NetBrain® ServiceNow App 3.0

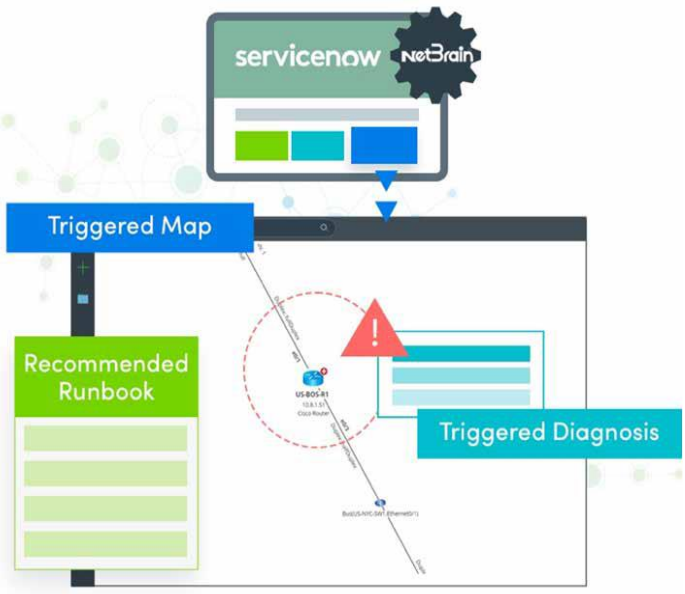
Quick Start Guide

Contents

1. Overview

NetBrain's ServiceNow Application tightly joins the two systems together enriching the value of your ServiceNow deployment. Following initial setup and configuration and integration of the ServiceNow platform with your NetBrain system, the NetBrain Administrator can perform all ongoing tasks and automation enhancements without the need to involve ServiceNow Administrators.

Following the successful integration of the two systems, ServiceNow will have the capability to automatically trigger the NetBrain Problem Diagnosis Automation System (PDAS) to begin problem diagnosis the instant any service ticket is generated, not hours or days after the problem has been reported, facilitating the resolution of intermittent or transient issues.



Once triggered, the NetBrain PDAS will spring into action using conditional filtering of the incoming service ticket record data to identify all applicable automation and automatically execute. NetBrain PDAS will pull real-time information from device and interface configuration, routing tables, NAT polices, ACLs, VRFs, MAC Address tables, and even layer 2 devices into consideration when constructing the automated response to the problem. Then, the NetBrain PDAS will generate a real-time visual map of the impacted network devices and application paths with any applied automation to help decode your network.

The result? The NetBrain diagnostic results are populated and available in the ServiceNow ticket record itself coupled with a complete NetBrain map made available in the NetBrain Incident Portal for collaborative troubleshooting across all teams in your organization to solve the issue faster.

This NetBrain ServiceNow App QuickStart guide will help achieve the basic end-to-end integration of the ServiceNow platform with the NetBrain Problem Diagnosis Automation System in your environment. The topics that will be covered include:

- Satisfying integration pre-requisites
- Establishing and validating connectivity between the NetBrain and ServiceNow systems
- Defining how and when automation should be triggered in the ServiceNow system.
- Creating the required Intent-Based Triggered Automation to test the integration
- Completing an end-to-end test of the integrated systems

2. Configuring the NetBrain Platform

Prior to attempting integration with the ServiceNow system, the NetBrain Administrator has the responsibility to perform a few exploratory configuration details to prepare the NetBrain environment for integration. In addition to creating the required user account for the ServiceNow API connection, the NetBrain Administrator may need to work with the ServiceNow Administrator and/or the Network Operations team(s) to understand how to route incident traffic within the NetBrain platform.

2.1. Creating the ServiceNow API User Account

When creating the required ServiceNow API User Account, NetBrain provides two authentication methods that can be used depending on the security policies of the ServiceNow team and the organization:

2.1.1 Server-Side Token Authentication

1. Log in to NetBrain Administrator User Interface with an account that has *System Admin* privileges.

   https://<NetBrain IP Address or Hostname>/admin.html

2. In the NetBrain System Management page, click ☰ icon in upper left corner, then **User Accounts**.
3. In the **User Accounts** screen, click **Add**, then enter the following values:

Field/Setting	Value
Authentication Source	Token
Email	API@netbraintech.com
First Name	API
Last Name	API
Username	API
Allowed IP Address	<enter the ServiceNow IP Address>
Authorization Configuration for Reset API	<Click **Re-Generate Auth Token** to create a Token>
User Rights	Select **Standard User – System Management**, then: • Check all tenants in **Tenant Access** column • Check all domains in **Domain Access** column and click **Assign Privileges** in **Domain Privileges** column to select **Power User** role.

4. Click **Submit** to create the ServiceNow API account.

> **Note:** It is safe to ignore any warning dialog message presented indicating a failure to send a notification email.

5. With the NetBrain ServiceNow API user account created, log out of the NetBrain Administrator User Interface.

2.1.1 Standard Password Authentication

1. Log in to NetBrain Administrator User Interface with an account that has *System Admin* privileges.

   https://<NetBrain IP Address or Hostname>/admin.html

2. In the NetBrain System Management page, click ☰ icon in upper left corner, then **User Accounts**.
3. In the **User Accounts** screen, click **Add**, then enter the following values:

Field/Setting	Value
Authentication Source	NetBrain
Email	API@netbraintech.com
First Name	API
Last Name	API
Username	API
Password	<Enter Password>
Confirm Password	<Re-enter Password>
Allows User to Change Their Own Password	Uncheck this check box
User Rights	Select **Standard User – System Management**, then: • Check all tenants in **Tenant Access** column • Check all domains in **Domain Access** column and click **Assign Privileges** in **Domain Privileges** column to select **Power User** role.

6. Click **Submit** to create the ServiceNow API account.

> **Note:** It is safe to ignore any warning dialog message presented indicating a failure to send a notification email.

7. With the NetBrain ServiceNow API user account created, log out of the NetBrain Administrator User Interface.

2.2. Identifying NetBrain Tenant and Domain Configuration

2.2.1 Singleton-Style NetBrain Tenant and Domain

If the NetBrain system has deployed with a single Tenant and Domain, this is referred to as a "singleton" deployment. The NetBrain ServiceNow Application requires two key pieces of information from the NetBrain system, the configured Tenant ID and the Domain ID that will be integrated with ServiceNow. The NetBrain Tenant ID and Domain ID values are both stored as GUIDs within the NetBrain database and are most easily extracted by opening a map within the NetBrain End User Interface.

1. Log in to NetBrain End User Interface with an account that has *System Admin* privileges.

   https://<NetBrain IP Address or Hostname>

2. From the main user interface desktop, in the NetBrain Taskbar, click the + icon, then select **New Map.**
3. Once again click the + icon, then select **New Map**. NetBrain will open an additional tab within your web browser.
4. In the newly opened tab, the URL will have to be manually parsed to extract the Tenant and Domain IDs.
5. Identify the Tenant ID from the NetBrain map URL by copying all characters between "t=" and the first "&" symbol.
6. Identify the Domain ID from the NetBrain map URL by copying all characters between "d=" and the "&" symbol.

Example:

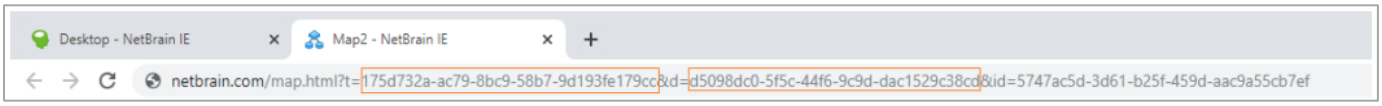


Image – *NetBrain Map URL*

- **Tenant ID**: 175d732a-ac79-8bc9-58b7-9d193fe179cc
- **Domain ID**: d5098dc0-5f5c-44f6-9c9d-dac1529c38cd

2.2.1 Multi-Tenant and/or Multi-Domains

Some NetBrain Systems require that account and device data be logically segregated within the NetBrain to adhere to local security or compliance policies. This is achieved in the NetBrain platform using concepts known as Tenant and Domain.

The ServiceNow platform does not implement a similar concept, but instead savvy ServiceNow administrators make use of key values and groups to determine assignments of incidents, problems, and change requests for routing to the correct teams and individuals within the organization.

With a NetBrain System deployed with multiple tenants and/or multiple domains, the NetBrain Administrator will need to work with the ServiceNow Administrator to identify key values called "Scope Values" that will allow the NetBrain ServiceNow App to properly route automation requests to the correct Tenant and Domain. Let's look at a very simple example where two incidents are created in the same ServiceNow system and how they would be routed differently in the NetBrain System using Scope Values.

This "Scope Value" is typically what would be found in one of the following fields in a ServiceNow Incident:

- Assignment Group
- Service
- Category
- Subcategory

In this example, we have a NetBrain customer that is managing two different companies within a single NetBrain System: ABC Bank and Pet Foods, Inc. Each of these environments are required to maintain logical separation of account information and data, so they have been separated by both Tenant and Domain in NetBrain.

NetBrain Tenant	NetBrain Domain
ABC Bank	Boston Campus
Pet Foods, Inc.	U.S. Network

In the ServiceNow system, however, the ticket information is free to intermingle. The ServiceNow Admin has confirmed that the organization uses values found in the ServiceNow field of "Assignment Group" to differentiate which of the account's Network Operations team will work on the reported incidents.

ServiceNow Ticket ID	ServiceNow Assignment Group
INC00001	ABC
INC00002	PF, Inc.

With this information in hand, the NetBrain Administrator can easily configure the NetBrain system to properly handle the integration with ServiceNow and the resulting triggered automation requests using with the configuration of the Scope Values

NetBrain Scope Value	NetBrain Tenant	NetBrain Domain
Assignment Group (ABC)	ABC Bank	Boston Campus
Assignment Group (PF, Inc.)	Pet Foods, Inc.	U.S. Network

For the purposes of this QuickStart Guide, NetBrain will assume that the ServiceNow Administrator will be able to provide this additional information. If there are additional questions regarding the use of scope values in ServiceNow and how to identify them in your environment, please contact NetBrain Technical Support.

1. Log in to the NetBrain Administrator Interface with an account that has *System Admin* privileges.

https://<NetBrain IP Address or Hostname>/admin.html

2. In the NetBrain System Management interface, click the ☰ icon in upper left corner, then **Integrated IT Systems**.
3. In the Integrated IT Systems interface, click on **Multi-Tenant Support**.

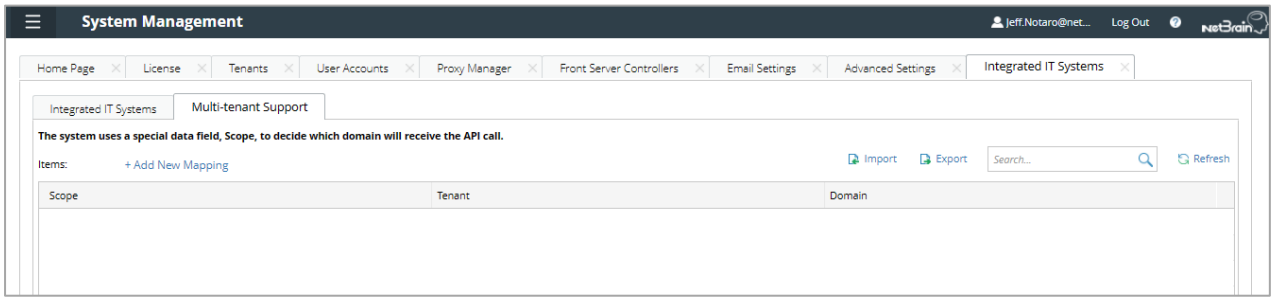


Image – *NetBrain System Management (Integrated IT Systems)*

4. In the Multi-Tenant Support interface, click **+Add New Mapping**.
5. In the New Mapping dialog, complete as follows, then click **OK**.

Field / Setting	Value
Scope Value	The actual value found in the ServiceNow data field that is used to determine incident routing within the ServiceNow system. *In the example above, the scope value for ABC Bank would be the value of the Assignment Group - "ABC"*
Tenant	<Select the correct NetBrain Tenant Name from drop-down>
Domain	<Select the correct NetBrain Domain Name from drop-down>

6. Repeat steps 4 and 5 until all Scope Value mappings are complete.

2.3. Collecting the NetBrain Configuration Details

With the ServiceNow API Account created, the NetBrain Tenant and Domain information collected, and the ServiceNow Data Values defined, NetBrain recommends quickly noting down these values as they will be required to complete configuration by the ServiceNow Administrator in the next section.

- NetBrain Integrated Edition URL [ ]
- NetBrain API Username [ ]

For Token-based Authentication

- NetBrain API Token [ ]

For Standard Password Authentication

- NetBrain API password [ ]

NetBrain deployed with Singleton Tenant and Domain

- NetBrain Tenant ID [ ]
- NetBrain Domain ID [ ]

3. Configuring the NetBrain ServiceNow App

Following successful configuration of the NetBrain Platform by the NetBrain Administrator to prepare for the integration, the ServiceNow Administrator will need to complete a series of configuration steps following installation of the NetBrain ServiceNow App from the ServiceNow storefront.

3.1. Establishing the ServiceNow to NetBrain Connection

The connection between the ServiceNow system and NetBrain is facilitated through the creation of a NetBrain Connector in the NetBrain ServiceNow App. Using the customized user account that was created in the NetBrain system, the NetBrain Connector will establish and maintain a connection between the two systems.

1. Log in to the ServiceNow system with an account that can access and administer the NetBrain ServiceNow App.
2. In the ServiceNow search bar, search for **NetBrain**.
3. Within the NetBrain ServiceNow App, click **NetBrain Integration Configuration > NetBrain Connectors**.

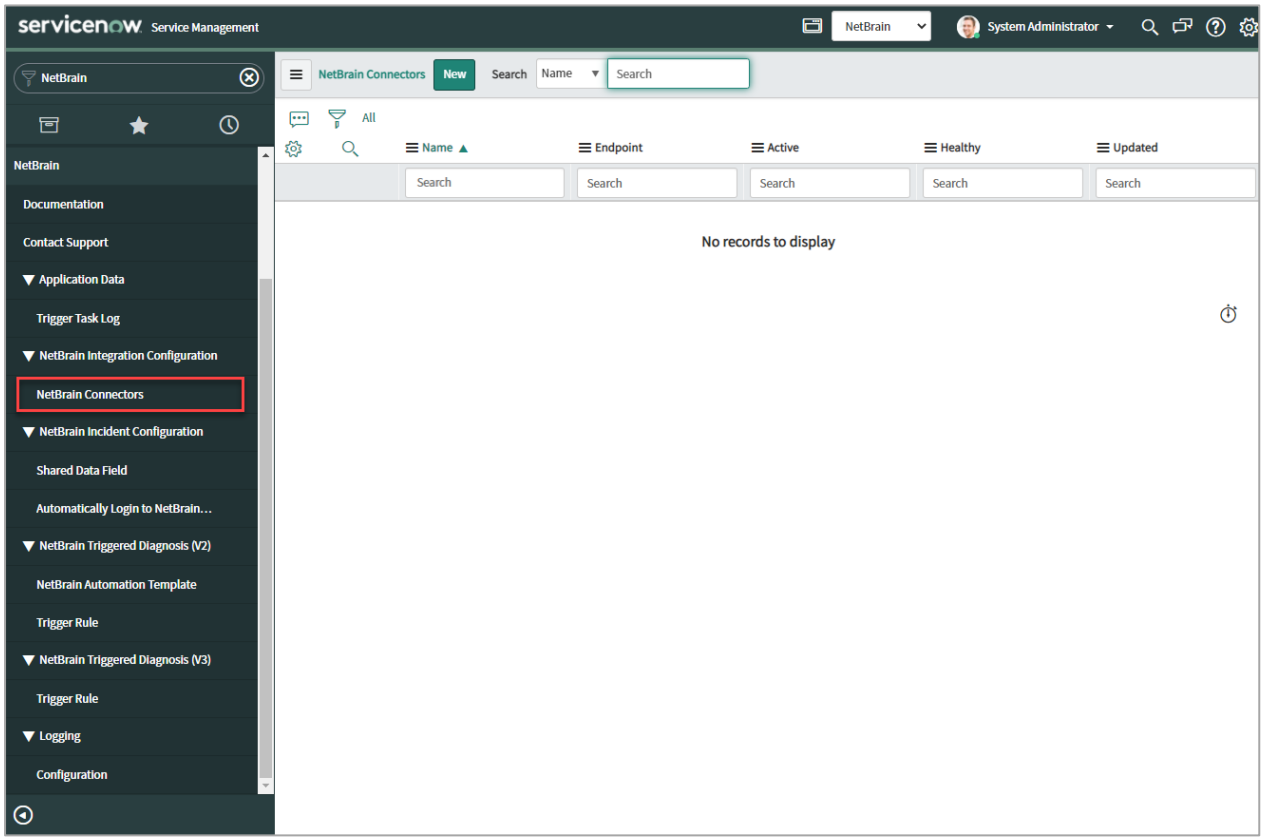


Image – *NetBrain Connectors*

4. In the NetBrain Connectors pane, click **New**.
5. In the **NetBrain Connector New Record** screen, enter the following values:

Field / Setting	Value
Active	Leave the default setting (Checked).
Name	Provide a well-known identifier for the NetBrain system. Example - “NetBrain Production”
Endpoint	Click the Padlock icon to make the field available to edit, then enter the URL to the NetBrain Integrated Edition End User Interface that is recorded in “NetBrain Environment Information Pre-Requisites”. Example - https://<NetBrain IP address or Hostname> **Note:** The NetBrain ServiceNow Connector supports both http and https
MID Server	If applicable, click the magnifying glass to display the list of available MID Servers. Search for an appropriate MID Server to associate with the NetBrain Connector, then click its name.
Authentication Type	If the created NetBrain API user account has been built with Token Authentication, select **By Token**. If the created NetBrain API user account has been built with standard Username/Password Authentication, select **By Password**.
NetBrain API Username	Enter the NetBrain API Username that is recorded in “NetBrain Environment Information Pre-Requisites”.
Token	If Authentication Type is **By Token**, enter the NetBrain API Token that is recorded in “NetBrain Environment Information Pre-Requisites”.
Password	If Authentication Type is **By Password**, enter the NetBrain API Password that is recorded in “NetBrain Environment Information Pre-Requisites”.
NetBrain Deployment	If the NetBrain system has been deployed with only one tenant and one domain or will only have a single Domain integrated with ServiceNow, select Single Tenant. If the NetBrain system has multiple tenants and domains, select Multi-Tenant.
Tenant ID	If you select Single Tenant, enter the Tenant ID that is recorded in “NetBrain Environment Information Pre-Requisites”.
Domain ID	If you select Single Tenant, enter the Domain ID that is recorded in “NetBrain Environment Information Pre-Requisites”.
Scope	If you select Multi-Tenant, enter the field name that using to identify the tenant of network device.

6. Click **Test** to validate the connectivity and user authentication to the NetBrain.

> **Note:** If the test operation fails, confirm NetBrain system information and authentication credentials and retest. Additional verifications should also include validating that all necessary firewall rules and/or ACLs (and MID Server, if applicable) have been updated to allow communication between the NetBrain and ServiceNow systems. Otherwise, contact NetBrain Technical Support for additional assistance.

7. Click **Submit** to create the NetBrain Connector.
8. In the NetBrain Connectors Connection Table, confirm the newly created NetBrain Connector reports status of **Active** and **Healthy**.

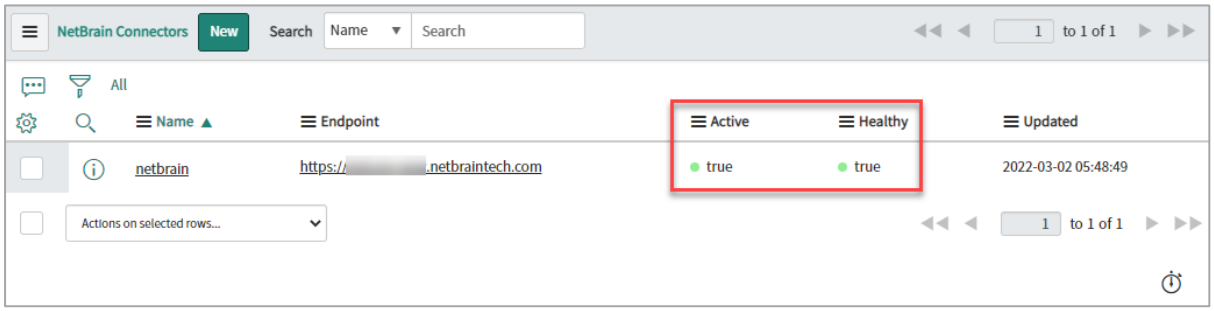


Image – *ServiceNow (NetBrain Connectors)*

3.2. Creating the ServiceNow Triggered Automation Rule

Within the NetBrain ServiceNow App, the ServiceNow Administrator has the capability to limit the amount of and types of Incident, Problem, or Change tickets that will generate an API call for triggered automation to the NetBrain platform, also known as a "Trigger Rule". The NetBrain Trigger Rule is created using conditional, no-code logic applied to the available fields within the ServiceNow tickets themselves.

In most circumstances, NetBrain recommends leveraging a field such as "Assignment Group" as an initial Trigger Rule conditional filter. Typically, this field will already be in use by the organization to filter incident delivery between the different operational teams.

In the example below, we have created a simple Trigger Rule that will generate API calls to the NetBrain System requesting automation execution when the Assignment Group in an Incident contains the word "NetOps Team". If this criterion does not evaluate as true, an automation request is not issued to NetBrain and no data is exchanged between the systems.

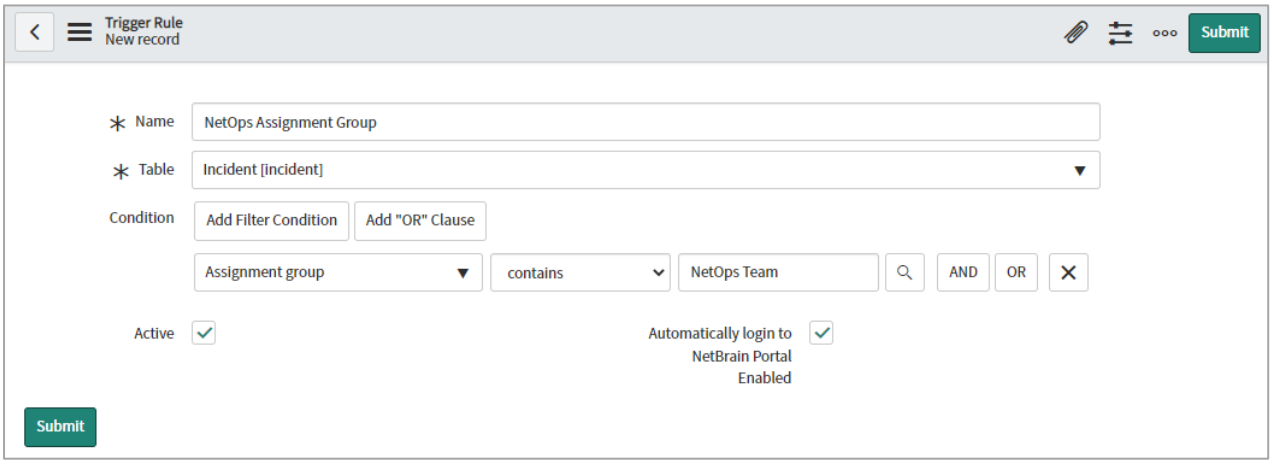


Image – *NetBrain Trigger Rule*

For the purposes of this Quick Start Guide, we will be creating a simple Trigger Rule that will help us validate the integration, but also demonstrate the potential to leverage alternate fields for conditional rules.

1. Log in to the ServiceNow system with an account that can access and administer the NetBrain ServiceNow App.
2. In the ServiceNow search bar, search for **NetBrain**.
3. Within the NetBrain ServiceNow App, click **NetBrain Triggered Diagnosis (V3) > Trigger Rule**.

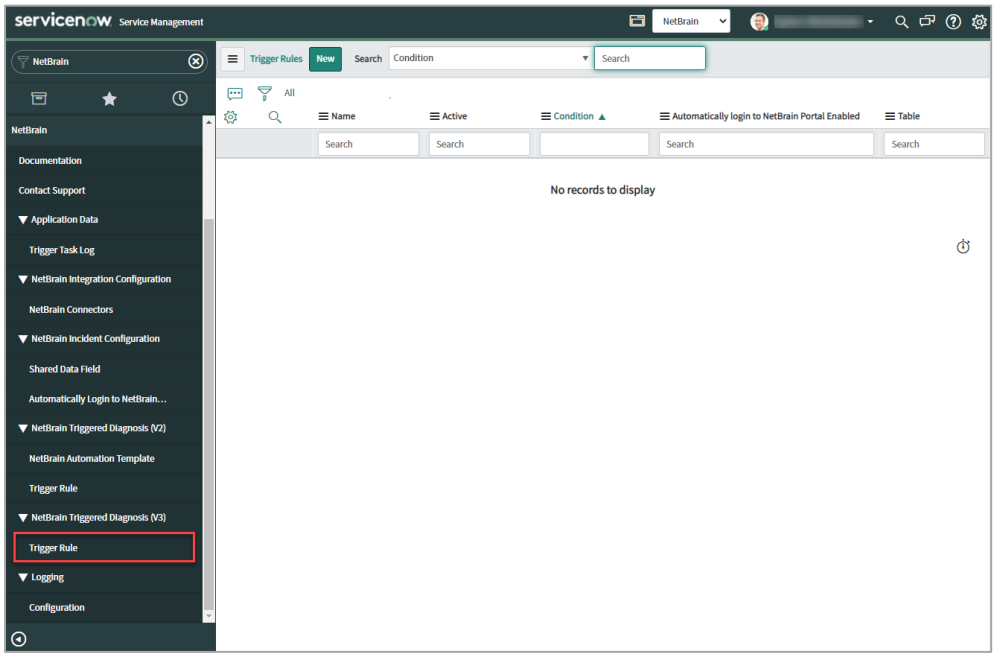


Image – *NetBrain ServiceNow App (Trigger Rule)*

4. In the right pane, click **New**.
5. In the **Trigger Rule New Record** screen, configure the following evaluation criteria:

Field / Setting	Value
Name	NetBrain Trigger Test
Table	Incident [incident]

Condition	Short description CONTAINS NetBrainTriggerTest

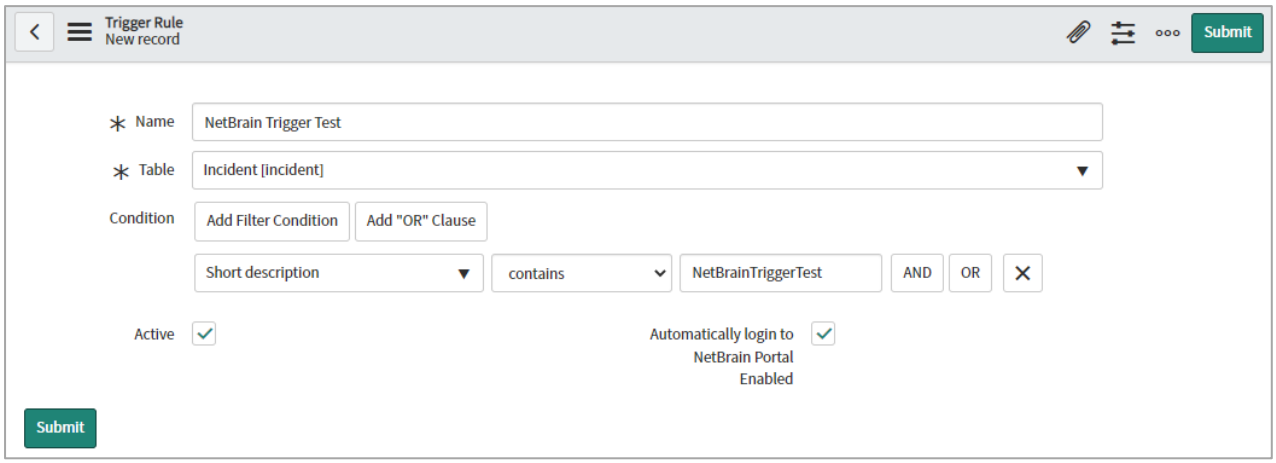


Image – *NetBrain Trigger Rule New Record*

6. Click **Submit** to create Trigger Rule.
7. Confirm that the newly trigger rule "Incident Ticket" has a status of "Active/True" in the list of available triggered rules.

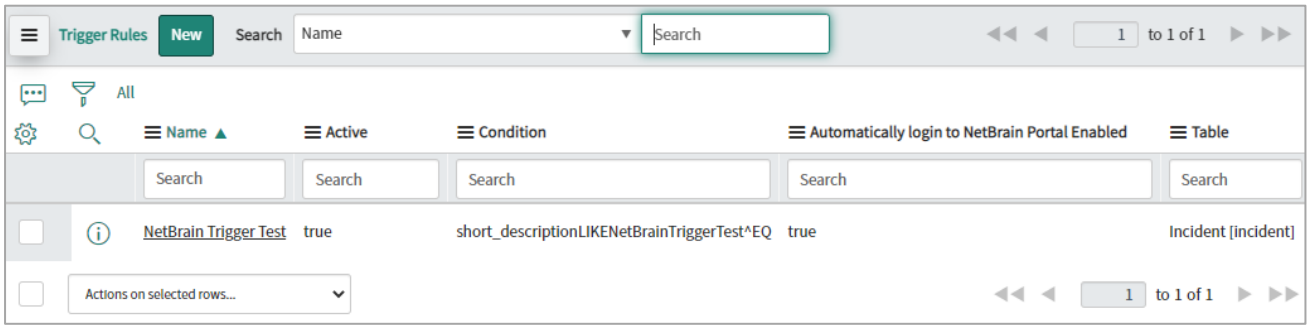


Image – *Available NetBrain Trigger Rules*

3.3. Synchronizing Shared Data Fields

Not all fields within the Incident, Problem, and Change ticket types are created equal or may even exist in your customized instance of ServiceNow. The NetBrain ServiceNow App affords the ServiceNow Administrator the capability to configure the fields that are made available to the NetBrain platform when triggered.

NetBrain has reviewed thousands of ServiceNow generated tickets and have supplied a curated group of default data fields for each ticket type that have been found to commonly exist across all ServiceNow instances:

- Assigned to.Name
- Assignment Group.Name
- Configuration item.Name
- Description

- Impact
- Priority
- Short description
- State
- Urgency

In this step, we will perform a synchronization step between the NetBrain ServiceNow App and the NetBrain System to confirm the fields that will be made available when a triggered automation request is generated by a ServiceNow ticket.

1. Log in to the ServiceNow system with an account that can access and administer the NetBrain ServiceNow App.
2. In the ServiceNow search bar, search for **NetBrain**.
3. Within the NetBrain ServiceNow App, click **NetBrain Incident Configuration > Shared Data Field**

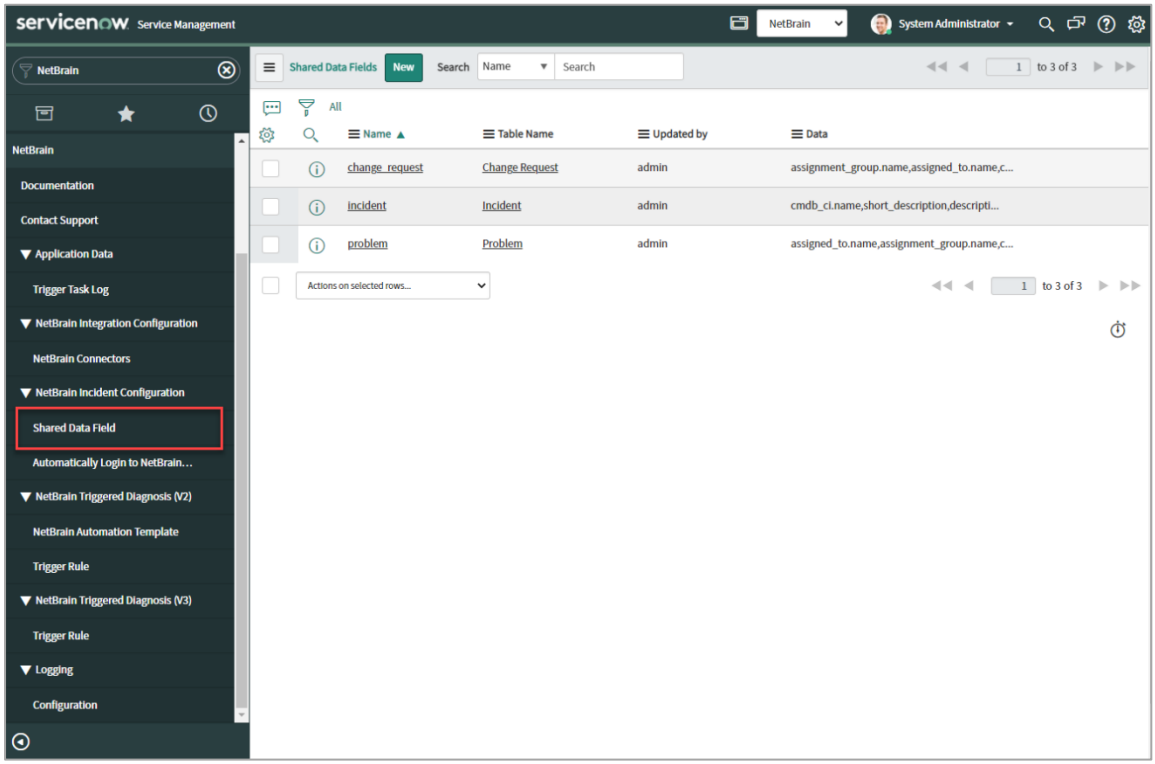


Image – *NetBrain ServiceNow App (Shared Data Field)*

4. In the list of available Shared Data Field templates, click **Incident**.
5. In the Shared Data Field screen, review the Selected Fields(s) column and validate that each field is available in your ServiceNow system.

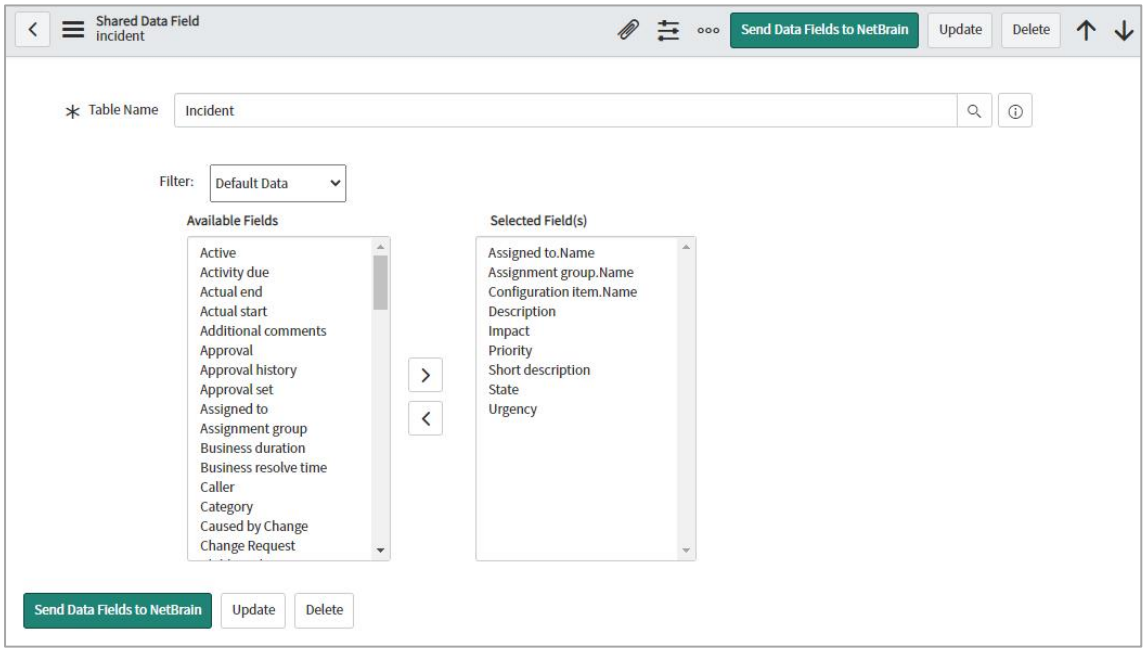


Image – *Shared Data Field*

6. In the list of Available Fields, scroll down and click **Number**, then click **>** to move it into the list of Selected Field(s).

> **Note:** NetBrain recommends adding the Data Field **Number** in the list of Selected Field(s) for all ticket types (Incident, Problem, Change). This will ensure any triggered NetBrain automation will be able to display the ServiceNow Incident Number and provide a direct link to the ServiceNow Incident URL.

7. Click **Send Data Fields to NetBrain** to complete the synchronization of Incident field availability between NetBrain and the ServiceNow platform.

8. Confirm that the ServiceNow system reports **Sync to NetBrain API was successful** on operation completion.

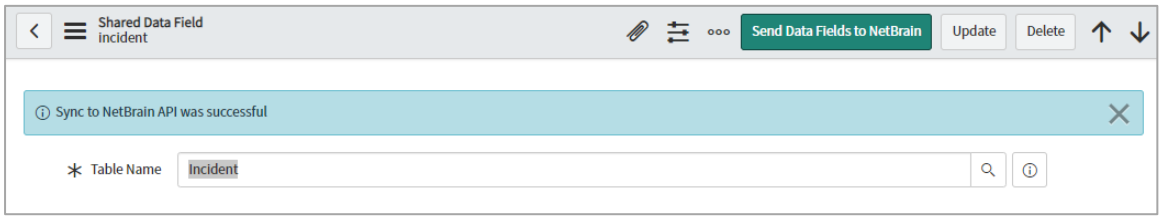


Image – *Shared Data Field (Incident) Synchronization Success*

> **Note:** If the ServiceNow system completes the operation with a Warning or Error, contact NetBrain Technical support before proceeding.

9. Repeat steps 4-8 for the **Problem** and **Change** ticket types.

3.4. Verifying ServiceNow Ticket Metadata Synchronization to NetBrain

As part of the Connector creation process in the ServiceNow system, the NetBrain ServiceNow App will use the configured account information to establish the API connection with the downstream NetBrain system. On successful connection, the NetBrain system will identify the requesting application and synchronize the shared data fields configuration in the NetBrain ServiceNow App with the NetBrain system.

7. Log in to the NetBrain Administrator Interface with an account that has *System Admin* privileges.
   https://<NetBrain IP Address or Hostname>/admin.html

8. In the NetBrain System Management interface, click the ☰ icon in upper left corner, then **Integrated IT Systems**.
9. In the Integrated IT Systems interface, verify that the ServiceNow system successfully connected and been identified as an integrated ITSM System with the NetBrain Platform.

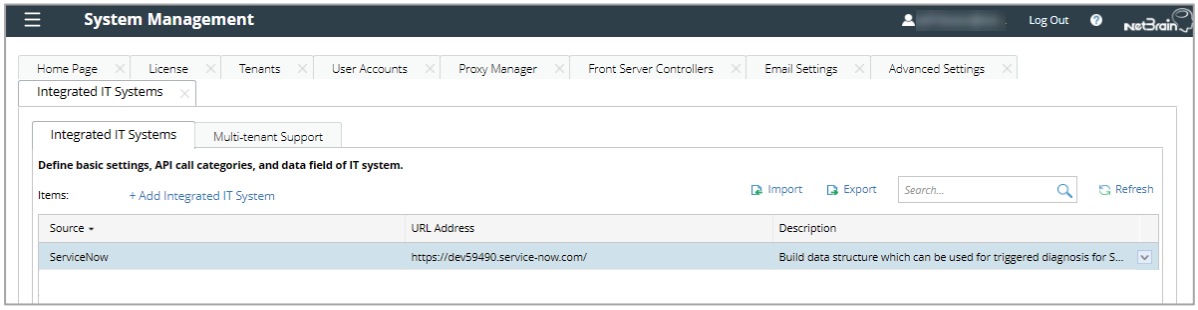


Image – *NetBrain System Management (Integrated IT Systems)*

Field / Setting	Value
Source	ServiceNow
URL Address	https://<ServiceNow System IP Address>

> **Note:** If the ServiceNow source value is not present or the URL Address listed is not accurate, but the NetBrain Connector was successfully created in the ServiceNow system in the prior section, contact NetBrain Technical support.

10. Right-Click the ServiceNow row entry, then click **Edit**.
11. In the *Edit Integrated IT System* dialog, review the listed Data Fields and verify that the available data fields listed under incident, problem, and change mirror those configured in the ServiceNow system.

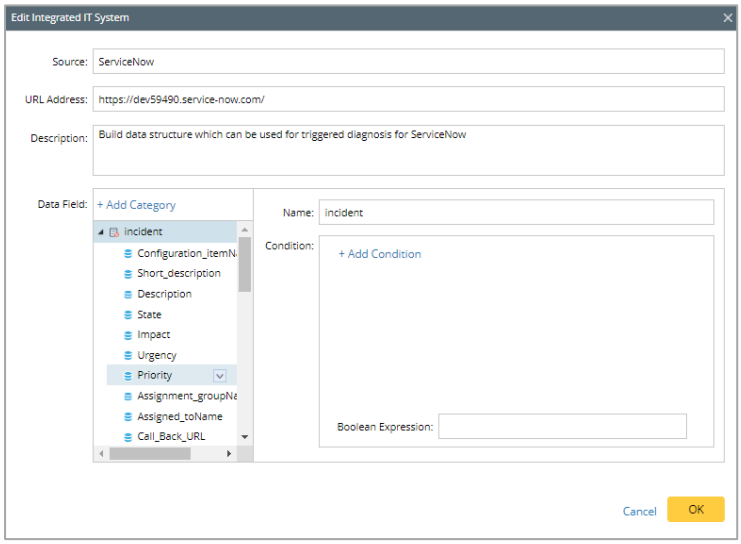


Image – *Edit Integrated IT System*

12. Click **Cancel** to dismiss the dialog and Log Out of the NetBrain Administrator Interface.

4. Testing the ServiceNow Triggered Diagnosis Workflow

The NetBrain Triggered Automation Framework (TAF) defines interactions between the NetBrain System and the ServiceNow ITSM solution along with the data exchanged between platforms from each incident, based upon the defined conditional criteria, to provide the operator with the needed topology views, network standards tests and automation results to help resolve the problem.

To validate that the NetBrain TAF is fully operational before exploring additional triggered diagnosis automation, this Quick Start guide will ensure the foundational element of the NetBrain TAF, known as an Incident Type, can be created and properly triggered by the ServiceNow system.

4.1. Create a NetBrain Incident Type

The NetBrain Incident Type is used to conditionally match and filter the data provided by the NetBrain ServiceNow App to the NetBrain System. Proper construction of the NetBrain Incident Type ensures that the NetBrain system does not trigger unwanted automation from being executed and reported to the ServiceNow Incident ticket.

Similar to the conditional filtering required by the ServiceNow App, the NetBrain Administrator will create the Incident Type(s) using conditional filtering with the synchronized data fields from the NetBrain ServiceNow app.

1. Log in to NetBrain End User Interface with an account that has *System Admin, Tenant Admin, or Domain Admin* privileges.

   https://<NetBrain IP Address or Hostname>

2. From the main user interface desktop, click the ☰ icon in upper left corner, then **Triggered Diagnosis Center**.

> **Note:** You can also use the "Search Apps..." bar at the top of the expanded hamburger menu to quickly navigate and locate the Triggered Diagnosis Center or any other application within the NetBrain End User interface.

3. In the **Triggered Diagnosis Center** screen, select **Incident Type** tab.
4. In the **Incident Type** screen, click **+ Add Incident Type**.

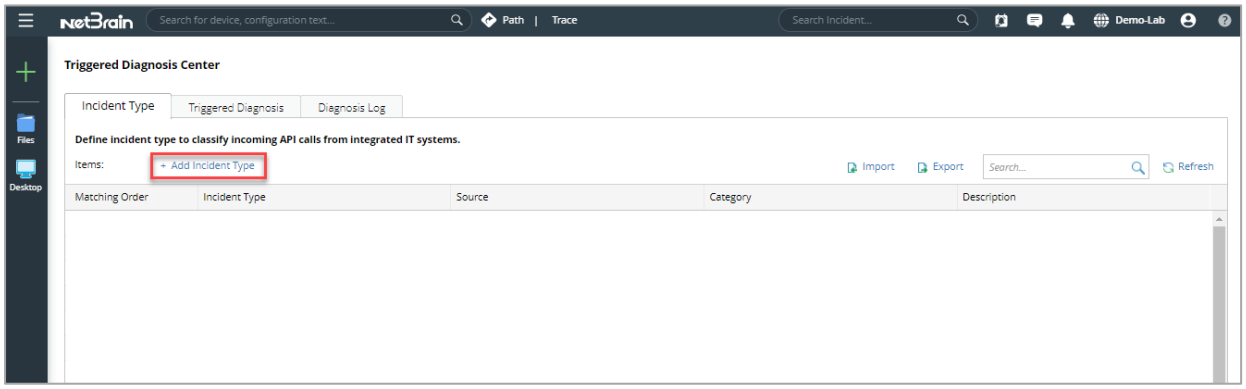


Image – *Incident Type*

5. In the **New Incident Type** dialog, enter the following values:

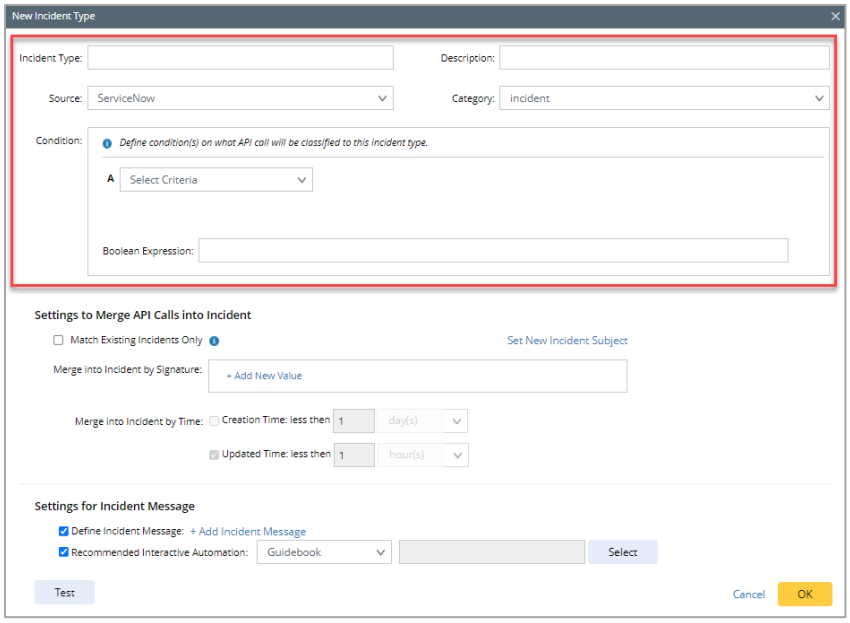


Image – *New Incident Type*

Field / Setting	Value
Incident Type	ServiceNow Integration Test
Description	For Integration Test Only – Do Not Use
Source	ServiceNow
Category	Incident
Condition	Short description CONTAINS NetBrainTriggerTest

6. Under Settings for Incident Message click **+Add Incident Message**.

7. In the Add Incident Message dialog, type “ServiceNow Incident Number:”, click the icon, then click **Insert Hyperlink**.
8. In the Insert Hyperlink dialog, click the icon next to **Label:**, then click **Insert Data Field**.
9. In the Select Data Field dialog, click **Number**, then click **OK**.
10. In the Insert Hyperlink dialog, click the icon next to **URL:**, then click **Insert Data Field**.
11. In the Select Data Field dialog, click **Call_Back_URL**, then click **OK**.
12. In the Insert Hyperlink dialog, click **OK**.
13. Confirm that the defined incident matches the image below, then click **Save**.

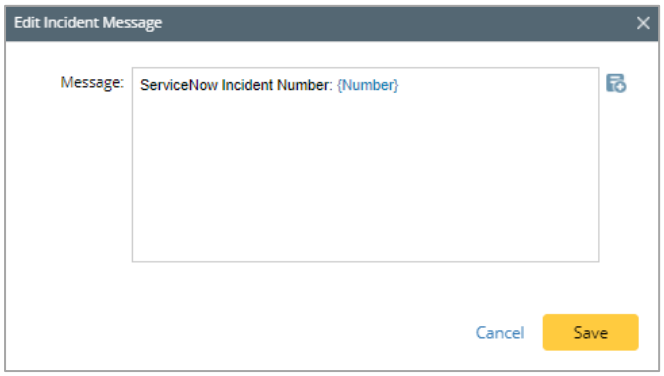


Image – *Add Incident Message*

14. Under Settings for Incident Message click **+Add Incident Message**.
15. In the Add Incident Message dialog, type “ServiceNow Incident State:”, click the icon, then click **Select Data Field**.
16. In the Select Data Field dialog, click **State**, then click **OK**.
17. Confirm that the defined incident matches the image below, then click **Save**.

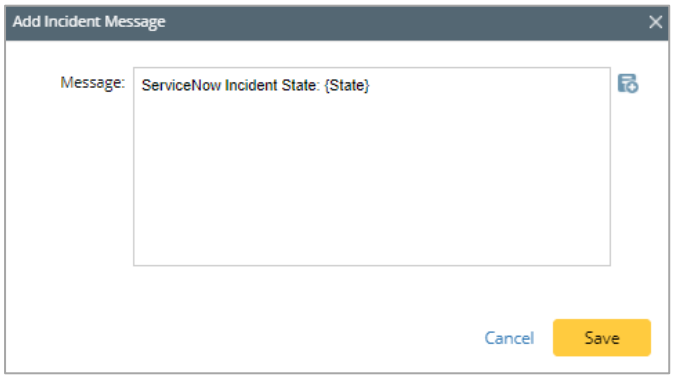


Image – *Add Incident Message*

18. Under Settings for Incident Message click **+Add Incident Message**.
19. In the Add Incident Message dialog, type “ServiceNow Incident Short Description:”, click the icon, then click **Select Data Field**.
20. In the Select Data Field dialog, click **Short_description**, then click **OK**.
21. Confirm that the defined incident matches the image below, then click **Save**.

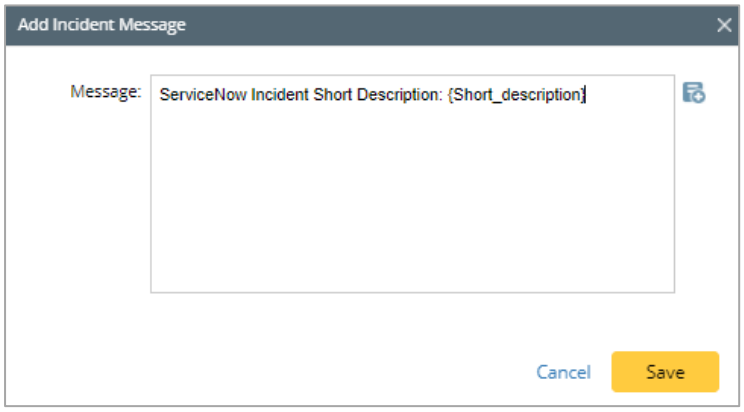


Image – *Add Incident Message*

This message will be displayed in the resulting NetBrain Map / Incident Portal that will be generated in response to the ServiceNow App trigger request. This will also help create a valuable link between the resulting map in the NetBrain platform and the ServiceNow incident ticket with direct linkage between the two systems.

Image – *Settings for Incident Message*

22. Click **OK** to complete Incident Type configuration.

> **Note:** NetBrain recommends defining the Incident Message with the ServiceNow Incident Number for all Incident Types that are created to ensure a direct link between the ServiceNow Incident and the triggered NetBrain Automation and maps that will be generated.

4.2. Create the Test Incident in ServiceNow

With the NetBrain Incident Type created and the triggered automation workflow complete, we now need to verify our work by creating a test ServiceNow incident record.

1. Log in to the ServiceNow system with an account that can access and administer the NetBrain ServiceNow App and create Incidents.
2. Create a new Incident with the following criteria to satisfy the configured NetBrain Trigger Rule while ensuring that all other required fields are properly populated:

Field / Setting	Value
Short Description	NetBrainTriggerTest

3. Click **Submit** to complete the ServiceNow incident creation.
4. Confirm that the new incident record has been inserted at the top of the incident table and take note the incident number.

> **Note:** The NetBrain ServiceNow App triggered automation request will execute following successful submittal of the Incident. Please wait 30-60 seconds before proceeding to ensure end-to-end execution of the automation workflow and ServiceNow to process the response.

5. Refresh the list of available incidents, and click on the Incident number that was created for testing.
6. In the incident record, scroll down until the results tabs are visible, then click the **NetBrain Automation** tab.
7. Confirm that the NetBrain Automation tab contains the following successful results:

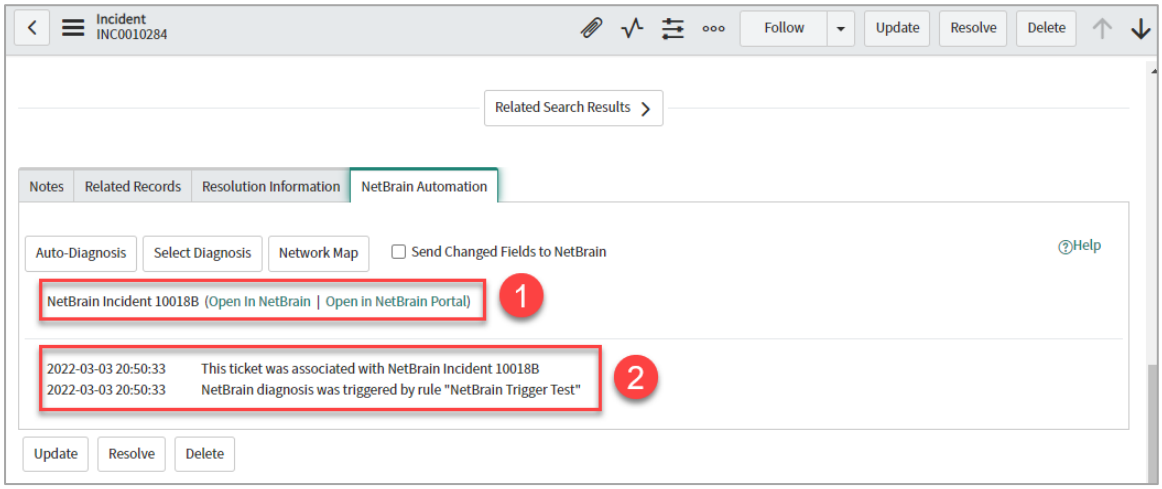


Image – *ServiceNow Incident (NetBrain Automation Tab)*

Number	Description
1	NetBrain auto generates its own internal Incident Number to correlate all the executed automation and generated map data. The resource that is reviewing the automation response from NetBrain can open the resulting material in NetBrain using either the standard login process or the NetBrain Incident Portal that does not require authentication: • Click **Open in NetBrain** to open NetBrain End User Interface, you can log in to view the details of associated NetBrain incident. • Click **Open in NetBrain Portal** to open NetBrain Incident Portal to view the details of associated NetBrain incident.

2	Execution timestamps of key activities in the NetBrain Triggered Automation workflow

8. If the ServiceNow user clicks through to the NetBrain System using the Open in NetBrain Portal option, they can confirm that important information from the ServiceNow system has been written into the generated NetBrain Incident indicating successful end-to-end integration.

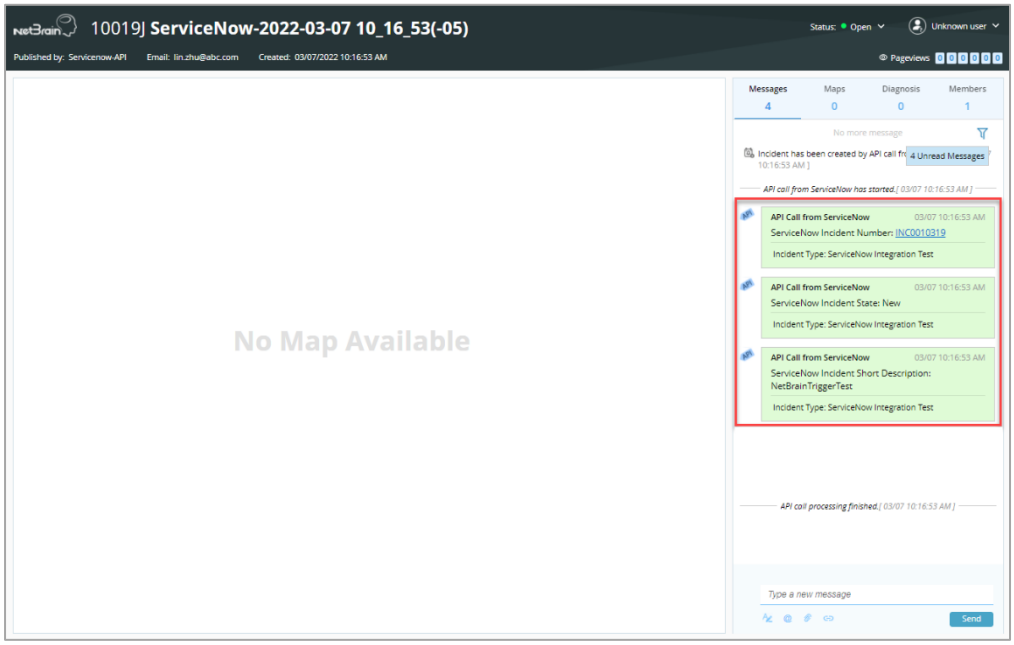


Image – *NetBrain Incident Portal*

5. Appendix A – Customized ServiceNow NetBrain App User Roles

Following installation of the NetBrain ServiceNow App, the ServiceNow Administrator can optionally provision roles to any additional users that will require access to the different functional areas of the NetBrain ServiceNow Application.

NetBrain recommends that any user within the organization that would be responsible for troubleshooting the integration between the ServiceNow platform and NetBrain system be granted Admin rights to the NetBrain ServiceNow App so that NetBrain Technical Support can provide proper assistance and support.

5.1 Built-In Role Mappings

NetBrain has made available two built-in ServiceNow App Role Mappings that can be applied to users in your organization with reasonable limitations.

Pre-Built ServiceNow Role	NetBrain ServiceNow Application Access
Admin x_nbt_netbrain.admin	Documentation Contact Support Application Data - Trigger Task Log NetBrain Integration Configuration - NetBrain Connectors NetBrain Incident Configuration - Shared Data Field NetBrain Incident Configuration - Auto Access to Portal NetBrain Triggered Diagnosis (V2) – NetBrain Automation Template NetBrain Triggered Diagnosis (V2) – Trigger Rule NetBrain Triggered Diagnosis (V3) – Trigger Rule Logging - Configuration
User x_nbt_netbrain.user	Application Data - Trigger Task Log NetBrain Incident Configuration Logging - Configuration

> **Note:** To perform modifications to the **NetBrain Incident Configuration – Shared Data Field** interface, an additional role of **admin** or **itil** must also be applied to the ServiceNow user. The built-in **x_nbt_netbrain.admin** role will provide view-only access to the interface.

5.2 Customized Role Mappings

ServiceNow Administrators may also wish to create customized Role groups without limiting themselves to the built-in Admin and User options. To create customized roles or further limit access to areas of the app, NetBrain has provided role options for each functional area of the NetBrain ServiceNow App.

ServiceNow Role	NetBrain ServiceNow Application Access
x_nbt_netbrain.user	**Documentation** and **Contact Support**
x_nbt_netbrain.trigger_task_log	**Application Data - Trigger Task Log**
x_nbt_netbrain.connector_user	**NetBrain Integration Configuration - NetBrain Connectors**
x_nbt_netbrain.specific_data_definition_user and **admin** or **itil**	**NetBrain Incident Configuration - Shared Data Field**
x_nbt_netbrain.admin_setting supports to view and modification **x_nbt_netbrain.general_settings** supports to view only	**NetBrain Incident Configuration - Auto Access to Portal**
x_nbt_netbrain.field_map_admin	**NetBrain Triggered Diagnosis (V2) – NetBrain Automation Template**
x_nbt_netbrain.map_rule_user	**NetBrain Triggered Diagnosis (V2) – Trigger Rule**
x_nbt_netbrain.trigger_rule_v3_user	**NetBrain Triggered Diagnosis (V3) – Trigger Rule**
x_nbt_netbrain.admin_setting supports to view and modification **x_nbt_netbrain.general_settings** supports to view only	**Logging - Configuration**