Service Provider Shibboleth Request Form

Submitted: Tue May 09 2017 16:54:42 GMT-0700 (PDT)
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1. Name and contact information for UCTrust Member or Sponsor completing this form	Eric Goodman UCOP (510) 587-6308
2. Email address of the person completing this form	eric.goodman@ucop.edu
3. Name of your application	ServiceNow
4. 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.
5. 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
6. Who is your UCTrust sponsor?	UC Office of the President
7. Which organization/department within the above UCTrust Sponsor organization is sponsoring this application?	TDS (Technical Delivery Services)
8. Who is the functional or administrative contact for this application? Please provide: ● Name ● E-mail ● Telephone	Kalyan Vallamsetla Kalyan.Vallamsetla@ucop.edu (510) 587-6487
9. Who is responsible for operating this application and website?	Kalyan Vallamsetla Kalyan.Vallamsetla@ucop.edu

	(510) 587-6487
10. Who is the technical contact for this application? Please provide: ● Name ● E-mail ● Telephone	Kalyan Vallamsetla Kalyan.Vallamsetla@ucop.edu (510) 587-6487
11. Who is the helpdesk contact for this application in case of problems? Please provide: ● Name ● E-mail ● Telephone ● Support Hours	Sean Villa-Carlos Sean.Villa-Carlos@ucop.edu (510)987-9379
12. When is the application expected to be up, e.g., 8x5, 7x24, etc?	7/24
13. What are your scheduled maintenance windows?	none
14. What is your InCommon SP entity ID?	UAT : https://serviceNow-uat.ucop.edu/sp Prod: https://serviceNow.ucop.edu/sp
15. What group(s) on each campus are likely to use the application? Staff? Faculty? Students? Affiliates?	Staff
16. Attributes Requested (please specify where each is "Required" or "Desired")	urn:oid:1.3.6.1.4.1.5923.1.1.1.6 'eduPersonPrincipalName' (reqd) urn:oid:2.5.4.4 'sn' (reqd) urn:oid:2.5.4.42 'givenName' (reqd)

	urn:oid:0.9.2342.19200300.100.1.3 'mail' (reqd) urn:oid:2.5.4.20 'telephoneNumber' (opt) urn:oid:2.5.4.12 'title' (opt) urn:oid:0.9.2342.19200300.100.1.10 'manager' (opt) urn:oid:1.2.840.113556.1.2.146 'company' (opt) urn:oid:1.2.840.113556.1.2.141 'department' (opt) It's understood that the "optional" attributes may not be available. Telephone number (if avail) will be used for contact. Other optional items will be treated as informational/free text.
17. What "provisioning" data must be provided to the application in addition to attributes released via Shibboleth? Please attach a file layout if appropriate and describe how this data will be provided.	none
18. Who will be able to see the Shibboleth-provided attribute data provided to your application? For example, Administrators? Users? Public?	Administrators, authenticated users