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Integration Pack for ServiceNow
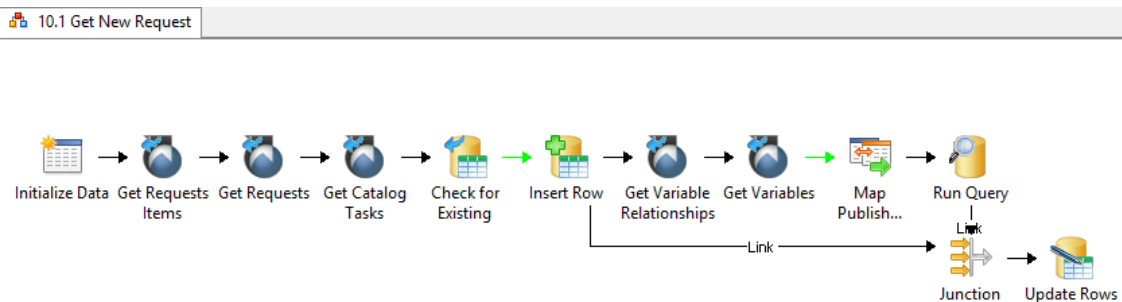
Open Integration and Automation for ServiceNow

T he Integration Pack for ServiceNow is compliant with Microsoft System Center 2012 R2 Orchestrator or System Center 2016 Orchestrator.

ServiceNow provides two integration APIs a SOAP and a REST API. We have two versions of the ServiceNow Integration Pack available; a SOAP and a REST API variant.

The SOAP Integration Pack variant supports ServiceNow versions Fuji, Geneva, Helsinki and Istanbul

The REST Integration Pack variant supports ServiceNow versions Helsinki and Istanbul.

Both variants will continue to be supported and upgraded going forward as new versions of ServiceNow are released.

The Integration Pack variants are two standalone products and as such you use only one or other variant in your Runbooks, migration from SOAP to REST will require a rewrite of any existing Runbooks.

The choice of which variant to use is entirely up to customer choice but the following is a guide to help with selection:

IP Variant	Existing ServiceNow IP User	Require Scripted Web Service Support	What to use ServiceNow REST API	Simplified Installation Configuration
SOAP	✓	✓	✗	✗
REST	✗	✗	✓	✓

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The IPs enable users to create, update, get and delete records in ServiceNow. They deliver a range of re-usable activities to automate IT Functions such as:

Service Desk
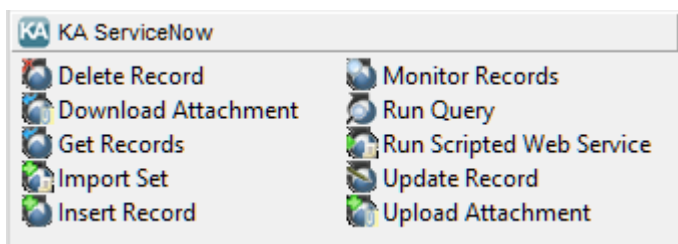Create service records from a wide range of enterprise management tools or custom sources.

Monitor Service Records
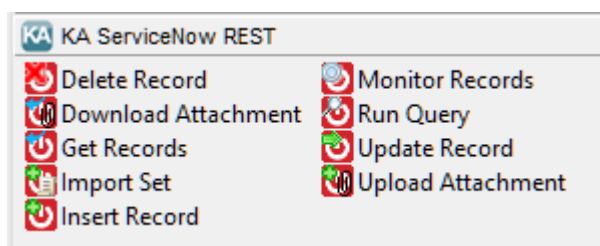Monitor for new or changed service records to automate the diagnostic/remediation process.

Configuration Management
Initiate automated changes and transform and populate data into the ServiceNow CMDB.

IP FOR SERVICENOW SOAP ACTIVITIES

IP FOR SERVICENOW REST ACTIVITIES

IP FOR SERVICENOW ACTIVITIES

Delete Record	Remove a record from a ServiceNow table
Download Attachment	Download all attachments associated with a ServiceNow record
Get Records	Retrieve Records from ServiceNow table using defined filter criteria
Import Set	Insert a record into an Import Set Table
Insert Record	Insert a new record into a Service Now table
Monitor Records	Trigger a Runbook when new ServiceNow records are inserted and/or existing records are updated, according to defined filter criteria
Run Query	Retrieve Records from a ServiceNow table using a ServiceNow encoded query strings
Update Record	Update one or more fields of an existing ServiceNow record
Upload Attachment	Upload a file attachment to an existing ServiceNow record
Run Scripted Web Service (Available in the SOAP IP Only)	Run a scripted web service

K elverion are a Microsoft System Center and Cloud Partner who offer Integration Packs and Tools to enhance System Center Orchestrator and Azure Automation and deliver System Center implementation services.
Find out more at http://www.kelverion.com

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