer the eBonding application in their ServiceNow instance.

Chapter 2

Overview

The ServiceNow eBonding service creates a bi-directional integration between AVI-SPL's ServiceNow Instance and a Customer's ServiceNow instance. The integration provides an automatic, synchronized exchange of data to the Customer's Incident and Case records.

The following is included in the ServiceNow eBonding Application service:

- Synchronization of specified data fields within the Case or Incident Table for AVISPL and the Customer.
- A secure integration between SSL/TLS encrypted Rest APIs and two ServiceNow instances via Basic Authentication.
- A live update feed of communication between AVISPL ServiceNow Instance and the Customer's Case and Incident records.
- The updating of relevant record fields for an enhanced case management experience.

Chapter 3

Support

Customers who require assistance with upgrading, reporting issues, and general support inquiries should send an email to NOW-T2C@avispl.com and the appropriate team will respond.

Chapter 4

Getting Started

Pre-Requisites

The following pre-requisites must be met before deploying the eBonding service:

- The ServiceNow Instance is on a supported release.
- Review and approve a high-level technical Design Document.
- The standard field mapping is reviewed and approved by all stakeholders.
- Complete all required data mapping.
- The ServiceNow application configuration is received via an Update set.

Phase and Timeline

Our of 50 total hours, approximately 25 hours require Customer input and collaboration. Additional time may be required on the part of the Customer to complete additional work necessary for the AVI-SPL team to complete the integration.

Phase	Tasks	Time Estimate
Project Planning	<ul style="list-style-type: none">• Kick Off Meeting• Set up meetings for implementation and updates	1 hour
Design	<ul style="list-style-type: none">• Gather Requirements: Integration Table and Data Fields Mapping Session• Review Technical Design Document /E-Bonding Deployment Guide• Final Signoff of High-Level Technical Design Document /E-Bonding Deployment Guide	15 hours
Development	<ul style="list-style-type: none">• Support Configuration of Customer Dev Instance• Configuration of AVISPL Dev Instance to Integrate with Customer Dev Instance	20 hours
Testing	<ul style="list-style-type: none">• Create/Review Test Steps• Complete testing on AVISPL Dev ServiceNow Instance• Complete testing on Customer Dev ServiceNow Instance• Address any defects or unexpected behavior	10 hours
Deployment	<ul style="list-style-type: none">• Schedule deployment on Customer and AVISPL ServiceNow Instance• Complete Deployment and Support of AVISPL and Customer ServiceNow Instance	4 hours

Resources and Responsibilities

Customer Resource	Duration and Scope
ServiceNow Administrator	Implementation and service life cycle
Project Manager	Implementation

AVI-SPL Resource	Duration and Scope
ServiceNow Developer	Implementation and service life cycle
Project Manager	Implementation

Standard Field Mapping

This is the standard field mapping for the Case and Incident Field table.

Field Name	AVI-SPL Field Type	Target Field Name	Target Field Type	Direction	Notes
Account	Reference Field	Account	Reference Field	Both	New Client field recommended for mapping – Account or Company
asset	Reference Field	work_notes	Journal field	Inbound/ Outbound	
assigned_to	Reference Field	work_notes	Journal field	Inbound/ Outbound	First Name, Last Name, Email
assignment_group	Reference Field	assignment_group	Reference Field	Both	Populates for New Record Only and does not update. A Default Group will be selected and created for integration in both AVISPL system and External System.
category	Choice List	Choice List	Category	Both	Code Map - May need to match different values from client to AVISPL
close_notes	String	close_notes	String	Both	
closed_by	Reference Field	work_notes	Journal Input	Inbound/ Outbound	First Name, Last Name, Email

Field Name	AVI-SPL Field Type	Target Field Name	Target Field Type	Direction	Notes
comments	Journal Input	comments	Journal Input	Both	
contact	Reference	work_notes	Journal Input	Inbound/ Outbound	
contact_type	Choice List	contact_type	Choice List	Both	Code Map - May need to match different values from client to AVISPL
number	String	correlation_display	String	Inbound	From AVISPL Case Number to Client
sys_id	String	correlation_id	String	Outbound	From AVISPL Case Number
number	String	correlation_display	String	Inbound	From Client to AVISPL
sys_id	String	correlation_id	String	Outbound	From Client to AVISPL
impact	Choice List	impact	Choice List	Both	Code Map - May need to match different values from client to AVISPL
location	Reference	work_notes	Journal Input	Inbound/ Outbound	
number	String	work_notes	Journal Input	Inbound/ Outbound	
opened_by	Reference	work_notes	Journal Input	Inbound/ Outbound	First Name, Last Name, Email
resolved_by	Reference	work_notes	Journal Input	Inbound/ Outbound	First Name, Last Name, Email
short_description	String	short_description	String	Both	
state	Choice List	state	Choice List	Both	Code Map - May need to match different values from client to AVISPL
subcategory	Choice List	subcategory	Choice List	Both	Code Map - May need to match different values from client to AVISPL
u_case_reported	String	work_notes	Journal Input	Outbound	
u_corrective_action	String	work_notes	Journal Input	Outbound	
u_failure_type	String	work_notes	Journal Input	Outbound	
u_general_description	String	description	string	Both	

Field Name	AVI-SPL Field Type	Target Field Name	Target Field Type	Direction	Notes
u_root_cause	String	work_notes	Journal Input	Outbound	
u_substate	String	work_notes	Journal Input	Outbound	
urgency	Choice List	urgency	Choice List	Both	Code Map - May need to match different values from client to AVISPL
work_notes	Journal Input	work_notes	Journal Input	Both	
u_initial_troubleshooting	String	work_notes	Journal Input	Outbound	

Chapter 5

Installation

Setting up the eBonding Client

Follow the steps below, within the ServiceNow instance, to properly install and configure the e-Bonding Installation package.

1. Apply e-Bonding Update Set Installation Package to your ServiceNow Instance.
2. Change the system property `x_acor_abond.client_instance_name` value to : `[current instance name]`.
3. Create e new user:
 - a. Set **User ID** to `svc.ebond`
 - b. Assign the role **ITIL**.
 - c. If using the Case table for integration, assign the role **cs_m_ws_integration**.
 - d. Assign a user password.
 - e. Save the password as it will be required for configuration.
 - f. Provide the User ID and Password to AVISPL for configuration purposes.
4. In the `sys_auth_profile_basic` table, edit the record named **eBond Client** and assign it the `svc.ebond` user's credentials.
5. Verify the system property `msp_domain_name` value is Domain name of the AVISPL ServiceNow Instance.
6. Verify the system property `fields.incident` value is set to field names that will be sent to AVISPL via the Incident table, if applicable.

Modify Business Rule Trigger – Incident/Case

Follow this procedure within the ServiceNow instance.

1. Access the Business Rule **eBonding [table name] to MSP**.

NOTE Table Name may be Incident or Case.

2. Set up **When** condition to specify when e-Bonding records will synchronize.

TIP This condition will be specified on the High-Level Design Technical Document.