Barracuda RMM ServiceNow Service Desk 2.0

https://campus.barracuda.com/doc/96012409/

This version of the ServiceNow Service Desk introduces improvements in the integration process through a generic Import Set Data Source Table schema and an easier REST API connection. This version also provides the new Ticket to Incident mode, which provides round trip updates between Barracuda RMM tickets and ServiceNow incidents.

Version Notes

If you integrated the ServiceNow Service Desk in Barracuda RMM 12 SP3, when you upgrade Service Center to 12 SP4, the integration wizard displays the option for the new Ticket to Incident mode. However, the feature is not available until you have updated the Service Desk to version 2.0.

Installation

ServiceNow Service Desk is available from the Update Center. You do not have to install the previous version of the Service Desk to install ServiceNow Service Desk 2.0.

New in this Version

This version of the Barracuda RMM ServiceNow Service Desk introduces the following:

Generic Import Set Data Source Table Schema

A generic Import Set Data Source Table schema with the structure for a successful integration has been created for you. It is in XML format. To use it in the integration wizard, download it from this link. The sys_id for this table is 3720ea5307ea20108ca3ff808c1ed086.

Easier REST API Connection

Creating the connection with the REST API has been simplified to require minimal intervention from the user.

Ticket to Incident Mode

In Ticket to Incident mode, Barracuda RMM tickets automatically create ServiceNow Incidents and

update those incidents when the corresponding Barracuda RMM ticket is updated. This mode also closes ServiceNow Incidents when the corresponding Barracuda RMM ticket is closed.

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