

Configuring the IIA system to run with the Service Manager Change Calendar



- Introduction 2
- Requirements..... 2
- Setting up the IIA System for integrating with the Service Manager Change Calendar..... 2
 - Enable the Change Calendar integration in the System Information Record 2
 - Setting up operators to access the Change Calendar 2
 - Loading the adjusted extaccess record..... 3
- For more information..... 4

Introduction

The ITSM Implementation Accelerator (IIA) can be installed into a Service Manager 7.01 system. Since the IIA implementation includes tailoring to the Change Management module, it has to be adjusted to work correctly with the Web Service based Change Calendar. This document describes how to tailor the IIA system prior to connecting to the Service Manager Change Calendar.

Requirements

- All licenses needed for using the Change Calendar
- System Administrator access to Service Manager

Setting up the IIA System for integrating with the Service Manager Change Calendar

Enable the Change Calendar integration in the System Information Record

Go to Menu Navigation – System Administration – Base System Configuration – Miscellaneous and select the System Information Record. On the Active Integrations tab, activate the Change Calendar checkbox and enter the correct Change Calendar URL. Clicking on the checkbox will activate the trigger that copies all Changes from the cm3r table to the cmcalendar table that the Change Calendar reads to display its information.

System Information Definition

Company Information

Company Name:

Address:

State:

City:

Zip:

Logon Info | Passwords | General | **Active Integrations** | Web Services API | Menu Information | Date Info | »4

Active Integrations

☐ Knowlix

☐ Get-Answers

☐ Remote Control

☐ HP OpenView Enterprise Discovery

☒ **Change Calendar** Calendar URL:

☐ DecisionCenter Change Planner

WebServer Information

WebServer URL:

ESS URL:

Setting up operators to access the Change Calendar

Each operator logging into the Change Calendar has to have the appropriate capability words set. The **fscread** capability word enables the user to view changes in the change calendar, whereas the **fsfull** enables him to view and create changes in the tool. In addition, each user connecting to the Change Calendar needs the **SOAP API** capability word.

Execute Capabilities
partial.key
SysAdmin
SQLAdmin
SOAP API
user.favorites
fscfull
svcCatEmployeeRequester
svcCatManagerRequester
svcCatDeptRequester
svcCatTechRequester

Loading the adjusted extaccess record

Load the attached IIACal.unl unload. This unload contains the extaccess record that is required to run the Change Calendar on an IIA implementation.

This unload is based on the SM7.0 cm3r extaccess record with additional expressions to fill in fields that are required in IIA. Since the Change Calendar is a static Web Services application, it does not tolerate adding, removing or renaming fields in the extaccess record. The application was built based on the out-of-box Service Manager 7.0 extaccess records and needs to use the fields exactly as defined there. The IIA cm3r extaccess record had some fields modified and some fields added. The unload provided with this document reverses those changes and replaces the required fields with pre-set expressions in the extaccess record:

External Access Definition		
Service Name:	ChangeManagement	
Name:	cm3r	Object Name: Change
<div> <div>Allowed Actions</div> <div>Expressions</div> <div>Fields</div> </div>		
<div>Expressions</div> <div> affected.item in \$.file="MyDevices" requestedDate in \$.file=tod() brief.description in \$.file=1 in description in \$.file </div>		

Note: If Web Services other than the Change Calendar should connect to the IIA system as well, please copy the existing ChangeManagement cm3r extaccess record to a new name, such as IIACChangeManagement cm3r and change the Object name to IIACChange and have the other Web Services connect to that service name instead.

For more information

Please visit the HP Management Software support Web site at:

<http://www.hp.com/managementsoftware/support>

This web site provides contact information and details about the products, services, and support that HP Management Software offers.

HP Management Software online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valuable support customer, you can benefit by being able to:

- Search for knowledge documents of interest
- Submit and track progress on support cases
- Submit enhancement requests online
- Download software patches
- Manage a support contract
- Look up HP support contacts
- Review information about available services
- Enter discussions with other software customers
- Research and register for software training

Note: Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract.

To find more information about support access levels, go to the following URL:

http://www.hp.com/managementsoftware/access_level

To register for an HP Passport ID, go to the following URL:

<http://www.managementsoftware.hp.com/passport-registration.html>

© 2008 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Service Manager is a registered trademark of Hewlett-Packard Development Company, L.P. Windows and Excel are trademarks or registered trademarks of Microsoft Corporation in the United States, other countries, or both. All other trademarks are the property of their respective owners.

08/2008

