

# CREATOR CON™

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

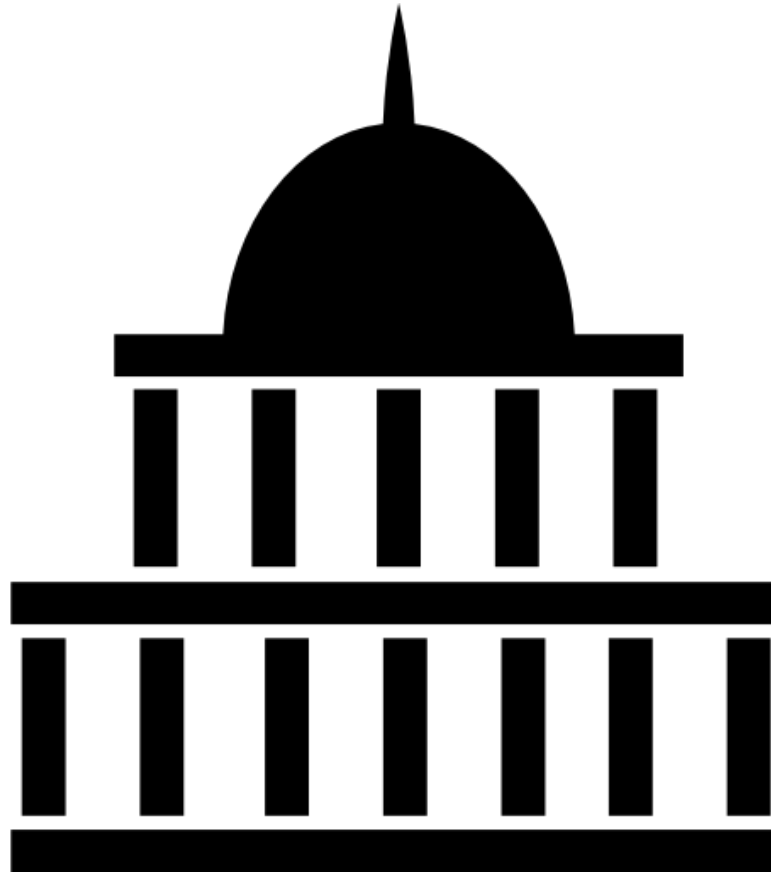
## CCB3943 - Integration Governance Patterns & Practices

Bryan Barnard  
Platform Product Manager  
ServiceNow  
@nardbard

Silas Smith  
Sr. Manager, Platform Development  
ServiceNow  
@nowsilas

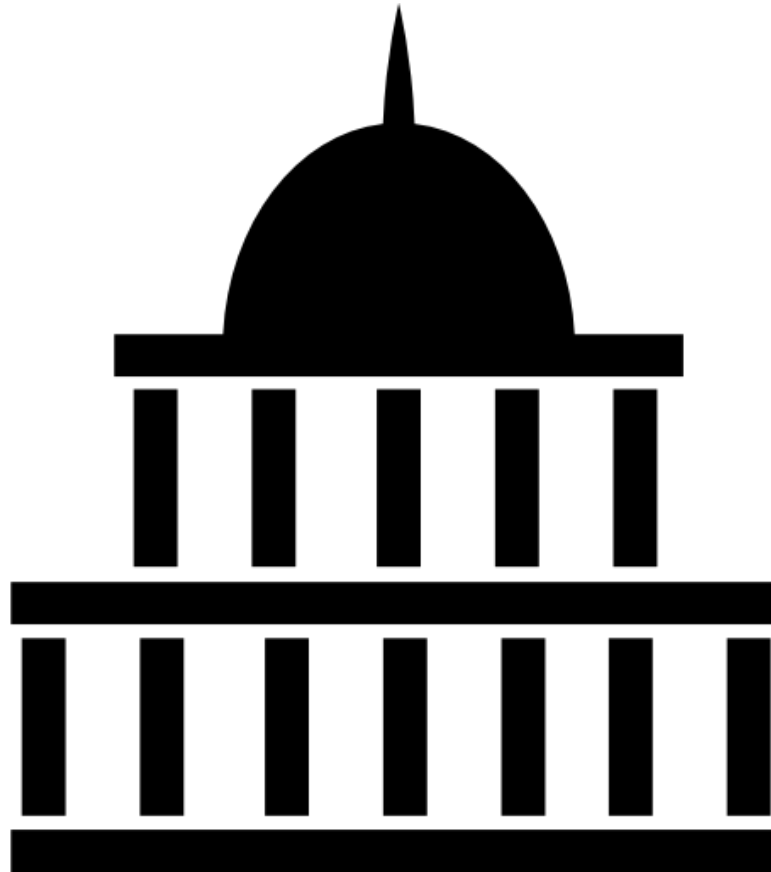


# Integration Governance





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**Controls and processes to**  
***prevent and mitigate (integration) risk***



# Motivation



Data Integrity

Process Integrity

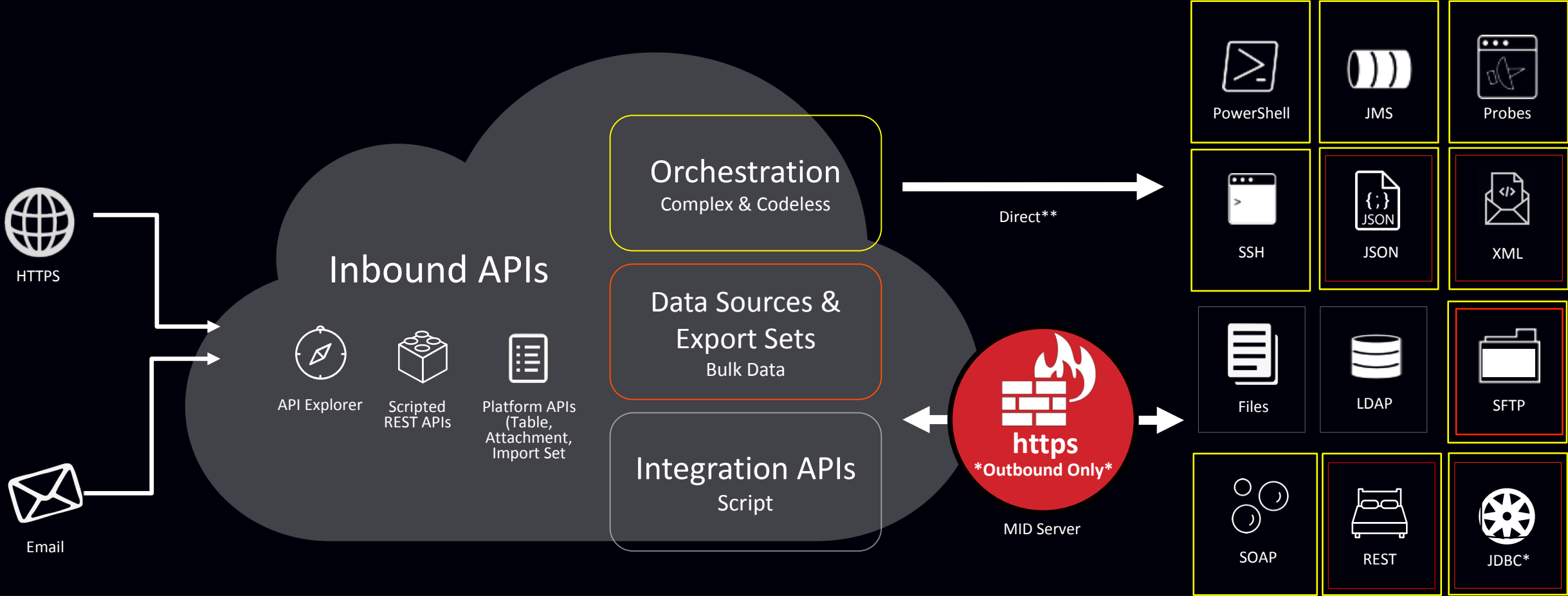
# Do you know ...

- how many integrations you have?
- how data is flowing across your integrations?
- impact of changes to or interruptions in your integrations?
- if there is and where documentation exists for your integrations?
- 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. Consider Security first
2. Integration Policy
3. Monitor usage and behavior
4. Integration testing

# Consider Security First

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- 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



# Integration Policy

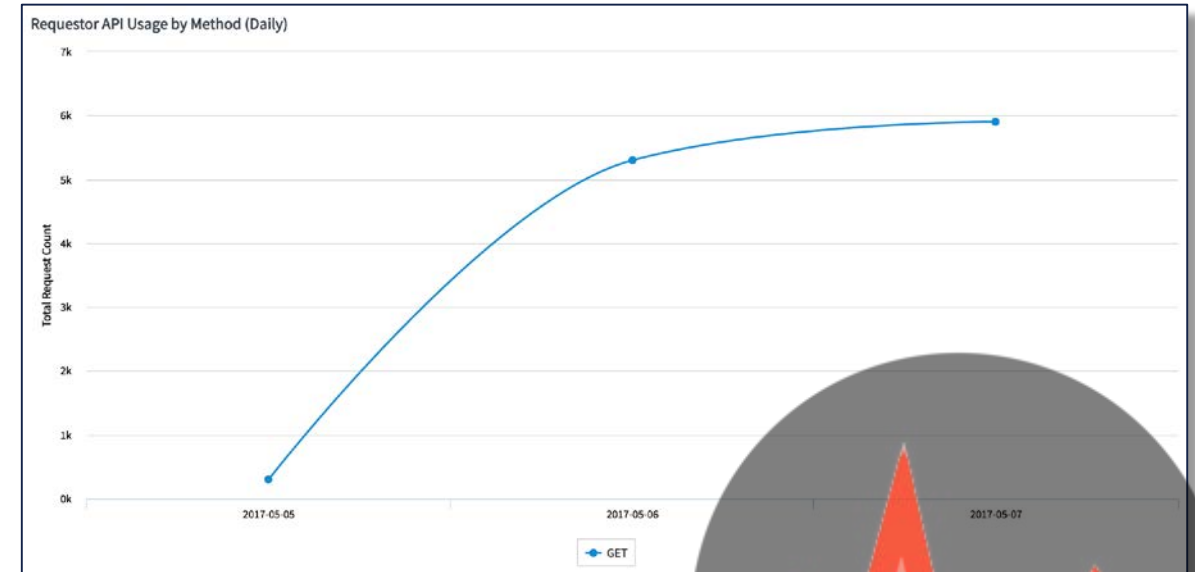
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- Specifies how integrations with ServiceNow are:
  - Requested
  - On Boarded
  - Designed & Implemented
  - Secured
  - Tested
  - Documented
  - Supported



# Monitor Usage & Behavior

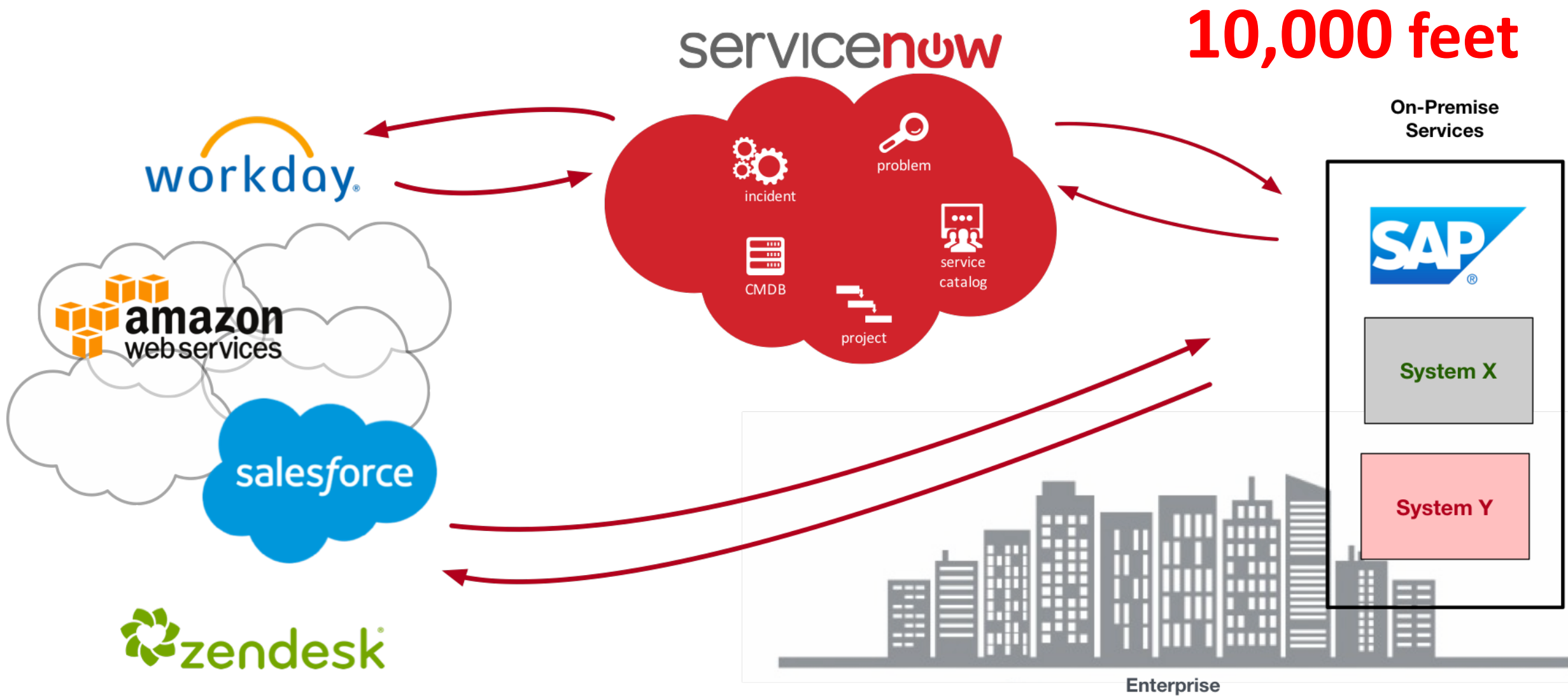
- API Analytics
- Import Sets
- Outbound HTTP Request Logging



# Integration Testing

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- Test across environments
    - Dev / QA / Prod
    - Dedicated environments
  - Test services you depend on and depend on you
    - ATF REST 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

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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