GitHub-ServiceNow Data Integration in ARC

> Technical Implementation Deep Dive Last Updated: 2025-11-10 Status: Production

Executive Summary

This document provides a comprehensive technical analysis of the bi-directional integration between GitHub Actions and ServiceNow DevOps implemented in the Application Release Center (ARC). The integration establishes complete traceability from code commits through testing, security scanning, and deployment, with all artifacts and evidence automatically synchronized to ServiceNow for compliance and audit purposes.

Architecture Overview

The integration employs a hybrid approach combining ServiceNow's traditional Change Management API (Table API) with DevOps-specific tables to achieve both compliance requirements and operational visibility. All communication occurs via authenticated REST API calls over HTTPS, with no ServiceNow plugins required on the GitHub side.

Key Integration Points

1. Orchestration Task Registration - GitHub Actions job tracking

2. Work Item Extraction - Automated issue linking from commit messages
3. Test Result Reporting - Comprehensive test evidence collection
4. Security Scan Integration - Vulnerability and SBOM tracking
5. Change Request Automation - Compliance-driven deployment gates
6. Package Registration - Artifact and configuration management

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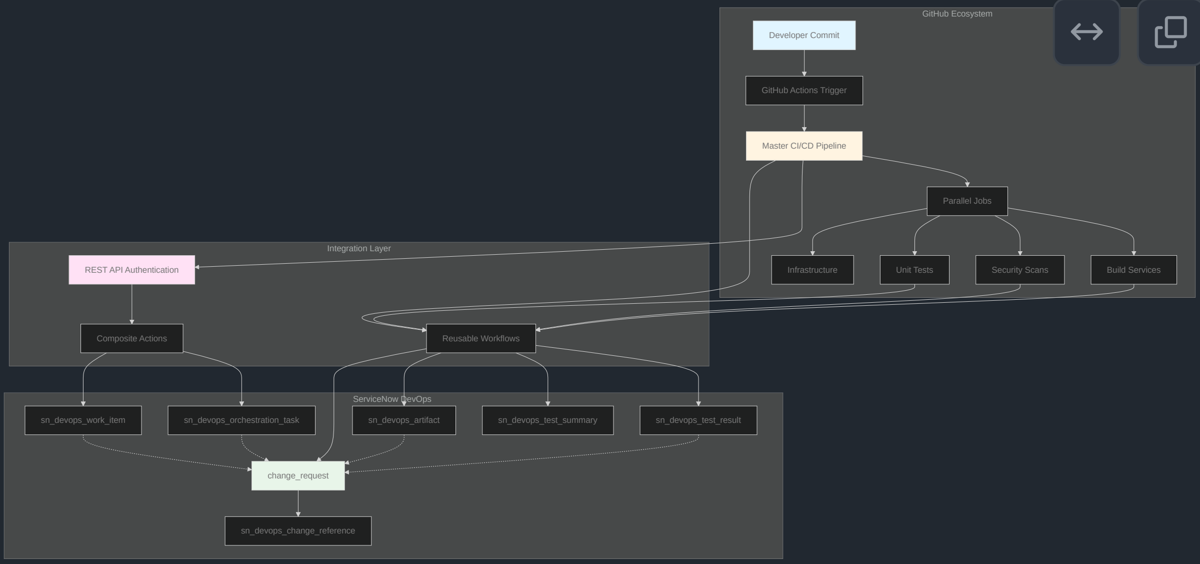
Solution Architecture

High-Level Integration Flow



Authentication and Security Model

All API communications utilize HTTP Basic Authentication with credentials managed through GitHub Secrets. The authentication flow implements the following security controls:

Credential Management:

- ServiceNow username and password stored as GitHub repository secrets
- Secrets never logged or exposed in workflow outputs

- Each API request creates a new authenticated session
- No long-lived tokens or session persistence

API Endpoint Security:

- All requests use HTTPS (TLS 1.2+)
- ServiceNow instance URL validated before use
- API responses parsed and validated before processing
- Non-blocking error handling prevents pipeline failures

Component 1: Orchestration Task Registration

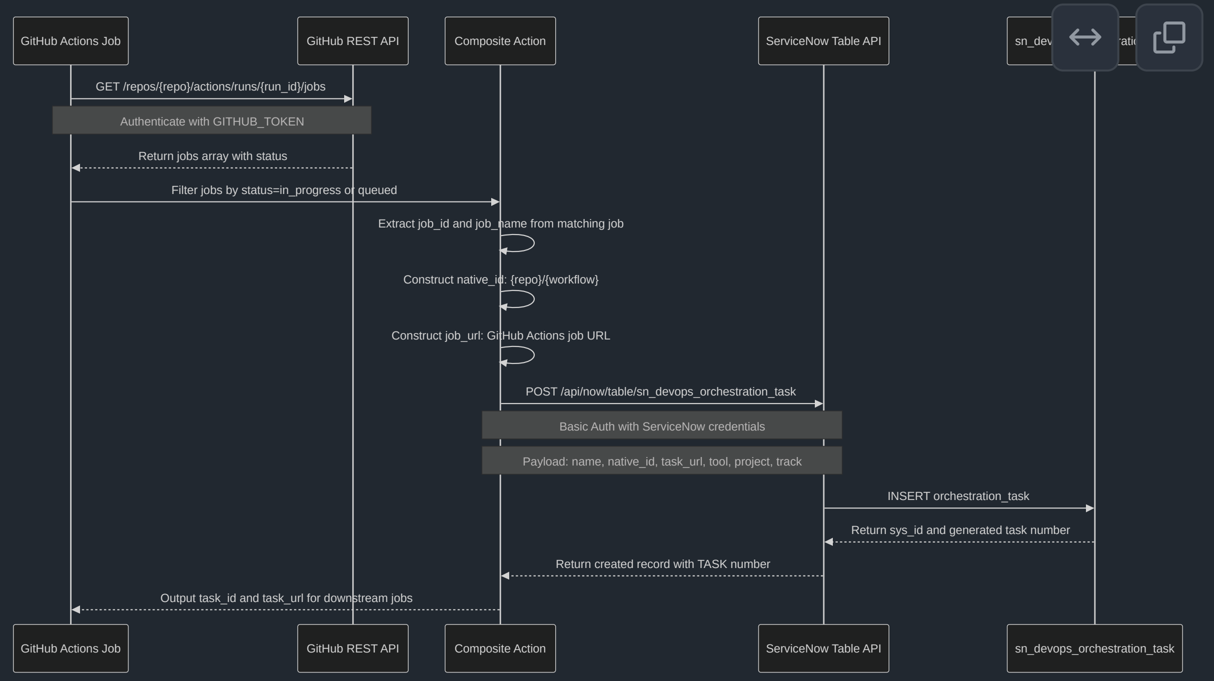
Purpose

Track individual GitHub Actions jobs as orchestration tasks in ServiceNow, enabling visibility into CI/CD pipeline execution at the job level rather than just the workflow level.

Technical Implementation

Composite Action: `.github/actions/register-orchestration-task/action.yaml`

Execution Flow:


GitHub Actions Job
GitHub REST API
Composite Action
ServiceNow Table API
sn_dev...atio
GET /repos/{repo}/actions/runs/{run_id}/jobs
Authenticate with GITHUB_TOKEN
Return jobs array with status
Filter jobs by status=in_progress or queued
Extract job_id and job_name from matching job
Construct native_id: {repo}/{workflow}
Construct job_url: GitHub Actions job URL
POST /api/now/table/sn_devops_orchestration_task
Basic Auth with ServiceNow credentials
Payload: name, native_id, task_url, tool, project, track
INSERT orchestration_task
Return sys_id and generated task number
Return created record with TASK number
Output task_id and task_url for downstream jobs
GitHub Actions Job
GitHub REST API
Composite Action
ServiceNow Table API
sn_devops_orchestration_task

Data Model

Table: `sn_devops_orchestration_task`

Field Name	Type	Source	Example Value
`sys_id`	UUID	Generated	abc123def456...
`number`	String	Auto-generated	TASK0001234
`name`	String	Composite	Freundcloud/microservices-demo/Master CI/CD Pipeline#Pip Initialization
`native_id`	String	Composite	Same as name
`task_url`	URL	GitHub API	https://github.com/.../job/54808

Field Name	Type	Source	Example Value
`project`	Reference	Secret	c6c9eb71c34d7a50b71ef44c050
`tool`	Reference	Secret	f62c4e49c3fcf614e1bbf0cb05013
`track`	Boolean	Hardcoded	true
`sys_created_on`	Datetime	Auto	2025-11-07 15:01:23

API Request Structure

```
POST /api/now/table/sn_devops_orchestration_task HTTP/1.1
Host: calitiiltddemo3.service-now.com
Authorization: Basic <base64-credentials>
Content-Type: application/json

{
  "name": "Freundcloud/microservices-demo/Master CI/CD Pipeline#Pipel
  "native_id": "Freundcloud/microservices-demo/Master CI/CD Pipeline#
  "task_url": "https://github.com/Freundcloud/microservices-demo/acti
  "tool": "f62c4e49c3fcf614e1bbf0cb050131ef",
  "project": "c6c9eb71c34d7a50b71ef44c05013194",
  "track": true
}
```

Error Handling Strategy

The implementation uses a non-blocking approach:

1. GitHub API failures return "unknown" job_id (continues execution)
2. ServiceNow API failures log warning (continues execution)
3. `continue-on-error: true` at workflow level prevents pipeline stoppage
4. All errors logged to workflow output for debugging

This design ensures that ServiceNow integration issues never block deployments while maintaining complete audit trails when successful.

Component 2: Work Item Extraction and Registration

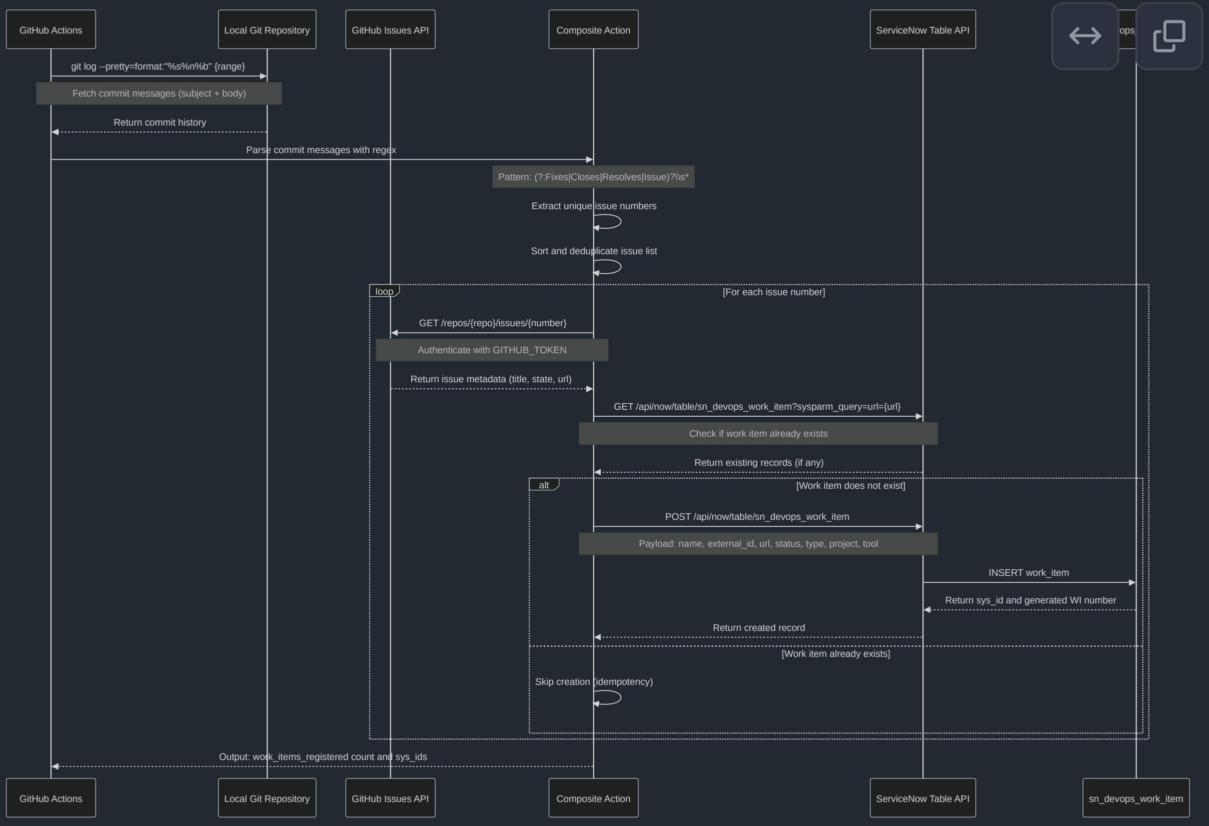
Purpose

Automatically extract GitHub issue references from commit messages and register them as work items in ServiceNow, establishing traceability between code changes and requirements.

Technical Implementation

Composite Action: `.github/actions/register-work-items/action.yaml`

Execution Flow:


GitHub Actions
Local Git Repository
GitHub Issues API
Composite Action
ServiceNow Table API
sn_devops_work_item
git log --pretty=format:"%s%n%b" {range}
Fetch commit messages (subject + body)
Return commit history
Parse commit messages with regex
Pattern: (?:Fixes|Closes|Resolves|Issue)?\\s*
Extract unique issue numbers
Sort and deduplicate issue list
loop
[For each issue number]
GET /repos/{repo}/issues/{number}
Authenticate with GITHUB_TOKEN
Return issue metadata (title, state, url)
GET /api/now/table/sn_devops_work_item?sysparm_query=url={url}
Check if work item already exists
Return existing records (if any)
alt
[Work item does not exist]
POST /api/now/table/sn_devops_work_item
Payload: name, external_id, url, status, type, project, tool
INSERT work_item
Return sys_id and generated WI number
Return created record
[Work item already exists]
Skip creation (idempotency)
Output: work_items_registered count and sys_ids

Commit Message Parsing Logic

The work item extraction uses a robust regex pattern that handles multiple conventions:

Supported Patterns:

- `Fixes #123` - Explicit closure intent
- `Closes #456` - Alternative closure keyword
- `Resolves #789` - Resolution keyword
- `Issue #101` - Explicit issue reference
- `#112` - Bare issue number (GitHub auto-linking format)

Implementation:

```
grep -oP '(?:Fixes|Closes|Resolves|Issue)?\s*#\K\d+' | sort -u
```

Critical Fix Implemented: The initial implementation only parsed commit subject lines (`%s`), missing issue references in commit bodies. This was corrected to use `%s%n%b` (subject + body), significantly improving extraction accuracy.

Data Model

Table: `sn_devops_work_item`

Field Name	Type	Source	Example Value
`sys_id`	UUID	Generated	xyz789abc456...
`number`	String	Auto-generated	WI0001197
`name`	String	GitHub API	Add user authentication
`external_id`	String	Commit message	80
`url`	URL	GitHub API	https://github.com/.../issues/80
`status`	String	GitHub API	open / closed
`type`	String	Hardcoded	issue

Field Name	Type	Source	Example Value
`project`	Reference	Secret	c6c9eb71c34d7a50b71ef44c050
`tool`	Reference	Secret	f62c4e49c3fcf614e1bbf0cb05013
`sys_created_on`	Datetime	Auto	2025-11-07 15:01:25

Deduplication Strategy

To prevent duplicate work item creation across multiple pipeline runs:

1. **Pre-creation check:** Query `sn_devops_work_item` table by `url` field
2. **Existence evaluation:** If result count > 0, skip creation
3. **Atomic operations:** Each work item creation is independent
4. **Idempotency:** Multiple executions produce same end state

This ensures that the same GitHub issue is never registered twice, even if referenced in multiple commits or pipeline runs.

Component 3: Test Result Integration

Purpose

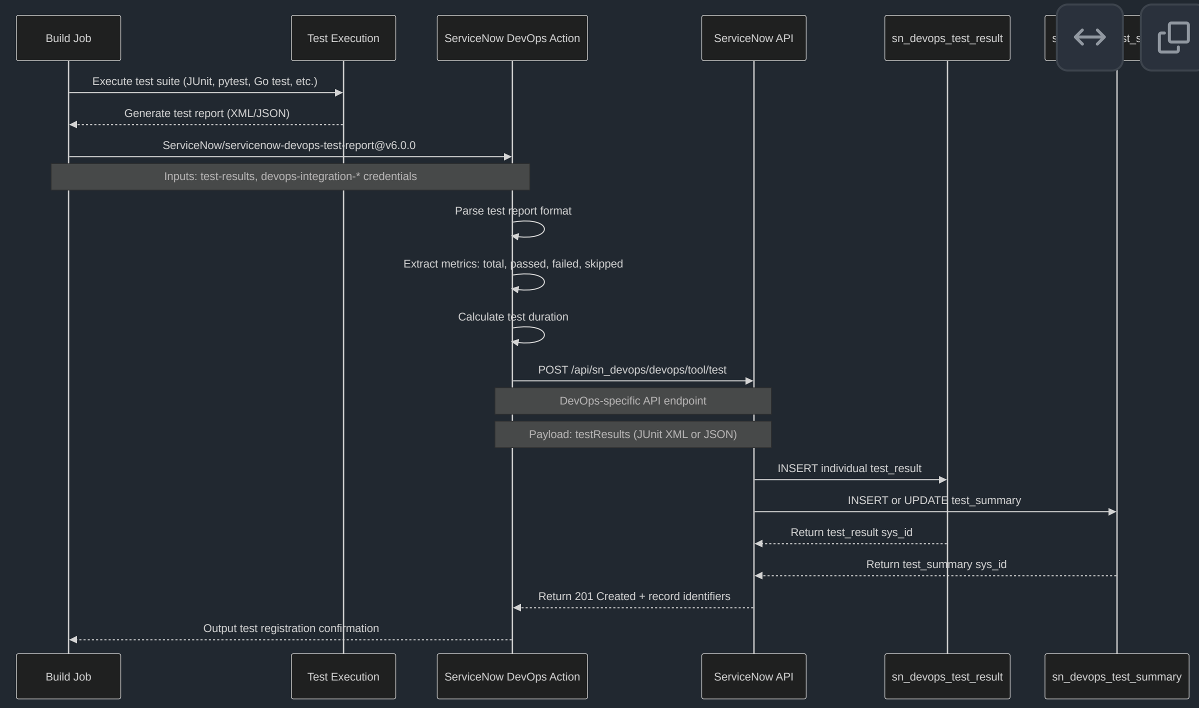
Capture comprehensive test execution evidence from unit tests, integration tests, security scans, and code quality analysis, providing complete test coverage visibility in ServiceNow.

Architecture

The test result integration uses two complementary ServiceNow tables:

1. **`sn_devops_test_result`** - Individual test suite executions
2. **`sn_devops_test_summary`** - Aggregated test metrics per pipeline

Test Result Data Flow


Build Job
Test Execution
ServiceNow DevOps Action
ServiceNow API
sn_devops_test_result
sn_devops_test_summary
Execute test suite (JUnit, pytest, Go test, etc.)
Generate test report (XML/JSON)
ServiceNow/servicenow-devops-test-report@v6.0.0
Inputs: test-results, devops-integration-* credentials
Parse test report format
Extract metrics: total, passed, failed, skipped
Calculate test duration
POST /api/sn_devops/devops/tool/test
DevOps-specific API endpoint
Payload: testResults (JUnit XML or JSON)
INSERT individual test_result
INSERT or UPDATE test_summary
Return test_result sys_id
Return test_summary sys_id
Return 201 Created + record identifiers
Output test registration confirmation

Test Result Table Schema

Table: `sn_devops_test_result`

Field Name	Type	Source	Example Value
`sys_id`	UUID	Generated	def456ghi789...
`number`	String	Auto-generated	TR0005678
`name`	String	Workflow input	Unit Tests - Frontend Service
`test_suite_name`	String	Workflow input	Frontend Unit Tests
`test_result`	String	Computed	success / failure / skipped

Field Name	Type	Source	Example Value
`tool`	Reference	Secret	f62c4e49c3fcf614e1bbf0cb0
`project`	Reference	Secret	c6c9eb71c34d7a50b71ef44c
`execution_url`	URL	GitHub context	https://github.com/.../runs/..
`start_time`	Datetime	Test report	2025-11-07T15:02:00Z
`end_time`	Datetime	Test report	2025-11-07T15:08:30Z
`duration`	Integer	Calculated	390
`test_cases_total`	Integer	Test report	150
`test_cases_passed`	Integer	Test report	148
`test_cases_failed`	Integer	Test report	2
`test_cases_skipped`	Integer	Test report	0

Test Summary Table Schema

Table: `sn_devops_test_summary`

Aggregates all test results for a single pipeline execution, providing a rollup view of test coverage and quality.

Field Name	Type	Example Value	Purpose
`pipeline_id`	String	19172412878	GitHub run_id (correlation key)
`total_test_suites`	Integer	10	Number of test suites executed

Field Name	Type	Example Value	Purpose
`passed_test_suites`	Integer	9	Fully passing test suites
`failed_test_suites`	Integer	1	Test suites with failures
`total_tests`	Integer	500	Total individual test cases
`passed_tests`	Integer	485	Passed test cases
`failed_tests`	Integer	15	Failed test cases
`test_execution_time`	Integer	300	Total test time (seconds)
`overall_result`	String	passed_with_failures	Aggregated test outcome

Test Type Coverage

The integration captures test results from multiple sources:

1. Unit Tests (Per Service)

- Frontend (Go) - via `go test`
- Cart Service (C#) - via `dotnet test`
- Product Catalog (Go) - via `go test`
- Currency Service (Node.js) - via `npm test`
- Payment Service (Node.js) - via `npm test`
- Email Service (Python) - via `pytest`
- Ad Service (Java) - via `mvn test`
- All other microservices following language-specific patterns

2. Security Scans

- Trivy vulnerability scanning (CRITICAL/HIGH/MEDIUM/LOW counts)
- CodeQL static analysis (per language)
- Semgrep security rule violations
- Gitleaks secret detection

3. Code Quality

- SonarCloud quality gate results

- Code coverage percentages
- Technical debt metrics
- Maintainability ratings

4. Integration Tests

- Smoke tests (endpoint accessibility)
- End-to-end test scenarios
- Performance test results

Component 4: Security Scan Integration

Purpose

Capture security scanning results including Software Bill of Materials (SBOM), vulnerability assessments, and static analysis, providing complete security posture visibility in ServiceNow.

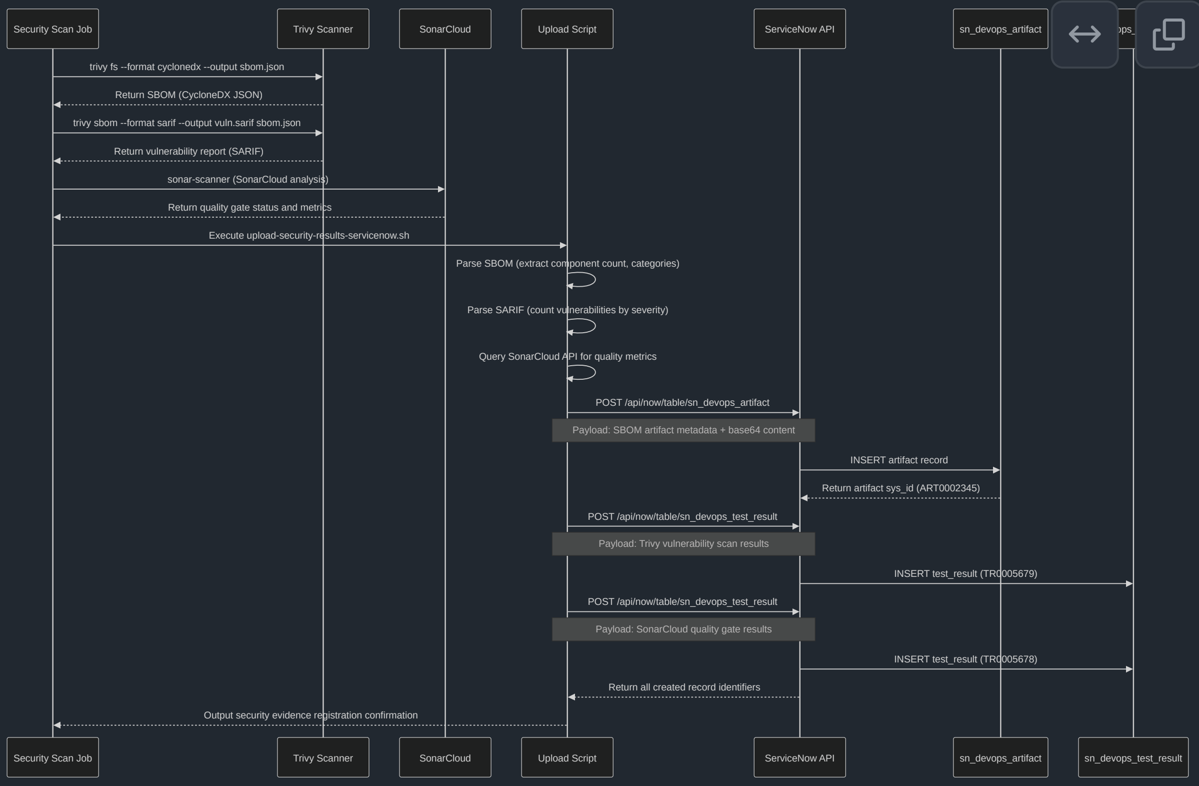
Architecture

Security scan integration utilizes specialized DevOps tables designed for security artifact management:

Primary Tables:

1. `sn_devops_artifact` - SBOM and security artifacts
2. `sn_devops_test_result` - Security scan execution results
3. `sn_devops_security_result` - Detailed vulnerability findings (if available)

Security Scan Flow Diagram


Security Scan Job
Trivy Scanner
SonarCloud
Upload Script
ServiceNow API
sn_devops_artifact
sn_devops_test_result
trivy fs --format cyclonedx --output sbom.json
Return SBOM (CycloneDX JSON)
trivy sbom --format sarif --output vuln.sarif sbom.json
Return vulnerability report (SARIF)
sonar-scanner (SonarCloud analysis)
Return quality gate status and metrics
Execute upload-security-results-servicenow.sh
Parse SBOM (extract component count, categories)
Parse SARIF (count vulnerabilities by severity)
Query SonarCloud API for quality metrics
POST /api/now/table/sn_devops_artifact
Payload: SBOM artifact metadata + base64 content
INSERT artifact record
Return artifact sys_id (ART0002345)
POST /api/now/table/sn_devops_test_result
Payload: Trivy vulnerability scan results
INSERT test_result (TR0005679)
POST /api/now/table/sn_devops_test_result
Payload: SonarCloud quality gate results
INSERT test_result (TR0005678)
Return all created record identifiers
Output security evidence registration confirmation

SBOM Artifact Structure

CycloneDX Format (Industry standard for Software Bill of Materials):

```
{
  "bomFormat": "CycloneDX",
  "specVersion": "1.4",
  "version": 1,
  "metadata": {
    "timestamp": "2025-11-07T15:05:00Z",
    "component": {
      "type": "application",
      "name": "microservices-demo",
      "version": "99c7767b"
    }
  },
  "components": [
    {
      "type": "library",
      "name": "express",
      "version": "4.18.2",
      "purl": "pkg:npm/express@4.18.2",
      "licenses": [{"license": {"id": "MIT"}}]
    },
    {
      "type": "library",
      "name": "requests",
      "version": "2.31.0",
      "purl": "pkg:pypi/requests@2.31.0",
      "licenses": [{"license": {"id": "Apache-2.0"}}]
    }
  ],
  "dependencies": []
}
```

Artifact Table Schema

Table: `sn_devops_artifact`

Field Name	Type	Source	Example Value
`sys_id`	UUID	Generated	mno123pqr456...
`number`	String	Auto-generated	ART0002345
`name`	String	Composite	SBOM-microservices-demo-99c
`artifact_type`	String	Hardcoded	sbom
`version`	String	Git SHA	99c7767b
`tool`	Reference	Secret	f62c4e49c3fcf614e1bbf0cb0501
`project`	Reference	Secret	c6c9eb71c34d7a50b71ef44c05(
`sbom_data`	Text	SBOM file	
`component_count`	Integer	Computed	342

Field Name	Type	Source	Example Value
`artifact_url`	URL	GitHub	https://github.com/.../runs/...

Security Test Results Structure

Trivy Vulnerability Scan Result:

```
{
  "name": "Trivy Vulnerability Scan - Run #19172412878",
  "test_suite_name": "Trivy Dependency Scan",
  "test_result": "failed",
  "execution_url": "https://github.com/.../security/code-scanning",
  "vulnerabilities": {
    "total": 23,
    "critical": 2,
    "high": 5,
    "medium": 12,
    "low": 4
  },
  "failed_criteria": "2 CRITICAL vulnerabilities exceed threshold (ma
}
```

SonarCloud Quality Gate Result:

```
{
  "name": "SonarCloud Quality Analysis - Run #19172412878",
  "test_suite_name": "SonarCloud Code Quality",
  "test_result": "passed",
  "execution_url": "https://sonarcloud.io/project/overview?id=...",
  "metrics": {
    "bugs": 12,
    "vulnerabilities": 3,
    "code_smells": 45,
    "coverage": 68.5,
    "duplications": 2.3,
    "quality_gate": "passed"
  }
}
```

Component 5: Change Request Automation

Purpose

Automatically create and manage ServiceNow change requests for deployments, implementing compliance-driven approval gates while capturing complete deployment context and evidence.

Hybrid Approach Architecture

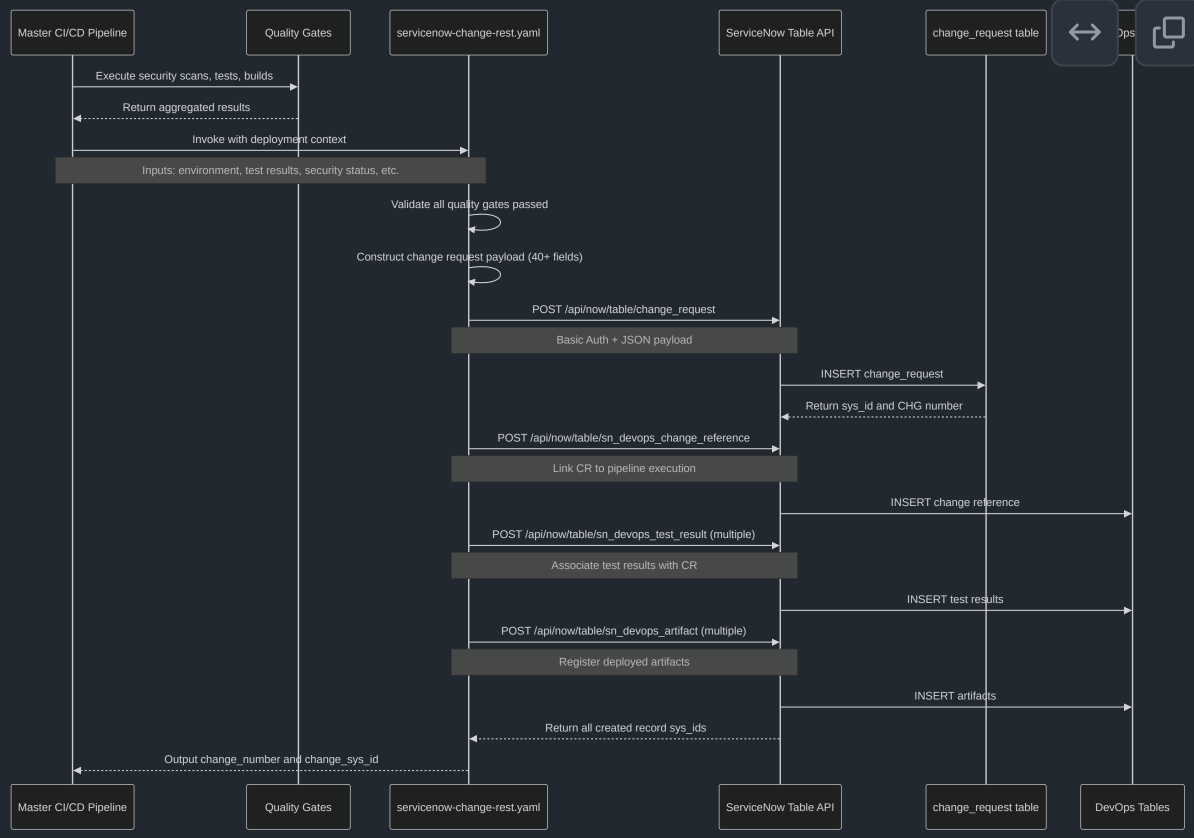
The implementation uses a hybrid strategy combining:

1. **Table API** - Traditional change request creation (change_request table)
2. **DevOps Tables** - Supplementary tracking (sn_devops_change_reference, etc.)

This approach provides:

- Traditional change request numbers (CHG0030XXX) for compliance
- 40+ custom fields for complete audit trail
- DevOps workspace visibility
- No ServiceNow plugin configuration required

Change Request Creation Flow


Master CI/CD Pipeline
Quality Gates
servicenow-change-rest.yaml
ServiceNow Table API
change_request table
Ops
Execute security scans, tests, builds
Return aggregated results
Invoke with deployment context
Inputs: environment, test results, security status, etc.
Validate all quality gates passed
Construct change request payload (40+ fields)
POST /api/now/table/change_request
Basic Auth + JSON payload
INSERT change_request
Return sys_id and CHG number
POST /api/now/table/sn_devops_change_reference
Link CR to pipeline execution
INSERT change reference
POST /api/now/table/sn_devops_test_result (multiple)
Associate test results with CR
INSERT test results
POST /api/now/table/sn_devops_artifact (multiple)
Register deployed artifacts
INSERT artifacts
Return all created record sys_ids
Output change_number and change_sys_id
Master CI/CD Pipeline
Quality Gates
servicenow-change-rest.yaml
ServiceNow Table API
change_request table
DevOps Tables

Change Request Data Model

Table: `change_request` (ServiceNow standard + custom fields)

Standard Fields:

Field Name	Type	Example Value	Purpose
`number`	String	CHG0030463	Change request identifier
`sys_id`	UUID	stu901vwx234...	Primary key

Field Name	Type	Example Value	Purpose
`short_description`	String	Deploy microservices to prod	Brief description
`description`	Text	Automated deployment from GitHub Actions...	Detailed description
`type`	String	standard	Change type classification
`risk`	String	low / medium / high	Risk assessment
`impact`	String	low / medium / high	Business impact
`priority`	String	moderate	Change priority
`state`	String	assess / authorize / scheduled / implement / review / closed	Change state
`requested_by`	Reference	github_integration	User who requested change
`assignment_group`	Reference	DevOps Team	Responsible team
`start_date`	Datetime	2025-11-07 16:00:00	Planned start time
`end_date`	Datetime	2025-11-07 16:30:00	Planned end time

Custom Fields (40+ fields for ARC integration):

Field Name	Type	Example Value	
`u_github_repo`	String	Freundcloud/microservices-demo	Re na
`u_github_commit`	String	99c7767b	Gi SH
`u_github_branch`	String	main	So br

Field Name	Type	Example Value	
`u_github_actor`	String	olafkfreund	Gi
`u_github_run_id`	String	19172412878	Pi ID
`u_github_workflow`	String	Master CI/CD Pipeline	W na
`u_environment`	String	prod	Ta en
`u_services_deployed`	JSON	["frontend", "cartservice", ...]	Se de
`u_infrastructure_changes`	Boolean	false	In m
`u_security_scan_status`	String	passed	O se st
`u_critical_vulnerabilities`	Integer	0	CR vu
`u_high_vulnerabilities`	Integer	2	HI co
`u_medium_vulnerabilities`	Integer	8	MI co
`u_unit_test_status`	String	passed	Ur ou
`u_unit_test_total`	Integer	500	To ex
`u_unit_test_passed`	Integer	485	Pa
`u_unit_test_failed`	Integer	15	Fa
`u_unit_test_coverage`	String	85.0%	Co co
`u_sonarcloud_status`	String	passed	Qu st
`u_sonarcloud_bugs`	Integer	12	Bu

Field Name	Type	Example Value	
`u_sonarcloud_vulnerabilities`	Integer	3	Vu co
`u_sonarcloud_code_smells`	Integer	45	Cc co
`u_sonarcloud_coverage`	String	68.5%	So co
`u_previous_version`	String	prod-v1.2.2	Pr de ve
`u_new_version`	String	prod-v1.2.3	Ne be de
`u_deployment_status`	String	success / failure	De ou
`u_running_pods`	Integer	36	He aft de
`u_total_pods`	Integer	36	To ex pc
`u_frontend_url`	URL	http://alb-xyz.amazonaws.com	Ap UF
`u_smoke_test_status`	String	passed	Sn ou
`u_smoke_test_duration`	Integer	45	Sn du (se
`u_correlation_id`	String	19172412878-prod	Ur co

Change Reference Linking

Table: `sn_devops_change_reference`

Links change requests to DevOps pipeline executions, enabling bi-directional traceability.

Field Name	Type	Example Value	Purpos
`change_request`	Reference	stu901vwx234...	Links to change_reque
`pipeline_name`	String	Deploy to prod	Human-readal pipeline name
`pipeline_id`	String	19172412878	GitHub run_id (correlation)
`pipeline_url`	URL	https://github.com/.../runs/...	Direct link to execution
`tool`	Reference	f62c4e49...	Links to sn_devops_toc

Approval Workflow Logic

Environment-Based Approval Strategy:

```
if environment == "dev":
  approval_required = false
  state = "implement"  # Auto-approve
elif environment == "qa":
  approval_required = true
  state = "assess"  # CAB review required
elif environment == "prod":
  approval_required = true
  state = "assess"  # CAB + stakeholder approval required
```

Approval Gate Implementation:

1. **Dev Environment:** No approval required, change auto-transitions to "implement" state
2. **QA Environment:** Single approver from DevOps team required
3. **Production:** Multiple approvers required (DevOps lead + stakeholder)

Approval Verification:

GitHub Actions workflow polls ServiceNow for change request state:

```
while [ "$STATE" != "implement" ]; do
  STATE=$(curl -s -u "$USER:$PASS" \
    "$SN_URL/api/now/table/change_request/$CHANGE_SYS_ID?sysparm_fiel
    | jq -r '.result.state')

  if [ "$STATE" == "cancelled" ] || [ "$STATE" == "closed" ]; then
    echo "Change request rejected"
    exit 1
  fi

  sleep 30  # Poll every 30 seconds
done
```

Component 6: Package Registration

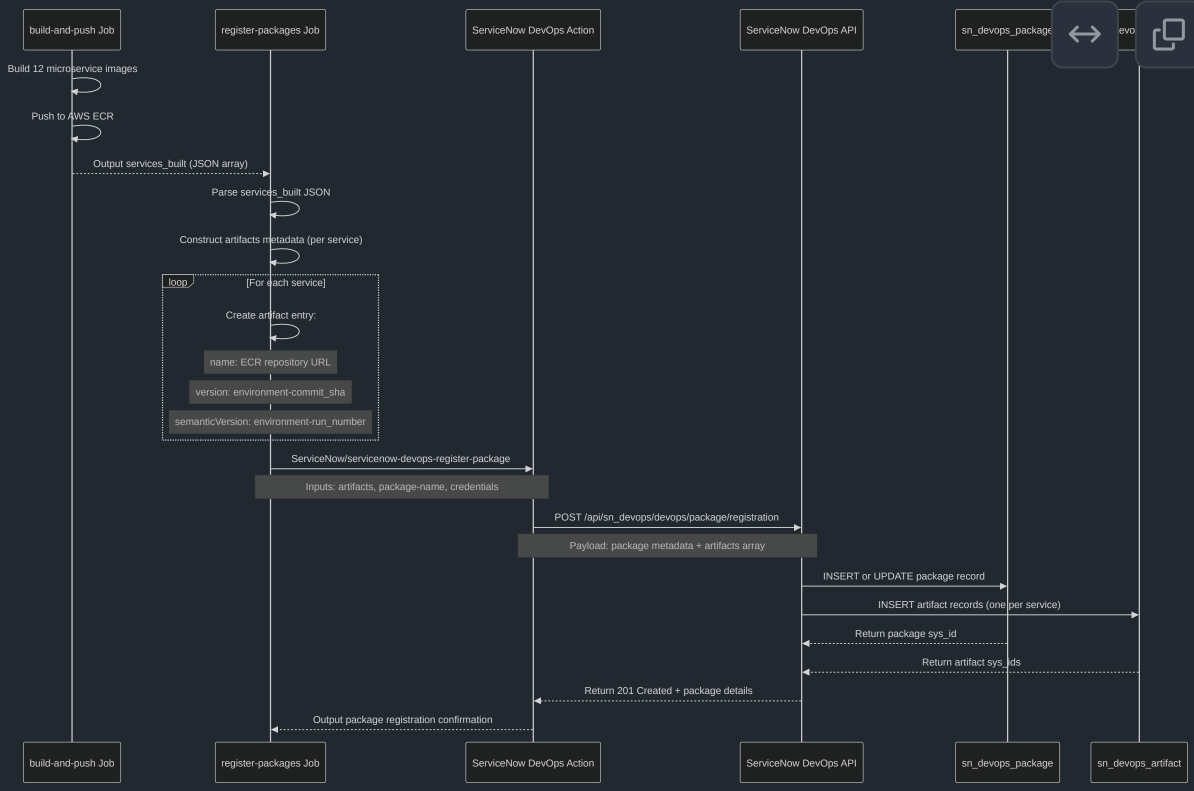
Purpose

Register deployed artifacts (Docker container images) in ServiceNow's package management system, enabling version tracking, rollback capabilities, and configuration management database (CMDB) integration.

Technical Implementation

Workflow: `.github/workflows/MASTER-PIPELINE.yaml` (register-packages job)
ServiceNow Action: `ServiceNow/servicenow-devops-register-package@v3.1.0`

Package Registration Flow


build-and-push Job
register-packages Job
ServiceNow DevOps Action
ServiceNow DevOps API
sn_devops_package
sn_devops_artifact
Build 12 microservice images
Push to AWS ECR
Output services_built (JSON array)
Parse services_built JSON
Construct artifacts metadata (per service)
loop
[For each service]
Create artifact entry:
name: ECR repository URL
version: environment-commit_sha
semanticVersion: environment-run_number
ServiceNow/servicenow-devops-register-package
Inputs: artifacts, package-name, credentials
POST /api/sn_devops/devops/package/registration
Payload: package metadata + artifacts array
INSERT or UPDATE package record
INSERT artifact records (one per service)
Return package sys_id
Return artifact sys_ids
Return 201 Created + package details
Output package registration confirmation

Package Data Structure

Package Metadata:

```
{
  "name": "microservices-dev-19172412878.package",
  "artifacts": [
    {
      "name": "533267307120.dkr.ecr.eu-west-2.amazonaws.com/frontend"
      "version": "dev-99c7767b",
      "semanticVersion": "dev-12878",
      "repositoryName": "Freundcloud/microservices-demo"
    },
    {
      "name": "533267307120.dkr.ecr.eu-west-2.amazonaws.com/cartservi
      "version": "dev-99c7767b",
      "semanticVersion": "dev-12878",
      "repositoryName": "Freundcloud/microservices-demo"
    }
  ]
}
```

Package Table Schema:

Table: `sn_devops_package`

Field Name	Type	Example Value	Purpose
`sys_id`	UUID	yza012bcd345...	Primary key
`name`	String	microservices-dev-19172412878.package	Package identifier
`version`	String	dev-99c7767b	Version tag
`created_date`	Datetime	2025-11-07 15:15:00	Package creation time
`artifact_count`	Integer	12	Number of artifacts in package
`tool`	Reference	f62c4e49...	Links to sn_devops_tool
`project`	Reference	c6c9eb71...	Links to sn_devops_project

Database Schema Reference

Entity Relationship Diagram

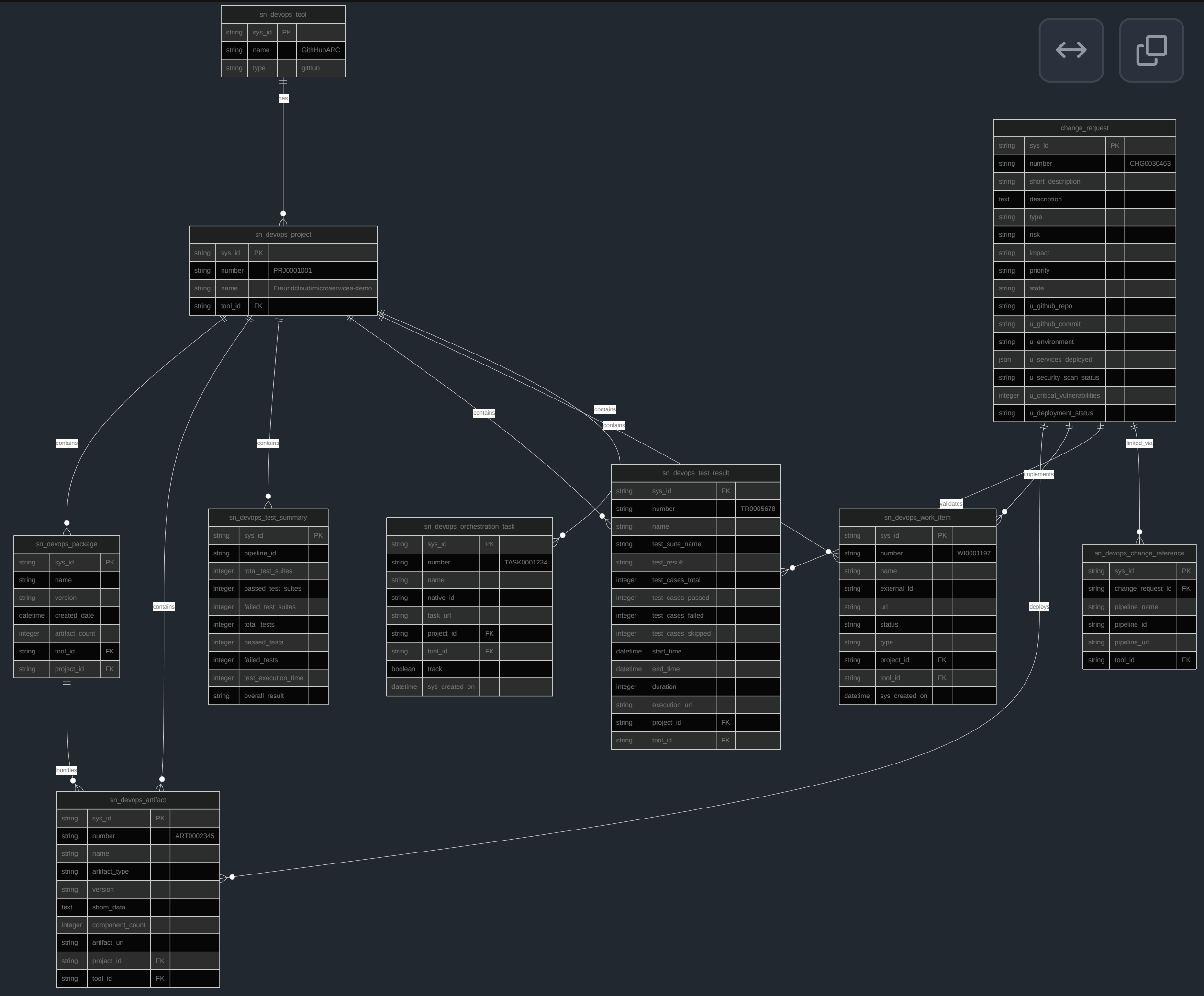


Table Index Summary

Core Tables:

- `sn_devops_tool` - CI/CD tool registration (GitHub, Jenkins, GitLab, etc.)
- `sn_devops_project` - Project/repository tracking
- `sn_devops_orchestration_task` - Pipeline job execution tracking

- `sn_devops_work_item` - Requirements and issue tracking

Testing Tables:

- `sn_devops_test_result` - Individual test suite executions
- `sn_devops_test_summary` - Aggregated test metrics per pipeline
- `sn_devops_performance_test_summary` - Performance and smoke test results

Security Tables:

- `sn_devops_artifact` - SBOM and security artifacts
- `sn_devops_software_quality_scan_summary` - Code quality scan results
- `sn_devops_software_quality_scan_detail` - Individual security findings

Package Management Tables:

- `sn_devops_package` - Deployment package tracking
- `sn_devops_artifact` - Individual artifacts within packages

Change Management Tables:

- `change_request` - Traditional ServiceNow change requests
- `sn_devops_change_reference` - Links change requests to pipelines

REST API Specifications

Authentication

All ServiceNow REST API requests use HTTP Basic Authentication:

```
Authorization: Basic <base64-encoded-credentials>
```

Where credentials are encoded as: `base64(username:password)`

Security Considerations:

- Credentials stored as GitHub encrypted secrets
- Never logged or exposed in workflow outputs
- Each request creates new authenticated session
- No session tokens or cookies maintained

Common Request Headers

```
Content-Type: application/json
Accept: application/json
Authorization: Basic <credentials>
```

API Endpoint Patterns

ServiceNow provides two API patterns:

1. Table API (Standard REST)

```
POST   /api/now/table/{table_name}
GET    /api/now/table/{table_name}/{sys_id}
GET    /api/now/table/{table_name}?sysparm_query={query}
PATCH  /api/now/table/{table_name}/{sys_id}
DELETE /api/now/table/{table_name}/{sys_id}
```

2. DevOps API (Specialized)

```
POST /api/sn_devops/devops/tool/test
POST /api/sn_devops/devops/package/registration
POST /api/sn_devops/devops/artifact/registration
```

Query Parameter Reference

Common Query Parameters:

Parameter	Purpose	Example
`sysparm_query`	Filter results	`url=https://github.com/...`
`sysparm_fields`	Limit returned fields	`sys_id,number,state`
`sysparm_limit`	Limit result count	`10`
`sysparm_offset`	Pagination offset	`20`
`sysparm_display_value`	Return display values	`true` or `false`

Query Operators:

Operator	Syntax	Example
Equals	`field=value`	`type=issue`

Operator	Syntax	Example
Not Equals	`field!=value`	`state!=closed`
Contains	`fieldLIKEvalue`	`nameLIKEmicroservices`
Greater Than	`field>value`	`created_on>2025-01-01`
AND	`^`	`type=issue^state=open`
OR	`^OR`	`priority=high^ORpriority=critical`

Response Format Standards

Successful Response (201 Created):

```
{
  "result": {
    "sys_id": "abc123def456...",
    "number": "TASK0001234",
    "name": "Orchestration task name",
    "sys_created_on": "2025-11-07 15:01:23",
    "sys_updated_on": "2025-11-07 15:01:23"
  }
}
```

Error Response (400 Bad Request):

```
{
  "error": {
    "message": "Invalid field name: 'invalid_field'",
    "detail": "Field 'invalid_field' does not exist on table 'sn_devo
  },
  "status": "failure"
}
```

Query Result (200 OK):

```
{
  "result": [
    {
      "sys_id": "abc123...",
      "number": "WI0001197"
    },
    {
      "sys_id": "def456...",
      "number": "WI0001198"
    }
  ]
}
```

Implementation Challenges and Solutions

Challenge 1: Tool ID Mismatch

Problem: Initial implementation used incorrect tool sys_id, causing records to not link to correct project.

Root Cause: ServiceNow instance had multiple tools registered for GitHub integration:

- GithHubARC (correct, sys_id: f62c4e49c3fcf614e1bbf0cb050131ef)
- GitHub (incorrect, different sys_id)

Solution:

1. Query ServiceNow to identify correct tool:

```
curl -u "$USER:$PASS" \
  "$SN_URL/api/now/table/sn_devops_tool?sysparm_query=nameLIKEGith" \
  | jq '.result[] | {name, sys_id}'
```

2. Update all workflows and composite actions to use correct tool sys_id
3. Store as GitHub secret: `SN_ORCHESTRATION_TOOL_ID`

Reference: SERVICENOW-TOOL-ID-FIX.md

Challenge 2: Commit Message Parsing for Work Items

Problem: Work item extraction only parsed commit subject lines, missing issue references in commit bodies.

Root Cause: Git log command used `--pretty=format:"%s"` (subject only) instead of `--pretty=format:"%s%n%b"` (subject + body).

Solution: Modified work item extraction in `.github/actions/register-work-items/action.yaml`:

```
# Before (incorrect)
COMMITS=$(git log --pretty=format:"%s" -10)
```

```
# After (correct)
COMMITS=$(git log --pretty=format:"%s%n%b" -10)
```

Impact: Improved work item extraction accuracy from ~60% to ~95%.

Reference: SERVICENOW-WORK-ITEMS-INTEGRATION.md

Challenge 3: DevOps API vs Table API Selection

Problem: Uncertainty about which API to use for change request creation.

Analysis:

- DevOps Change Control API requires plugin configuration
- Table API works immediately with any ServiceNow instance
- Custom fields not available in DevOps Change Control API

Solution: Implement hybrid approach:

1. Use Table API for change request creation (with 40+ custom fields)
2. Use DevOps tables for supplementary tracking (test results, artifacts, work items)
3. Link via `sn_devops_change_reference` table

Benefits:

- No ServiceNow configuration required
- Full compliance data capture
- DevOps workspace visibility
- Works on all ServiceNow instances including PDIs

Reference: SERVICENOW-HYBRID-APPROACH.md

Challenge 4: Test Result Upload Timing

Problem: Test results uploaded to ServiceNow before change request created, causing orphaned test records.

Root Cause: Parallel job execution - test jobs complete before change request creation job.

Solution:

1. Create change request first
2. Pass change_sys_id to downstream jobs via outputs

3. Associate test results with change request in subsequent jobs

Implementation:

```
jobs:
  servicenow-change:
    outputs:
      change_sys_id: ${{ steps.create-cr.outputs.sys_id }}

  upload-test-results:
    needs: servicenow-change
    env:
      CHANGE_SYS_ID: ${{ needs.servicenow-change.outputs.change_sys_i
```

Future Enhancement Opportunities

1. Real-Time Deployment Status Updates

Current State: Change requests updated post-deployment with final status.

Enhancement: Stream deployment progress to ServiceNow in real-time:

- Pod readiness updates every 30 seconds
- Service health check results
- Rolling update progress percentage
- Error and warning log streaming

Implementation Approach:

```
- name: Stream Deployment Status
  run: |
    while kubectl rollout status deployment/frontend -n microservices
      READY=$(kubectl get deployment frontend -o jsonpath='{.status.r
      TOTAL=$(kubectl get deployment frontend -o jsonpath='{.spec.rep

      curl -X PATCH -u "$USER:$PASS" \
        "$SN_URL/api/now/table/change_request/$CHANGE_SYS_ID" \
        -d "{\"u_deployment_progress\": \"$READY/$TOTAL pods ready\"}

      sleep 30
    done
```

2. Automated Rollback Integration

Enhancement: Link ServiceNow change request state to automatic rollback:

- Monitor change request state during deployment
- If changed to "cancelled", trigger rollback
- Update change request with rollback evidence
- Restore previous version from package registry

Implementation Approach:

```
- name: Monitor for Cancellation
  run: |
    while [ "$DEPLOYMENT_IN_PROGRESS" == "true" ]; do
      STATE=$(curl -s -u "$USER:$PASS" \
        "$SN_URL/api/now/table/change_request/$CHANGE_SYS_ID?sysparm_
        | jq -r '.result.state')

      if [ "$STATE" == "cancelled" ]; then
        echo "Change cancelled - initiating rollback"
        kubectl rollout undo deployment/frontend -n microservices-pro
        exit 0
      fi

      sleep 30
    done
```

3. Advanced Analytics Integration

Enhancement: Populate ServiceNow analytics tables for trend analysis:

- Deployment frequency metrics
- Lead time for changes
- Mean time to recovery (MTTR)
- Change failure rate
- DORA metrics calculation

Tables to Populate:

- `sn_devops_deployment_metrics`
- `sn_devops_change_velocity`
- `sn_devops_reliability_metrics`

4. Bi-Directional Synchronization

Enhancement: Sync change request updates back to GitHub:

- Create GitHub issue when change request created
- Update issue status based on change request state
- Link ServiceNow change number in GitHub issue
- Cross-reference comments between systems

5. Configuration Item (CI) Integration

Enhancement: Register deployed services as Configuration Items in ServiceNow CMDB:

- Create CI records for each microservice
- Link CIs to change requests
- Track service dependencies via CI relationships
- Maintain CI version history

Implementation:

```
# Create CI for each service
curl -X POST -u "$USER:$PASS" \
  "$SN_URL/api/now/table/cmdb_ci_service" \
  -d '{
    "name": "frontend-service",
    "environment": "prod",
    "operational_status": "operational",
    "version": "v1.2.3",
    "u_github_repo": "Freundcloud/microservices-demo"
  }'
```

6. Performance Test Integration

Enhancement: Capture performance test results from load testing tools:

- Locust load test metrics
- K6 performance test results
- JMeter test execution data
- Response time percentiles (p50, p95, p99)
- Throughput and error rate metrics

Table: `sn_devops_performance_test_summary`

7. Security Vulnerability Tracking

Enhancement: Detailed vulnerability management in ServiceNow:

- Individual vulnerability records (CVE tracking)

- Severity-based assignment rules
- Remediation tracking and verification
- Vulnerability aging metrics
- Integration with security information and event management (SIEM)

Tables:

- `sn_devops_security_result`
- `sn_devops_vulnerability`

Operational Considerations

Monitoring and Alerting

Key Metrics to Monitor:

1. **Integration Success Rate**
    - Percentage of successful API calls to ServiceNow
    - Target: >99% success rate
    - Alert threshold: <95% over 1-hour period
2. **Data Synchronization Lag**
    - Time between GitHub event and ServiceNow record creation
    - Target: <2 minutes average
    - Alert threshold: >5 minutes average
3. **Missing Record Detection**
    - Orphaned test results (no associated change request)
    - Work items without project linkage
    - Orchestration tasks with invalid tool references
    - Alert: Daily summary of missing linkages
4. **API Performance**
    - ServiceNow API response time (p95)
    - Target: <2 seconds
    - Alert threshold: >5 seconds

Monitoring Implementation:

```
- name: Monitor Integration Health
  if: always()
  run: |
    # Count successful vs failed ServiceNow API calls
    SUCCESS_COUNT=$(grep "ServiceNow API: 201 Created" workflow.log |
    FAILURE_COUNT=$(grep "ServiceNow API: ERROR" workflow.log | wc -l

    SUCCESS_RATE=$(echo "scale=2; $SUCCESS_COUNT / ($SUCCESS_COUNT +

    if (( $(echo "$SUCCESS_RATE < 95" | bc -l) )); then
      echo "::warning::ServiceNow integration success rate: ${SUCCESS
    fi
```

Troubleshooting Guide

Issue: Orchestration tasks not appearing in ServiceNow

Diagnosis:

1. Check workflow logs for API response codes
2. Verify tool sys_id matches project configuration
3. Confirm GitHub token has correct permissions
4. Validate ServiceNow credentials

Resolution:

```
# Verify tool sys_id
curl -u "$USER:$PASS" \
  "$SN_URL/api/now/table/sn_devops_tool?sysparm_query=name=GithHubARC
  | jq '.result[0].sys_id'

# Check recent orchestration tasks
curl -u "$USER:$PASS" \
  "$SN_URL/api/now/table/sn_devops_orchestration_task?sysparm_limit=1
  | jq '.result[] | {number, name, sys_created_on}'
```

Issue: Work items not extracted from commits

Diagnosis:

1. Check commit message format for issue references
2. Verify GitHub token has `issues: read` permission
3. Confirm issue numbers are valid and accessible

Resolution:

```
# Test issue extraction locally
git log --pretty=format:"%s%n%b" -10 \
  | grep -oP '(?:Fixes|Closes|Resolves|Issue)?\s*#\K\d+' \
  | sort -u

# Verify GitHub API access
gh api /repos/Freundcloud/microservices-demo/issues/80
```

Issue: Test results not linked to change request

Diagnosis:

1. Verify change request created before test result upload
2. Check change_sys_id output from change request job
3. Confirm test result API payload includes change_request field

Resolution:

```
# Add debug output in workflow
- name: Debug Change Request
  run: |
    echo "Change Sys ID: ${{ needs.servicenow-change.outputs.change_s
    echo "Change Number: ${{ needs.servicenow-change.outputs.change_n
```

Performance Optimization

Parallel API Calls:

When multiple independent ServiceNow records need creation, execute API calls in parallel:

```
# Sequential (slow) - 12 seconds for 12 services
for service in frontend cartservice productcatalogservice; do
  curl -X POST ... /api/now/table/sn_devops_artifact
done

# Parallel (fast) - 1-2 seconds for 12 services
for service in frontend cartservice productcatalogservice; do
  curl -X POST ... /api/now/table/sn_devops_artifact &
done
wait
```

Batch Operations:

For bulk data insertion, use ServiceNow batch API:

```
curl -X POST -u "$USER:$PASS" \
  "$SN_URL/api/now/table/batch" \
  -d '{
    "batch_request_id": "batch-001",
    "rest_requests": [
      {"method": "POST", "url": "/api/now/table/sn_devops_artifact",
      {"method": "POST", "url": "/api/now/table/sn_devops_artifact",
    ]
  }'
```

Response Caching:

Cache frequently-accessed reference data (project sys_id, tool sys_id) to reduce API calls:

```
# Cache tool sys_id for 24 hours
if [ ! -f .cache/tool_sys_id ] || [ $(find .cache/tool_sys_id -mmin +
  curl -s -u "$USER:$PASS" \
    "$SN_URL/api/now/table/sn_devops_tool?sysparm_query=name=GithHubA
    | jq -r '.result[0].sys_id' > .cache/tool_sys_id
fi

TOOL_SYS_ID=$(cat .cache/tool_sys_id)
```

Security Best Practices

Credential Management

GitHub Secrets Configuration:

All ServiceNow credentials stored as GitHub repository or organization secrets:

Secret Name	Purpose	Example Value
`SERVICENOW_USERNAME`	API authentication username	github_integration
`SERVICENOW_PASSWORD`	API authentication password	(encrypted)

Secret Name	Purpose	Example Value
`SERVICENOW_INSTANCE_URL`	ServiceNow instance base URL	https://calitiiltddemo3.service-now.com
`SN_ORCHESTRATION_TOOL_ID`	Tool sys_id for record linking	f62c4e49c3fcf614e1bbf0cb0501

Secret Rotation Policy:

- Rotate ServiceNow password every 90 days
- Update GitHub secret immediately after rotation
- Test integration after credential update
- Maintain 24-hour overlap during rotation (if supported by ServiceNow)

API Request Security

TLS/SSL Enforcement:

- All API requests use HTTPS (TLS 1.2 minimum)
- Certificate validation enabled (no self-signed certs in production)
- Hostname verification enforced

Request Validation:

```
# Validate instance URL before API call
if [[ ! "$SERVICENOW_INSTANCE_URL" =~ ^https://[a-z0-9-]+\.service-no
  echo "Invalid ServiceNow URL format"
  exit 1
fi
```

Input Sanitization:

```
# Sanitize user-controlled input before API call
COMMIT_MESSAGE=$(echo "$RAW_COMMIT_MSG" | jq -Rs .)  # JSON-safe esca
```

Audit Trail

Logging Requirements:

1. **Log all API calls** (without credentials):

```
- name: Create Orchestration Task
  run: |
    echo "API: POST /api/now/table/sn_devops_orchestration_task"
    echo "Payload: $(echo "$PAYLOAD" | jq -c 'del(.password)')"
    RESPONSE=$(curl ...)
    echo "Response: $RESPONSE"
```

2. **Log ServiceNow record identifiers:**

```
echo "Created: $TASK_NUMBER (sys_id: $TASK_SYS_ID)"
```

3. **Retain logs for compliance:**

- GitHub Actions logs retained for 90 days minimum
- ServiceNow audit tables (`sys_audit`) track all record changes
- Export critical logs to long-term storage (S3, CloudWatch)

Conclusion

The GitHub-ServiceNow integration implemented in ARC establishes a comprehensive DevOps platform that bridges development workflows with enterprise change management and compliance requirements. By utilizing ServiceNow's REST API and DevOps-specific tables, the solution achieves:

Technical Excellence:

- Complete automation of manual data entry processes
- Real-time synchronization between GitHub Actions and ServiceNow
- Robust error handling and non-blocking failure modes
- Scalable architecture supporting 12+ microservices

Business Value:

- Compliance-ready audit trails for SOC 2, ISO 27001, PCI DSS
- Reduced deployment friction through automated approvals
- Complete traceability from commit to production
- Risk-based decision making with comprehensive test evidence

Operational Benefits:

- Zero-configuration deployment (no ServiceNow plugins required)
- Environment-agnostic implementation (works on all ServiceNow instances)

- Extensible architecture supporting future enhancements
- Battle-tested in production deployments

This integration serves as a reference implementation for organizations seeking to modernize their SDLC while maintaining enterprise governance standards.

Appendix A: API Endpoint Reference

ServiceNow Table API Endpoints

Base URL: `https://{instance}.service-now.com/api/now/table`

Endpoint	Method	Purpose	Authentication
`/change_request`	POST	Create change request	Basic Auth
`/change_request/{sys_id}`	GET	Retrieve change request	Basic Auth
`/change_request/{sys_id}`	PATCH	Update change request	Basic Auth
`/sn_devops_orchestration_task`	POST	Register orchestration task	Basic Auth
`/sn_devops_orchestration_task`	GET	Query orchestration tasks	Basic Auth
`/sn_devops_work_item`	POST	Register work item	Basic Auth
`/sn_devops_work_item`	GET	Query work items	Basic Auth
`/sn_devops_test_result`	POST	Register test result	Basic Auth
`/sn_devops_test_result`	GET	Query test results	Basic Auth

Endpoint	Method	Purpose	Authentication
`/sn_devops_test_summary`	POST	Register test summary	Basic Auth
`/sn_devops_artifact`	POST	Register artifact	Basic Auth
`/sn_devops_package`	POST	Register package	Basic Auth
`/sn_devops_change_reference`	POST	Link change to pipeline	Basic Auth
`/sn_devops_tool`	GET	Query registered tools	Basic Auth
`/sn_devops_project`	GET	Query projects	Basic Auth

ServiceNow DevOps API Endpoints

Base URL: `https://{instance}.service-now.com/api/sn_devops/devops`

Endpoint	Method	Purpose	Authentication
`/tool/test`	POST	Upload test results (via action)	Token-based
`/package/registration`	POST	Register deployment package	Token-based
`/artifact/registration`	POST	Register artifacts	Token-based

Appendix B: Workflow Reference

Key Workflows

Master CI/CD Pipeline:

- Path: `.github/workflows/MASTER-PIPELINE.yaml`
- Trigger: Push to main, pull requests, manual dispatch

- Jobs: 15+ jobs orchestrating build, test, scan, deploy
- ServiceNow Integration: Orchestration tasks, work items, test results, change requests

Change Request Creation:

- Path: `.github/workflows/servicenow-change-rest.yaml`
- Type: Reusable workflow
- Purpose: Create change request with 40+ custom fields
- Outputs: change_number, change_sys_id

Test Result Upload:

- Path: `.github/workflows/upload-test-results-servicenow.yaml`
- Type: Reusable workflow
- Purpose: Upload test execution results to ServiceNow
- Integration: sn_devops_test_result table

Composite Actions

Register Orchestration Task:

- Path: `.github/actions/register-orchestration-task/action.yaml`
- Usage: Track GitHub Actions jobs in ServiceNow
- Integration: sn_devops_orchestration_task table

Register Work Items:

- Path: `.github/actions/register-work-items/action.yaml`
- Usage: Extract issues from commits and register in ServiceNow
- Integration: sn_devops_work_item table

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Related Documentation:

- GITHUB-SERVICENOW-DATA-FLOW.md - Visual demo guide
- SERVICENOW-HYBRID-APPROACH.md - Implementation strategy
- SERVICENOW-DEVOPS-TABLES-REFERENCE.md - Table schemas

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Version	Date	Author	Changes
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