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## iTOP Change Mangemnt Readme

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**Version 1.0**

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# 1. Introduction

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***Instructions: Summarize the purpose of the document.***

This document contains all essential information for the user to make full use of the Bot. This manual includes a description of the functions and capabilities and step-by-step procedures for setup & configuration of the Bot.

## 1.1 Overview

It will take all the value from Prompt and will send it to API. After successfully hit of API, Incident will be created.

## 1.2 Common Use cases

Instructions: Generic use cases where this Bot or Digital worker can be reused with.

Example: Create Incident

# 2. Requirements and Prerequisites

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## 1.3 System Requirements

For the PC or server where the bot needs to run:

- RAM: 8GB or higher
- PROCESSOR: Intel Core i5 or higher and equivalent for any other OS
- Hard Disk: Up to 2GB of overall free space in the AA Client installation drive.

Reference below for Enterprise Client & Control Room system requirements.

## 1.4 Prerequisites

- SQL Server
- AA Enterprise Client 11.x
- AA Enterprise Control Room 11.x
- Accounts/License needed –
  - Email Inbox – To receive/send emails
  - AA Enterprise License

## 1.5 Security Measures

There are some security best practice recommendations that you may follow with your DW.

- It is not recommended to provide admin access to the Windows User Account executing the Bots, to avoid unintended access to system files.

- It is recommended to change the Workday account credentials twice or more in a Quarter to ensure data safety.
- It is recommended to change the authorization user name and password.

### 3. Getting Started

#### Installation Hierarchy

Once the bot is downloaded and installed, the installer creates the files in the folder structure as shown below.

Folder Structure	Description
<p>&lt;AA Application Path&gt;</p> <p><b>1. My Tasks</b></p> <p><b>1.1. Bot Store</b></p> <ul style="list-style-type: none"><li>• <b>Error Folder</b><ul style="list-style-type: none"><li>o <b>Logs</b><ul style="list-style-type: none"><li>- Error logs Month-Day-Year Hour Min Sec.txt</li></ul></li><li>o <b>Snapshots</b><ul style="list-style-type: none"><li>- Error Snap Month-Day-Year.png</li></ul></li></ul></li><li>• <b>Input Folder</b></li><li>• <b>My Tasks</b><ul style="list-style-type: none"><li>o iTOPChangeMangement-In2ITTechnologies</li></ul></li></ul>	<p>&lt;AA Application Path&gt; is the location where AA files are stored on your machine</p> <p><b>1. My Tasks</b></p> <p>My Task Folder is the default directory where Bot Files are saved.</p> <p><b>1.1 Bot Store</b></p> <p>Bot Store Folder contains the Bot Name Folder which the installer creates while installation of the Bot.</p> <p>This folder gets created by the installer and contains files and folders needed for the bot execution.</p> <ul style="list-style-type: none"><li>• <b>Error folder</b> is where logs and snapshots of screens will be placed if something goes wrong with the bot during execution</li><li>• <b>Input file is not required. We will take the value from prompt.</b></li><li>• <b>My Tasks</b> folder contains all the Developed Platform Source Code</li></ul>

## Logs

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*In case of Errors, Error Logs & Screenshots are generated within Error.*

- *My Tasks*
- *Bot Store*
- *Error Folder*
- *Logs (Folder)*
- *ErrorLogs.csv*
- *Snapshots (Folder)*
- *ErrorSnapshot.csv*

### **Working Flow of Bot:**

- Enter the Description Value in Prompt and stored in variable.
- Enter the FirstName in prompt and stored in variable.
- Enter the Last Name in prompt and stored in variable.
- Rest API will use.
- In Rest API, we will enter the variable such as Description, First Name, and Last name.
- After successfully hit the API ,change request will be created on iTOP.