



SCOM To ServiceNow Connector

User Guide

User Guide Videos: <https://www.scom2k7.com/userguide>

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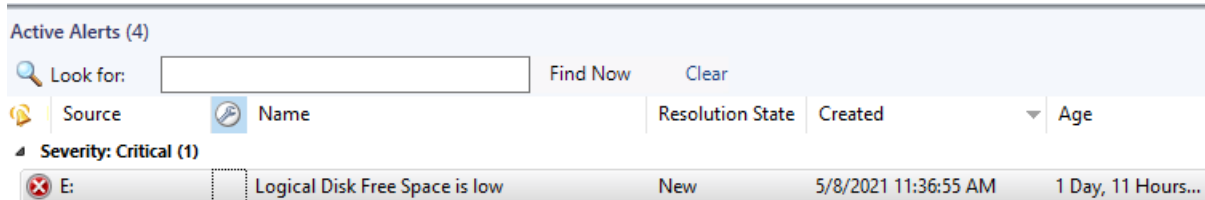
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Sending New SCOM Alerts to ServiceNow

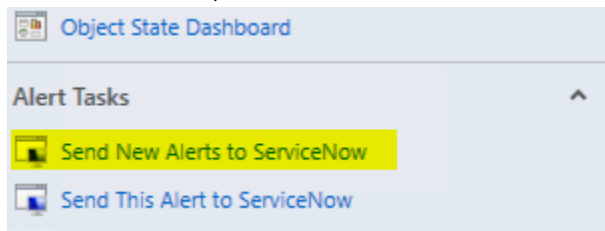
In this scenario I want to send all **new SCOM alerts for Logical Disk Free space** to the Windows Infrastructure Team Incident Queue in Service Now.

Steps:

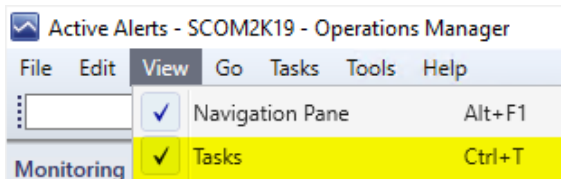
- 1.) **Select** an Alert in the SCOM Console. In this case I select **Logical Disk Free is low**.



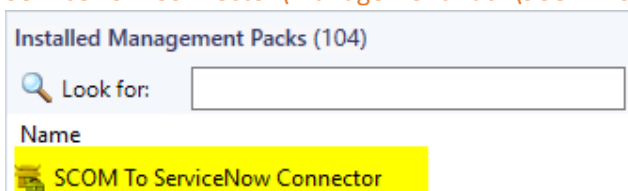
- 2.) In the Tasks Pane, under Alert Tasks. I select **Send New Alerts to ServiceNow**



- **Note:** If you don't see the **Task Pane**. Go to **View** and select **Tasks**



- **Note:** If you don't see the **Alert Tasks**. Make sure you have the **SCOM To ServiceNow Connector Management Pack Installed**. If you need to install it you can find it at C:\Program Files\SCOM To ServiceNow Connector\Management Pack\SCOM.ToServiceNowConnector.xml on the server.



- 3.) Next, I select the ServiceNow Field(s) I want to set when a ServiceNow Incident is created. In my case I want the **Assignment Group** to be set to **"Hardware"**. Then I click **Create**

Setup SCOM Rules and Monitors to Send to ServiceNow

Rules And Monitors: Logical Disk Free Space Monitor ×

Advanced ▼

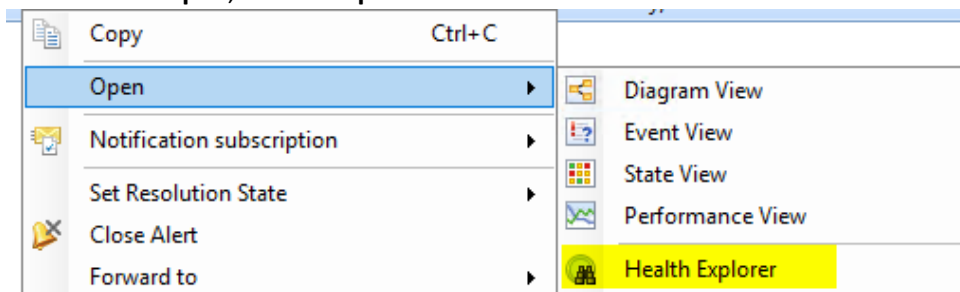
Assignment group ▼ Hardware ⓘ

+ Add Field

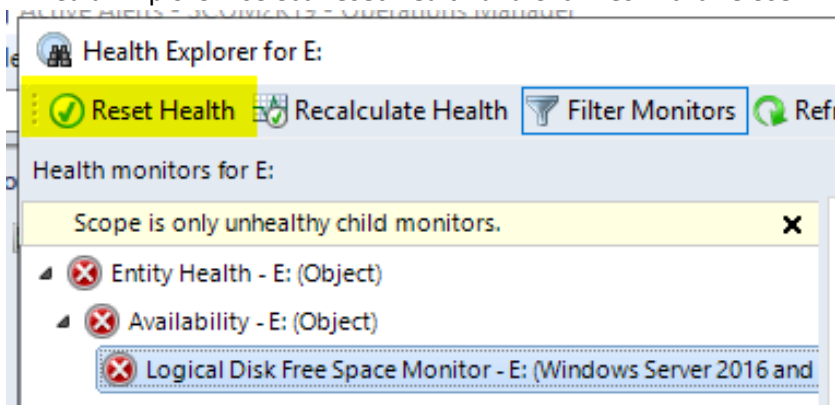
Success: ServiceNow Workflow has been created successfully ×

Create

- 4.) Now all new Logical Disk Free Space alerts will be sent to Service Now. I want to test this so I **right click** on the **alert**. Select **Open, Health Explorer**.



- 5.) In Health Explorer I select **Reset Health** and Click **Yes**. I click **Close** when it is done.



6.) When the Alert Comes back in. I can see the Alert has a Resolution State of ServiceNow.

Source	Name	Resolution State
Severity: Critical (1)		
E:	Logical Disk Free Space is low	ServiceNow

7.) I double click on the alert and I can see the Owner is set to the “Hardware” Assignment Group and the Ticket ID is set to the ticket number in ServiceNow.

Alert Properties

General Product Knowledge Company Knowledge History Alert Context Custom Fields

Logical Disk Free Space is low

Key Details:

Alert source: E:
Severity: Critical
Priority: Medium
Age: 5 Minutes

TFS Work Item ID:
TFS Work Item Owner:
Owner: Hardware Change...
Ticket ID: INC0010002

8.) Next, I open up ServiceNow and I can see the incident was created with short description, description and Alert Link automatically populated. The Assignment group was also set to “Hardware”.

servicenow Service Management

System Administrator

Incident INC0010002

Follow Update Resolve Delete

Number INC0010002

Contact type -- None --

* Caller SCOM Connector

State New

Category Inquiry / Help

Impact 3 - Low

Subcategory -- None --

Urgency 3 - Low

Service

Priority 5 - Planning

Service offering

Assignment group Hardware

Configuration item

Assigned to

* Short description SCOM : Logical Disk Free Space is low

Description

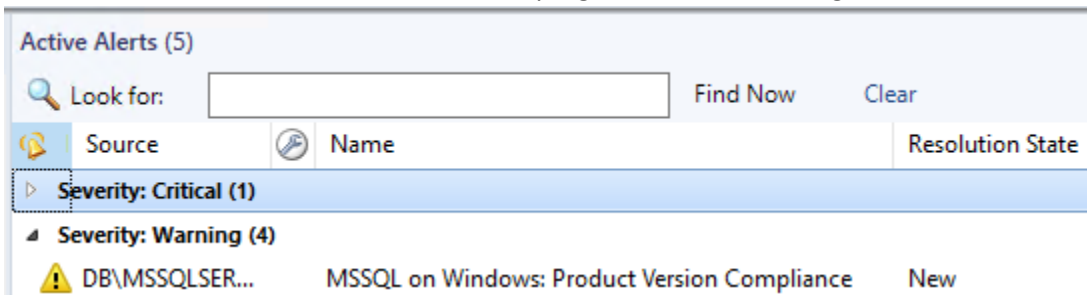
Server: SV01.scom2k16.com
The disk E: on computer SV01.scom2k16.com is running out of disk space. The values that exceeded the threshold are 0.01% free space and 1 free Mbytes.
Alert Link: http://OM/OperationsManager/#/monitoring/drilldown/alert/9b0b94c3-f118-4a9e-a89e-345e80e2e50f

Sending an Individual Alert to ServiceNow

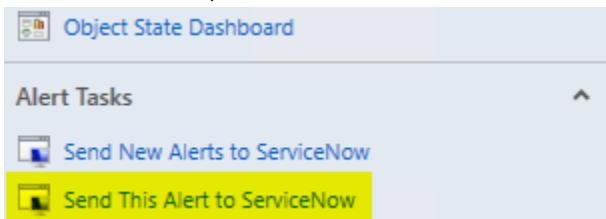
In this scenario I want to enable my users to create a service now incident from an alert in SCOM. This might be a **first level support team** in charge of all SCOM alerts. They might initially try to resolve alerts themselves, but often times more assistance is needed. They can manually assign the SCOM alert to an incident in Service Now for another IT team to resolve.

Steps:

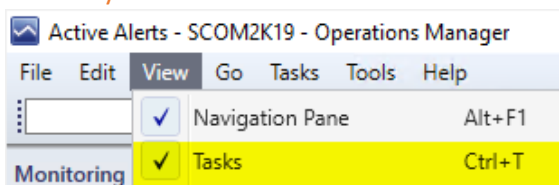
- 1.) **Select** an Alert in the SCOM Console. In this case I select the SCOM Alert **MSSQL on Windows: Product Version Compliance**. I know that the SQL team will have to update SQL when they have time, so I want to assign them an Incident in Service Now so I can track the progress to make sure it gets done.



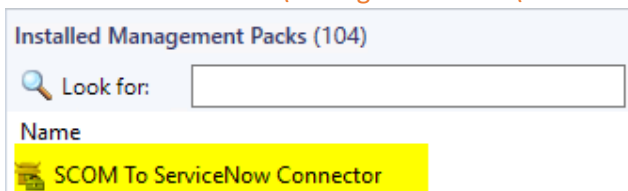
- 2.) In the Tasks Pane, under Alert Tasks. I select **Send This Alert to ServiceNow**



- **Note:** If you don't see the **Task Pane**. Go to **View** and select **Tasks**





- **Note:** If you don't see the **Alert Tasks**. Make sure you have the **SCOM To ServiceNow Connector Management Pack Installed**. If you need to install it you can find it at C:\Program Files\SCOM To ServiceNow Connector\Management Pack\SCOM.ToServiceNowConnector.xml on the server.




- 3.) Next, I select the ServiceNow Field(s) I want to set on the ServiceNow Incident. In my case I want the **Assignment Group** to be set to **"SQL Database Team"**. I also click **+ Add Field** to add the **Urgency Field**. I set it

to 2 as that will set it to medium urgency and click Create.


 SCOM To ServiceNow Connector Home Advanced Manage 

Create ServiceNow Incident from SCOM Alert

Alerts:

MSSQL on Windows: Product Version Compliance (DB\MSSQLSERVER) 


Assignment group

SQL Database Team 

Urgency






2







+ Add Field

Success: Incident has been created in successfully in ServiceNow 

Create


- 4.) I open up ServiceNow and I can see that I have an incident with Assignment Group Set to “SQL Database Team” and Urgency set to “2 – Medium”

 Service Management    

< Incident INC0010003     Follow Update Resolve Delete  

Number INC0010003

Contact type -- None --

* Caller 


State New

Category Inquiry / Help


Impact 3 - Low



Subcategory -- None --


Urgency 2 - Medium


Service 


Priority 4 - Low

Service offering 

Assignment group SQL Database Team  

Configuration item 

Assigned to 

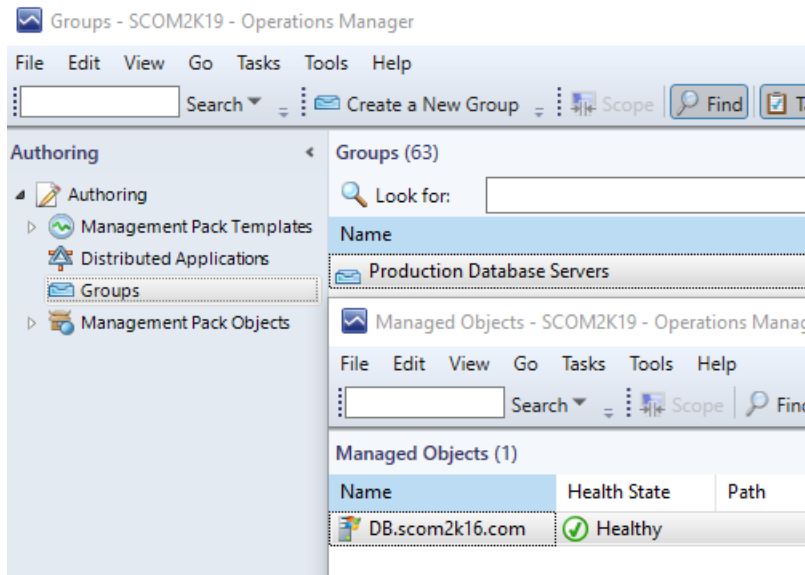
* Short description SCOM : MSSQL on Windows: Product Version Compliance 

Description
Server:
The Product Version number of SQL instance MSSQLSERVER on computer DB.scom2k16.com is not up to date
Expected version: 14.0.3335.7, actual version: 14.0.2037.2

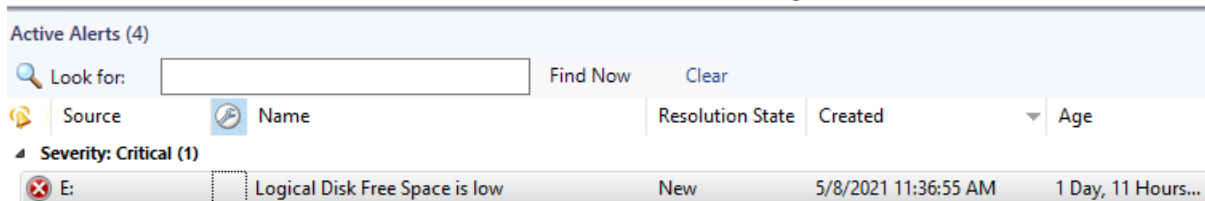
Sending New SCOM Alerts to ServiceNow based on a SCOM Group

In this scenario my **SQL team** wants **Logical Disk Free Space alerts** to create Incidents in ServiceNow. But they **only want alerts** from their **Production SQL Servers**.

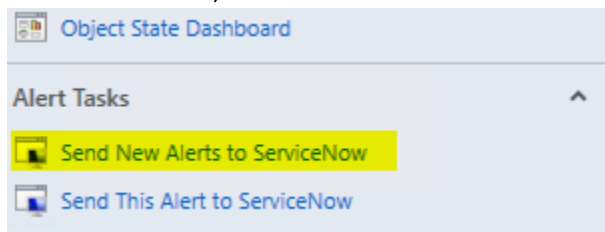
- 1.) I create a group in SCOM containing my production SQL computers called “Production Database Servers” and I add the windows computers that contain my production SQL servers to it.



- 2.) Then I **Select** an Alert in the SCOM Console. In this case I select **Logical Disk Free is low**.



- 3.) In the Tasks Pane, under Alert Tasks. I select **Send New Alerts to ServiceNow**



- 4.) Next, I select the ServiceNow Field(s) I want to set when a ServiceNow Incident is created. In my case I want the **Assignment Group** to be set to “**Database Team**”.

Setup SCOM Rules and Monitors to Send to ServiceNow

Rules And Monitors:

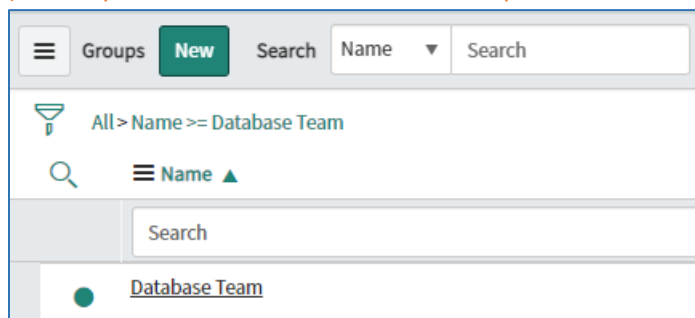
Logical Disk Free Space Monitor ×

Advanced ✓

Assignment group ▼

Database Team ⓘ

(Note: I pre-created the ServiceNow Group called **Database Team** in ServiceNow).



5.) Now I click the Advanced drop down and the SCOM Group selector appears.

Setup SCOM Rules and Monitors to Send to

Rules And Monitors:

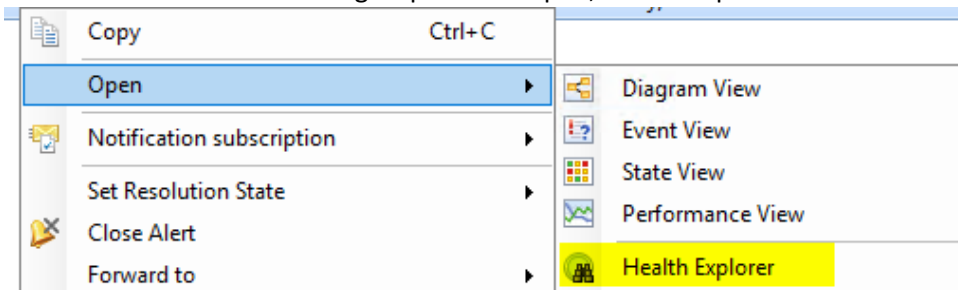
Logical Disk Free Space Monitor ×

Advanced ✓

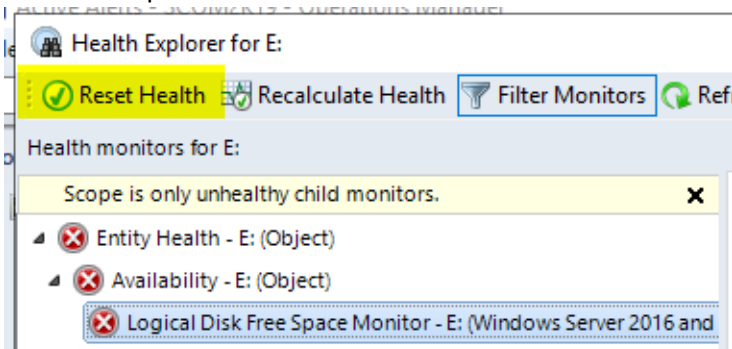
6.) I select the SCOM Group I want to filter on. I select "Production Database Servers" and click Create.

The screenshot shows the 'SCOM To ServiceNow Connector' application interface. At the top, there are tabs for 'Home', 'Advanced', and 'Manage'. The main heading is 'Setup SCOM Rules and Monitors to Send to ServiceNow'. Below this, there are two main sections. The first section, 'Rules And Monitors:', has a dropdown menu showing 'Logical Disk Free Space Monitor'. The second section, 'SCOM Group:', has a dropdown menu showing 'Production Database Servers'. Below these, there is a section labeled 'Advanced' with a dropdown for 'Assignment group' and a text field for 'Database Team'. A blue button labeled '+ Add Field' is also present. At the bottom right, there is a green 'Create' button. A green success message at the bottom states: 'Success: ServiceNow Workflow has been created successfully'.

7.) Now all new Logical Disk Free Space alerts will be sent to Service Now but **only if** they are in the **Production Database Servers Group**. I want to test this so I right click on the alert for one of my database servers in the Production Database Servers group. Select Open, Health Explorer.




8.) In Health Explorer I select Reset Health and Click Yes. I click Close when it is done.



9.) I also reset the health of a **second disk space alert** but one that is **not in the Database Servers Group**.





10.) When both alerts come back in. I can see the DB server alert has a Resolution State of ServiceNow. I can also see that the other server that is not in the Database Servers Group SV01 has not been sent to ServiceNow so the filtering based on group worked.

Active Alerts (5)

 Look for:

Find Now

Clear

 Icon	Path	Source	 Name	Resolution State	Age
Severity: Critical (2)					
	SV01.scom2k16.com	E:	Logical Disk Free Space is low	New	7 Minutes
	DB.scom2k16.com	E:	Logical Disk Free Space is low	ServiceNow	10 Minutes

11.) I double click on the alert and I can see the Owner is set to Assignment Group and the Ticket ID is set to the ticket number in ServiceNow.

Alert Properties

General Product Knowledge Company Knowledge History Alert Context Custom Fields

Logical Disk Free Space is low

Key Details:

Alert source: E:

Severity: Critical

Priority: Medium

Age: 11 Minutes

TFS Work Item ID:

TFS Work Item Owner:

Owner: Database Team Change...

Ticket ID: INC0010016

12.) Next, I open up ServiceNow and I can see just the one incident was created with Assignment group set to **“Database Team”**. The second logical disk free space alert was filtered because it was not part of the **“Production Database Servers”** group

servicenow Service Management

Incidents

New

Search

Opened

Search

All

13.) I can go to the **manage** tab to verify it is setup the way I want it.

SCOM To ServiceNow Connector Home Advanced **Manage** ? ⚙️

Search All: Class: Management Pack: Rule or Monitor: Enabled By Default:

<input type="checkbox"/>	Name	Class	Type	Management Pack	Default
<input checked="" type="checkbox"/>	Logical Disk Free Space Monitor	Windows Server 2016 and above Logical Disk	Monitor	Windows Server 2016 and above Operating Systems (Monitoring)	Enabled

Show entries Showing 1 to 1 of 1 entries 1 row selected Previous **1** Next

New

Action	ServiceNow Field	ServiceNow Value	SCOM Group
<input type="button" value="Edit"/> <input type="button" value="Delete"/>	assignment_group	Database Team	Production Database Servers

Advanced Alert flow of New SCOM Alerts to ServiceNow

In this scenario:

- The **SQL** team wants **Logical Disk Free Space** alerts from the **Production Database Servers Group**.
- The **App** team wants **Logical Disk Free Space** alerts from the **Application Servers Group**.
- **All other Logical Disk Free Space** alerts need to go to my **Windows Infrastructure Team**.

1.) I open up the SCOM To ServiceNow Connector Website and I click on the Advanced Tab.

→ ↻ 🏠 ⚠️ Not secure | om/ScomToServiceNow/Home/Advanced

SCOM To ServiceNow Connector Home **Advanced** Manage

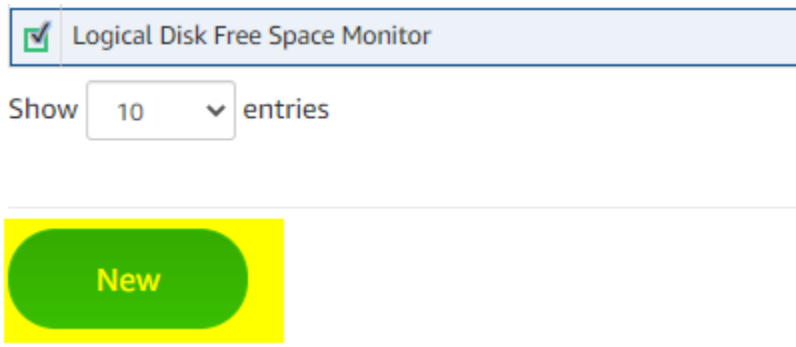
2.) I search for "Logical Disk Free Space in the Search All box and I select Logical Disk Free Space Monitor

SCOM To ServiceNow Connector Home Advanced **Manage**

Search All: Class: Management Pack: Rule or Monitor:

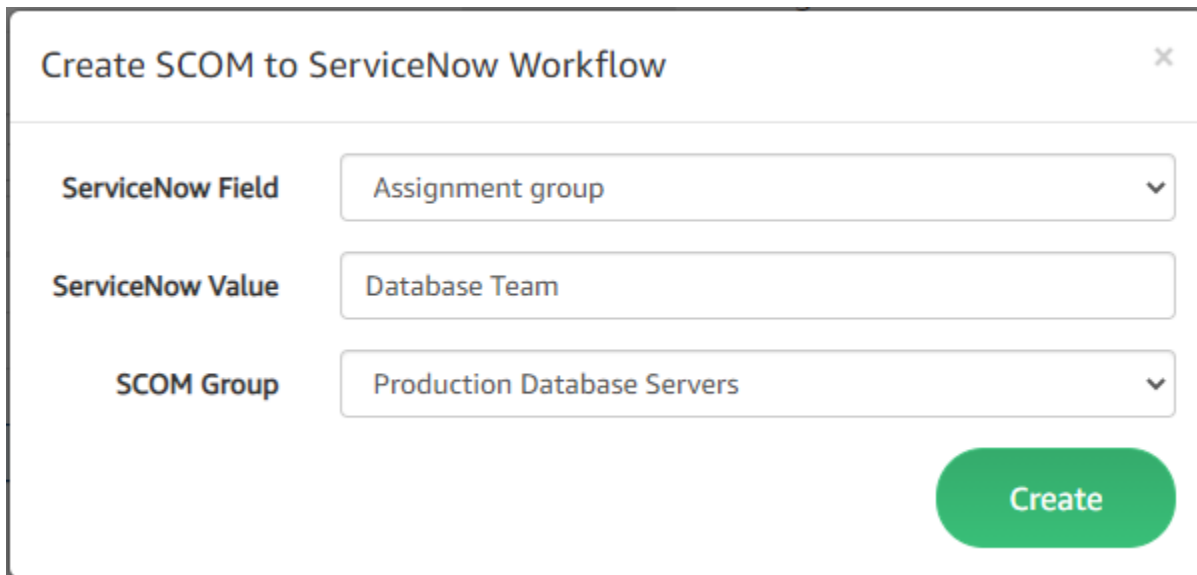
<input type="checkbox"/>	Name	Class
<input type="checkbox"/>	Logical Disk - Free Space Rollup Monitor	Windows Server 2016 and above Logical Disk
<input type="checkbox"/>	Logical Disk Free Space (%) Low	Windows Server 2016 and above Logical Disk
<input type="checkbox"/>	Logical Disk Free Space (MB) Low	Windows Server 2016 and above Logical Disk
<input checked="" type="checkbox"/>	Logical Disk Free Space Monitor	Windows Server 2016 and above Logical Disk

3.) I select New



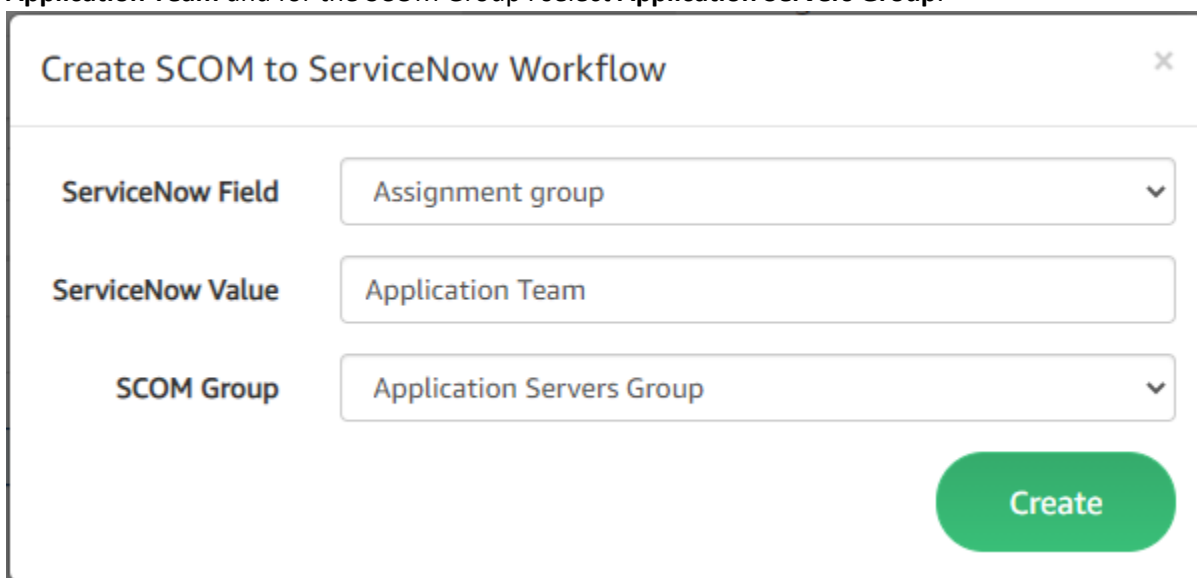
The screenshot shows a list of monitoring items. The first item, 'Logical Disk Free Space Monitor', is selected with a checkmark. Below the list, there is a 'Show' button followed by a dropdown menu set to '10' and the text 'entries'. At the bottom of the interface, a green 'New' button is highlighted with a yellow background.

4.) I create the first workflow and set **Assignment Group** to the **Database Team**, for **Group** I select the SCOM group called "**Production Database Servers**" and click **Create**.



The screenshot shows a dialog box titled 'Create SCOM to ServiceNow Workflow'. It contains three fields: 'ServiceNow Field' with a dropdown menu set to 'Assignment group', 'ServiceNow Value' with a text input field containing 'Database Team', and 'SCOM Group' with a dropdown menu set to 'Production Database Servers'. A green 'Create' button is located at the bottom right of the dialog.

5.) Next with the Logical Disk Free Space Monitor still selected, I click **New**. For the **Assignment Group** I type in **Application Team** and for the SCOM Group I select **Application Servers Group**.



The screenshot shows the same 'Create SCOM to ServiceNow Workflow' dialog box. In this step, the 'ServiceNow Value' field now contains 'Application Team', and the 'SCOM Group' dropdown menu is set to 'Application Servers Group'. The 'Create' button remains at the bottom right.

6.) Lastly for all the rest of the servers that are not in the Production Database Servers Group or in the Application Servers Group I set the Assignment group to **Windows Infrastructure Team** and for **Group** I leave it unchanged and

click Create

Create SCOM to ServiceNow Workflow

ServiceNow Field

Assignment group

ServiceNow Value

Windows Infrastructure Team

SCOM Group

Select Optional Group

Create

- 7.) Now I have all my workflows in place. The SCOM to ServiceNow connector will evaluate alerts in this order. If you have a blank group catchall workflow, you want it to be last. If it's first, the rest of the workflows won't run.
- If a Logical Disk Free Space Alert comes in and is part of the SCOM Group called **Production Database Servers Group** it will be sent to ServiceNow and Assignment Group will be set to **Database Team**.
 - If a Logical Disk Free Space Alert comes in and is part of the SCOM Group called **Application Servers Group** it will be sent to ServiceNow and Assignment Group will be set to **Application Team**.
 - If a Logical Disk Free Space Alert comes in and is not part of the **Production Database Servers Group** or part of the **Application Servers Group** it will be sent to ServiceNow and Assignment Group will be set to **Windows Infrastructure Team**

<input checked="" type="checkbox"/>	Logical Disk Free Space Monitor	Windows Server 2016 and above Logical Disk	Monitor	Windows Server 2016 and above Operating Systems (Monitoring)	Enabled
-------------------------------------	---------------------------------	--	---------	--	---------

Show

10

 entries

Showing 1 to 4 of 4 entries (filtered from 1

Previous

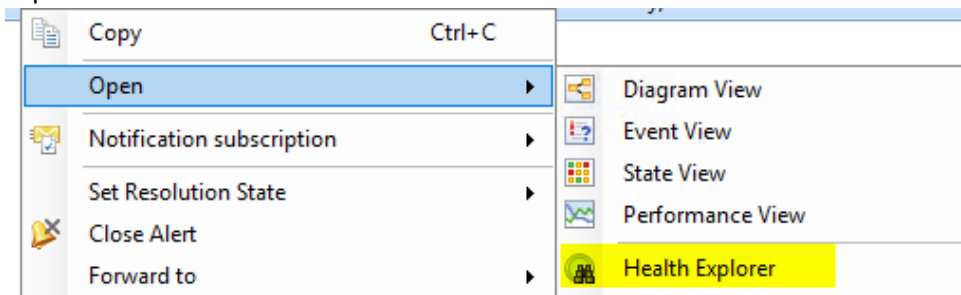
1

Next

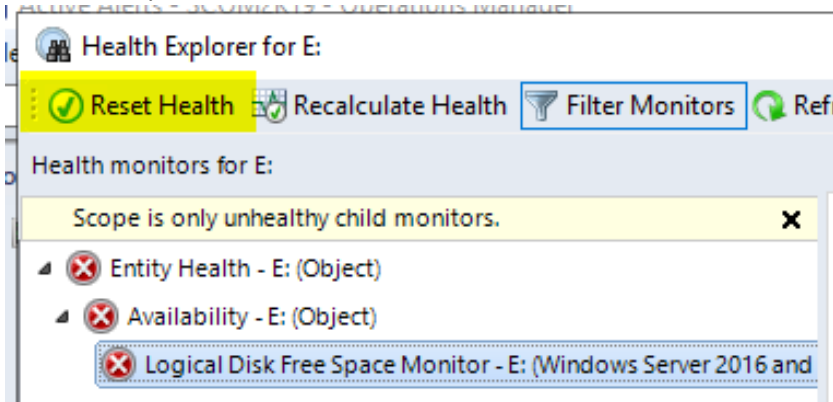
New

Action		ServiceNow Field	ServiceNow Value	SCOM Group
Edit	Delete	assignment_group	Database Team	Production Database Servers
Edit	Delete	assignment_group	Application Team	Application Servers Group
Edit	Delete	assignment_group	Windows Infrastructure Team	

8.) I want to test this so I right click on three different Logical Disk Free Space alerts. For each one I Select Open, Health Explorer.



9.) In Health Explorer I select Reset Health and Click Yes. I click Close when it is done.



10.) When each of the alerts come back in. I can see they all have a resolution state of ServiceNow. As you can see the owner of each alert is different.

Active Alerts (8)

Look for: Find Now Clear

	Path	S...	Name	Resolution State	Age	Owner
Severity: Critical (3)						
✖	AP.scom2k16.com	E:	Logical Disk Free Space is low	ServiceNow	3 Minutes	Application Team
✖	SV01.scom2k16.com	E:	Logical Disk Free Space is low	ServiceNow	4 Minutes	Windows Infrastructure Team
✖	DB.scom2k16.com	E:	Logical Disk Free Space is low	ServiceNow	7 Minutes	Database Team

11.) Next, I open up ServiceNow and I can see just the one incident was created for each of the alerts. The DB alert was sent to the DB Team Assignment Group. The AP alert was sent to the Application Team Assignment group. The other alert that was not in a group was sent to the Windows Infrastructure Team Assignment group.

servicenow Service Management

Incidents New Search Opened Search

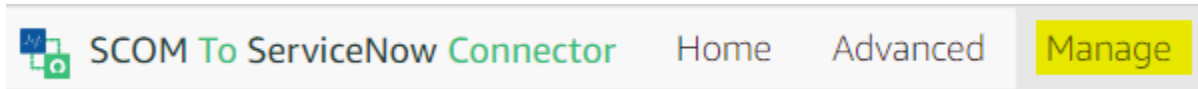
All

	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group
🔍	INC0010043	2021-06-03 12:08:20	SCOM : Logical Disk Free Space is low	(empty)	5 - Planning	New	Inquiry / Help	Application Team
🔍	INC0010042	2021-06-03 12:07:18	SCOM : Logical Disk Free Space is low	(empty)	5 - Planning	New	Inquiry / Help	Windows Infrastructure Team
🔍	INC0010041	2021-06-03 12:04:26	SCOM : Logical Disk Free Space is low	(empty)	5 - Planning	New	Inquiry / Help	Database Team

Manage

After you create workflows, you may want to add, modify or delete workflows.

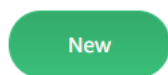
- 1.) Click the Manage Tab



- 2.) I select one of the workflows I want to modify. In this case I want to add an additional ServiceNow Field for my Logical Disk Free Space Monitor.

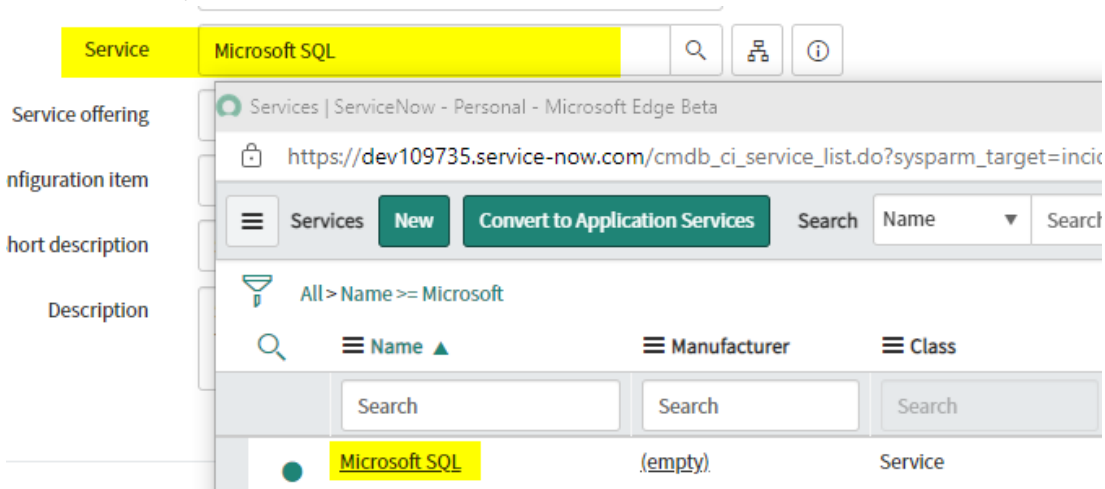
<input type="checkbox"/>	Name	Class	Type	Management Pack	Default
<input checked="" type="checkbox"/>	Logical Disk Free Space Monitor	Windows Server 2016 and above Logical Disk	Monitor	Windows Server 2016 and above Operating Systems (Monitoring)	Enabled

Show entries Showing 1 to 1 of 1 entries 1 row selected Previous 1 Next



Action	ServiceNow Field	ServiceNow Value	SCOM Group
<input type="button" value="Edit"/> <input type="button" value="Delete"/>	assignment_group	Database Team	Production Database Servers

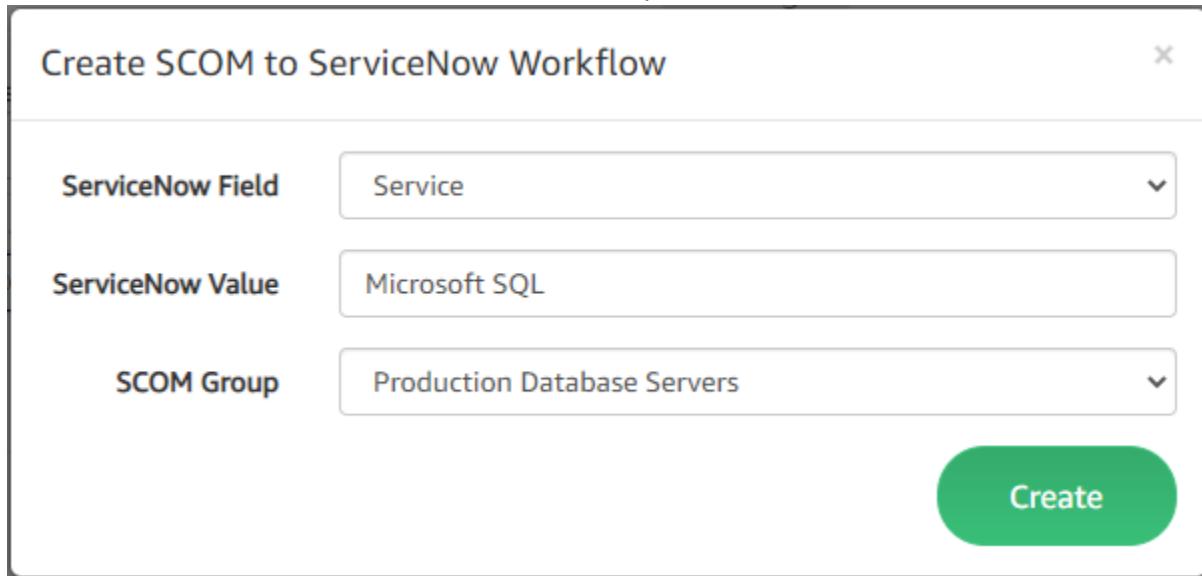
- 3.) The field I want to add is Service and the value is **Microsoft SQL**. This Service value already exists in ServiceNow. If it didn't exist, I would have to add it.



- 4.) I click New.



- 5.) For the Name I select **Service**. For Field Value I type in **Microsoft SQL** and for SCOM Group I select **Production Database Servers** as that is the same as what I already have.



Create SCOM to ServiceNow Workflow

ServiceNow Field: Service

ServiceNow Value: Microsoft SQL

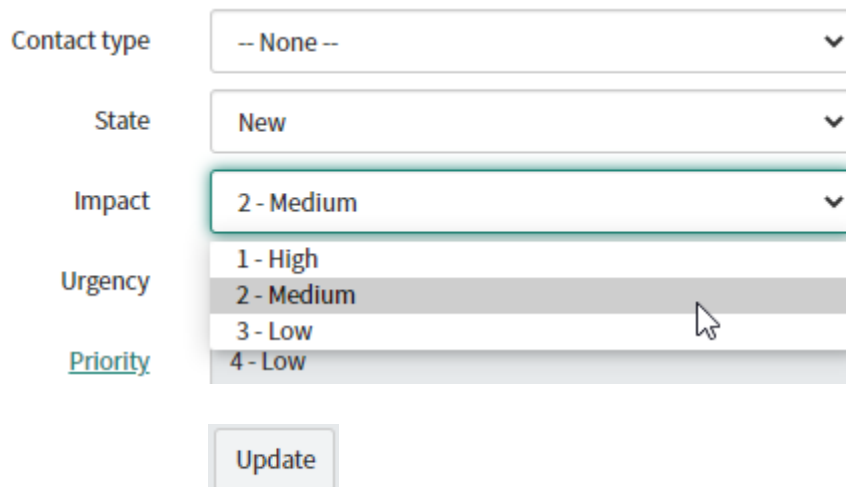
SCOM Group: Production Database Servers

Create

ServiceNow field values

Here is how you can find the possible values for ServiceNow fields. It is not always obvious what the value(s) can or should be. If you input a value that doesn't exist in ServiceNow, it will likely show up blank in the incident.

- 1.) Open up any incident in ServiceNow. Identify the field you want to use. In this case I will use Impact.
- 2.) I set Impact to Medium and then update the incident.



Contact type: -- None --

State: New

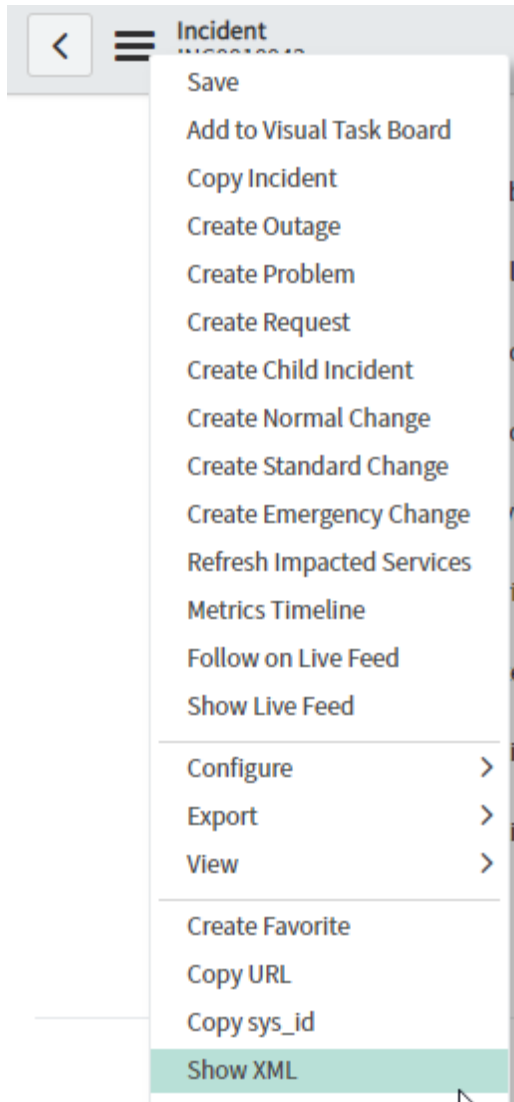
Impact: 2 - Medium

Urgency: 1 - High, 2 - Medium, 3 - Low, 4 - Low

Priority: 4 - Low

Update

- 3.) Now to get the value for Impact or any field I click on the three lines icon (hamburger menu) next to the incident number. Select Show XML



- 4.) I can see that Impact Value is 2.

```
<due_date/>
<escalation>0</escalation>
<expected_start/>
<follow_up/>
<group_list/>
<hold_reason/>
<impact>2</impact>
<incident_state>1</incident_state>
<knowledge>false</knowledge>
<location/>
```


- 5.) Now when I add the Impact field in the SCOM To ServiceNow Connector. I use 2 as the value so that the impact will show up as “2 – Medium” when an incident is created in ServiceNow.

Setup SCOM Rules and Monitors to Send to ServiceNow

Rules And Monitors:

Logical Disk Free Space Monitor 

Advanced 

Impact 

2 

+ Add Field

Create