



CTX-ServiceNow Deployment Plan



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Versions

Document Revisions

The following revisions have been made to this document

Date	Revision	Notes
23/04/2019	1.0	First Release

Module Versions

This version of the CTX-ServiceNow deployment plan is relevant up to version 1.0 of the CTX-ServiceNow module.

Preface

About this Manual

This document provides a guide on how to import CTX-ServiceNow subtasks.

Audience

This document is intended for those who require integration of ServiceNow with Cortex.

Related Material

Document
CTX-ServiceNow – User Guide
CTX-ServiceNow.studiopkg

Abbreviations used in this Document

None

1 Requirements

This document details all the steps required to deploy the ServiceNow Subtasks.

Requirements:

- Cortex v6.4 Installed on the Cortex Server

2 Import CTX-ServiceNow

To deploy the CTX-ServiceNow module on your Cortex system, the CTX-ServiceNow Studio Package needs to be imported on your Cortex system. To do this:

- Download the CTX-ServiceNow Studio Package
- Import the Studio Package in Cortex Gateway
- Ensure the relevant users have the required permissions in 'Studio Authorisation'

After this, all users in the authorised groups will be able to view and execute the subtasks.