

# Kelverion

## Integration Pack for ServiceNow

### Open Integration and Automation for ServiceNow

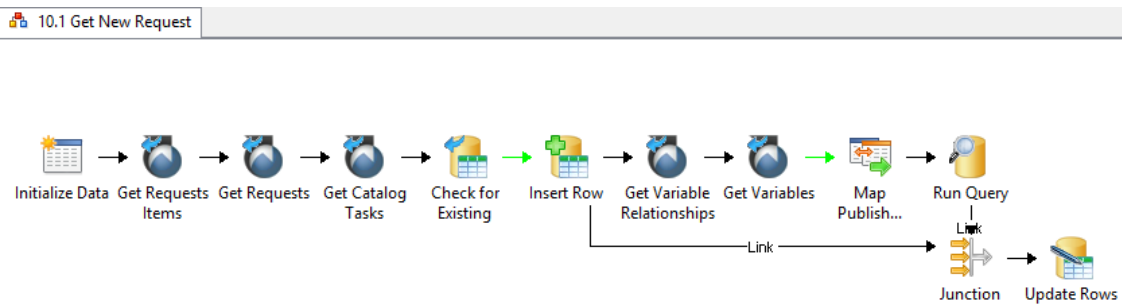
The Integration Pack for ServiceNow is compliant with Microsoft System Center 2012 R2 Orchestrator or System Center 2016 Orchestrator.

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 Jakarta and Kingston.

The REST Integration Pack variant supports ServiceNow versions Jakarta and Kingston.

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.

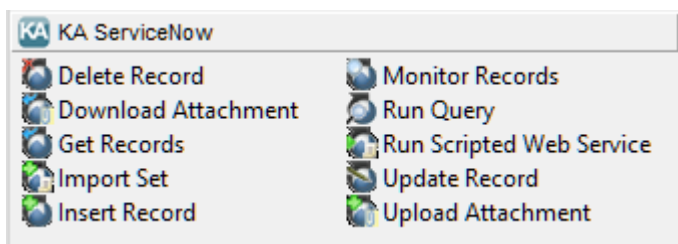
## Monitor Service Records

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

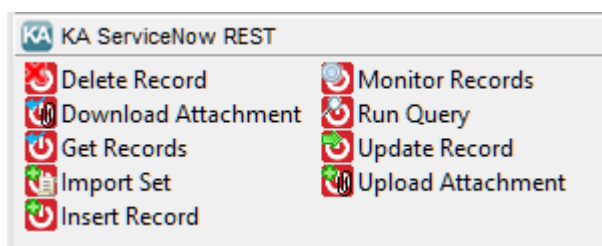
## Configuration Management

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

## IP FOR SERVICE NOW SOAP ACTIVITIES



## IP FOR SERVICE NOW REST ACTIVITIES

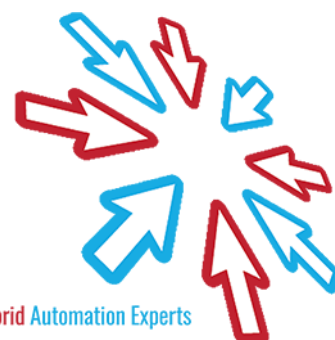


## IP FOR SERVICE NOW ACTIVITIES

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