gridpro

EvOps for Azure Stack
Extensions

Contents

What is an Extension?

Extension is the framework used to extend EvOps beyond its core capabilities. Additional extensions "light-up" additional capabilities in triggers/actions in Event rules, new activities in Request template workflows and remote source/validation in Request wizards.

Extensions

Office 365

Overview

Office 365 extension delivers inbound email. Inbound email processing together with outbound email in the notification extension enables conversation flow between requester and analysts.

Configuration

Perform the following steps to setup Office 365 extension for your EvOps account.

1. Open your EvOps account
2. Click **Extensions**
3. Click **Add**
4. Select **Office 365**
5. Type in required settings according to below table:

Name	Description
Support mailbox	Display name that will be shown in From field in emails
Account name	Office 365 account used emails e.g. *john.doe@contoso.com*
Account password	Password for above Office 365 account

6. Click **Activate** to install extension. Please be patient, it can take up to 15 minutes for it to complete
7. On EvOps account blade, verify that **Office 365** node shows healthy in Account Health graph
8. Done

Setup Event rule that creates new request on incoming email

This event rule will create a new request of type Incident when receiving emails.

1. Open your EvOps account

2. Click **Event rules**

3. Click **New**

4. Type in a **Display name**

5. Accept or modify generated **Name**

6. Click **Define trigger** then **Extension**, select **Office 365**

7. Select **New email received**

8. Click **Criteria**

9. Leave **Criteria** empty and click **OK**

10. Click **Define action** then **Extension**, select **EvOps**

11. Select **Create request**

12. Click **Data mappings**

13. Type in **Data mappings** snippet below:

```
{
    "title": "{{email.subject}}",
    "description": "{{email.textBody | newline_to_br}}",
    "requesterEmail": "{{email.from}}",
    "type": "Incident"
}
```

14. Click **Save**

15. Click **OK**

16. Click **OK** to save Event rule

Notifications

Overview

Notification extension delivers outbound email using a SMTP server. When extension has been properly configured, a set of predefined event rules will be created. See rule description in below table, you can both modify these event rules or create new:

Event rule name	Description
Request created	Triggers email to requester with information about the request created
Request incident resolved	Triggers email to requester notifying that incident has been marked as resolved
Request service request completed	Triggers email to requester notifying that request has been marked as completed
Request user comment added	Triggers email to assigned analyst notifying that request user comment has been added
Request analyst comment added	Triggers email to requester notifying that request analyst comment has been added

Configuration

Perform the following steps to setup Notification extension for your EvOps account.

1. Open your EvOps account
2. Click **Extensions**
3. Click **Add**
4. Select **Notifications**
5. Type in required settings according to below table:

Name	Description
SMTP account name	Username required for SMTP authentication
SMTP account password	Password required for SMTP authentication
SMTP server name	SMTP server name e.g. *smtp.office365.com*
From email	Display name that will be shown in From field in emails

6. Click **Activate** to install extension
7. On EvOps account blade, verify that **Notifications** node shows healthy in Account Health graph
8. Now you can go into Event Rules and enable any of the predefined Notification rules

ServiceNow

Overview

ServiceNow extension delivers both outbound and inbound integration with ServiceNow. Predefined event rules allow push request data to from EvOps to ServiceNow, these rules need to be enabled after configuring the extension. See rule description in below table:

Event rule name	Description
ServiceNow request created	Creates ServiceNow ticket when request is created
ServiceNow request closed	Closes ServiceNow ticket when request is closed/resolved
ServiceNow request details updated	Updates ServiceNow ticket when request is updated

It also enables you to populate prompts in your request templates, specifying ServiceNow as the Source for the prompt, and specify configuration to use any of the predefined filters or configure a customer filter.

Configuration

Perform the following steps to setup ServiceNow extension for your EvOps account.

1. Open your EvOps account
2. Click **Extensions**
3. Click **Add**
4. Select **ServiceNow**
5. Type in required settings according to below table:

Name	Description
Instance Url	ServiceNow Instance Url e.g. *https://dev13268.service-now.com/*
Username	ServiceNow user account with admin permissions
Password	Password for above ServiceNow account

6. Click **Activate** to install extension
7. On EvOps account blade, verify that **ServiceNow** node shows healthy in Account Health graph
8. Now you can go into Event Rules and enable any of the predefined **ServiceNow** rules
9. Done

Service Management Automation

Overview

Service Management Automation extension allows SMA runbooks to be delivered as an activity in request workflows.

Configuration

Perform the following steps to setup Service Management Automation extension for your EvOps account.

1. Open your EvOps account
2. Click **Extensions**
3. Click **Add**
4. Select **Service Management Automation**
5. Type in required settings according to below table:

Name	Description
Service Url	Service Management Automation Endpoint Url e.g. *https://sco1.contoso.com/00000000-0000-0000-0000-000000000000*
Domain	NetBIOS domain name
Username	AD Username with SMA access permission e.g. *user1*
Password	Password for above Active Directory Username
Ignore self-signed certificate	Check to ignore if Service Url is published with a self-service certificate

6. Click **Activate** to install extension
7. On EvOps account blade, verify that **Service Management Automation** node shows healthy in Account Health graph
8. Done

Service Endpoints

Overview

Service Endpoints extension enables wizard prompt values to be collected and/or validated using calls to web service endpoints. Currently calls to Azure Functions and Generic endpoints are supported. This functionality provides wizards to be populated and input validated dynamically from various external sources.

Configuration

Perform the following steps to setup Service Endpoints extension for your EvOps account. This extension doesn't require any configuration to be provided.

1. Open your EvOps account
2. Click **Extensions**
3. Click **Add**
4. Select **Service Endpoint**
5. Click **Activate** to install extension

See article [Get Started with Service Endpoints](#) for getting started.

Team Foundation Server

Overview

Team foundation server extension enables you do check-in files to Team Foundation Server and Team Foundation Services.

Configuration

Perform the following steps to setup Team Foundation extension for your EvOps account. This extension doesn't require any configuration to be provided.

1. Open your EvOps account
2. Click **Extensions**
3. Click **Add**
4. Select **Team Foundation Server**
5. Fill **Server URL** to your TFS project (Must be HTTPS) and **Personal Access Token**
6. Click **Activate** to install extension