

Informatica Cloud Application Integration

ServiceNow Connector Package

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Copyright:

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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 GitHub 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-Table-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 like 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:

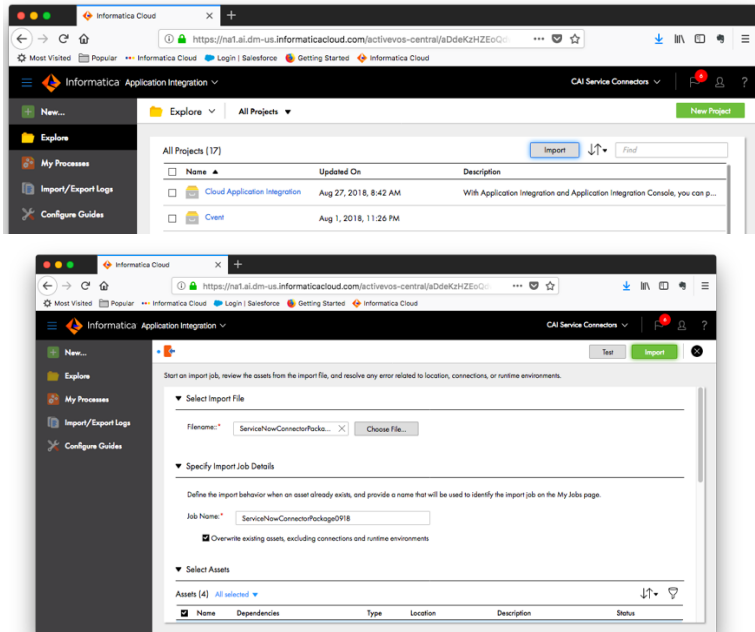
```
{
  "input_sys_id": "<sys_id of an existing ServiceNow account>"
}
```

- 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 like this:

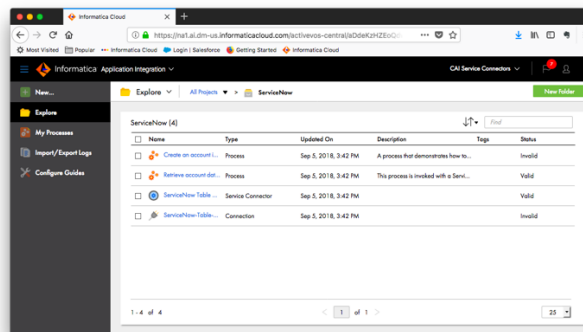
```
{
  "o_RefreshToken": "<refresh token>",
  "o_AccessToken": "<access token>",
  "a_sys_id": "<unique ServiceNow ID for the newly created
account",
  "o_city": "<city of the new account>",
  "o_name": "<name of the new account>"
}
```

Detailed Setup:

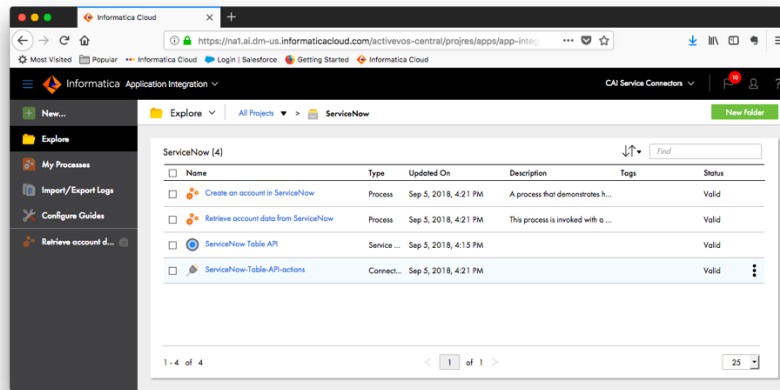
1. Download the [ServiceNowConnectorPackage0918.zip](#) from the [Informatica CAI GitHub Repository](#).
2. Import the package “ServiceNowConnectorPackage.zip” into your CAI workspace



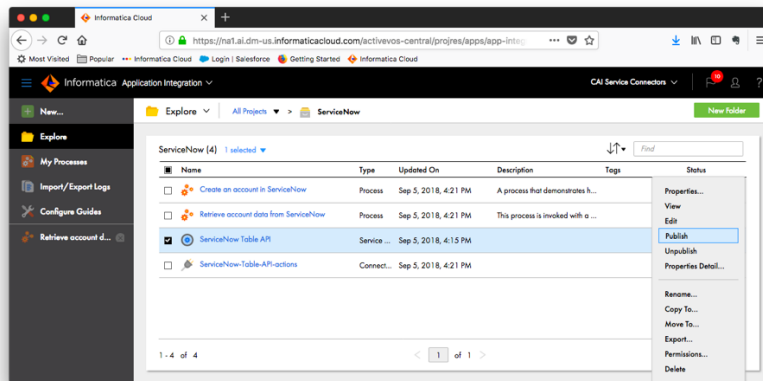
3. This creates a project named “ServiceNow”, with 4 assets in it.
 - a. "ServiceNow Table API" Service Connector
 - b. "ServiceNow-API-actions" Connection
 - c. "Create an account in ServiceNow" Process
 - d. "Retrieve account data from ServiceNow" Process



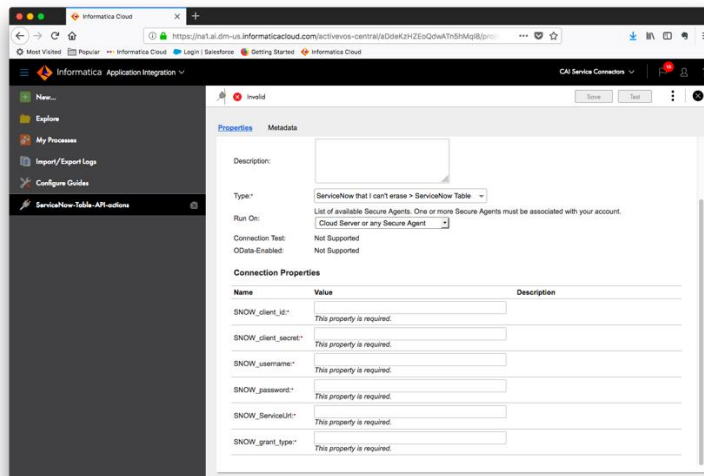
4. Go to the "ServiceNow" project



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

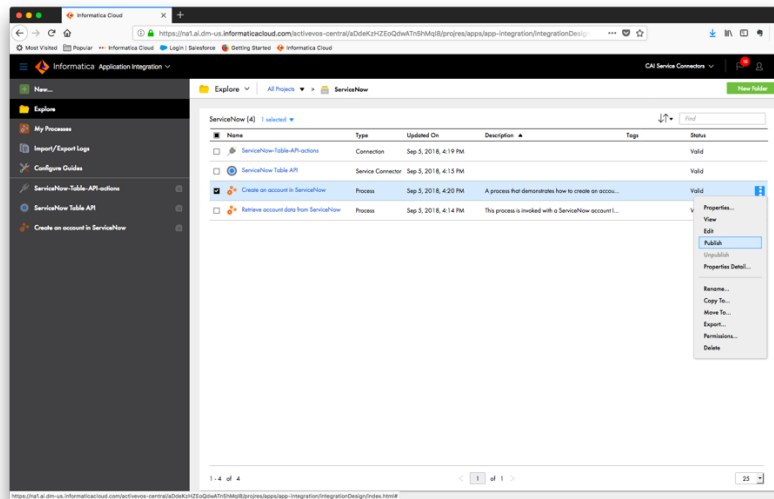
The screenshot shows the Informatica Cloud web interface. On the left is a navigation pane with options like 'New...', 'Explore', 'My Processes', 'Import/Export Logs', 'Configure Guides', and 'ServiceNow-Table-API-actions'. The main area is titled 'Valid' and contains a 'Properties' tab. Under 'Properties', there are fields for 'Location' (set to 'ServiceNow'), 'Description', 'Type' (set to 'ServiceNow that I can't erase > ServiceNow Table'), 'Run On' (set to 'Cloud Server or any Secure Agent'), 'Connection Test' (Not Supported), and 'OData-Enabled' (Not Supported). Below these is a 'Connection Properties' table with columns 'Name', 'Value', and 'Description'. The table contains six rows for SNOW-related properties: SNOW_client_id, SNOW_client_secret, SNOW_username, SNOW_password, SNOW_ServiceUrl, and SNOW_grant_type. Each 'Value' field is currently empty.

Name	Value	Description
SNOW_client_id*		
SNOW_client_secret*		
SNOW_username*		
SNOW_password*		
SNOW_ServiceUrl*		
SNOW_grant_type*		

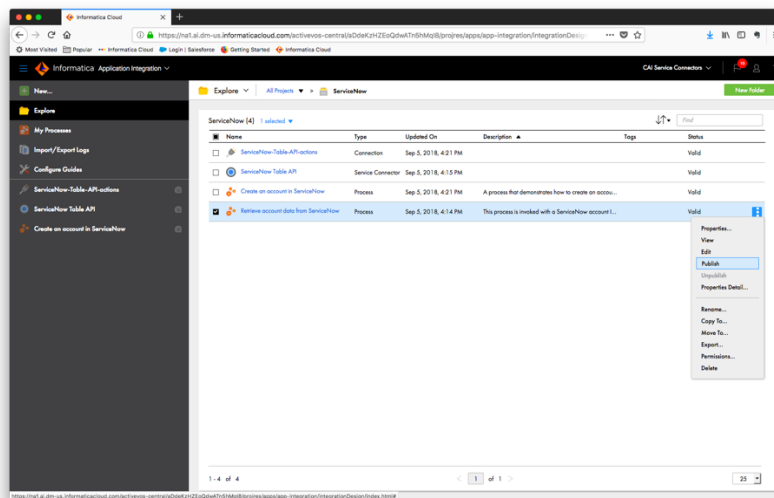
- c. Publish the Connection

This screenshot is similar to the previous one, showing the same configuration page. However, a 'Publish' button is now visible in the top right corner of the main content area. A dropdown menu is open next to it, showing options: 'Publish', 'Unpublish', and 'Properties Detail...'. The 'Publish' button is highlighted in blue.

7. Publish the other components in this order
 - a. "Create an account in ServiceNow" Process

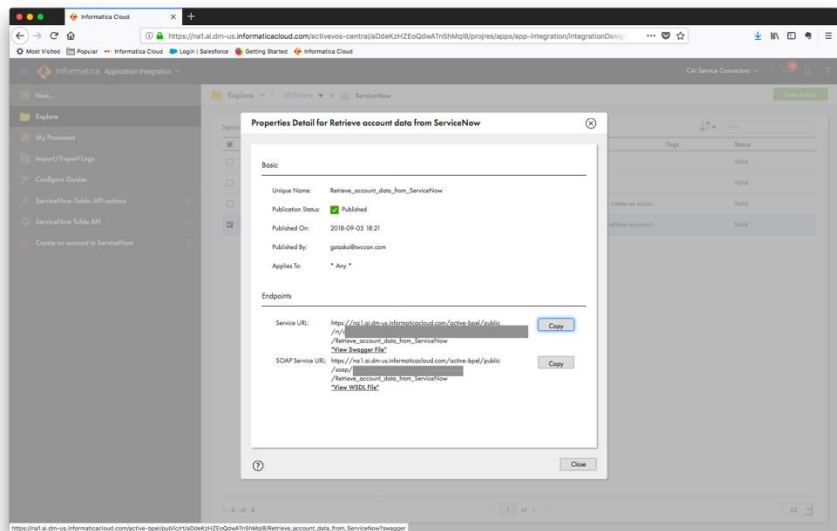
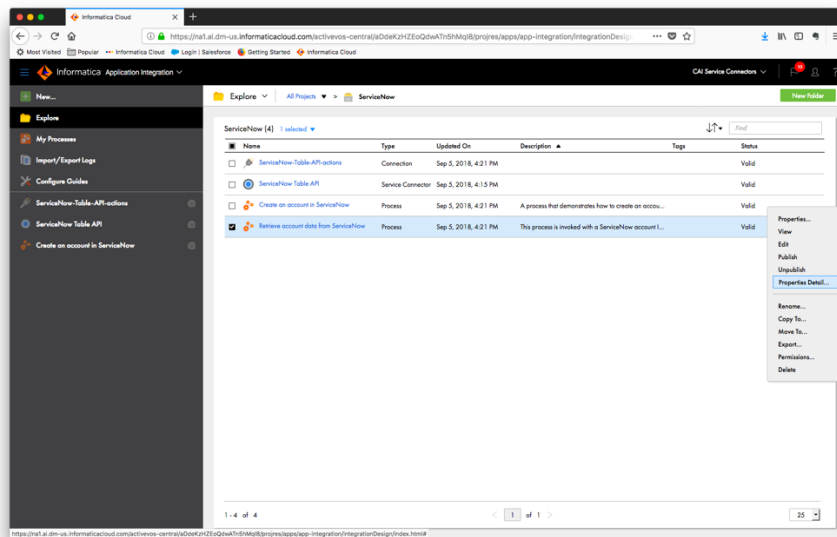


- b. "Retrieve account data from ServiceNow" Process



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"
- g. Specify your input account variables:

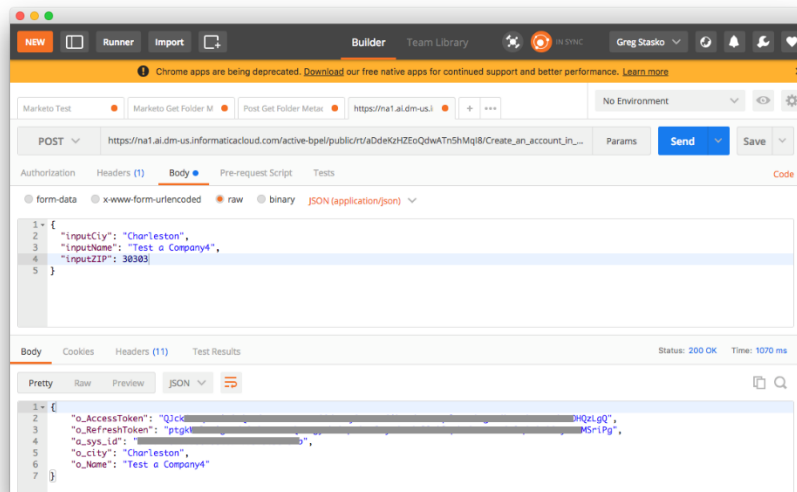
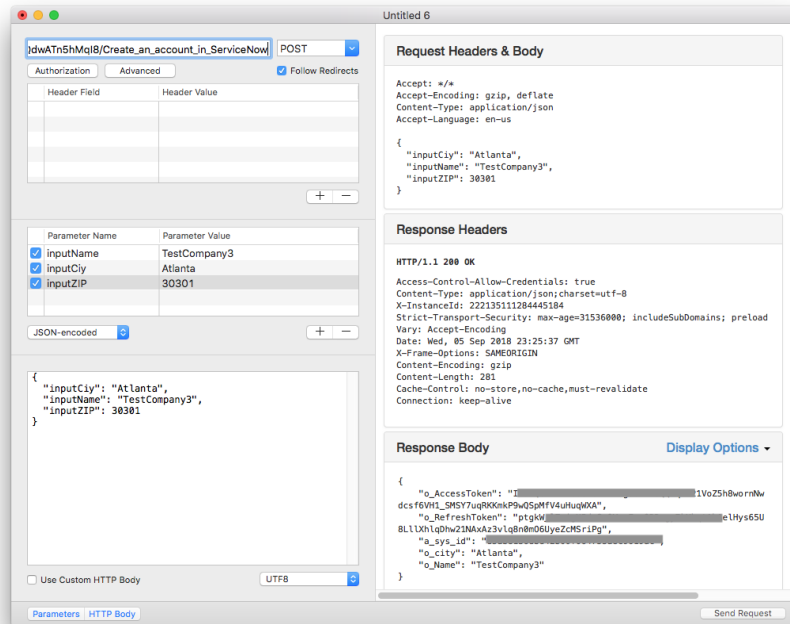

```
{
        "inputName": "<account name to be created>",
        "inputCity": "<city of new account>",
        "inputZIP": "<ZIPCode>"
      }
```
- d. Invoke the operation ("Send", in the case of Postman, "Send Request" with Rested)
- h. Assuming valid credentials and inputs, you should receive a response that looks like 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

- i. Set the body of the request to this:

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

- d. Invoke the operation ("Send", in the case of Postman, "Send Request" with Rested)

- j. Assuming valid credentials and sys_id, you should receive a response that looks like 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>"
}
```

