Informatica Cloud Application Integration

ServiceNow Connector Package

September 2018

Contents

Overview:

ServiceNow is one of the leading cloud-based, customer-service solutions available today.

This ServiceNow Service Connector allows Informatica Cloud Application Integration (CAI) developers to incorporate access to ServiceNow in their real-time integration scenarios.

This ServiceNow Connector and associated assets demonstrate how to authenticate against ServiceNow, how to create an account in ServiceNow, and how to retrieve account information from ServiceNow. Additional functionality is available for the reader to explore on their own.

Prerequisites:

- A ServiceNow account with API access and the following login credentials
  - Client ID
  - Client Secret
  - User Name
  - User Password
  - Service URL
  - Grant Type
- Appropriate role/permissions on Informatica Cloud Application Integration to perform an IMPORT operation

Use Case #1: Create a new ServiceNow Account

1. With credentials embedded in the Connection, create an account
    a. Inputs:
        i. inputName
        ii. inputCity
        iii. inputZIP
    b. Outputs
        i. o_AccessToken
        ii. o_RefreshToken
        iii. a_sys_id
        iv. o_city
        v. o_name

Use Case #2: Retrieve details of an existing ServiceNow Account

1. With credentials embedded in the Connection, invoke the “Retrieve account in ServiceNow” process.
    a. Input
        i. input_sys_id
    b. Output
        i. o_AccessToken
        ii. o_RefreshToken
        iii. a_sys_id
        iv. o_city
        v. o_name

Quick Setup:

1. Download the ServiceNowConnectorPackage0918.zip from the Informatica CAI Git Repository
2. Import the package “ServiceNowConnectorPackage.zip” into your CAI workspace

3. This creates a project named “ServiceNow”, with 4 assets in it.
    a. "ServiceNow Table API" Service Connector
    b. “ServiceNow-API-actions” Connection
    c. "Create an account in ServiceNow" Process
    d. “Retrieve account data from ServiceNow” Process

4. Go to the “ServiceNow” project

5. Publish the “ServiceNow Table API” Service Connector

6. Edit the “ServiceNow-Table-API-actions" Connection
    a. Under Properties, enter your organization’s ServiceNow credentials for:
        i. SNOW_client_id
        ii. SNOW_client_secret
        iii. SNOW_username
        iv. SNOW_password
        v. SNOW_ServiceUrl
        vi. SNOW_grant_type
    b. Save the Connection

    c. Publish the Connection

7. Publish the other components in this order
    a. “Create an account in ServiceNow” Process
    b. “Retrieve account data from ServiceNow” Process

8. Test the “Create an account in ServiceNow” process in your REST tool of choice (Postman, RESTed, etc.)
    a. Define a POST operation
    b. The Request URL is the Service Address from the published “Create an account in ServiceNow” process
        i. Actions-> Properties Detail…-> Service URL-> Copy
    c. The request body is of type “application/json”
    d. Specify your input account variables:

```
{
 “inputName”: “<account name to be created>”,
 “inputCity”: “<city of new account>”,
 “inputZIP”: <ZIPCode>
}
```

e. Invoke the operation (“Send”, in the case of Postman, “Send Request” with Rested)

f. Assuming valid credentials and Lead ID, you should receive a response that looks similar to this:

```
{
 “o_RefreshToken": "<refresh token>",
 “o_AccessToken": "<access token>",
 “a_sys_id": "<unique ServiceNow ID for the newly created account",
 “o_city": "<city of the new account>",
 “o_name": "<name of the new account>"
 }
```

9. Test the “Retrieve account data from ServiceNow” process in your REST tool of choice (Postman, RESTed, etc.)

    a. Define a POST operation

    b. Get the Request URL - the Service Address from the published “Retrieve account data from ServiceNow” process

        i. Actions-> Properties Detail…-> Service URL-> Copy

    c. The request is of type application/json

    d. Set the body of the request to this:

    ```
    {
     “input_sys_id”: “<sys_id of an existing ServiceNow account>”
    }
    ```

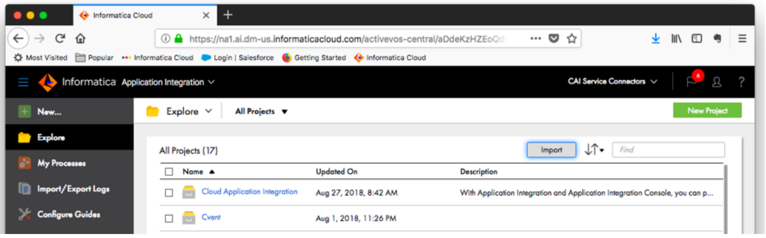
    e. Invoke the operation (“Send”, in the case of Postman, “Send Request” with Rested)

    f. Assuming valid credentials and ID, you should receive a response that looks similar to this:

    ```
    {
     “o_RefreshToken": "<refresh token>",
     “o_AccessToken": "<access token>",
     “a_sys_id": "<unique ServiceNow ID for the newly created account",
     “o_city": "<city of the new account>",
     “o_name": "<name of the new account>"
     }
    ```

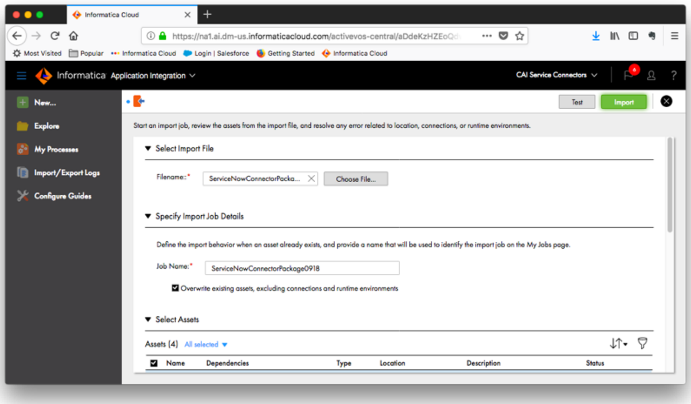
Detailed Setup:

10. Download the ServiceNowConnectorPackage0918.zip from the Informatica CAI Git Repository
11. Import the package “ServiceNowConnectorPackage.zip” into your CAI workspace



All Projects (17)

□	Name ▲	Updated On	Description
□	Cloud Application Integration	Aug 27, 2018, 8:42 AM	With Application Integration and Application Integration Console, you can p...
□	Cvent	Aug 1, 2018, 11:26 PM	



Start an import job, review the assets from the import file, and resolve any error related to location, connections, or runtime environments.

▼ Select Import File

Filename:* ServiceNowConnectorPacka...

▼ Specify Import Job Details

Define the import behavior when an asset already exists, and provide a name that will be used to identify the import job on the My Jobs page.

Job Name:* ServiceNowConnectorPackage0918

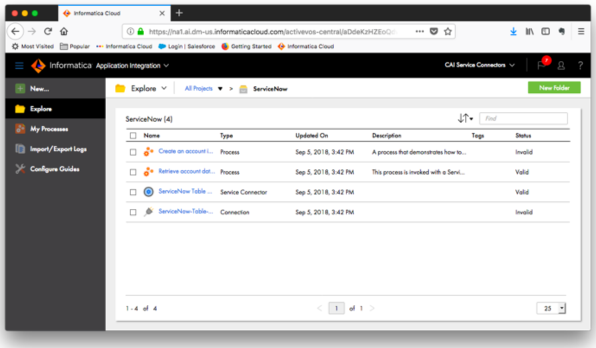
☑ Overwrite existing assets, excluding connections and runtime environments

▼ Select Assets

Assets (4) All selected ▾

☑	Name	Dependencies	Type	Location	Description	Status

12. This creates a project named “ServiceNow”, with 4 assets in it.
    a. "ServiceNow Table API" Service Connector
    b. “ServiceNow-API-actions” Connection
    c. "Create an account in ServiceNow" Process
    d. “Retrieve account data from ServiceNow” Process

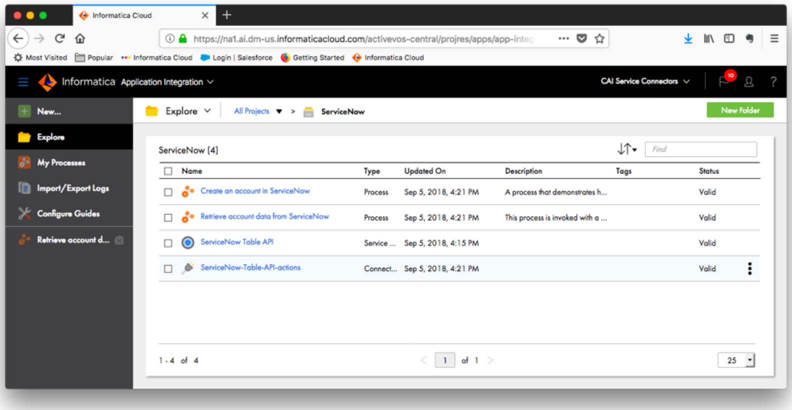


ServiceNow (4)

□	Name	Type	Updated On	Description	Tags	Status
□	Create an account i...	Process	Sep 5, 2018, 3:42 PM	A process that demonstrates how to...		Invalid
□	Retrieve account dat...	Process	Sep 5, 2018, 3:42 PM	This process is invoked with a Servi...		Valid
□	ServiceNow Table ...	Service Connector	Sep 5, 2018, 3:42 PM			Valid
□	ServiceNow-Table-...	Connection	Sep 5, 2018, 3:42 PM			Invalid

1 - 4 of 4 1 of 1 25

13. Go to the “ServiceNow” project

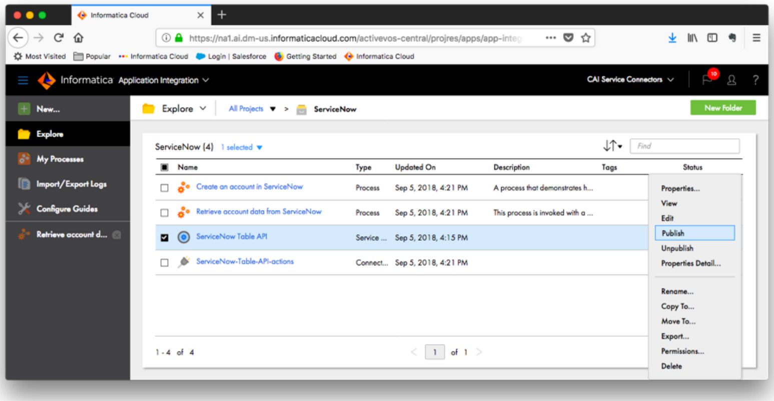


ServiceNow (4)

□	Name	Type	Updated On	Description	Tags	Status
□	Create an account in ServiceNow	Process	Sep 5, 2018, 4:21 PM	A process that demonstrates h...		Valid
□	Retrieve account data from ServiceNow	Process	Sep 5, 2018, 4:21 PM	This process is invoked with a ...		Valid
□	ServiceNow Table API	Service ...	Sep 5, 2018, 4:15 PM			Valid
□	ServiceNow-Table-API-actions	Connect...	Sep 5, 2018, 4:21 PM			Valid

1 - 4 of 4   1 of 1   25

14. Publish the “ServiceNow Table API” Service Connector

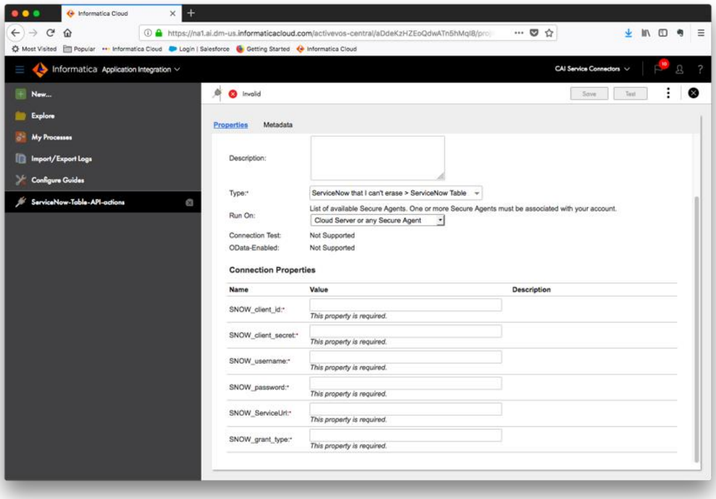


ServiceNow (4) 1 selected

■	Name	Type	Updated On	Description	Tags	Status
□	Create an account in ServiceNow	Process	Sep 5, 2018, 4:21 PM	A process that demonstrates h...		
□	Retrieve account data from ServiceNow	Process	Sep 5, 2018, 4:21 PM	This process is invoked with a ...		
☑	ServiceNow Table API	Service ...	Sep 5, 2018, 4:15 PM			
□	ServiceNow-Table-API-actions	Connect...	Sep 5, 2018, 4:21 PM			

1 - 4 of 4   1 of 1

15. Edit the “ServiceNow-Table-API-actions" Connection



Description:

Type:* ServiceNow that I can't erase > ServiceNow Table

Run On: List of available Secure Agents. One or more Secure Agents must be associated with your account. Cloud Server or any Secure Agent

Connection Test: Not Supported

OData-Enabled: Not Supported

Connection Properties

Name	Value	Description
SNOW_client_id:*	This property is required.	
SNOW_client_secret:*	This property is required.	
SNOW_username:*	This property is required.	
SNOW_password:*	This property is required.	
SNOW_ServiceUrl:*	This property is required.	
SNOW_grant_type:*	This property is required.	

a. Under Properties, enter your organization’s ServiceNow credentials for:

i. SNOW_client_id

ii. SNOW_client_secret

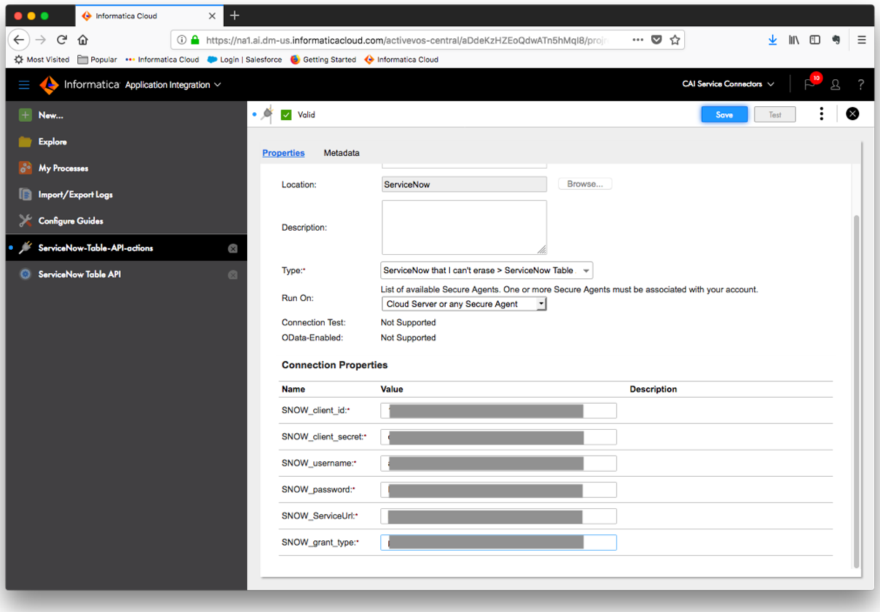
iii. SNOW_username

iv. SNOW_password

v. SNOW_ServiceUrl

vi. SNOW_grant_type

b. Save the Connection

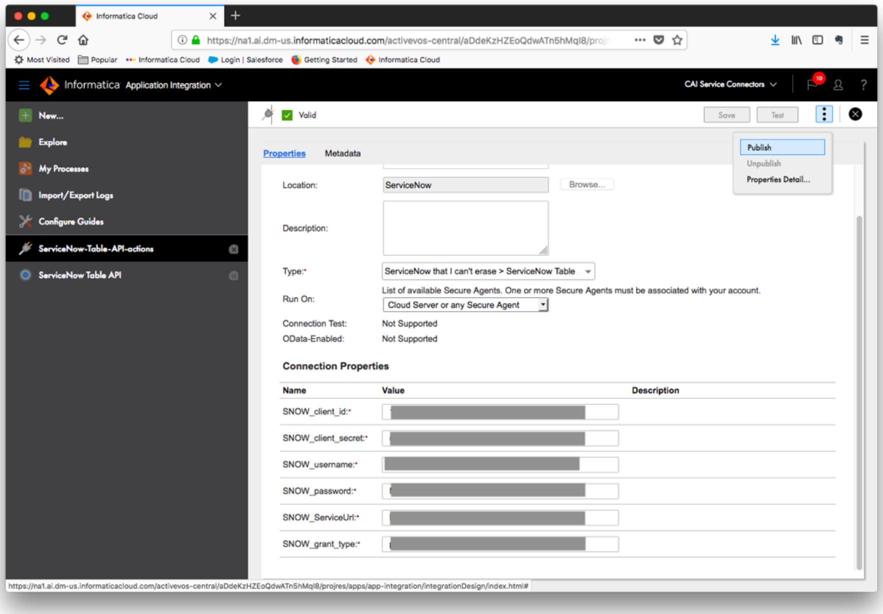


Location:	ServiceNow
Description:	
Type:*	ServiceNow that I can't erase > ServiceNow Table
Run On:	List of available Secure Agents. One or more Secure Agents must be associated with your account. Cloud Server or any Secure Agent
Connection Test:	Not Supported
OData-Enabled:	Not Supported

Connection Properties

Name	Value	Description
SNOW_client_id:*	[redacted]	
SNOW_client_secret:*	[redacted]	
SNOW_username:*	[redacted]	
SNOW_password:*	[redacted]	
SNOW_ServiceUrl:*	[redacted]	
SNOW_grant_type:*	[redacted]	

c. Publish the Connection



Location:	ServiceNow
Description:	
Type:*	ServiceNow that I can't erase > ServiceNow Table
Run On:	List of available Secure Agents. One or more Secure Agents must be associated with your account. Cloud Server or any Secure Agent
Connection Test:	Not Supported
OData-Enabled:	Not Supported

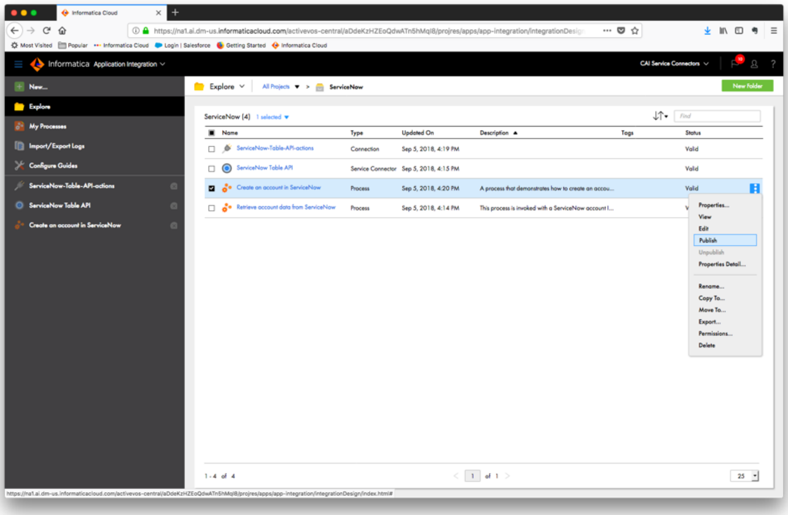
Connection Properties

Name	Value	Description
SNOW_client_id:*	[redacted]	
SNOW_client_secret:*	[redacted]	
SNOW_username:*	[redacted]	
SNOW_password:*	[redacted]	
SNOW_ServiceUrl:*	[redacted]	
SNOW_grant_type:*	[redacted]	

https://na1.ai.dm-us.informaticacloud.com/activevos-central/aDdeKzHZEoQdwATn5hMqI8/projres/apps/app-integration/integrationDesign/index.html#

16. Publish the other components in this order

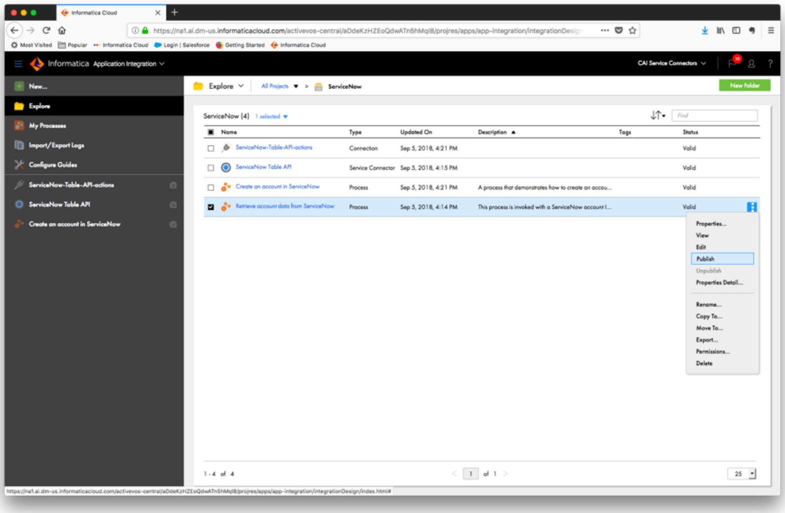
a. “Create an account in ServiceNow” Process



ServiceNow (4) 1 selected

	Name	Type	Updated On	Description	Tags	Status
□	ServiceNow-Table-API-actions	Connection	Sep 5, 2018, 4:19 PM			Valid
□	ServiceNow Table API	Service Connector	Sep 5, 2018, 4:15 PM			Valid
☑	Create an account in ServiceNow	Process	Sep 5, 2018, 4:20 PM	A process that demonstrates how to create an accou...		Valid
□	Retrieve account data from ServiceNow	Process	Sep 5, 2018, 4:14 PM	This process is invoked with a ServiceNow account I...		V

b. “Retrieve account data from ServiceNow” Process

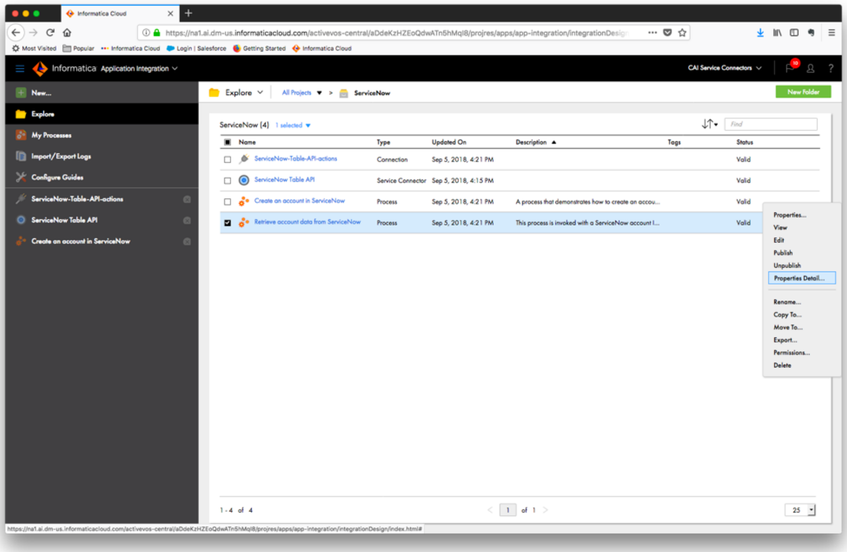


ServiceNow (4) 1 selected

	Name	Type	Updated On	Description	Tags	Status
□	ServiceNow-Table-API-actions	Connection	Sep 5, 2018, 4:21 PM			Valid
□	ServiceNow Table API	Service Connector	Sep 5, 2018, 4:15 PM			Valid
□	Create an account in ServiceNow	Process	Sep 5, 2018, 4:21 PM	A process that demonstrates how to create an accou...		Valid
☑	Retrieve account data from ServiceNow	Process	Sep 5, 2018, 4:14 PM	This process is invoked with a ServiceNow account I...		Valid

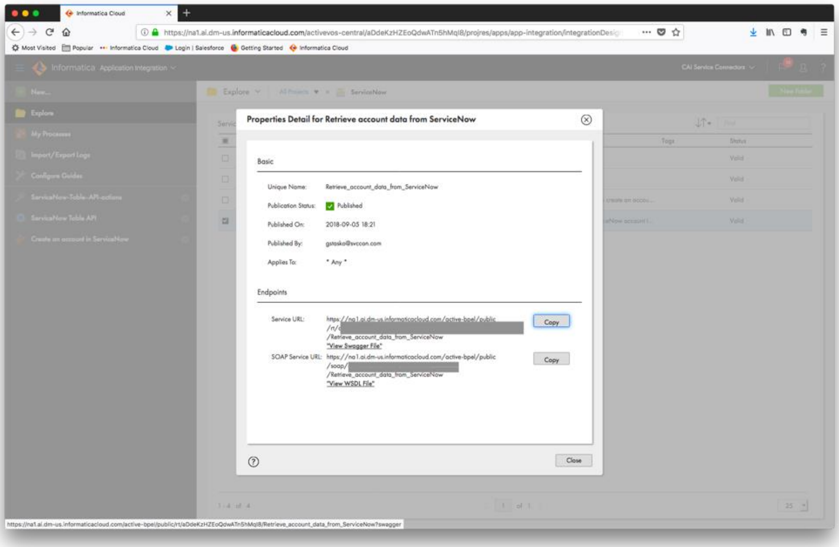
17. Test the “Create an account in ServiceNow” process in your REST tool of choice (Postman, RESTed, etc.)
    a. Define a POST operation
    b. The Request URL is the Service Address from the published “Create an account in ServiceNow” process

i. Actions-> Properties Detail…-> Service URL-> Copy



ServiceNow (4) 1 selected

	Name	Type	Updated On	Description	Tags	Status
□	ServiceNow-Table-API-actions	Connection	Sep 5, 2018, 4:21 PM			Valid
□	ServiceNow Table API	Service Connector	Sep 5, 2018, 4:15 PM			Valid
□	Create an account in ServiceNow	Process	Sep 5, 2018, 4:21 PM	A process that demonstrates how to create an accou…		Valid
☑	Retrieve account data from ServiceNow	Process	Sep 5, 2018, 4:21 PM	This process is invoked with a ServiceNow account I…		Valid



Properties Detail for Retrieve account data from ServiceNow

Basic

Unique Name: Retrieve_account_data_from_ServiceNow

Publication Status: ☑ Published

Published On: 2018-09-05 18:21

Published By: gstasko@svccon.com

Applies To: * Any *

Endpoints

Service URL: https://na1.ai.dm-us.informaticacloud.com/active-bpel/public/rt/[redacted]/Retrieve_account_data_from_ServiceNow "View Swagger File"

SOAP Service URL: https://na1.ai.dm-us.informaticacloud.com/active-bpel/public/soap/[redacted]/Retrieve_account_data_from_ServiceNow "View WSDL File"

c. The request body is of type “application/json”

d. Specify your input account variables:

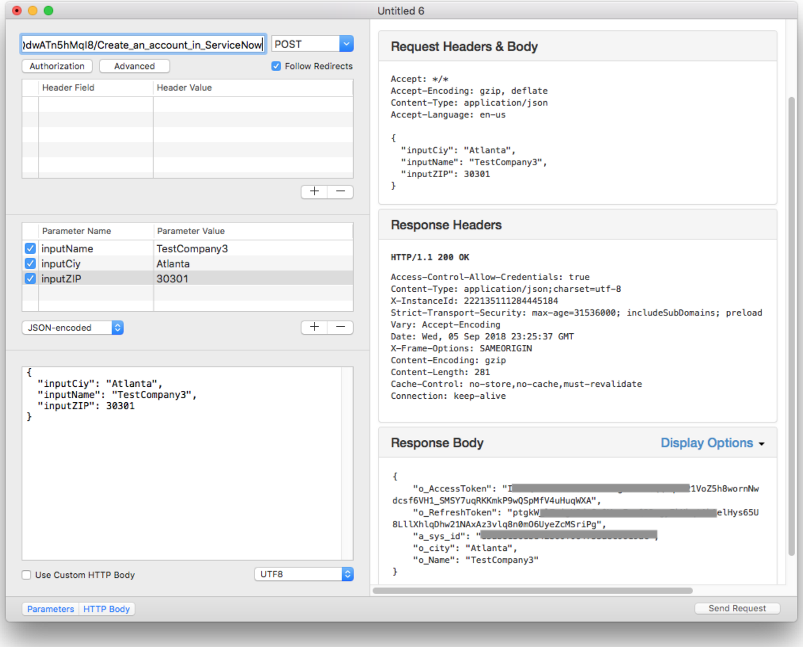
```
{
  “inputName”: “<account name to be created>”,
  “inputCity”: “<city of new account>”,
  “inputZIP”: <ZIPCode>
}
```

e. Invoke the operation (“Send”, in the case of Postman, “Send Request” with Rested)

f. Assuming valid credentials and inputs, you should receive a response that looks similar to this:

```
{
  “o_RefreshToken": "<refresh token>",
```

“o_AccessToken": "<access token>",
“a_sys_id": "<unique ServiceNow ID for the newly created account",
“o_city": "<city of the new account>",
“o_name": "<name of the new account>"
}



)dwATn5hMql8/Create_an_account_in_ServiceNow POST

JSON-encoded

	Parameter Name	Parameter Value
☑	inputName	TestCompany3
☑	inputCiy	Atlanta
☑	inputZIP	30301

```
{
  "inputCiy": "Atlanta",
  "inputName": "TestCompany3",
  "inputZIP": 30301
}
```

Request Headers & Body

```
Accept: */*
Accept-Encoding: gzip, deflate
Content-Type: application/json
Accept-Language: en-us

{
  "inputCiy": "Atlanta",
  "inputName": "TestCompany3",
  "inputZIP": 30301
}
```

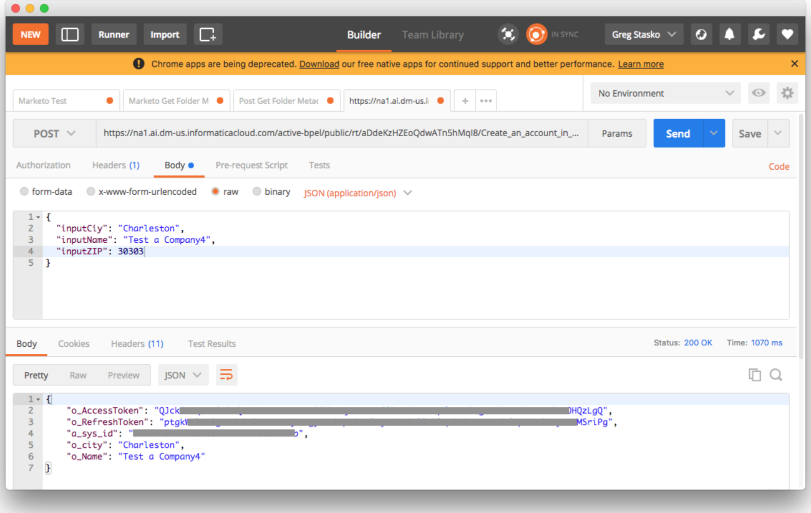
Response Headers

```
HTTP/1.1 200 OK

Access-Control-Allow-Credentials: true
Content-Type: application/json;charset=utf-8
X-InstanceId: 222135111284445184
Strict-Transport-Security: max-age=31536000; includeSubDomains; preload
Vary: Accept-Encoding
Date: Wed, 05 Sep 2018 23:25:37 GMT
X-Frame-Options: SAMEORIGIN
Content-Encoding: gzip
Content-Length: 281
Cache-Control: no-store,no-cache,must-revalidate
Connection: keep-alive
```

Response Body

```
{
    "o_AccessToken": "I[redacted]1VoZ5h8wornNw
dcsf6VH1_SMSY7uqRKKmkP9wQSpMfV4uHuqWXA",
    "o_RefreshToken": "ptgkW[redacted]elHys65U
8LllXhlqDhw21NAxAz3vlq8n0m06UyeZcMSriPg",
    "a_sys_id": "[redacted]",
    "o_city": "Atlanta",
    "o_Name": "TestCompany3"
}
```



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POST https://na1.ai.dm-us.informaticacloud.com/active-bpel/public/rt/aDdeKzHZEoQdwATn5hMql8/Create_an_account_in_...

○ form-data ○ x-www-form-urlencoded ● raw ○ binary JSON (application/json)

```
{
  "inputCiy": "Charleston",
  "inputName": "Test a Company4",
  "inputZIP": 30303
}
```

Status: 200 OK Time: 1070 ms

```
{
    "o_AccessToken": "QJck[redacted]DHQzLgQ",
    "o_RefreshToken": "ptgkW[redacted]MSriPg",
    "a_sys_id": "[redacted]b",
    "o_city": "Charleston",
    "o_Name": "Test a Company4"
}
```

18. Test the “Retrieve account data from ServiceNow” process in your REST tool of choice (Postman, RESTed, etc.)
    a. Define a POST operation
    b. Get the Request URL - the Service Address from the published “Retrieve account data from ServiceNow” process

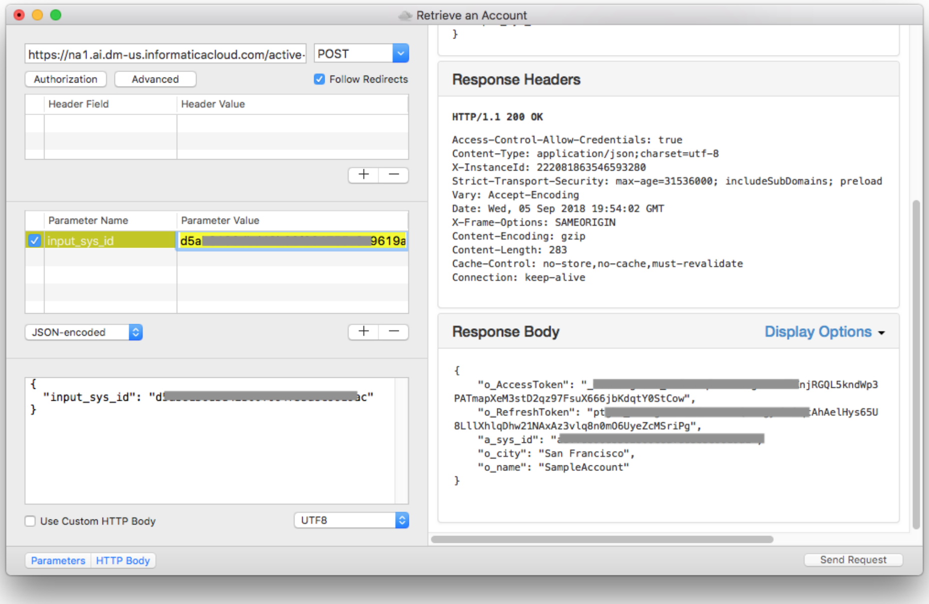
        i. Actions-> Properties Detail…-> Service URL-> Copy

c. The request is of type application/json
d. Set the body of the request to this:

   ```
   {
     “input_sys_id”: “<sys_id of an existing ServiceNow account>”
   }
   ```
e. Invoke the operation (“Send”, in the case of Postman, “Send Request” with Rested)

f. Assuming valid credentials and sys_id, you should receive a response that looks similar to this:

```
{
 “o_RefreshToken": "<refresh token>",
 “o_AccessToken": "<access token>",
 “a_sys_id": "<unique ServiceNow ID for the newly created account",
 “o_city": "<city of the new account>",
 “o_name": "<name of the new account>"
 }
```



	Header Field	Header Value

	Parameter Name	Parameter Value
☑	input_sys_id	d5a[redacted]9619a

```
{
  "input_sys_id": "d[redacted]ac"
}
```

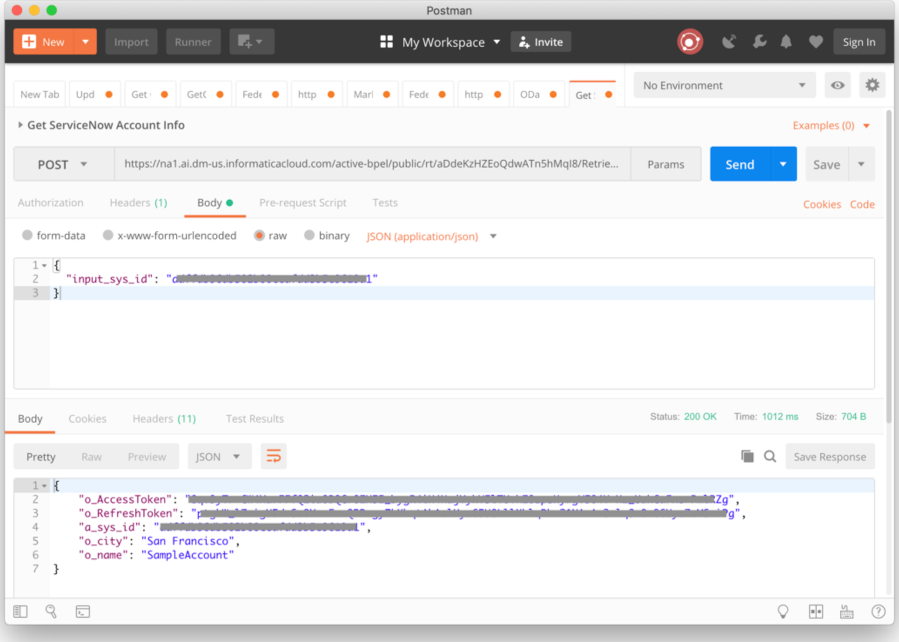
Response Headers

```
HTTP/1.1 200 OK

Access-Control-Allow-Credentials: true
Content-Type: application/json;charset=utf-8
X-InstanceId: 222081863546593280
Strict-Transport-Security: max-age=31536000; includeSubDomains; preload
Vary: Accept-Encoding
Date: Wed, 05 Sep 2018 19:54:02 GMT
X-Frame-Options: SAMEORIGIN
Content-Encoding: gzip
Content-Length: 283
Cache-Control: no-store,no-cache,must-revalidate
Connection: keep-alive
```

Response Body

```
{
    "o_AccessToken": "_[redacted]njRGQL5kndWp3
PATmapXeM3stD2qz97FsuX666jbKdqtY0StCow",
    "o_RefreshToken": "pt[redacted]AhAelHys65U
8LllXhlqDhw21NAxAz3vlq8n0m06UyeZcMSriPg",
    "a_sys_id": "a[redacted]
    "o_city": "San Francisco",
    "o_name": "SampleAccount"
}
```



Get ServiceNow Account Info

POST https://na1.ai.dm-us.informaticacloud.com/active-bpel/public/rt/aDdeKzHZEoQdwATn5hMqI8/Retrie...

Body: raw, JSON (application/json)

```
{
  "input_sys_id": "[redacted]"
}
```

Status: 200 OK Time: 1012 ms Size: 704 B

JSON

```
{
    "o_AccessToken": "[redacted]",
    "o_RefreshToken": "[redacted]",
    "a_sys_id": "[redacted]",
    "o_city": "San Francisco",
    "o_name": "SampleAccount"
}
```