WWT Asset Management Service Now Integration Specifications

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INTERNAL

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Additional Details *(Not needed for initial discussions but will table it out)* ..... **Error! Bookmark not defined.**
8 Transactions and Inventory Classifications: ..... **Error! Bookmark not defined.**
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1 Scope

This document provides the specifications for the Asset Integration from WWT to Customer's Service Now Asset Management / Configuration Management Database (CMDB) system to track inventory and shipments

A - When WWT receives material into WWT Warehouse

B - When WWT ships material to Customer

2 WWT Transactions

Following transactions will trigger the integration:

1. Inventory Receipt (When WWT receives material into WWT Warehouse):
    a. Purchase Order receipts (Net new)
    b. PO corrections (updates to prior integrated serials)
    c. Reverse Logistics (Return from customers)

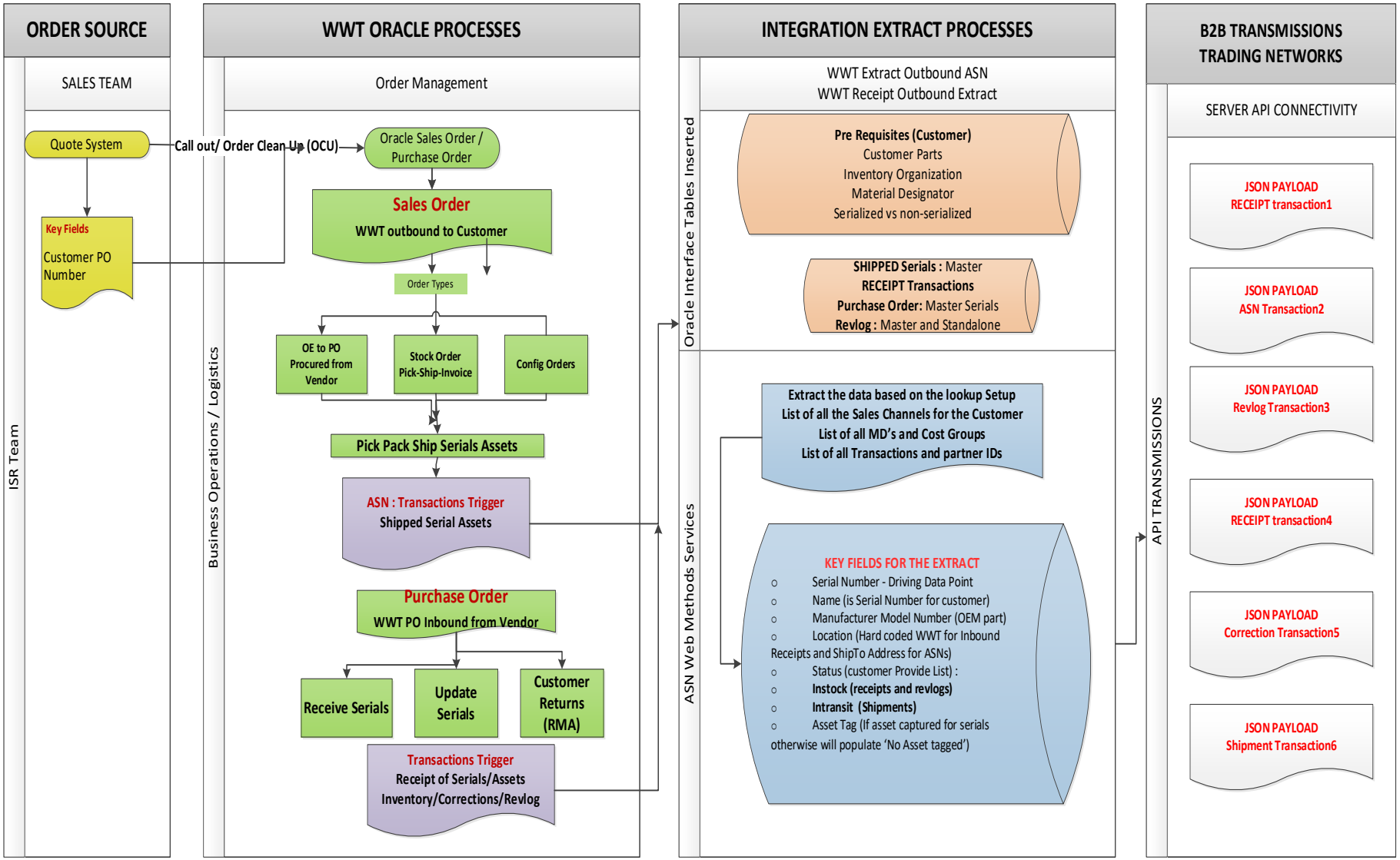
2. Order Shipments (When WWT ships material to Customer):
    a. ASN : Advanced Shipment Notifications

3 JSON Payload (API)

WWT sends 1 file per transaction to Customer. Payload datapoints common to all transactions.

"**name**":"6CM646087Z",
"**serialNumber**": "6CM646087Z",
"**manufacturerPartNumber**": "IM7248-2-DAC-US ",
"**type**":"desktop",
"**location**": "WWT"/(Ship to address)
"**state**": "intransit", / (In-Stock)
"**stockroom**":"WWT",
"**asset_tag**": "CPL-6CM646087Z", (No Asset Tagged)
"**revLog**": "true" / ("false")

4 WWT Service Now Integration Process Flow



5 Data Points

- Serial Number - Driving Data Point
- Name (is Serial Number for customer)
- Manufacturer Model Number (OEM part)
- Location (Hard coded WWT for Inbound Receipts and ShipTo Address for ASNs)
- Status (customer Provide List) :
  - **Instock (receipts and revlogs)**
  - **Intransit (Shipments)**
- Asset Tag (If asset captured for serials otherwise will populate 'No Asset tagged')

5.1 Additional data points:

(Flexibility to scale, may require additional development)

- Receipt Transactions
  - Transaction Date
  - Serial Number
  - Manufacture part number
  - Manufacture Description
  - Manufacturer
  - Mac Address
  - Asset Tag
  - Customer PO Number (PO the item was bought on)
  - PO Date (When the PO was Created/When they ordered it)
  - Part Number Category Type

- Shipment Transactions
  - Shipment Date
  - Ship Address
  - Serial Number
  - Mac Address
  - Asset Tag

- Host Name
- Other Device Attributes
- Part Number Category Type
- Manufacture part number
- Manufacture Description
- Manufacture
- Customer Part Number

6 Payload Samples

- Sample **Shipment** (ASN) :
  {"name":"CUSTDC07","serialNumber":"CUSTDC07","manufacturerPartNumber":"C9800-40-K9","location":"c/o Customer","state":"intransit","stockroom":"WWT","asset_tag":"FWL-CUSTDC07","revLog":"false"}

- Sample **Receipt** (Receipt extract)
  {"name":"CUST0033","serialNumber":"CUST0033","manufacturerPartNumber":"TE-1405-HW-AC-B","location":"WWT","state":"instock","stockroom":"WWT","asset_tag":"UPS-CUST0033","revLog":null}

- Sample **Revlog** (Receipt Extract) : Revlog = “True”
  {"name":"FCW1950C12F","serialNumber":"FCW1950C12F","manufacturerPartNumber":"WS-C3850-48U-S","location":"WWT","state":"instock","stockroom":"WWT","asset_tag":"No Asset Tag","revLog":"true"}

- Sample **Corrections**: Same as PO receipt (Serial/Name will prefix **Update to indicate prior created Assets to be updated)**

7 Integration Processes

1. Extraction of data from WWT’s system based on desired frequency
2. B2B Integration Services that will send the Payload to Customer’s Service Now system.