

HP TechPulse Incident Integration Service

for HP Device as a Service (DaaS)



Service benefits

- Manage incidents more efficiently through a single pane of glass
- Eliminate human error by automated flow of incidents

Service highlights

- HP TechPulse incident integration with your existing ServiceNow ITSM
- Installation assistance from HP Integration Experts

Service overview

HP TechPulse Incident Integration Service is an add-on service with TechPulse Analytics. With this service, incidents generated in HP TechPulse are viewable in the industry-leading IT service management system, ServiceNow.¹ This allows incidents to be tracked and resolved quickly and efficiently, whether they are generated by ServiceNow or HP TechPulse. The two-way data transfer saves time and simplifies the process of managing your IT issues and automating workflows for help desk agents. The service is available worldwide in English for all customers and partners to purchase.

Features and specifications

HP TechPulse Incident Integration application

After the HP TechPulse Incident Integration application has been installed and configured, you will be able to coordinate incident management using ServiceNow IT Service Management (ITSM). HP Integration Experts are available to help you install and configure the application. All incidents generated by HP TechPulse flow automatically into ServiceNow. Incidents may also be created or escalated manually in the tab in ServiceNow.

ServiceNow reporting

After integration, you will be able to create, publish, schedule, and share reports in ServiceNow that include incidents generated. For more information about ServiceNow reporting, please see the [ServiceNow documentation](#) online.

Delivery specifications

Service option

- **Single-tenant:** Customers can decide whether to self-manage incidents or have HP Partners manage them.
- **Multi-tenant:** This option is only for HP Partners who manage incidents for multiple customers in ServiceNow or HP TechPulse.

Delivery experience

- Contact HP and review the service.
- Purchase the designated SKU package.
- Download the HP TechPulse Incident Integration application from hpdaas.com/software or eu.hpdaas.com/software.
- HP will set up the account to work with the HP TechPulse Incident Integration application.
- HP will assist with installation, configuration, and testing of the application.
- Manage incidents from either ServiceNow or the HP DaaS portal.
- HP will notify you of patches and updates to the application as applicable.

System requirements

- For HP TechPulse and HP TechPulse Incident Integration, please visit hpdaas.com/requirements for the latest requirements.
- For ServiceNow browser requirements, please visit the [ServiceNow website](#) for the latest requirements.

Data collection, transmission, and storage

Data collected by TechPulse Incident Integration is generated or provided directly by you. All data stored in ServiceNow is required to execute contract services. Data is transmitted using Transport Layer Security (TLS 1.2) and OAuth 2.0 protocols. All databases are encrypted. Personal information is de-identified prior to transmission and storage in the U.S. Analytics datacenter, and deleted after five years. See the [HP Data Management FAQ](#) for additional details.

Service limitations

- HP TechPulse Incident Integration requires an account and a valid ServiceNow instance and license.
- All services require an active Internet connection.
- The customer or HP Partner must have a designated ServiceNow administrator.
- The HP TechPulse Incident Integration application does not update any ServiceNow native tables, so as not to interfere with any existing customization.
- HP TechPulse Incident Integration includes incident management functions only; it does not affect asset tracking, asset management, problem management, change management, or other functions in ServiceNow.
- Installation assistance is available by appointment during normal U.S. business hours, excluding HP holidays.
- Technical support will be provided on or before the next business day after the request is received.
- HP may choose to administer this service through an authorized HP reseller.



Ordering information

- Use software integration SKU #H0KP1AE for the single-tenant option.
- Use software integration SKU #H0KP2AE for the multi-tenant option.

Terms and conditions

See HP DaaS [terms and conditions](#).

For more information

Contact your local HP sales representative or channel partner for details or visit hp.com/go/DaaS.

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hp.com/go/getupdated



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1. ServiceNow license required, sold separately, and requires installation of the HP DaaS application from the ServiceNow online store and a valid license for ServiceNow ITSM software.

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