ServiceNow connector

Connects to a ServiceNow instance to import basic inventory data into SLA Platform.

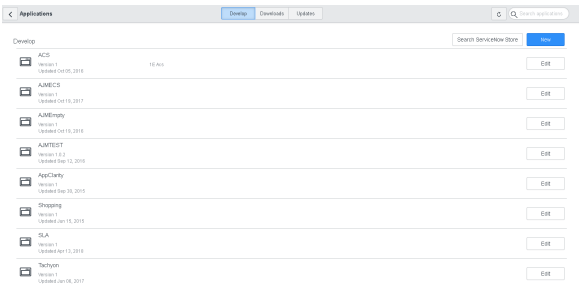
The SLA Platform ServiceNow connector is compatible with the ServiceNow Jakarta release.

Before adding a new ServiceNow connector, you will need the following:

- A ServiceNow application, with defined tables populated with data
- A ServiceNow user with read rights on application scope

On this page:

Create an application in your ServiceNow instance



1. Create a new application in ServiceNow, and configure the application scope.
2. Under the new application, create tables with fields using the schema shown below under: Table fields
3. Map / populate inventory data in these table fields.

ServiceNow connector configuration

To add the connector:

1. In **Connector name**, enter a unique name for this connector.

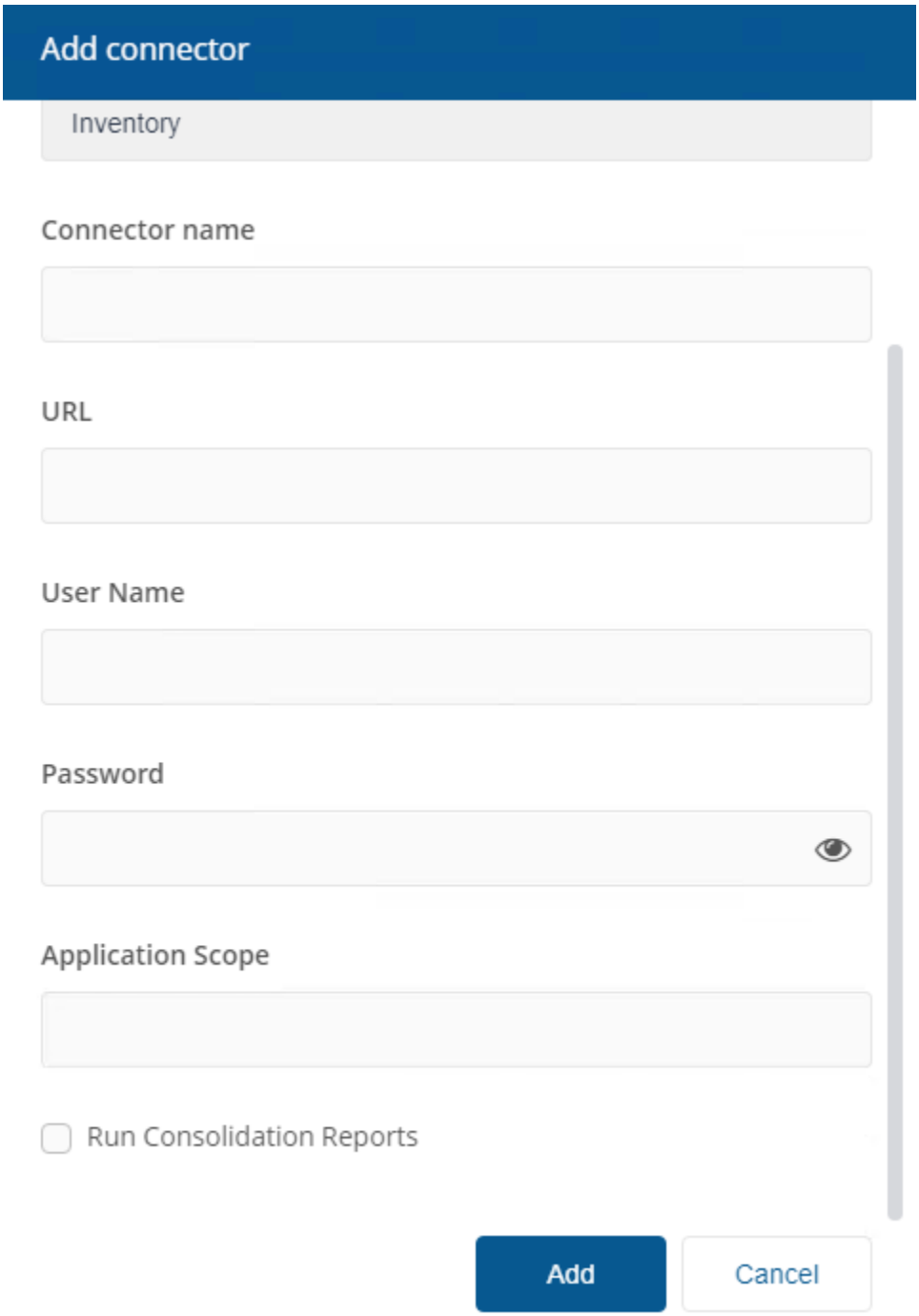
   > You should use a naming convention for connector names:
   >
   > <connector type> <scope> <RCR>
   >
   > **Scope** describes where data is coming from or what it's being used for. For example Demo, Test, Lab, Q2 Audit.

2. In **URL**, enter location of ServiceNow.
3. In **User Name**, enter the name of the account you want to use to connect to Tachyon.
4. In **Password**, enter the password for this account.
5. In **Application Scope**, enter the scope being used in ServiceNow
6. Check the **Run Consolidation Reports** checkbox if you want consolidation actions to be processed each time the **Sync Data** action is executed for the connector.

   This can lead to unnecessary processing if you enable this on more than one connector. The recommended method of processing consolidation actions is to schedule the action **Generate Report - Basic Inventory Consolidation** to execute after the **Sync Data** actions have run for all connectors. This will execute the remaining consolidation actions. Alternatively check the **Run Consolidation Reports** checkbox on one of your connectors. You can view action processes in **Setti ngsProcess log** .
7. Click **Add**.

After adding the connector, please refer to:

- Connectors page: Test a connector - to test the connector configuration
- Connectors page: Execute a connector sync action - to actually sync data into a repository
- Connectors page: Delete a connector



ServiceNow Terms Glossary

Application Scope | Application Menu | Field types | Instance | Portal

Term	Definition
Application Scope	An application scope is a logical boundary in ServiceNow which allows restricted access to services inside ServiceNow portal. Anything that you work upon must come under an application scope in ServiceNow. Every instance of ServiceNow comes with a default application scope called “Global” scope. So, any item e.g. incident, request item, variable set etc. that you create will come under the scope of “Global” application scope. For more information, please refer to: https://docs.servicenow.com/bundle/kingston-application-development/page/build/applications/concept/c_ApplicationScope.html.

Application Menu	The application menu forms the main navigational flow of the website. Every top level node in left navigation pane is an application menu e.g. Self-Service, Benchmarks, Guided Setup etc. For more information, please refer to: https://docs.servicenow.com/bundle/kingston-platform-user-interface/page/use/navigation/concept/c_ApplicationNavigation.html.
Field types	ServiceNow database fields support a range of data types. For more information, please refer to: https://docs.servicenow.com/bundle/kingston-platform-administration/page/administer/reference-pages/reference/r_DatabaseFieldTypes.html
Instance	ServiceNow offer cloud instances to its customers, technology partners (vendors) and community developers. You can correlate it to SQL Server database instances which is the core of entire product. Vendor instance is a licensed product which is fully featured instance of ServiceNow having all the capabilities. Developer instances are trial kind of instances with few limitations e.g. they get reclaimed if the instance remains unused for 10 consecutive days.
Portal	Each instance of ServiceNow is managed, configured and controlled through a website (navigation page). The portal can also be used to create self-service requests as well.

Table fields

Device

DeviceIdent	String
ComputerName	String
Vendor	String
Model	String
Serial	String
SocketCount	Int
IsVirtual	Boolean
IsClustered	Boolean
InventoryDate	DateTime
PurchaseDate	DateTime
LastLogonDate	DateTime
DomainName	String
ADSiteName	String
NetbiosName	String
NetbiosDomainName	String

DeviceClassification

DeviceIdent	String
Classification	String

DeviceVirtual

DeviceIdent	String
HostDeviceIdent	String
Technology	String
VMLabel	String
IsHostAffinityEnabled	Boolean
IsCPUAffinityEnabled	Boolean
MaxAssignedCores	Int
CPUPoolName	String
CPUPoolSize	Int

File

FileIdent	String
Name	String
Version	String
Size	Int
Hash	String

MapDeviceFile

DeviceIdent	String
FileIdent	String
LastUsedDate	DateTime
Path	String

MapDeviceOU

DeviceIdent	String
OUIdent	String

MapDeviceSoftware

DeviceIdent	String
SoftwareIdent	String
InstallDate	DateTime
InstanceName	String
IsClustered	Boolean
Path	String
PurchaseDate	DateTime
IsUsed	Boolean
IsPublicFacing	Boolean
LastUsedDate	DateTime

MapDeviceSoftwareUser

DeviceIdent	String
SoftwareIdent	String
UserIdent	String
InstanceName	String
LastLogin	DateTime
IsEnabled	Boolean
InventoryDate	DateTime

MapDeviceUser

DeviceIdent	String
UserIdent	String
LastLogin	DateTime

IsEnabled	Boolean
InventoryDate	DateTime
IsTopConsoleUser	Boolean

MapSoftwareOU

SoftwareIdent	String
OUIdent	String
InstanceName	String

OU

OUIdent	String
Name	String
ParentOUIdent	String
IsExternal	Boolean
Location	String
Department	String

Processor

DeviceIdent	String
Vendor	String
Family	String
Model	String
Name	String
CoreCount	Int
ThreadsPerCore	Int
SpeedMHz	Decimal
InventoryDate	DateTime

Software

SoftwareIdent	String
Vendor	String
Title	String
Version	String
ColloquialVersion	String
Edition	String

User

UserIdent	String
UserName	String
Email	String
FirstName	String
LastName	String
IsExternal	Boolean