



# **Citrix Cloud**

## **ITSM Adapter Service User Guide**

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This document provides configuration and usage instructions for the Citrix ITSM Adapter service.

## Introduction

The IT Service Management (ITSM) Adapter service automates the provisioning and management of Citrix resources in your organization. The Citrix IT Service Management connector (“ITSM connector”) in ServiceNow provides out-of-the-box workflows for resource management.

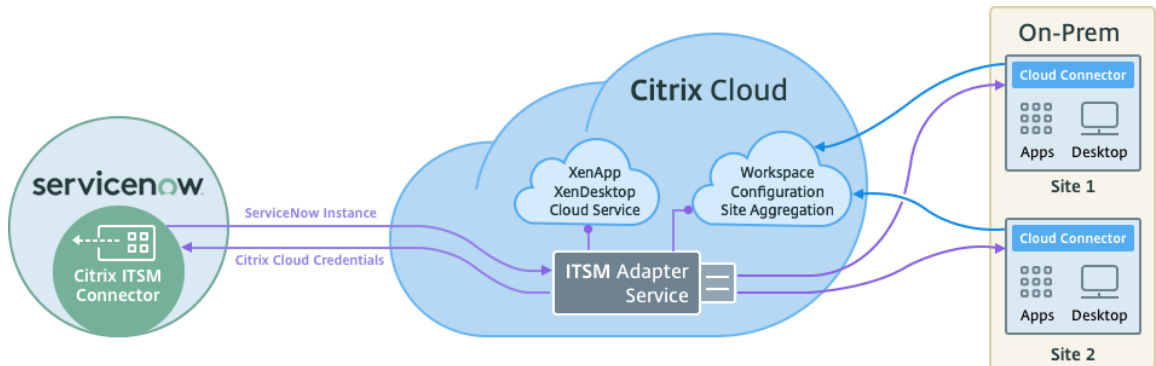
This adapter service eliminates wait time associated with provisioning and managing Citrix virtual assets. This release provides workflows to provision apps and desktops, and reset user sessions.

The ITSM Adapter service is available on the Citrix Cloud platform. This service is available for XenApp and XenDesktop Platinum customers.

## How the ITSM Adapter Service Works

The ITSM connector in ServiceNow enables communication between ServiceNow and Citrix Cloud. From the ITSM Adapter service, you can process the Catalog requests from ServiceNow. These requests are routed to the Delivery Controller, which provisions and manages the resources in the Site. To enable resource management on your XenApp and XenDesktop Sites, the ITSM Adapter redirects you to Site aggregation in Workspace Configuration where you can add your on-premises Sites. ITSM Adapter accesses your Sites through the Citrix Cloud Connector.

The following diagram shows the ITSM Adapter connecting ServiceNow and XenApp and XenDesktop Sites and XenApp and XenDesktop Service.



## Roles and Permissions

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### User

- Requests apps and desktops
- Resets sessions

### ServiceNow administrator

- Downloads and installs the Citrix ITSM connector from the ServiceNow store.
- Provides `x_wcs_ctrx_auto_sv.ctrx_auto_admin` role to the Citrix Administrator.

### Citrix Administrator

- Uses the administrator functions in the ITSM connector to setup the connection between ServiceNow and Citrix Cloud.
- Adds the XenApp and XenDesktop Sites and XenApp and XenDesktop Service through Site aggregation.
- Provides full administrator credentials of the XenApp and XenDesktop Sites.
- Provisions apps and desktops for users.
- Resets user sessions.

## Configuring ITSM adapter for ServiceNow

Setting up the ITSM Adapter involves the following three steps:

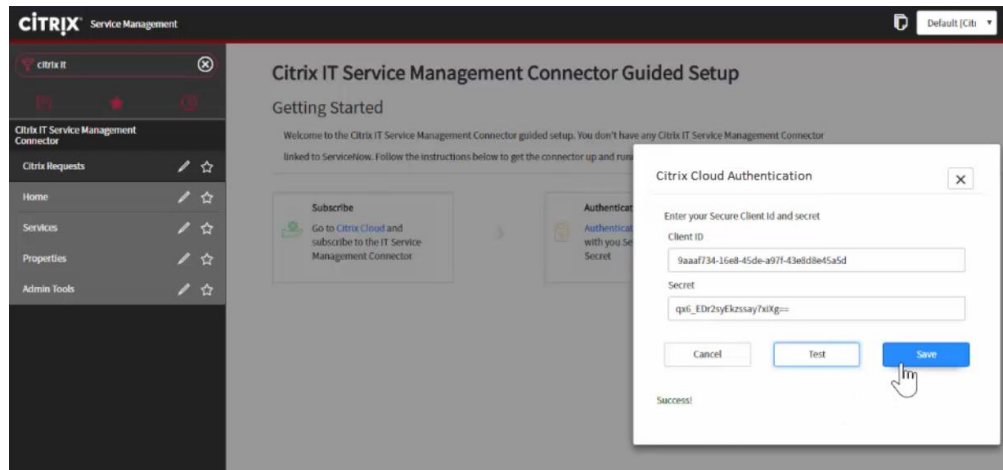
### Step 1: Subscribe to Citrix Cloud service

Log in to Citrix Cloud using your Citrix credentials or sign up for a new account. For more information about signing up for Citrix Cloud, see [Sign up for Citrix Cloud](#).

### Step 2: Configure Citrix ITSM connector for ServiceNow

Prerequisite: You must have a ServiceNow HI Portal account and be a ServiceNow Administrator to perform the following steps:

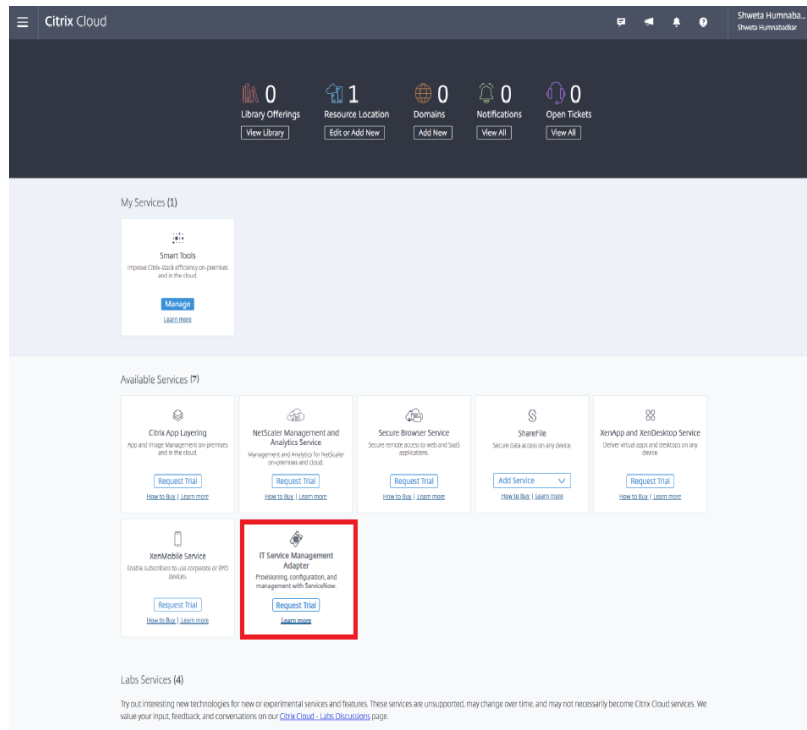
1. Download and install the Citrix ITSM connector from the ServiceNow store.
2. On the Citrix ITSM Connector pane, select **Home** and then click **Authenticate**. Type your Client ID and Secret (proxy credentials generated from the Citrix Cloud).



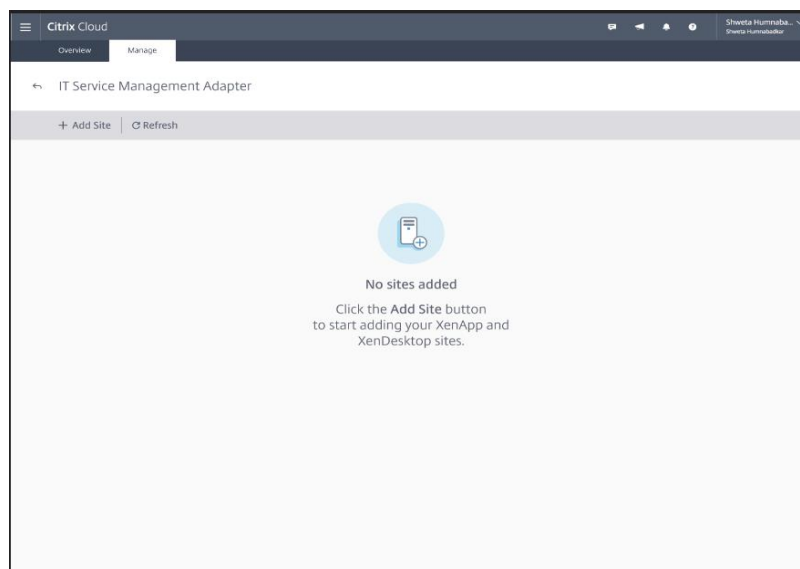
3. Test the connection.
4. Save the configuration. An acknowledgement from ServiceNow appears indicating that the connection is up and running.

### Step 3: Use ITSM Adapter to add Site(s)

In the Citrix Cloud page, ITSM Adapter is listed under **Available Services**.

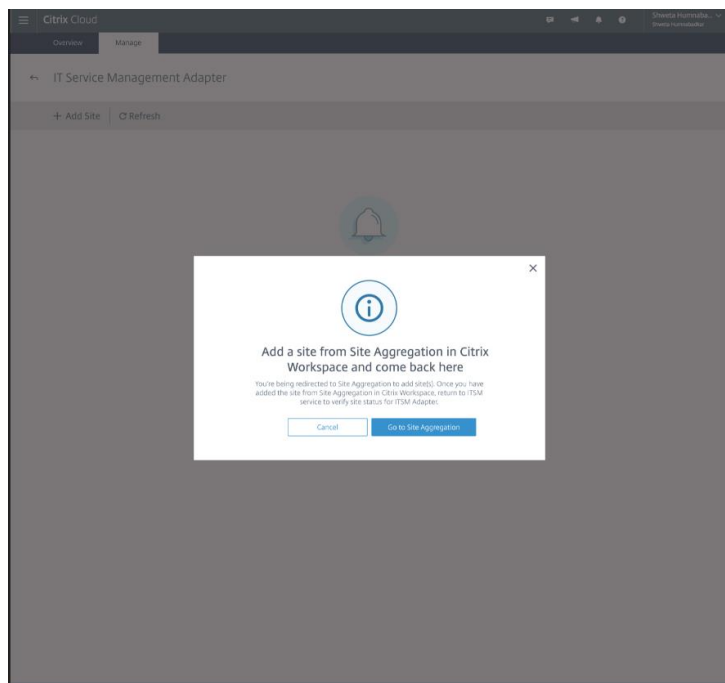


1. Click **Request Trial**. The ITSM Adapter page appears.
2. Go to the **Manage** tab.

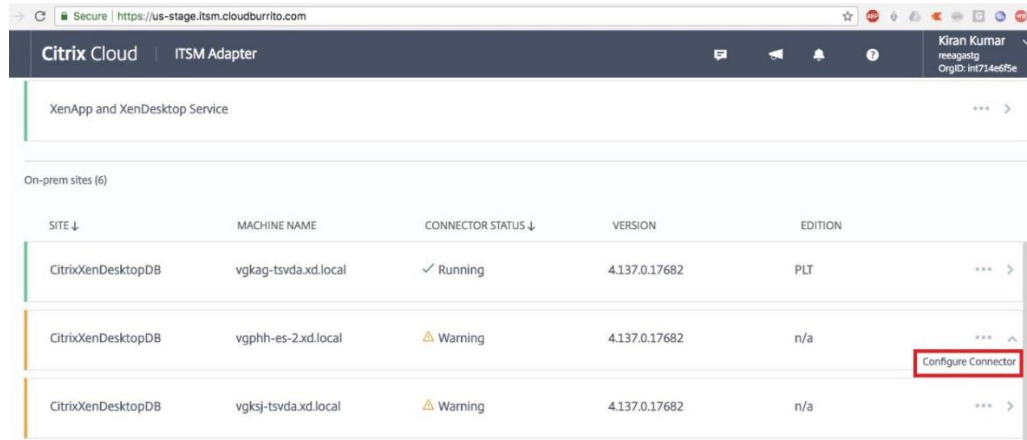


3. You have to add your on-premises Site(s) to Citrix Workspace to connect with the ITSM Adapter service. Use Site Aggregation to add your XenApp and XenDesktop Sites to do this. For more information about adding XenApp and XenDesktop Site(s) to Workspace, see [Add an on-premises Site to Workspace](#).

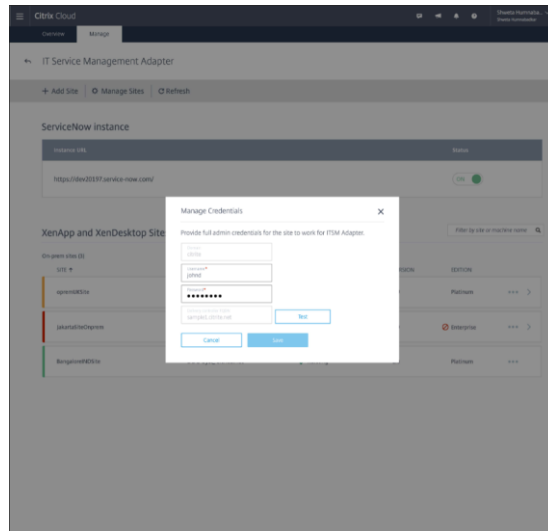
**Note:** ITSM Adapter service is available only for XenApp and XenDesktop 7.x Sites.



4. After adding one or more Sites using Site Aggregation, return to the ITSM Adapter service to continue.
5. The XenApp and XenDesktop Site(s) appears in the ITSM Adapter service **Manage** page. If you have subscribed to XenApp and XenDesktop Service, that instance also appears.
6. Full administrator credentials are required to access and modify these XenApp and XenDesktop Sites. To do this, select **Configure Connector** from the dots menu.



7. In the **Manage Credentials** page, provide the full administrator credentials for the Site.



8. Click **Test** to check the connection.

The Site is now running and connected to the ITSM Adapter service.

### Related Actions/Information

- To enable/disable the XenApp and XenDesktop Service, click **Enable/Disable Integration** on the dots menu respectively.
- Multiple Sites can use the same Cloud connector to connect to Citrix Cloud.
- ITSM Adapter service can connect to multiple ServiceNow instances. You can enable/disable these instances.



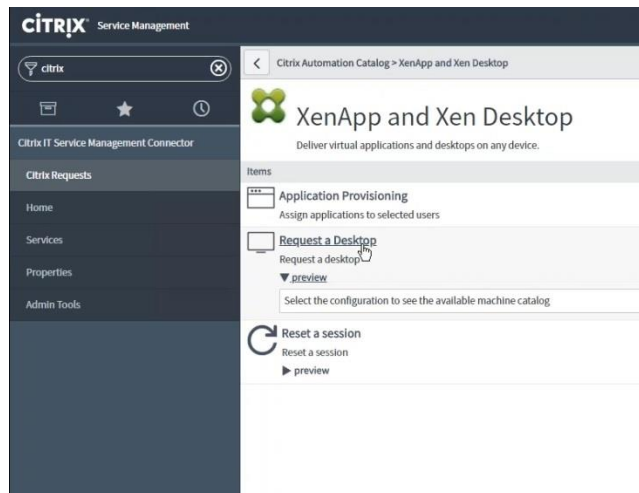
## Sample Scenarios

### Request for a Desktop

#### User Actions

1. Log in to your ServiceNow instance.
2. On the left pane, navigate to Citrix IT Service Management Connector and choose **Services**.
3. On the Citrix Automation Catalog page, click **XenApp and XenDesktop**.
4. The following services are displayed:
  - a. Application Provisioning
  - b. Request a Desktop
  - c. Reset a session

Choose **Request a Desktop**.



5. In the Configuration page, choose the operating system from the list and click **Submit**.

#### Administrator Actions

6. The **Citrix Requests** page displays the list of requests by the users. Click the icon next to the request ID. The details of the request appear.
7. Choose the **Machine Catalog** first and then the **Delivery group** from the list. Click **Update**.

The requested desktop is now provisioned and assigned to the user.

## Request for Apps

### User Actions

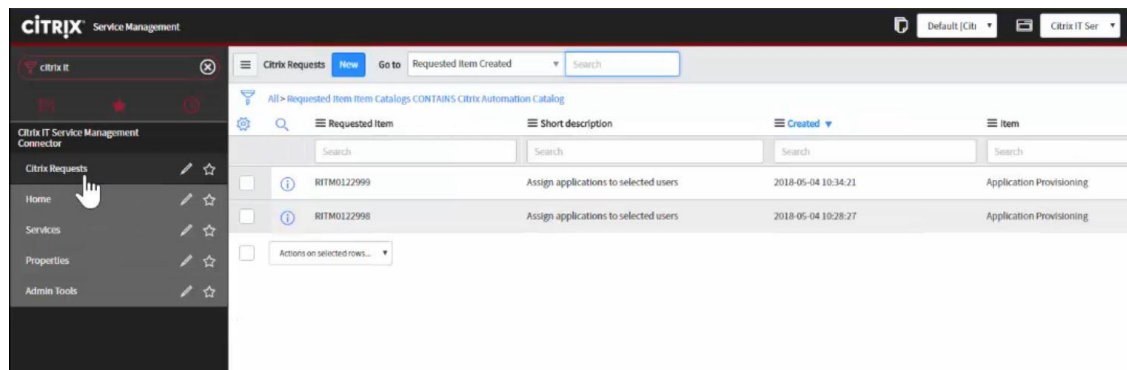
1. Log in to your ServiceNow instance.
2. On the left pane, navigate to Citrix IT Service Management Connector and click **Services**.
3. On the Citrix Automation Catalog page, click **XenApp and XenDesktop**.
4. The following services are displayed:
  - a. Application Provisioning
  - b. Request a Desktop
  - c. Reset a session

Choose **Application Provisioning**.

5. In the **Assign Applications to selected users** page, the list of users and applications available are listed. Choose the users and the applications you want to assign to them and click **Submit**.

### Administrator Actions

6. The **Citrix Requests** page displays the list of requests by the users. Click the icon next to the application request ID. The details of the request are displayed.



7. There are two options to complete the app provisioning:
  - a. Add users to Delivery Group—click the lock icon to add the user to the specific delivery group and then click **Update**.
  - b. Add users to Active Directory Group—click the lock icon to add the user to the specific Active Directory group and then click **Update**.

The selected apps are now provisioned and assigned to the user.

## **Reset a Desktop Session**

### *User Actions*

1. Log in to your ServiceNow instance.
2. On the left pane, navigate to Citrix IT Service Management Connector and click **Services**.
3. On the Citrix Automation Catalog page, click **XenApp and XenDesktop**.
4. The following services are displayed:
  - a. Application Provisioning
  - b. Request a Desktop
  - c. Reset a session

Choose **Reset a session**.

5. In the **Reset a session** page, choose the session you want to reset and click **Submit**.

The selected session is signed off and reset.

## **Reset an App Session**

### *User Actions*

1. Log in to your ServiceNow instance.
2. On the left pane, navigate to Citrix IT Service Management Connector and click **Services**.
3. On the Citrix Automation Catalog page, click **XenApp and XenDesktop**.
4. The following services are displayed:
  - a. Application Provisioning
  - b. Request a Desktop
  - c. Reset a session

Choose **Reset a session**.

5. In the **Reset a session** page, choose the session you want to reset. Click **Submit**.

Note: Irrespective of provisioning by administrator or user, all applications running on the session is reset.

The selected session is signed off and reset.