#NVSummit2021

Azure and ServiceNow – Better Together

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Agenda

- The Goal
- Why?
- Demos!

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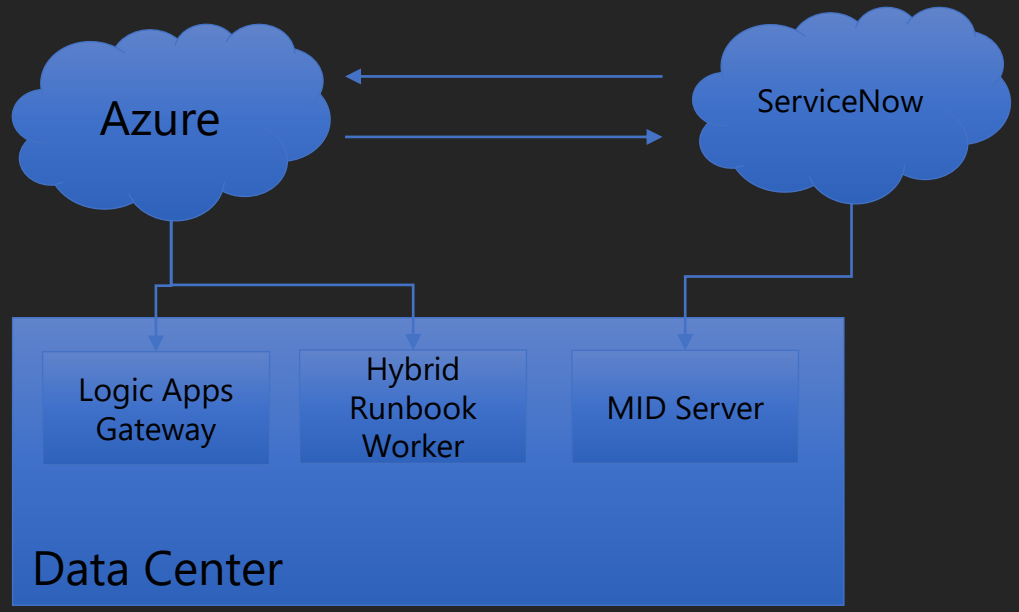
The Goal

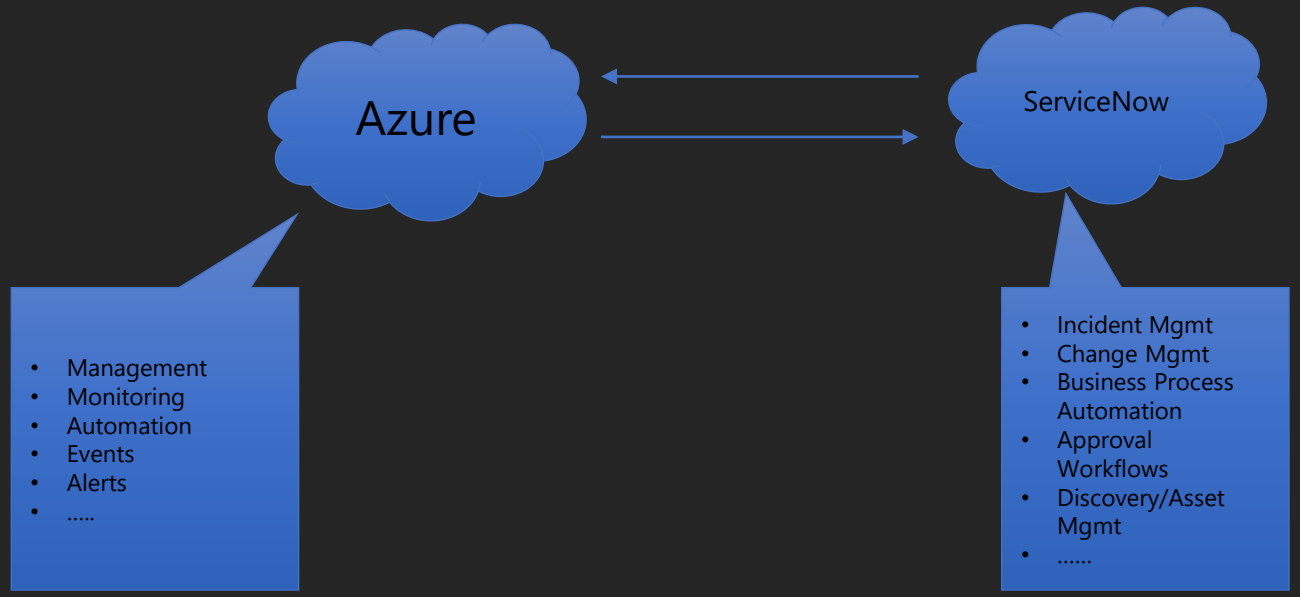
The Goal

Transaction-based, real time integration



Why?

Why.


Azure
ServiceNow
• Management
• Monitoring
• Automation
• Events
• Alerts
• .....
• Incident Mgmt
• Change Mgmt
• Business Process Automation
• Approval Workflows
• Discovery/Asset Mgmt
• ......

A word (or two) on security….

- Web Hooks
- OAUTH
- IAM
- Service Accounts
- ….. (talk to your security team)

ServiceNow Tips

- Developer instances are free
- ServiceNow REST API Explorer is your friend
  - Get/Set from standard tables
  - Building Queries
  - “Cheat Code”

Demos!

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Demo 0

- Developer Instance Tips
- REST API Explorer

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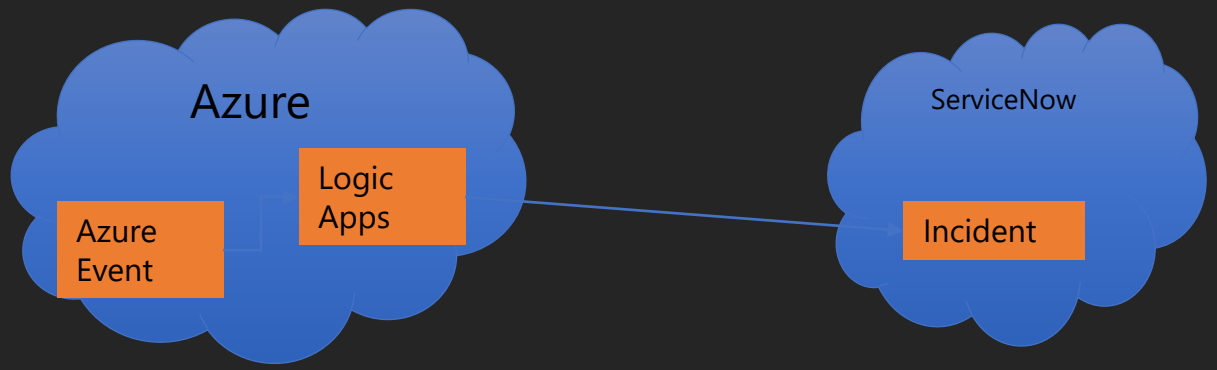
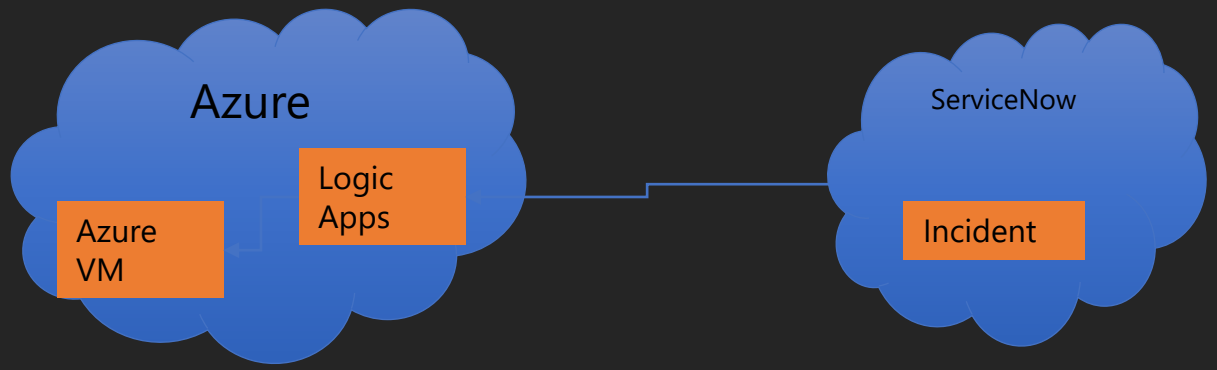
Demo 1

- Azure Event Generates ServiceNow Incident



Demo 2

- Incident enrichment in ServiceNow for a VM in Azure



Demo 2 Steps

1. Logic Apps: Create a endpoint
2. ServiceNow: Create action and flow
3. Grant rights for Logic App web hook to Azure
4. Build out Logic App
    A. Query SN for INC Details
    B. Query SN for Configuration Item (Server) details
    C. Query Azure for VM Status
    D. Enrich Incident in ServiceNow
    E. Bonus*

Recordings! (no audio)

- Nordic Virtual Summit 2021 Demo 0 – YouTube
- Nordic Virtual Summit 2021 Demo 1 – YouTube
- Nordic Virtual Summit 2021 Demo 2 - YouTube

Thank you!

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https://2021.nordicvirtualsummit.com/feedback