

## ServiceNow Table API Call Policy

### 1. Purpose

This policy defines which Table API calls are permitted within our organization. It is designed to validate user requests before forwarding them to ServiceNow, ensuring compliance, security, and performance.

### 2. Scope

- Applies to all REST calls to /api/now/table/{tableName}.
- Covers request URL, query parameters, and request body.
- Applies across all environments (Dev, Test, Prod).

### 3. Allowed API Calls

3.1 Allowed HTTP Methods - GET: Allowed for reading records. - POST: Allowed for creating records. - PUT/PATCH: Allowed for updating records. - DELETE: Not allowed (must be requested via governance exception).

3.2 Allowed Tables Requests are only permitted against these tables: - u\_learning

Any call to a table outside this list will be blocked.

3.3 Allowed Query Parameters (GET) - sysparm\_query → Allowed but must not exceed 5 AND/OR conditions. - sysparm\_limit → Must be ≤ 500. - sysparm\_fields → Allowed; must only contain whitelisted fields (see 3.4 - sysparm\_display\_value is Allowed (true|false|all). - sysparm\_exclude\_reference\_link is Allowed (true|false).

All other query parameters are disallowed.

3.4 Allowed Fields in Payload Only these field types may be read/written via API: "u\_ticket\_id", "u\_damage\_cost", "u\_car\_model", "u\_car\_image", "u\_company"

Restricted fields (cannot appear in request/response): - password,

api\_key, ssn, credit\_card\_number, encrypted\_\*

If these appear in the request body, the call will be rejected.

3.5 Request Body Rules (POST/PUT/PATCH) - u\_company must be one of: Honda, Toyota, Tesla, BMW, Ford. - u\_car\_model must be one of: Civic, Camry, Model 3, 3 Series, Explorer. - Any field can be set empty if necessary

3.6 Geographic Restriction - All POST/PUT/PATCH calls must originate from India IP ranges. - GET calls are allowed globally but must respect ACLs.

### 3.7 Example Valid Calls

GET with filter: GET  
/api/now/table/{{tableName}}

POST new incident: { "u\_damage\_cost": "2", "u\_company": "Tesla", "u\_car\_model": "Model 3" }

PATCH existing record: PATCH /api/now/table/incident/1234567890abcdef {  
"u\_company": "Honda", "u\_car\_image": "www.exampleCarImage.com/car/image0" }

## 4. Enforcement

- Disallowed calls are rejected before reaching ServiceNow.
- Violations return appropriate HTTP codes:
  - 400 → Invalid payload/parameters
  - 403 → Table or field not allowed
  - 429 → Exceeded quota
  - 451 → Geographic restriction violation

## 5. Revision History

- 1.0 (2025-08-18): Initial call-centric policy