

UCTrust Service Provider Questionnaire

The following is required before UCTrust IdP's will be enabled for a given application/Service:

- Service Provider must be registered with InCommon
- Service Provider is responsible for providing all user support (i.e., helpdesk) needed for their application.
- Service Provider must have a business relationship with the UCTrust member (i.e., campus/lab) or already be a UCTrust member.
- Service Providers must have a sponsor within UCTrust.

* Required

Name, organization, and phone number of person completing this form *

Mark Boyce
UCOP
(510) 9879781

Email address of person completing this form: *

mark.boyce@ucop.edu

Application Name: *

ServiceNow

Please briefly describe your application. Please include your relationship with UC. *

ServiceNow is a cloud based tool that supports ITIL processes such as incident management, release management, change management, etc. This request is to allow campus users to access UCOP ServiceNow, a trusted application, to report incidents for shared services applications that are managed by UCOP such as but not limited to UCPath.

What is the URL for QA (if applicable) and for Production, AND what is the go-live date for each? *

UAT: ucopuat.service-now.com - currently available
PROD: ucop.service-now.com - 06/29/2017

Who is your UCTrust sponsor? *

Please select the organization that has agreed be your sponsor.

- UC Berkeley
- UC Davis
- UC Irvine
- UC Los Angeles
- UC Merced
- UC Office of the President
- UC Riverside
- UC Santa Barbara
- UC Santa Cruz
- UC San Diego
- UC San Francisco
- Lawrence Berkeley National Lab

Which campus/site within the above UCTrust Sponsor organization is sponsoring this application?

*

TDS (Technical Delivery Services)

Who is the functional or administrative contact for this application? *

Please provide: Name, E-mail address, and Phone number

Kalyan Vallamsetla
Kalyan.Vallamsetla@ucop.edu
(510) 587-6487

Who is responsible for operating this application and website? *

Kalyan Vallamsetla
Kalyan.Vallamsetla@ucop.edu
(510) 587-6487

Who is the technical contact for this application? *

Please provide: Name, E-mail address, and Phone number

Kalyan Vallamsetla
Kalyan.Vallamsetla@ucop.edu
(510) 587-6487

Who is the help desk contact for this application? *

Please provide: Name, E-mail address, and Phone number

Sean Villa-Carlos
Sean.Villa-Carlos@ucop.edu
(510)987-9379

When is the application expected to be up, e.g., 8x5, 7x24, etc? *

7/24

What are your scheduled maintenance windows? *

none

What is your InCommon Service Provider (SP) entity ID. *

UAT : <https://serviceNow-uat.ucop.edu/sp>
Prod: <https://serviceNow.ucop.edu/sp>

What group(s) on each campus are likely to use the application? *

Please list each group (Staff, Faculty, Students, Affiliates).

Staff

What attributes are you requesting? Please specify whether each is “Required” or “Desired”. *

Note that requests for attributes beyond the standard set (transientID, givenName, sn, displayName, mail, EPISA, eduPersonPrincipalName (EPPN), UCnetID, UCTrustAssurance) will significantly complicate both the approval process as well as deployment.

urn:oid:2561.2.840.113556.1.4.221 'sAMAccountName'
urn:oid:1.2.840.113556.1.2.146 'company'
urn:oid:1.2.840.113556.1.2.141 'department' - Desired
urn:oid: 2.5.4.20 "telephoneNumber"
urn:oid:2.5.4.4 "sn"
urn:oid:2.5.4.42 'givenName'
urn:oid:0.9.2342.19200300.100.1.3 'mail'
urn:oid:1.2.840.113556.1.2.146 'company'
urn:oid:2.5.4.19 "title" - Desired

What “provisioning” data must be provided to the application in addition to attributes released via Shibboleth? *

Please describe a data integration mechanism and describe how you wish this data to be provided to your application.

none

Who will be able to see the Shibboleth-provided attribute data provided to your application? *

Please indicate which attributes will be visible to administrators, authenticated users, or the public.

Administrators, authenticated users

Submit

Never submit passwords through Google Forms.

