



## Integration Process

### Lynx Risk Manager

#### Prerequisites

1. Have Lynx Risk Manager version 2.0.0 installed on premise or are using a Lynx hosted instance.
  2. Know the Tenant Name for the Ivanti Service Manager Web Services API
  3. Ensure that the Ivanti Service Manager Web Services API is reachable by the Lynx Risk Manager backend.
  4. Create a user within Ivanti Service Manager having a role with the following minimum requirements:
    - a. View permissions on CI object and all related CI objects
    - b. View permissions on Change object, and Add/Edit permissions for each field if you are going to be utilizing Lynx Risk Manager to create changes within Ivanti Service Manager
    - c. View permissions on Employee object
    - d. View permissions on Incident object
  5. Make note of the role name for the user created in step 4.
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#### Installation Procedure

Within Lynx Risk Manager:

1. Go to Admin -> Config
  2. Flip "Ivanti Integration Enabled" configuration to on
  3. Go to Admin -> Integrations
  4. Press the Edit button
  5. Fill in the all fields keeping in mind case sensitivity.
    - a. Tenant and Domain may be the same values depending on your Ivanti Service Manager's configuration.
    - b. The User Role must exactly match the Role Name under the Roles and Permissions view within Ivanti Service Manager
  6. Press the Save button
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#### Tutorial

##### Import New Subjects from Ivanti

1. Framework -> Data Import -> Ivanti Import
  2. Press the "SHOW IVANTI SUBJECTS" button
  3. Expand the New Subject section
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4. Set the Subject Criticality and Subject Owner
    - a. Either select individual subjects to import into Lynx Risk Manager and press the “ADD SELECTED” button
    - b. Or press the “ADD ALL” button

#### To refresh Subjects imported from Ivanti

1. Framework -> Data Import -> Ivanti Import
2. Press the “SYNC EXISTING SUBJECTS” button

#### To refresh Incidents imported from Ivanti including association with subjects

1. Framework -> Data Import -> Ivanti Import
2. Press the “SYNC INCIDENTS” button

#### To refresh Changes import from Ivanti including association with CI subjects

1. Framework -> Data Import -> Ivanti Import
2. Press the “SYNC CHANGES” button

#### View Changes associated to Ivanti subject

1. Framework -> Subjects
2. Search for or browse to a subject
3. Click on the Changes tab

#### View Incidents associated to Ivanti subject

1. Framework -> Subjects
2. Search for or browse to a subject
3. Click on the Incidents tab

#### Associate Incident with Project

1. While in the Incidents tab on a Subject, select one or more subjects
2. Choose “Add To Project” in the “ACTIONS” drop down
3. Proceed through the select project modal

#### Create Change in Ivanti from Lynx Risk Manager

1. Browse to specific project
  2. Under the “ACTIONS” drop down, select “Create Change”
  3. Select any relevant Scores (the relevant CIs will be associated to the created Change within Ivanti Service Manager)
  4. Select any relevant Incidents (the relevant CIs and Incidents will be associated to the created Change within Ivanti Service Manager)
  5. Populate the fields
  6. Press the “CREATE” button
  7. This newly created Change will be associated to this project and shown within the Change Requests tab
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