



SWIM Closed Loop Automation

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About SWIM Closed Loop Automation

This release supports closed loop automation for software image management (SWIM) between Cisco DNA Center and ServiceNow. Closed-loop automation consists of a user configuring the provisioning of software device images in Cisco DNA Center. This configuration information is then communicated directly from Cisco DNA Center to ServiceNow as an immediate or scheduled change request. The ServiceNow administrator reviews the change request and either approves or rejects it in ServiceNow. The change request acceptance or rejection is then communicated back to Cisco DNA Center.

After receipt of an approved change request from ServiceNow, Cisco DNA Center performs the software update at that time (immediately) or at its scheduled future time.

After Cisco DNA Center successfully performs the software update, a notification (task completed) is sent back to ServiceNow. If the software update fails, then this is also communicated back to ServiceNow (task fail), so that the user can then manually perform the software update in Cisco DNA Center.



Note If the SWIM provisioning is stopped by the user in Cisco DNA Center during this process, a task termination notification is sent to ServiceNow.

Ensure that the Cisco DNA app (version 2.2.0) is installed within the ServiceNow instance and perform the following procedures to enable SWIM closed loop automation between Cisco DNA Center and ServiceNow:

1. Review the requirements to ensure that the prerequisites for this feature have been met. See [SWIM Closed Loop Automation Requirements, on page 2](#).
2. Review the SWIM closed loop automation workflow to ensure that the required Cisco DNA Center admin and ServiceNow admin tasks are performed for this feature. See [SWIM Closed Loop Automation Workflow, on page 2](#).

SWIM Closed Loop Automation Requirements

The following table lists the requirements for SWIM closed loop automation.

Table 1: SWIM Closed Loop Automation Requirements

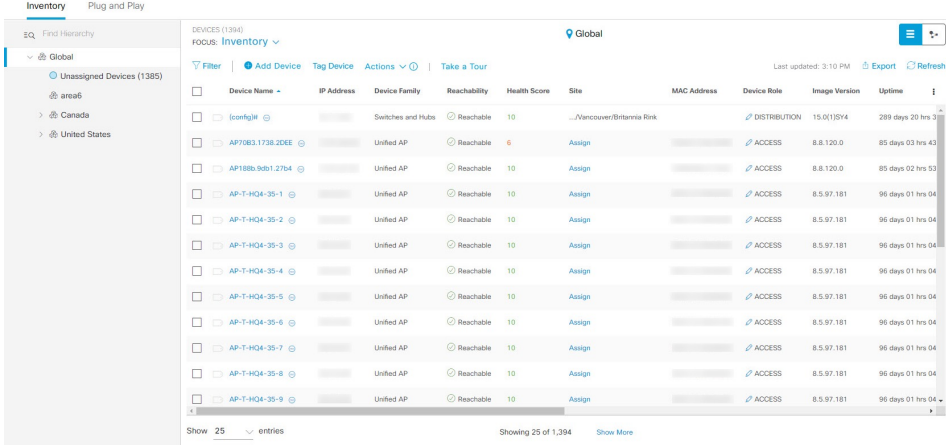
Software Product, App, or Procedure	Requirement
Cisco DNA Center	The latest Cisco DNA Center release.
Service Now	Any compatible version of ServiceNow mentioned on the ServiceNow Store website. Click the following link to access the ServiceNow Store website: https://store.servicenow.com/sn_appstore_store.do#!/store/application/03eb0f4ddb6ba00f27978b5ae96197b/2.2.0
Cisco DNA Center app	Cisco DNA app (version 2.2.0) This app is available through the ServiceNow website located at: https://store.servicenow.com/sn_appstore_store.do#!/store/application/03eb0f4ddb6ba00f27978b5ae96197b/2.2.0 The Cisco DNA app must be installed in your ServiceNow instance by a ServiceNow administrator. The Cisco DNA app versions 2.1.1 and 2.0.1 are compatible with the Tokyo and Utah releases of ServiceNow. If you want to use the Vancouver release of ServiceNow, you must first upgrade the Cisco DNA app to the latest version, 2.2.0.
Cisco DNA Center-to-ServiceNow ITSM integration	See Cisco DNA Center Integration with ServiceNow Using the Cisco DNA App .

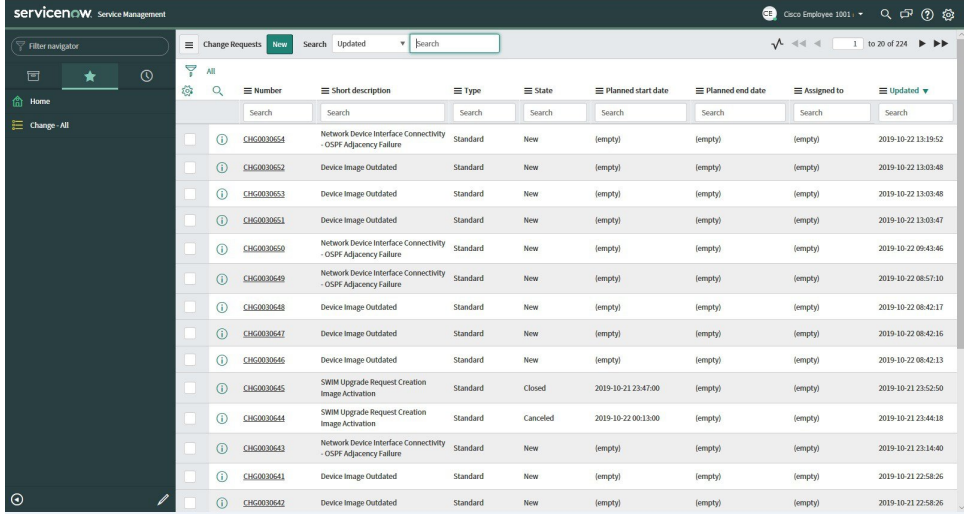
SWIM Closed Loop Automation Workflow

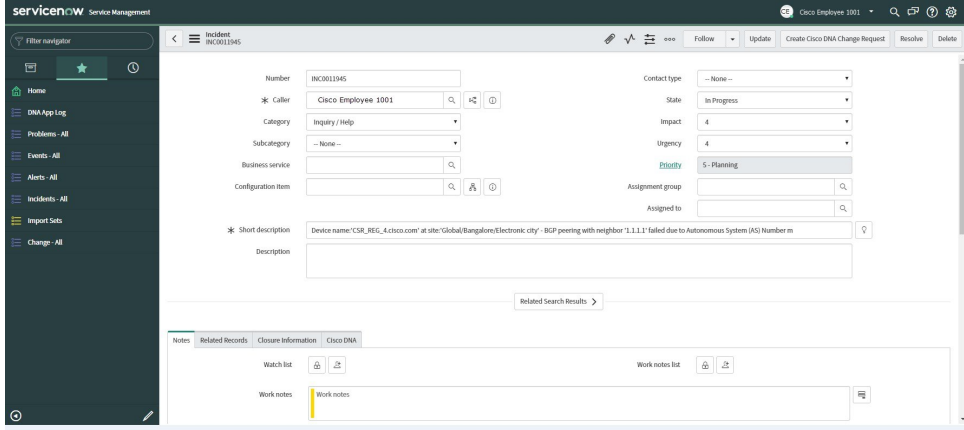
The following table describes the SWIM closed loop automation workflow between Cisco DNA Center and ServiceNow.

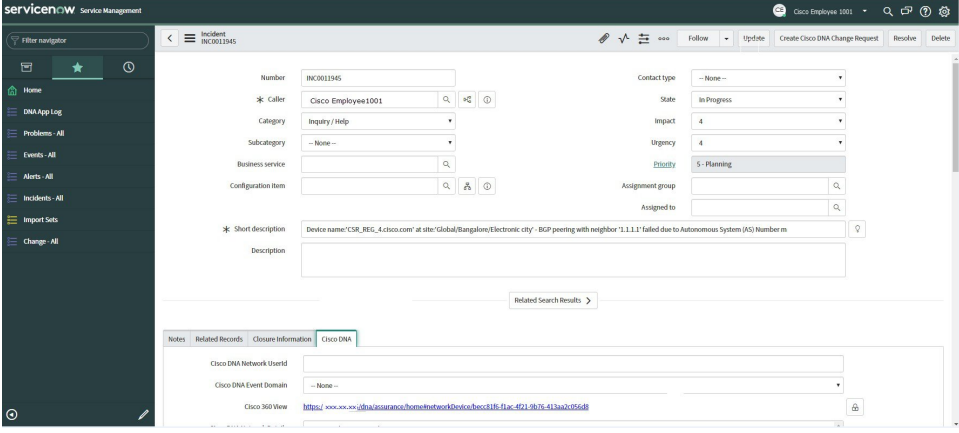
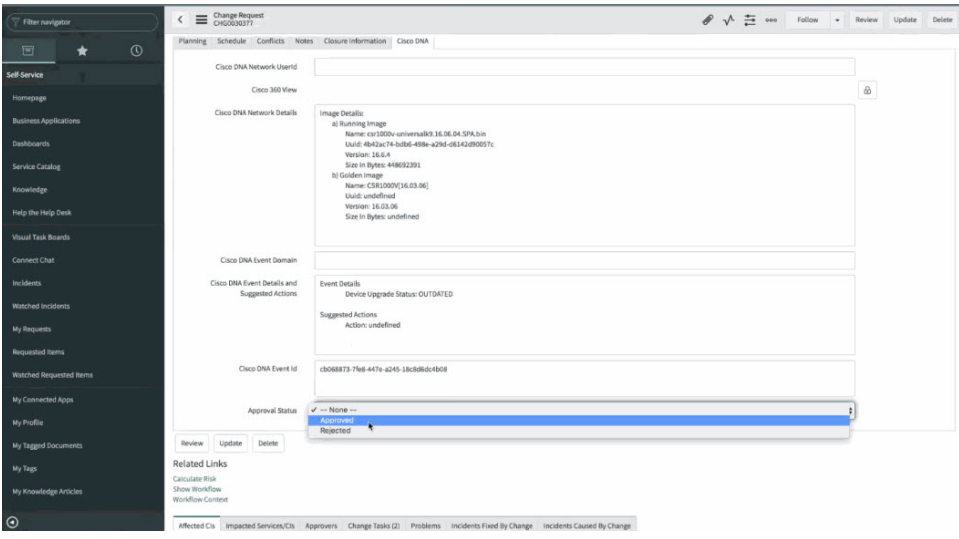
Table 2: SWIM Closed Loop Automation Workflow

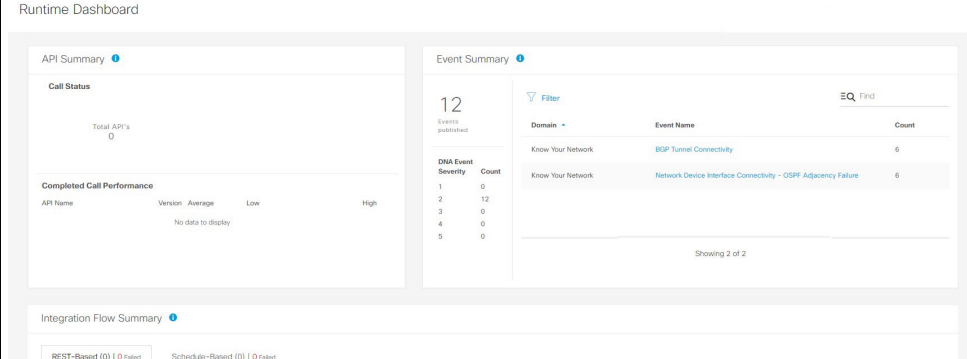
Step	Description
Step 1	The Cisco DNA Center admin configures the Image Repository to prepare for the provisioning of devices in the network. Note See the Manage Software Images chapter in the Cisco DNA Center User Guide for information about setting up the Image Repository, as well as to review the software image provisioning process.

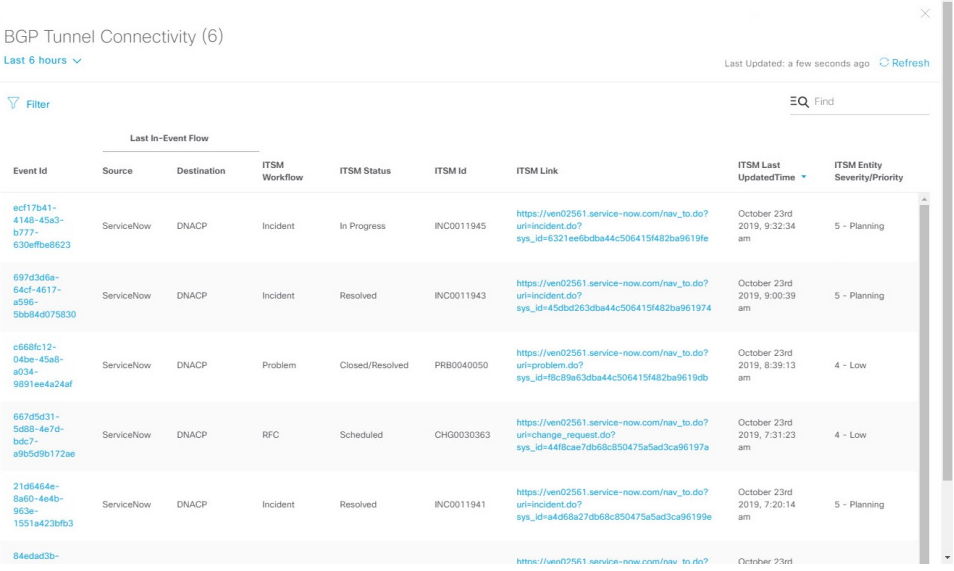
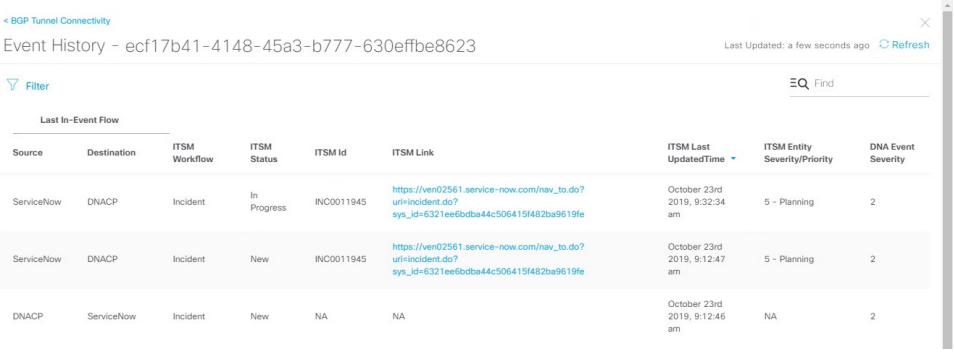
Step	Description
Step 2	<p>The Cisco DNA Center admin distributes the software image to a device or devices at the present time or schedules this activity for a later time.</p> <p>Note Before this step is done, ensure that the Cisco DNA Center Automation events for ITSM (ServiceNow) bundle is configured and activated.</p> <ul style="list-style-type: none"> • From the Cisco DNA Center home page, the admin clicks Provision > Inventory. • From the Focus drop-down list, the admin chooses Software Images and selects the device with the image to upgrade. • From the Actions drop-down list, the admin chooses Software Images > Update Image and does the following: <ul style="list-style-type: none"> • Distribute: Clicks Now to start the distribution immediately or clicks Later to schedule the distribution at a specific time. • Clicks Next. • Activate: Clicks Now to start the activation immediately or clicks Later to schedule the activation at a specific time. • Confirm: Clicks Confirm to confirm the update. <p>Figure 1: Cisco DNA Assurance Provision</p>  <p>The screenshot shows the 'Inventory' page in Cisco DNA Assurance. It displays a table of 1,394 devices. The table columns are: Device Name, IP Address, Device Family, Reachability, Health Score, Site, MAC Address, Device Role, Image Version, and Uptime. The first few rows show devices like 'icofqjw', 'AP7083.1738.2DEE', and several 'AP-T-HQ4-35' devices. The interface includes a search bar, a filter dropdown, and a 'Show More' link at the bottom of the table.</p> <p>Note See the Manage Software Images chapter in the Cisco DNA Center User Guide for detailed information about this step.</p>

Step	Description																																																																																																																								
Step 3	<p>After a software image distribution is created in Cisco DNA Center (software image update to be activated immediately or later), a SWIM event is created and communicated directly to the ServiceNow ITSM as a change request ticket. This is done through the use of APIs from the Cisco DNA app. The change request ticket status is new.</p> <p>The SWIM event appears in the ServiceNow GUI in the ServiceNow Change Requests table.</p> <p>Figure 2: ServiceNow Change Requests</p>  <table border="1" data-bbox="378 531 1336 1041"> <thead> <tr> <th>Number</th> <th>Short description</th> <th>Type</th> <th>State</th> <th>Planned start date</th> <th>Planned end date</th> <th>Assigned to</th> <th>Updated</th> </tr> </thead> <tbody> <tr> <td>CHG0030654</td> <td>Network Device Interface Connectivity - OSPF Adjacency Failure</td> <td>Standard</td> <td>New</td> <td>(empty)</td> <td>(empty)</td> <td>(empty)</td> <td>2019-10-22 13:19:52</td> </tr> <tr> <td>CHG0030652</td> <td>Device Image Outdated</td> <td>Standard</td> <td>New</td> <td>(empty)</td> <td>(empty)</td> <td>(empty)</td> <td>2019-10-22 13:03:48</td> </tr> <tr> <td>CHG0030653</td> <td>Device Image Outdated</td> <td>Standard</td> <td>New</td> <td>(empty)</td> <td>(empty)</td> <td>(empty)</td> <td>2019-10-22 13:03:48</td> </tr> <tr> <td>CHG0030651</td> <td>Device Image Outdated</td> <td>Standard</td> <td>New</td> <td>(empty)</td> <td>(empty)</td> <td>(empty)</td> <td>2019-10-22 13:03:47</td> </tr> <tr> <td>CHG0030650</td> <td>Network Device Interface Connectivity - OSPF Adjacency Failure</td> <td>Standard</td> <td>New</td> <td>(empty)</td> <td>(empty)</td> <td>(empty)</td> <td>2019-10-22 09:43:46</td> </tr> <tr> <td>CHG0030649</td> <td>Network Device Interface Connectivity - OSPF Adjacency Failure</td> <td>Standard</td> <td>New</td> <td>(empty)</td> <td>(empty)</td> <td>(empty)</td> <td>2019-10-22 08:57:10</td> </tr> <tr> <td>CHG0030648</td> <td>Device Image Outdated</td> <td>Standard</td> <td>New</td> <td>(empty)</td> <td>(empty)</td> <td>(empty)</td> <td>2019-10-22 08:42:17</td> </tr> <tr> <td>CHG0030647</td> <td>Device Image Outdated</td> <td>Standard</td> <td>New</td> <td>(empty)</td> <td>(empty)</td> <td>(empty)</td> <td>2019-10-22 08:42:16</td> </tr> <tr> <td>CHG0030646</td> <td>Device Image Outdated</td> <td>Standard</td> <td>New</td> <td>(empty)</td> <td>(empty)</td> <td>(empty)</td> <td>2019-10-22 08:42:13</td> </tr> <tr> <td>CHG0030645</td> <td>SWIM Upgrade Request Creation Image Activation</td> <td>Standard</td> <td>Closed</td> <td>2019-10-21 23:47:00</td> <td>(empty)</td> <td>(empty)</td> <td>2019-10-21 23:52:50</td> </tr> <tr> <td>CHG0030644</td> <td>SWIM Upgrade Request Creation Image Activation</td> <td>Standard</td> <td>Canceled</td> <td>2019-10-22 00:13:00</td> <td>(empty)</td> <td>(empty)</td> <td>2019-10-21 23:44:18</td> </tr> <tr> <td>CHG0030643</td> <td>Network Device Interface Connectivity - OSPF Adjacency Failure</td> <td>Standard</td> <td>New</td> <td>(empty)</td> <td>(empty)</td> <td>(empty)</td> <td>2019-10-21 23:14:40</td> </tr> <tr> <td>CHG0030641</td> <td>Device Image Outdated</td> <td>Standard</td> <td>New</td> <td>(empty)</td> <td>(empty)</td> <td>(empty)</td> <td>2019-10-21 22:58:26</td> </tr> <tr> <td>CHG0030642</td> <td>Device Image Outdated</td> <td>Standard</td> <td>New</td> <td>(empty)</td> <td>(empty)</td> <td>(empty)</td> <td>2019-10-21 22:58:26</td> </tr> </tbody> </table>	Number	Short description	Type	State	Planned start date	Planned end date	Assigned to	Updated	CHG0030654	Network Device Interface Connectivity - OSPF Adjacency Failure	Standard	New	(empty)	(empty)	(empty)	2019-10-22 13:19:52	CHG0030652	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-22 13:03:48	CHG0030653	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-22 13:03:48	CHG0030651	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-22 13:03:47	CHG0030650	Network Device Interface Connectivity - OSPF Adjacency Failure	Standard	New	(empty)	(empty)	(empty)	2019-10-22 09:43:46	CHG0030649	Network Device Interface Connectivity - OSPF Adjacency Failure	Standard	New	(empty)	(empty)	(empty)	2019-10-22 08:57:10	CHG0030648	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-22 08:42:17	CHG0030647	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-22 08:42:16	CHG0030646	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-22 08:42:13	CHG0030645	SWIM Upgrade Request Creation Image Activation	Standard	Closed	2019-10-21 23:47:00	(empty)	(empty)	2019-10-21 23:52:50	CHG0030644	SWIM Upgrade Request Creation Image Activation	Standard	Canceled	2019-10-22 00:13:00	(empty)	(empty)	2019-10-21 23:44:18	CHG0030643	Network Device Interface Connectivity - OSPF Adjacency Failure	Standard	New	(empty)	(empty)	(empty)	2019-10-21 23:14:40	CHG0030641	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-21 22:58:26	CHG0030642	Device Image Outdated	Standard	New	(empty)	(empty)	(empty)	2019-10-21 22:58:26
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Step 4	<p>In the Change Requests table, the ServiceNow admin clicks the change request number (identifier) to open and review its status and data. In the ServiceNow GUI, the ServiceNow admin can edit the change request. For example, the admin can change the State from 'New' to 'Scheduled' and enter 'Change Management' for the Assignment group. The ServiceNow admin can also identify the SWIM change request with information in the Short Description field.</p> <p>Figure 3: Change Request</p> 
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Step	Description
<p>Step 5</p>	<p>The ServiceNow admin now clicks the Cisco DNA tab in the change request. Important additional data synchronized from Cisco DNA Center to ServiceNow can be viewed in this tab.</p> <p>Figure 4: Cisco DNA Tab</p> 
<p>Step 6</p>	<p>The ServiceNow admin now either approves or rejects the change request ticket in the ServiceNow GUI. In the Cisco DNA tab, the ServiceNow admin clicks the Approval Status field and clicks either Approved to approve the request or Rejected to reject the request.</p> <p>Note Before the change request is executed, it must be approved in ServiceNow. Only after an approval in ServiceNow will the change request be executed in Cisco DNA Center.</p> <p>Figure 5: Cisco DNA Approval Status Field</p> 
<p>Step 7</p>	<p>After the ServiceNow admin approves the ticket and the status of the change request is changed to Implement, a notification is sent to Cisco DNA Center. In case the ticket is rejected, the update is sent to Cisco DNA Center in Scheduled state itself and the ServiceNow ticket is automatically canceled.</p>

Step	Description																															
Step 8	<p>After a successful software image update in Cisco DNA Center, a notification (task completed) is sent back to ServiceNow. ServiceNow then closes the change request ticket. The change request ticket closure is done through the use of APIs from the Cisco DNA app.</p> <p>Note For a failed software update, ServiceNow reports the failure so that the ServiceNow admin can manually take action on the change request ticket. For a terminated software update, the change request ticket is canceled in ServiceNow. The reporting of both a failed software image update and a terminated software image update are also done through the use of APIs from the Cisco DNA app.</p>																															
Step 9	<p>The Cisco DNA Center admin can review the SWIM event by choosing Runtime Dashboard > Event Summary.</p> <p>Note By clicking the individual events in the GUI window, the admin accesses additional GUI windows that permit direct access to the event in ServiceNow.</p> <p>Figure 6: Event Summary</p>  <p>Runtime Dashboard</p> <p>API Summary</p> <p>Call Status</p> <p>Total API's 0</p> <p>Completed Call Performance</p> <table border="1"> <thead> <tr> <th>API Name</th> <th>Version</th> <th>Average</th> <th>Low</th> <th>High</th> </tr> </thead> <tbody> <tr> <td colspan="5">No data to display</td> </tr> </tbody> </table> <p>Event Summary</p> <p>12 Events published</p> <table border="1"> <thead> <tr> <th>Domain</th> <th>Event Name</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Know Your Network</td> <td>BGP Tunnel Connectivity</td> <td>6</td> </tr> <tr> <td>Know Your Network</td> <td>Network Device Interface Connectivity - OSPF Adjacency Failure</td> <td>6</td> </tr> </tbody> </table> <p>DNA Event Severity</p> <table border="1"> <thead> <tr> <th>Severity</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>0</td> </tr> <tr> <td>2</td> <td>12</td> </tr> <tr> <td>3</td> <td>0</td> </tr> <tr> <td>4</td> <td>0</td> </tr> <tr> <td>5</td> <td>0</td> </tr> </tbody> </table> <p>Showing 2 of 2</p> <p>Integration Flow Summary</p> <p>REST-Based (0) 0 Failed Schedule-Based (0) 0 Failed</p>	API Name	Version	Average	Low	High	No data to display					Domain	Event Name	Count	Know Your Network	BGP Tunnel Connectivity	6	Know Your Network	Network Device Interface Connectivity - OSPF Adjacency Failure	6	Severity	Count	1	0	2	12	3	0	4	0	5	0
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Step	Description																																																															
<p>Step 10</p>	<p>The Cisco DNA Center admin clicks an event name (link) to view additional detailed data.</p> <p>Figure 7: Event History</p>  <p>BGP Tunnel Connectivity (6) Last Updated: a few seconds ago Refresh</p> <p>Filter EQ Find</p> <table border="1"> <thead> <tr> <th>Event Id</th> <th>Source</th> <th>Destination</th> <th>ITSM Workflow</th> <th>ITSM Status</th> <th>ITSM Id</th> <th>ITSM Link</th> <th>ITSM Last UpdatedTime</th> <th>ITSM Entity Severity/Priority</th> </tr> </thead> <tbody> <tr> <td>ecf17b41-4148-45a3-b777-630effbe8623</td> <td>ServiceNow</td> <td>DNACP</td> <td>Incident</td> <td>In Progress</td> <td>INC0011945</td> <td>https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=6321ee6bdba44c506415f482ba9619fe</td> <td>October 23rd 2019, 9:32:34 am</td> <td>5 - Planning</td> </tr> <tr> <td>697d3d6a-64cf-4617-a59e-50b84d075830</td> <td>ServiceNow</td> <td>DNACP</td> <td>Incident</td> <td>Resolved</td> <td>INC0011943</td> <td>https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=450bd263dba44c506415f482ba961974</td> <td>October 23rd 2019, 9:00:39 am</td> <td>5 - Planning</td> </tr> <tr> <td>c568e12-04be-45a8-a034-9891ee4a24af</td> <td>ServiceNow</td> <td>DNACP</td> <td>Problem</td> <td>Closed/Resolved</td> <td>PRB0040050</td> <td>https://ven02561.service-now.com/nav_to.do?uri=problem.do?sys_id=fbc9ae3dba44c506415f482ba9619db</td> <td>October 23rd 2019, 8:39:13 am</td> <td>4 - Low</td> </tr> <tr> <td>667d5d31-5d89-4e7d-bdc7-a9b5d9b172ae</td> <td>ServiceNow</td> <td>DNACP</td> <td>RFC</td> <td>Scheduled</td> <td>CHG0030363</td> <td>https://ven02561.service-now.com/nav_to.do?uri=change_request.do?sys_id=44fbc8e7db68c850475a5ad3ca96197a</td> <td>October 23rd 2019, 7:31:23 am</td> <td>4 - Low</td> </tr> <tr> <td>21d6464e-8e60-4e4b-963e-1551a423bfb3</td> <td>ServiceNow</td> <td>DNACP</td> <td>Incident</td> <td>Resolved</td> <td>INC0011941</td> <td>https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=e4d68a27db68c850475a5ad3ca96199e</td> <td>October 23rd 2019, 7:20:14 am</td> <td>5 - Planning</td> </tr> <tr> <td>84eddd3b-</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>https://ven02561.service-now.com/nav_to.do?</td> <td>October 23rd</td> <td></td> </tr> </tbody> </table>	Event Id	Source	Destination	ITSM Workflow	ITSM Status	ITSM Id	ITSM Link	ITSM Last UpdatedTime	ITSM Entity Severity/Priority	ecf17b41-4148-45a3-b777-630effbe8623	ServiceNow	DNACP	Incident	In Progress	INC0011945	https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=6321ee6bdba44c506415f482ba9619fe	October 23rd 2019, 9:32:34 am	5 - Planning	697d3d6a-64cf-4617-a59e-50b84d075830	ServiceNow	DNACP	Incident	Resolved	INC0011943	https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=450bd263dba44c506415f482ba961974	October 23rd 2019, 9:00:39 am	5 - Planning	c568e12-04be-45a8-a034-9891ee4a24af	ServiceNow	DNACP	Problem	Closed/Resolved	PRB0040050	https://ven02561.service-now.com/nav_to.do?uri=problem.do?sys_id=fbc9ae3dba44c506415f482ba9619db	October 23rd 2019, 8:39:13 am	4 - Low	667d5d31-5d89-4e7d-bdc7-a9b5d9b172ae	ServiceNow	DNACP	RFC	Scheduled	CHG0030363	https://ven02561.service-now.com/nav_to.do?uri=change_request.do?sys_id=44fbc8e7db68c850475a5ad3ca96197a	October 23rd 2019, 7:31:23 am	4 - Low	21d6464e-8e60-4e4b-963e-1551a423bfb3	ServiceNow	DNACP	Incident	Resolved	INC0011941	https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=e4d68a27db68c850475a5ad3ca96199e	October 23rd 2019, 7:20:14 am	5 - Planning	84eddd3b-						https://ven02561.service-now.com/nav_to.do?	October 23rd	
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ecf17b41-4148-45a3-b777-630effbe8623	ServiceNow	DNACP	Incident	In Progress	INC0011945	https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=6321ee6bdba44c506415f482ba9619fe	October 23rd 2019, 9:32:34 am	5 - Planning																																																								
697d3d6a-64cf-4617-a59e-50b84d075830	ServiceNow	DNACP	Incident	Resolved	INC0011943	https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=450bd263dba44c506415f482ba961974	October 23rd 2019, 9:00:39 am	5 - Planning																																																								
c568e12-04be-45a8-a034-9891ee4a24af	ServiceNow	DNACP	Problem	Closed/Resolved	PRB0040050	https://ven02561.service-now.com/nav_to.do?uri=problem.do?sys_id=fbc9ae3dba44c506415f482ba9619db	October 23rd 2019, 8:39:13 am	4 - Low																																																								
667d5d31-5d89-4e7d-bdc7-a9b5d9b172ae	ServiceNow	DNACP	RFC	Scheduled	CHG0030363	https://ven02561.service-now.com/nav_to.do?uri=change_request.do?sys_id=44fbc8e7db68c850475a5ad3ca96197a	October 23rd 2019, 7:31:23 am	4 - Low																																																								
21d6464e-8e60-4e4b-963e-1551a423bfb3	ServiceNow	DNACP	Incident	Resolved	INC0011941	https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=e4d68a27db68c850475a5ad3ca96199e	October 23rd 2019, 7:20:14 am	5 - Planning																																																								
84eddd3b-						https://ven02561.service-now.com/nav_to.do?	October 23rd																																																									
<p>Step 11</p>	<p>The Cisco DNA Center admin clicks an event ID number (link) to view only data associated with that specific event.</p> <p>Figure 8: Event ID Data</p>  <p>< BGP Tunnel Connectivity Event History - ecf17b41-4148-45a3-b777-630effbe8623 Last Updated: a few seconds ago Refresh</p> <p>Filter EQ Find</p> <table border="1"> <thead> <tr> <th>Source</th> <th>Destination</th> <th>ITSM Workflow</th> <th>ITSM Status</th> <th>ITSM Id</th> <th>ITSM Link</th> <th>ITSM Last UpdatedTime</th> <th>ITSM Entity Severity/Priority</th> <th>DNA Event Severity</th> </tr> </thead> <tbody> <tr> <td>ServiceNow</td> <td>DNACP</td> <td>Incident</td> <td>In Progress</td> <td>INC0011945</td> <td>https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=6321ee6bdba44c506415f482ba9619fe</td> <td>October 23rd 2019, 9:32:34 am</td> <td>5 - Planning</td> <td>2</td> </tr> <tr> <td>ServiceNow</td> <td>DNACP</td> <td>Incident</td> <td>New</td> <td>INC0011945</td> <td>https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=6321ee6bdba44c506415f482ba9619fe</td> <td>October 23rd 2019, 9:12:47 am</td> <td>5 - Planning</td> <td>2</td> </tr> <tr> <td>DNACP</td> <td>ServiceNow</td> <td>Incident</td> <td>New</td> <td>NA</td> <td>NA</td> <td>October 23rd 2019, 9:12:46 am</td> <td>NA</td> <td>2</td> </tr> </tbody> </table>	Source	Destination	ITSM Workflow	ITSM Status	ITSM Id	ITSM Link	ITSM Last UpdatedTime	ITSM Entity Severity/Priority	DNA Event Severity	ServiceNow	DNACP	Incident	In Progress	INC0011945	https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=6321ee6bdba44c506415f482ba9619fe	October 23rd 2019, 9:32:34 am	5 - Planning	2	ServiceNow	DNACP	Incident	New	INC0011945	https://ven02561.service-now.com/nav_to.do?uri=incident.do?sys_id=6321ee6bdba44c506415f482ba9619fe	October 23rd 2019, 9:12:47 am	5 - Planning	2	DNACP	ServiceNow	Incident	New	NA	NA	October 23rd 2019, 9:12:46 am	NA	2																											
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Step	Description
Step 12	<p>The Cisco DNA Center admin clicks the ITSM Link to return to the ServiceNow Service Management GUI and specific incident.</p> <p>Figure 9: ServiceNow Incident</p> 