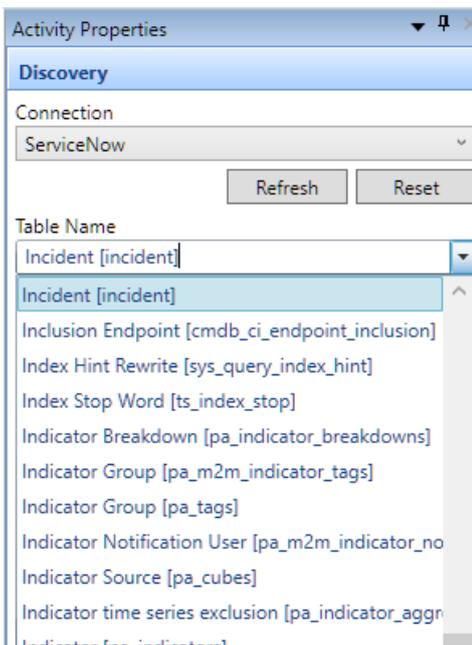# Kelverion

IM for ServiceNow

ServiceNow Smart Discovery Integration for Azure Automation

Integrating with ServiceNow directly via PowerShell requires you to know upfront exactly what Record Type, Table name, Field names and Field values you want to interact with before you can start configuring your ServiceNow API calls.

Of course unless you mumble PowerShell in your sleep you will also need to look up the actual syntax of the API commandlets before you can start.

The Integration Module for ServiceNow provides a set of ready built activities for integrating with ServiceNow from within Azure Automation and the Kelverion Runbook Studio. These are forms driven activities which allow you to define interactions with ServiceNow without having to write any PowerShell code.

When the Integration Module is used from within the Runbook Studio you also get the benefit of the Smart Discovery. You create a Smart Connection to a ServiceNow instance and the IM will query ServiceNow to find out all the Tables in that ServiceNow instance and presents you a list of Table options. You then select a Table and the IM will automatically configure its self to show all the Fields in the Table as a Parameter for the ServiceNow command and the preconfigured value for the Fields where appropriate.

This means you don't need to be an expert on the ServiceNow configuration before you can interact with it because the IM will tell you how the system is configured and then you just configure the activity to achieve the ServiceNow interaction you require.

For example if you want to Select Records from ServiceNow you often what to limit the Records selected to those where the contents of a fields equals a given value. In the IM activity for Select Record there is a filter option and the IM immediately presents you with a list of the fields in the Table you selected to set your filter criteria against.

When done from within the Runbook Studio this is all achieved without writing any PowerShell script.

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The Key capabilities added to your Runbook Studio solution include:

- Automatically builds and executes the necessary ServiceNow interactions without the user having to write or understand PowerShell

- Simplifies Runbook design by automatically mapping Record fields to input properties, filters and published data items

- Prevents errors by controlling access to read-only fields, enforcing mandatory inputs and by providing value browsers for common data types.

- Smart Connections establish a reusable link between the Runbook Studio and a specific ServiceNow instance. You can create as many Smart Connections as you require, specifying links to multiple ServiceNow instances. You can also create multiple Smart Connections to the same ServiceNow instance to allow for differences in security privileges for different user accounts.

IM FOR SERVICENOW ACTIVITIES

Add-ServiceNowAttachmentContent	Uploads an attachment to the specific ServiceNow record
Get-ServiceNowAttachmentContent	Downloads the content BLOB from the specified ServiceNow attachment record
Get-ServiceNowAttachmentInfo	Retrieves information about the attachments associated with the specified ServiceNow record
Get-ServiceNowRecord	Retrieves records from a ServiceNow table
Get-ServiceNowRecordCount	Retrieves the number of records in a ServiceNow table
New-ServiceNowRecord	Inserts a new record into a ServiceNow table
Remove-ServiceNowRecord	Removes the specified record from a ServiceNow table
Set-ServiceNowRecord	Updates the value of one or more fields in the specified ServiceNow record
Import—ServiceNowRecord	Imports a record using a ServiceNow import set

For more information on the Kelverion Integration Module for ServiceNow please contact info@kelverion.com.

K elverion are an established Independent Software Vendor specialising in IT Automation solutions. Kelverion provides software and specialist consultancy solutions for Microsoft Azure and the Microsoft System Center suite.

Find out more at http://www.kelverion.com

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