

Requirements



Summary

Information that will help you design and plan the implementation of the 1E ITSM Connect app in your organization. This includes all the prerequisites and dependencies that are necessary to install the 1E ITSM Connect app.

This page is part of the design phase of implementation.

On this page:

- [Tachyon requirements](#)
- [ServiceNow requirements](#)

Tachyon requirements

Category	Requirement	More details
Tachyon system	<ul style="list-style-type: none"> • To utilize the Experience feature in 1E ITSM Connect you will need a complete Tachyon 5.0 infrastructure, either in the local network or hosted over the internet. You will also need an installation of 1E Experience 1.0, which can be installed using Tachyon Setup when installing Tachyon 5.0. <ul style="list-style-type: none"> • The proxy Tachyon user must have the 1E ITSM Connect Actioner role assigned with Read permissions on the Experience application. • If you are not planning on using the Experience feature, a complete Tachyon 4.1, or later, infrastructure is required either in the local network or hosted over the internet. • Two-factor authentication must be disabled for either the entire Tachyon environment or for any of the instructions that will be used in ServiceNow. • The Basic Authentication feature must be installed on the Tachyon Server (Master Stack), and enabled in the Consumer node of the Tachyon web application. • The Basic Authentication feature must be installed on the Tachyon Server (Master Stack), and enabled in the Experience node of the Tachyon web application. 	Tachyon 5.0 - Installing and upgrading 1E Core - Preparation: Disable Tachyon Two-factor Authentication 1E Core - Preparation: Enable Basic Authentication
Tachyon license	<ul style="list-style-type: none"> • Your Tachyon license should contain the ServiceNow-Integration entitlement. • If you are planning on using the Experience feature your Tachyon license should also contain an Experience entitlement. 	1E Core - Preparation: Check your Tachyon license 1E ITSM Connect post-installation tasks
Tachyon consumer	<ul style="list-style-type: none"> • A Tachyon consumer with the name 1EServiceNowCore must be registered in the Tachyon administration Consumers page. 	1E Core - Preparation: Add the ServiceNow consumer to Tachyon
Tachyon proxy user	<ul style="list-style-type: none"> • A Tachyon user with Actioners role on required instruction sets and management groups, as proxy for the 1E ITSM Connect app user role in ServiceNow. <p>User must be an AD domain account. This account does not belong to a specific person and can be regarded as a service account, it does not require an email address.</p> <p>Tachyon roles can be predefined system (Global) roles or custom roles. Global roles have permissions on all instructions sets and all devices. Custom roles can be optionally configured for all instruction sets or limited instruction sets, and all devices or management groups.</p>	Design Considerations: Tachyon Users and Roles Preparation: Add the ITSM Connect app proxy user to Tachyon 1E ITSM Connect post-installation tasks

Tachyon administrator or	<p>A Tachyon user with the Global Administrator role, or one or more users with the following roles:</p> <p>Required roles:</p> <ul style="list-style-type: none"> • Permissions Administrators role in order to create the above users and assign them to roles. Also create custom roles, and assign them to some instruction sets and management groups. • Consumer Administrators role in order to register the ServiceNow consumer. <p>Optional roles:</p> <ul style="list-style-type: none"> • Instruction Set Administrators role in order to upload instruction definitions and create instruction sets • Management Group Administrators role in order to create Management groups if desired <p>The users must be AD domain accounts. The above system roles can be substituted for equivalent custom roles.</p>	<p>Design Considerations: Tachyon Users and Roles</p> <p>Preparation: Add the ITSM Connect app proxy user to Tachyon</p>
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ServiceNow requirements

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ServiceNow	<ul style="list-style-type: none"> • A working ServiceNow instance must be set up. This can be a demo instance or a production/vendor instance. • The following versions of ServiceNow are supported: <ul style="list-style-type: none"> • Orlando • Madrid • New York 	Installing 1E ITSM Connect															
1E Core	<ul style="list-style-type: none"> • The latest version of the 1E Core App needs to be installed and configured in your ServiceNow Instance 	Introducing 1E Core															
ServiceNow users	<ul style="list-style-type: none"> • At least one ServiceNow user for each of the roles in the following table: <table border="1" data-bbox="329 1058 1263 1738"> <thead> <tr> <th data-bbox="329 1058 469 1184">Role name</th> <th data-bbox="474 1058 634 1184">Additional ServiceNow roles required</th> <th data-bbox="639 1058 1263 1184">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="329 1190 469 1369">x_1e_connect. Tachyon_Admin</td> <td data-bbox="474 1190 634 1369"><None></td> <td data-bbox="639 1190 1263 1369">This role allows its users to configure the 1E ITSM Connect app, in addition to having the same rights as the x_1e_connect.Tachyon_User role. ServiceNow admin users must change their application scope to 1E ITSM Connect in order to configure the app, and retrieve instructions.</td> </tr> <tr> <td data-bbox="329 1375 469 1528">x_1e_connect. Tachyon_User</td> <td data-bbox="474 1375 634 1528">ITIL (for access to ITSM incidents)</td> <td data-bbox="639 1375 1263 1528">This role grants its users access to incidents and the ability to run Tachyon instructions. This role maps on to the proxy Tachyon actioner.</td> </tr> <tr> <td data-bbox="329 1535 469 1646">x_1e_connect. Tachyon_Approver</td> <td data-bbox="474 1535 634 1646"><None></td> <td data-bbox="639 1535 1263 1646">This role allows its users to approve Tachyon instructions that require approval.</td> </tr> <tr> <td data-bbox="329 1652 469 1738">x_1E_core_connect. user</td> <td data-bbox="474 1652 634 1738"><None></td> <td data-bbox="639 1652 1263 1738">When adding any of the above roles to a user, the x_1E_core_connect.user role is also inherited automatically. Please refer to 1E Core: Requirements for more details.</td> </tr> </tbody> </table> 	Role name	Additional ServiceNow roles required	Description	x_1e_connect. Tachyon_Admin	<None>	This role allows its users to configure the 1E ITSM Connect app, in addition to having the same rights as the x_1e_connect.Tachyon_User role. ServiceNow admin users must change their application scope to 1E ITSM Connect in order to configure the app, and retrieve instructions.	x_1e_connect. Tachyon_User	ITIL (for access to ITSM incidents)	This role grants its users access to incidents and the ability to run Tachyon instructions. This role maps on to the proxy Tachyon actioner.	x_1e_connect. Tachyon_Approver	<None>	This role allows its users to approve Tachyon instructions that require approval.	x_1E_core_connect. user	<None>	When adding any of the above roles to a user, the x_1E_core_connect.user role is also inherited automatically. Please refer to 1E Core: Requirements for more details.	<p>Design Considerations: Tachyon Users and Roles</p> <p>1E ITSM Connect post-installation tasks</p> <p>User management</p>
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ServiceNow admin	<ul style="list-style-type: none"> • This role allows its users to install and configure the 1E ITSM Connect app. 	Installing 1E ITSM Connect															