

CREATORCON™

May 9–11 • Orange County Convention Center • Orlando, FL

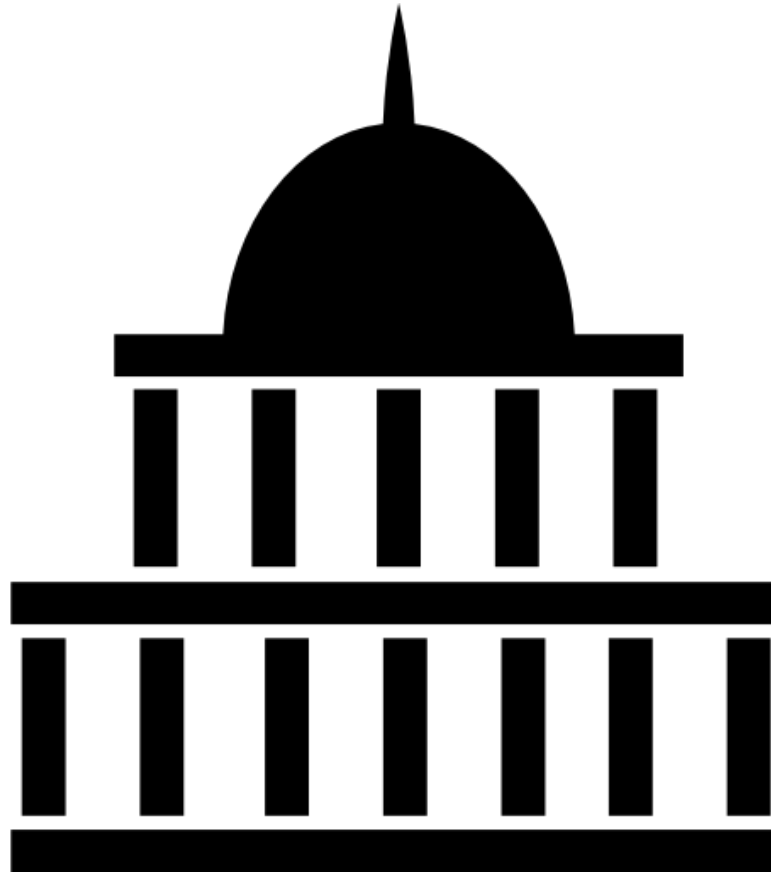
CCB3943 - Integration Governance Patterns & Practices

Bryan Barnard
Platform Product Manager
ServiceNow
@nardbard

Silas Smith
Sr. Manager, Platform Development
ServiceNow
@nowsilas



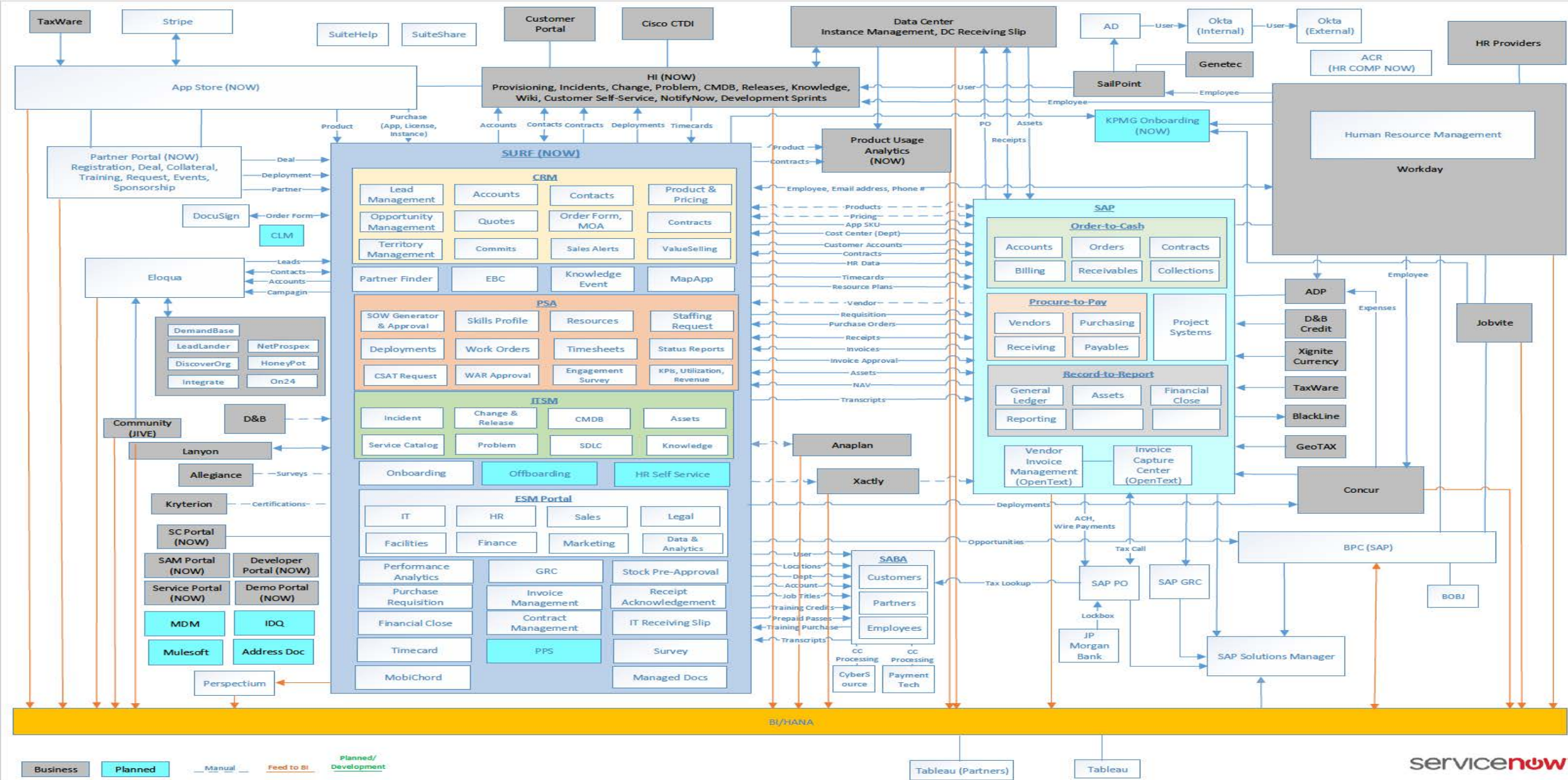
Integration Governance



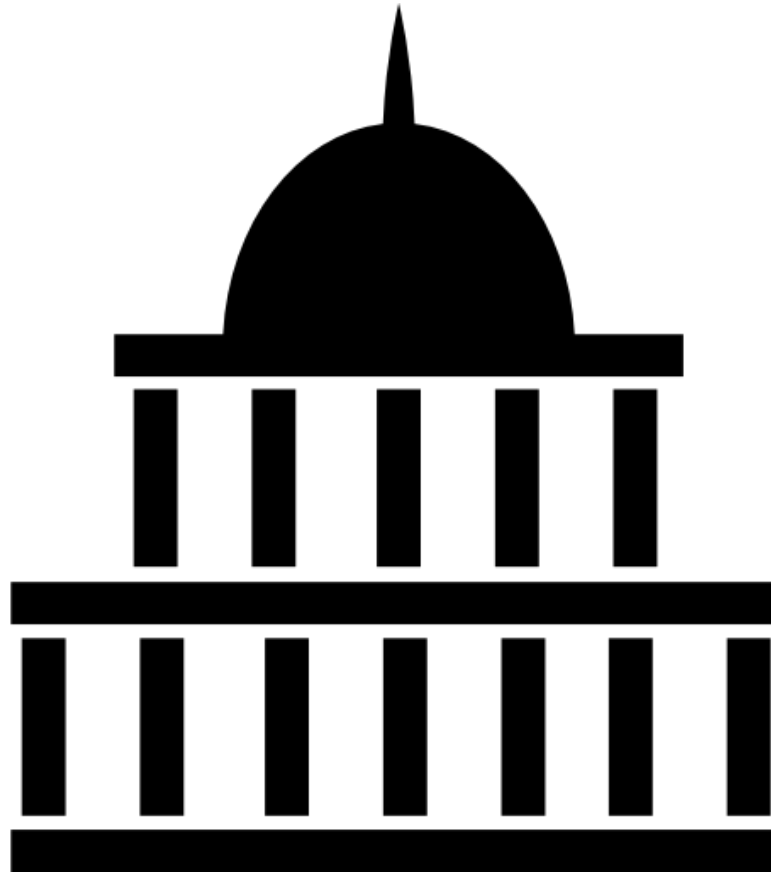


10,000 feet





Integration Governance



Integration Governance

Controls and processes to
prevent and mitigate (integration) risk



Motivation



Data Integrity

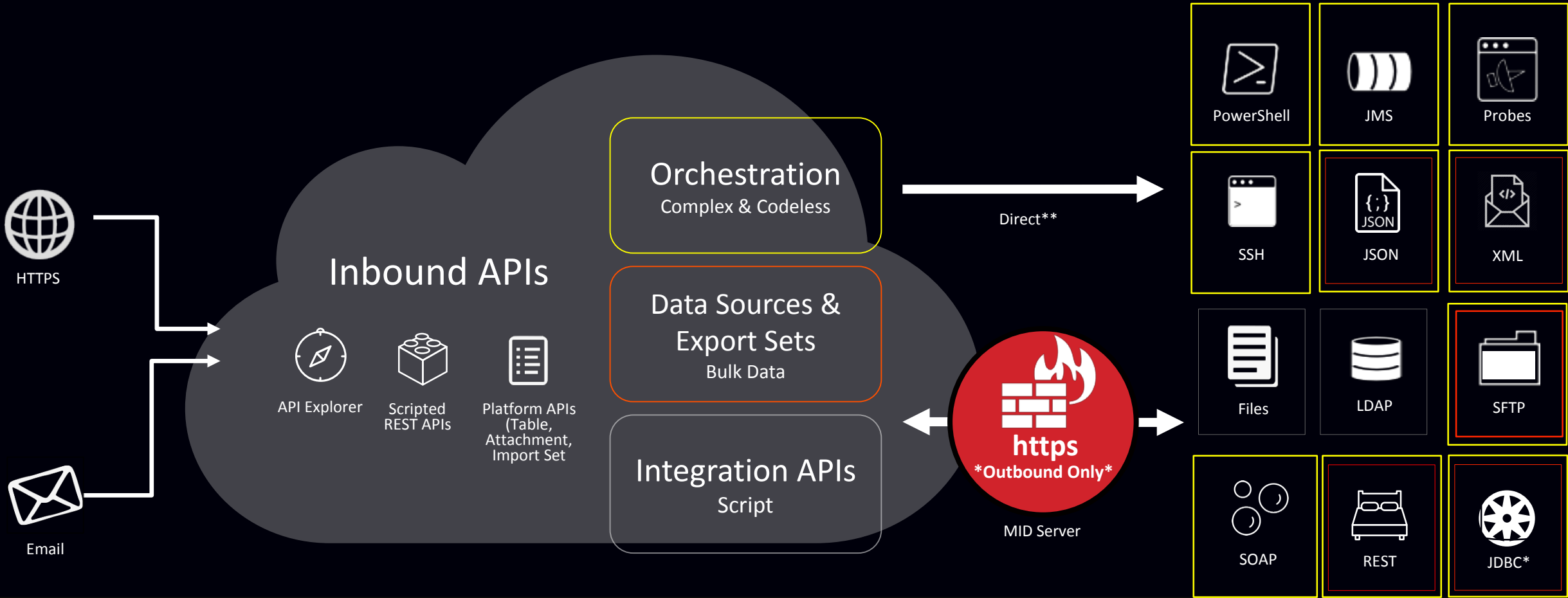
Process Integrity

Do you know ...

- how many integrations you have?
- how data is flowing across your integrations?
- impact of changes to or interruptions in your integrations?
- who (internal/external) is dependent on your service (ServiceNow)?
- if there is and where documentation exists for your integrations?
- if you have test coverage?
- when you upgrade are your integrations still functional?

Integration Capabilities

servicenow



With all these integrations and capabilities how do you govern?

Integration Governance Patterns & Practices

1. Integration Policy
2. Consider Security First
3. Monitor behavior and performance
4. Detect Anomalies
5. Integration Testing
6. Upgradability

Integration Policy

- Specifies how integrations with ServiceNow are:
 - Requested
 - On Boarded
 - Designed
 - Implemented
 - Secured
 - Tested
 - Documented
 - Supported



Consider Security First

- Access controls, Access controls, Access controls
- Principle least privilege
- Table API vs. Import Set API
 - Mutating vs. Non-Mutating integration
- Integration specific accounts
- Expiring accounts



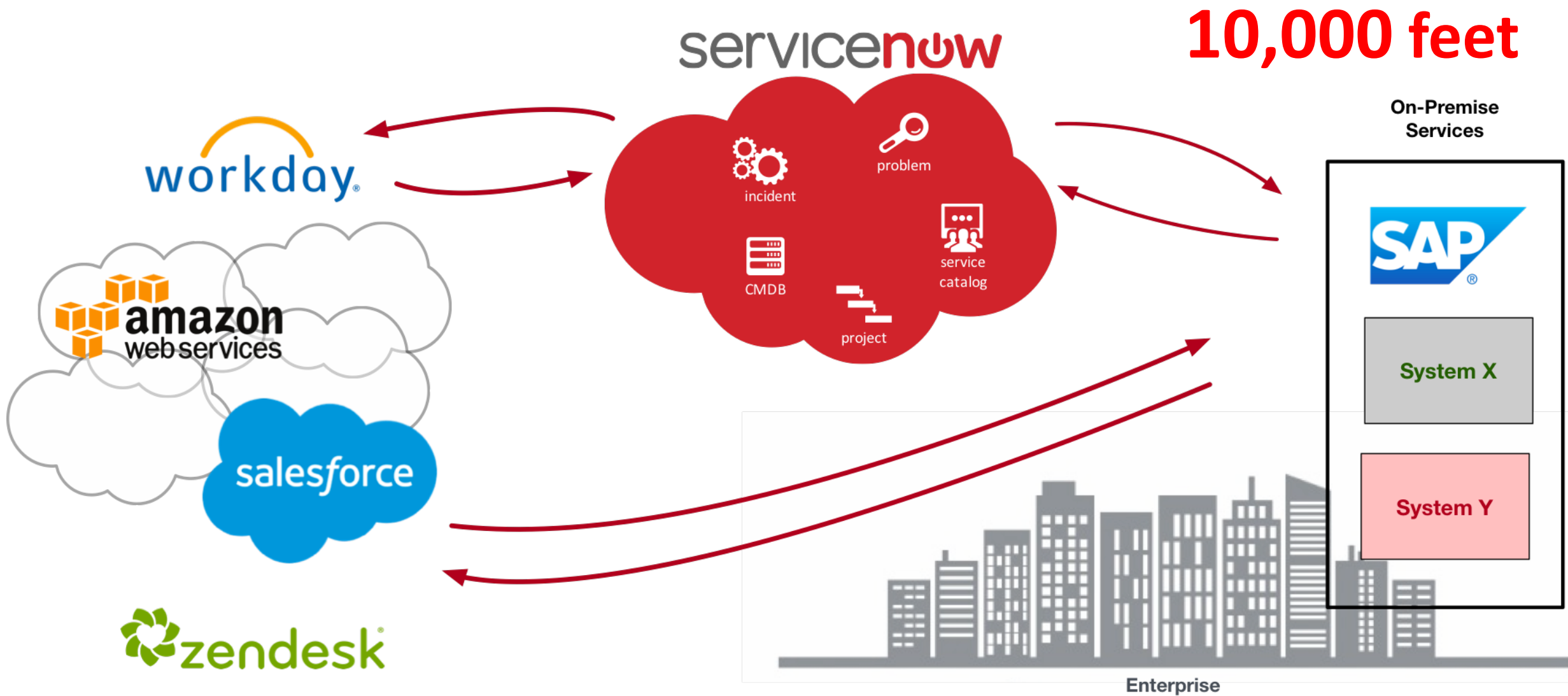
Monitor Usage & Behavior

- Import Sets
- Outbound HTTP Request Logging
- API Analytics



Integration Testing

- Need to test across environments
 - Dev / QA / Prod
 - Dedicated environments
 - Test services you depend on and depend on you
 - Demo REST ATF Test steps
 - Security testing
 - Upgrade with confidence
- ✓ test Insert passed (0.003 s)
 - ✓ testUpdate passed (0.003 s)
 - ✓ testDelete passed (0.003 s)
 - ✓ testCreateUser passed (0.003 s)



Questions

Top Takeaways

1

Integrations are complex, governance helps tame the complexity.

2

Integration Policy is important.

No policy = Bad policy.

3

Test to ensure successful upgrades and secure integrations.

Thank You

Bryan Barnard

Platform Product Mgr.

ServiceNow

bryan.barnard@servicenow.com

@nardbard

Silas Smith

Sr. Mgr. Engineering

ServiceNow

silas.smith@servicenow.com

@nowsilas