



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

CCW3970 - Building and debugging outbound REST API integrations

Lab Guide: <https://goo.gl/qvXRt2>

Lab Instance: <https://clabs.link/ccw3970>

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CCW3970 - Building and debugging outbound REST API integrations

Bryan Barnard

Platform Product Manager

ServiceNow

@nardbard

Silas Smith

Sr. Manager, Platform Development

ServiceNow

@nowsilas

Azfar Kazmi

Manager, Platform Development

ServiceNow

@bugzetc

GURUS

#Know17 @nadbard | @nowsilas | @bugzetc

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Agenda

Introduction & Overview

Lab Setup

Lab 1

Lab 2

Lab 3

Conclusion & Next steps

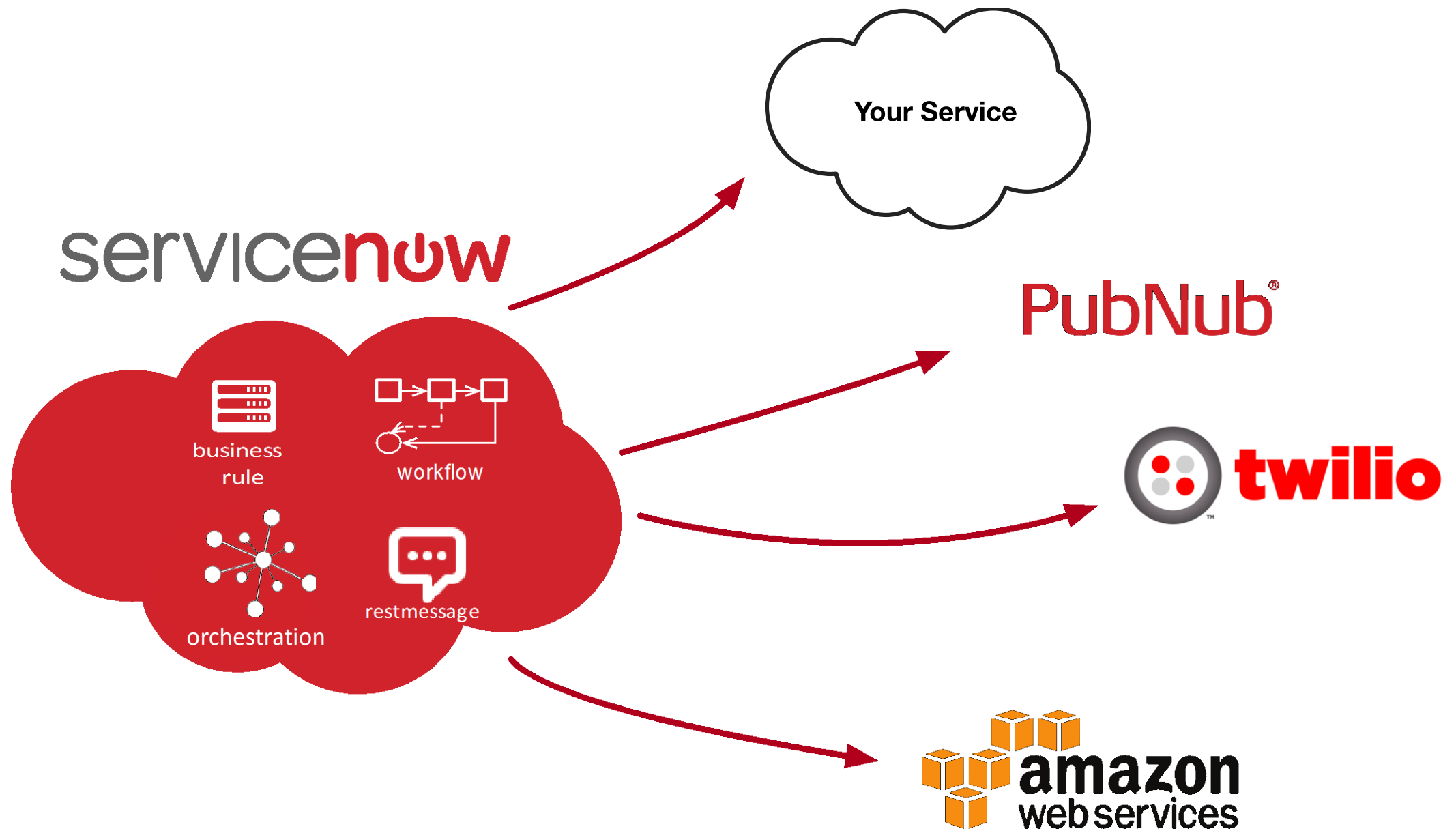
Objectives and What You Will Learn

Objectives

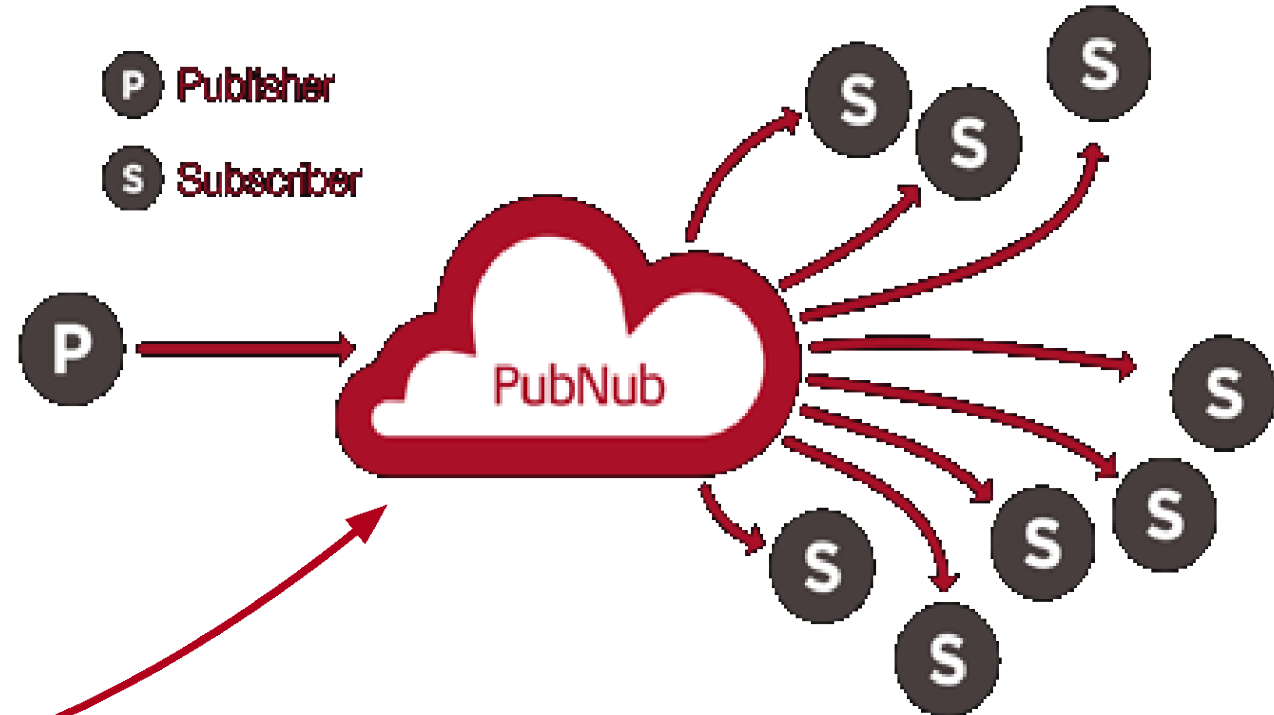
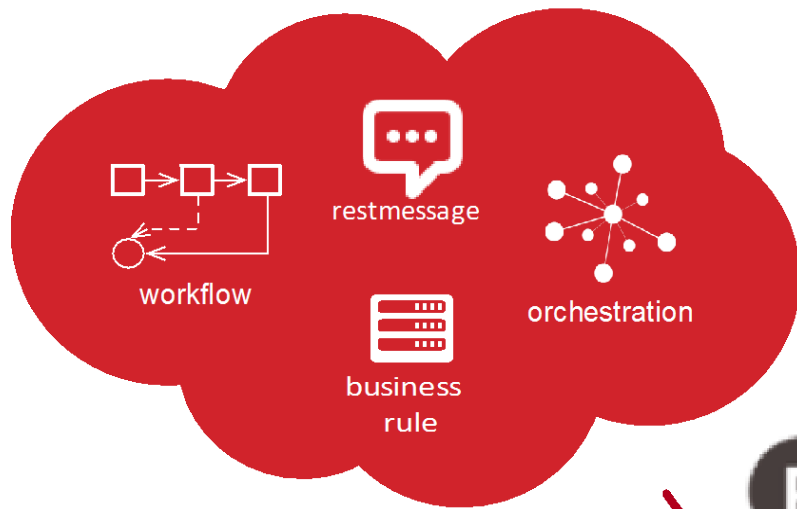
- Provide you with experience and insight on building outbound REST API integrations with ServiceNow.
- Educate participants on options available in ServiceNow to build integrations with REST APIs.

What you will learn

- How and when to use RESTMessage or Orchestration to consume REST APIs.
- Pattern for building integrations that consume 3rd party REST APIs.
- How to use Outbound HTTP Request logging to debug integrations.



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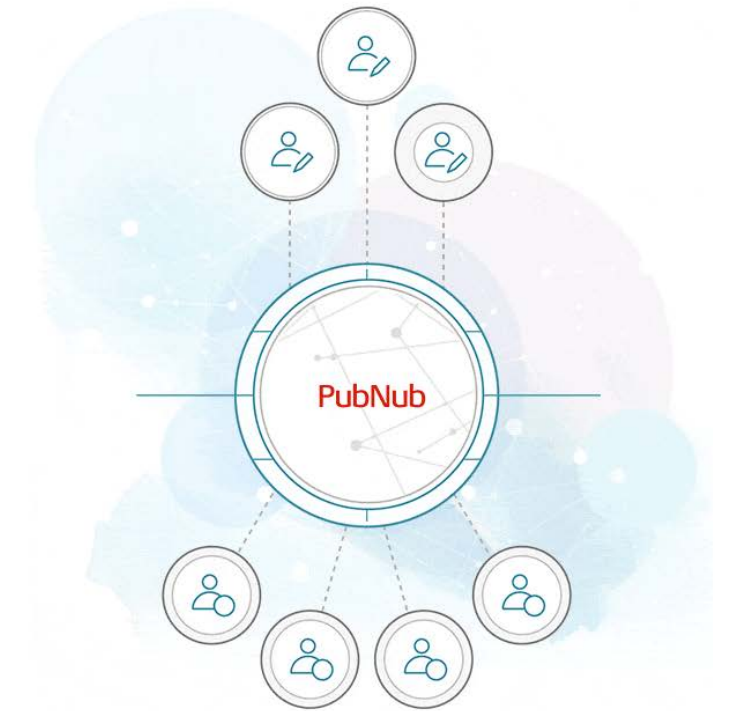


What is PubNub[®]?



What's Included:

- ✓ **Broadcast** – Supports bidirectional 1-to-many broadcast messaging.
- ✓ **Unicast** – Supports bidirectional 1-to-1 device signaling and messaging via dedicated channels.
- ✓ **Multiplexing** – Bundle many streams together on a single connection to minimize bandwidth and battery drain.
- ✓ **Channel Groups** – Manage thousands of channels as a single unit for a more elegant architecture and easier programming.
- ✓ **Supported Everywhere** – With over 70 SDKs for mobile, web, server, and embedded devices, PubNub connects to virtually any device with an internet connection.
- ✓ **Protocol Independent** – The PubNub API uses the best protocol for optimal connectivity in any environment. Never worry about choosing the right protocol again.



Lab Setup

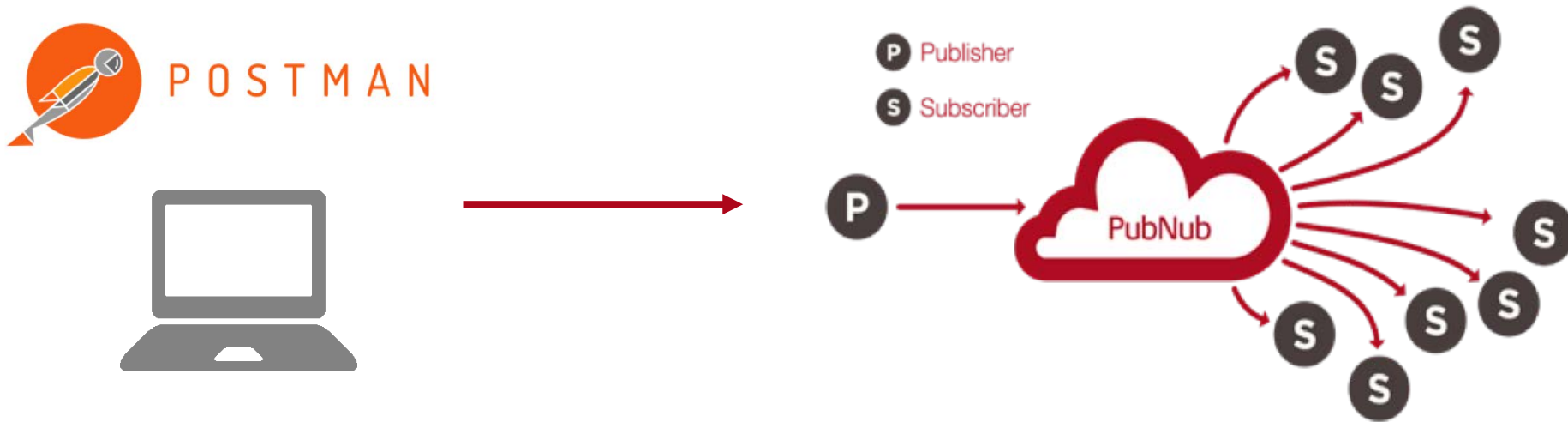
Goals:

- Fork workshop application
- Import forked app to your ServiceNow lab instance
- Install Postman
- Prepared to work on rest of lab w/ necessary tools and Repo

Lab 1

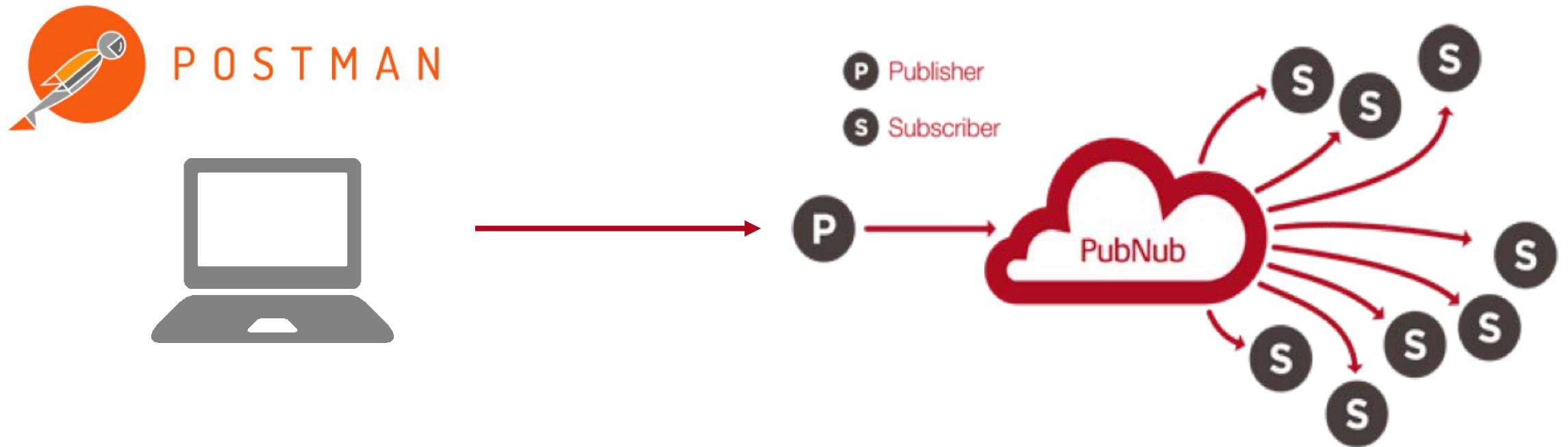
Goals:

- Review PubNub REST API for publishing messages
- Use Postman to build mock requests and test those requests



Lab 1

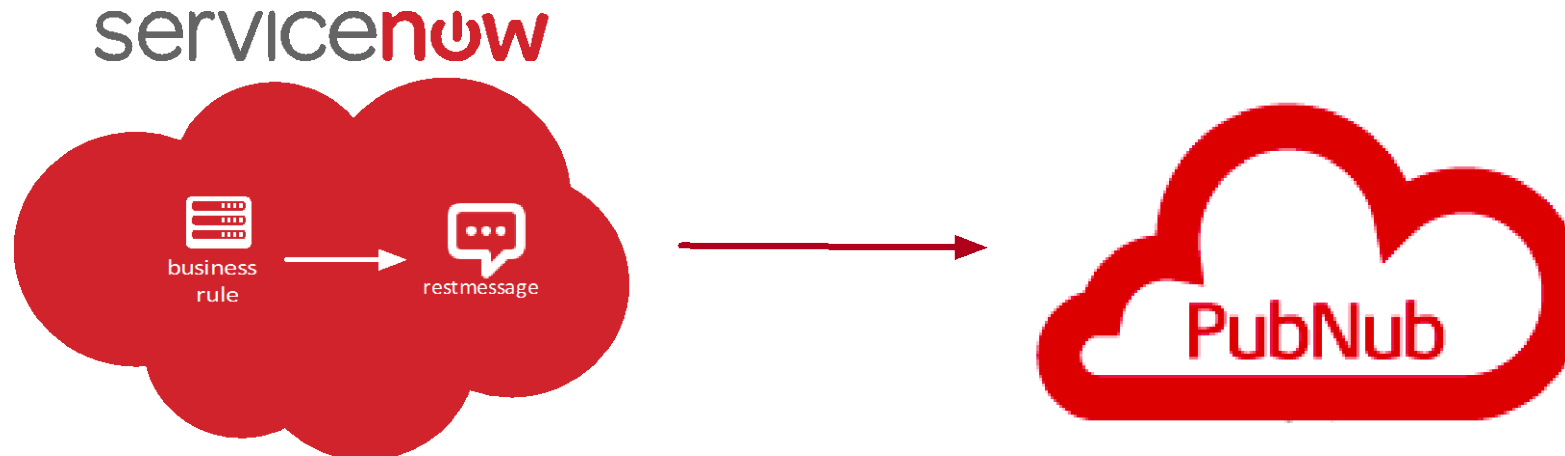
Summary



Lab 2

Goals:

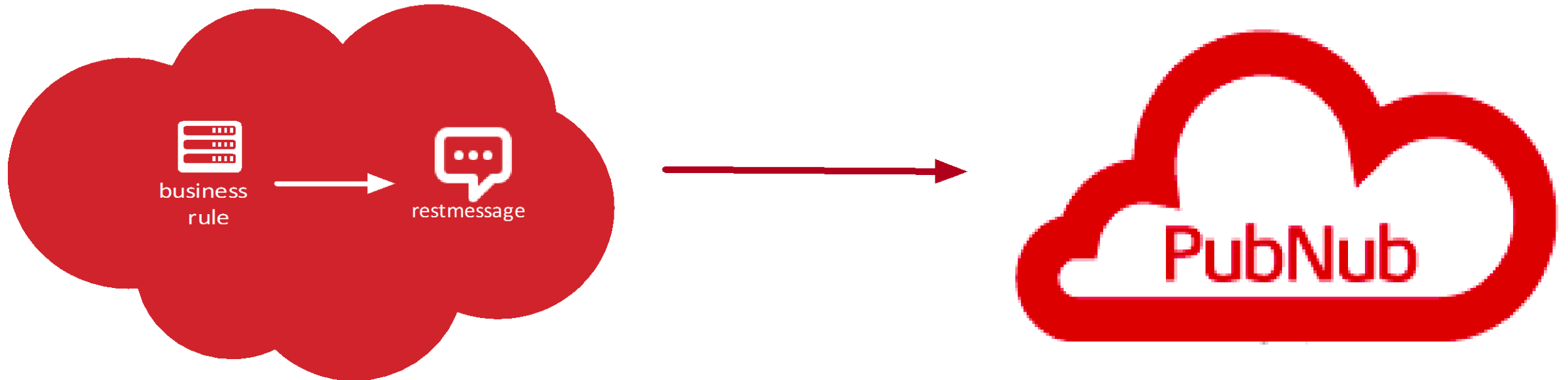
- Build RESTMessage to wrap PubNub REST API
- Use Outbound HTTP Request Logging to debug outbound requests
- Utilize Scripts Background to quickly execute requests for validation
- Configure a Business Rule to use RESTMessage to publish mutations to the PubNub REST API



Lab 2

Summary

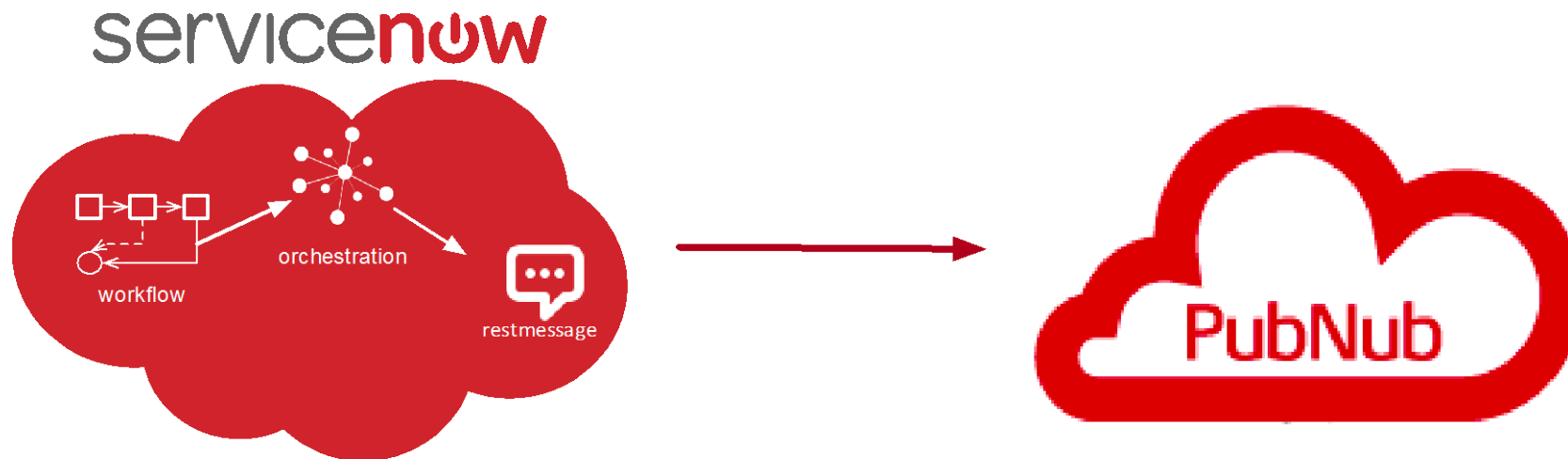
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Lab 3

Goals:

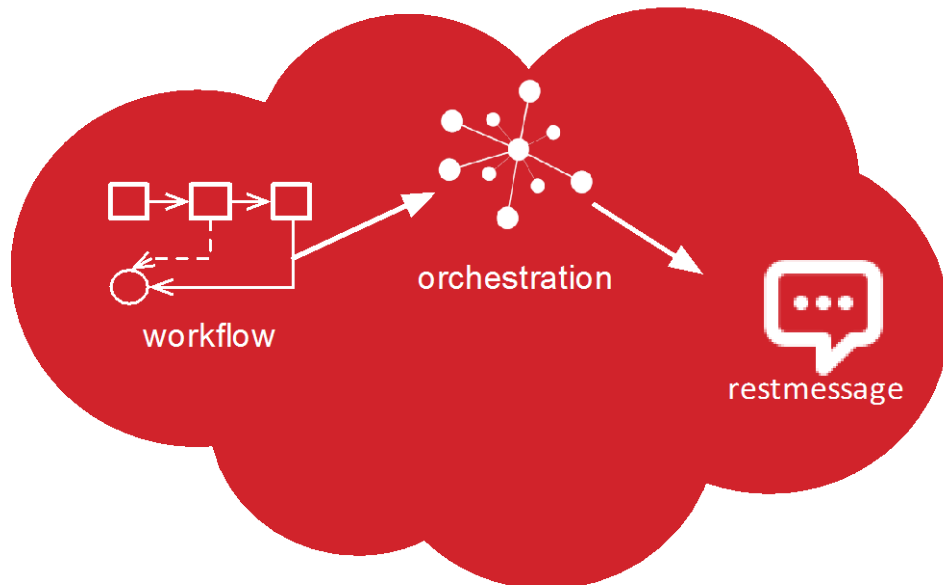
- Leverage Workflow, Orchestration and REST Activities to send outbound messages
- Understand how to use Business Rules and Script vs. Workflow and Orchestration for outbound integrations
- Reinforce that outbound messages regardless of which method is used to send in ServiceNow can be viewed in Outbound HTTP Logs



Lab 3

Summary

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Recap

You built an integration between ServiceNow and PubNub REST API to publish mutations (updates & inserts) to Incidents for consumption by other 3rd applications (subscribers)

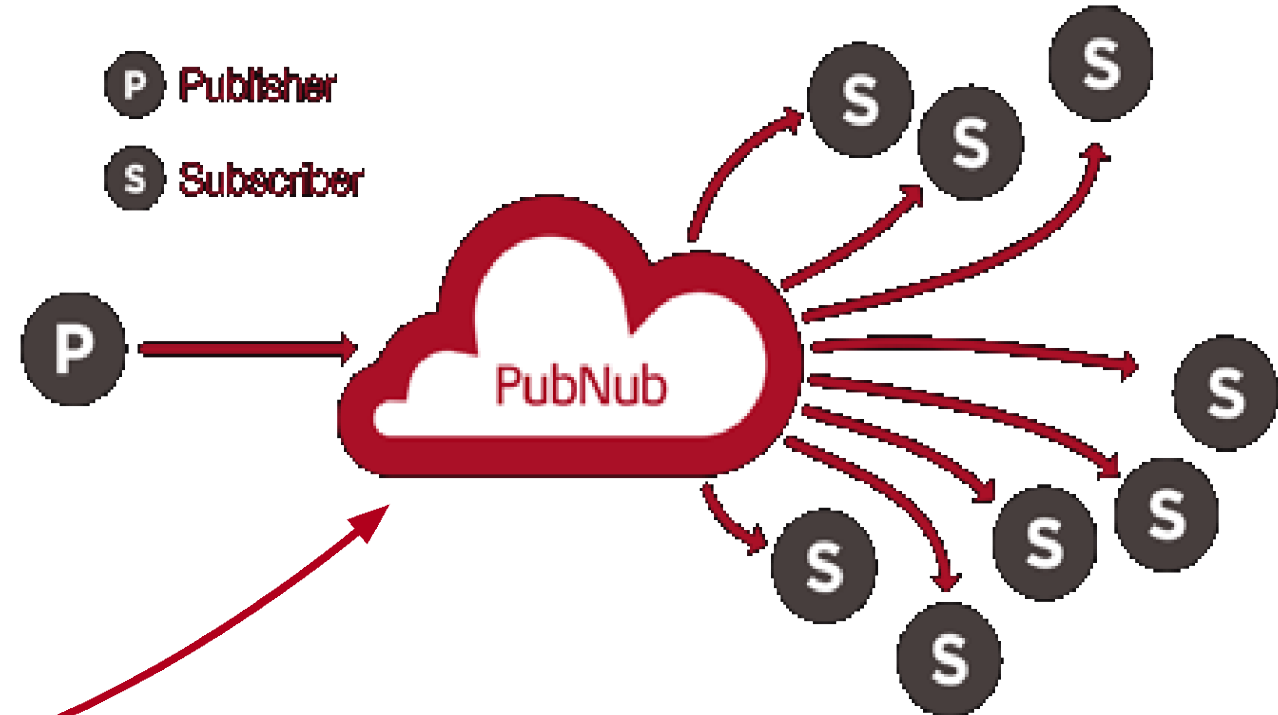
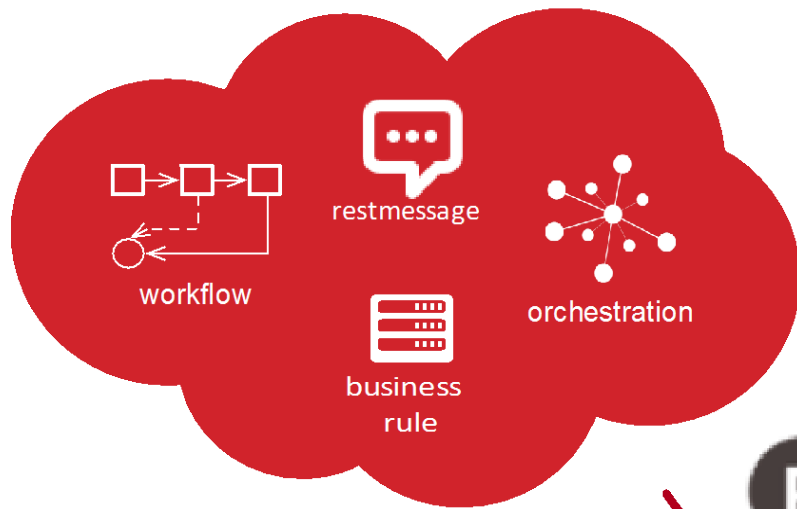
Lab Setup: Scoped App (you now have a copy)

Lab 1: Postman & PubNub REST API

Lab 2: RESTMessage, Script and Business Rules

Lab 3: Workflow and Orchestration Activities

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8 steps to build outbound REST API Integrations with ServiceNow

1. Review and understand the REST API you will be integrating with
2. Use agile local API testing tool (Postman, Paw, cURL) to build and test requests
3. Build REST API wrapper (RESTMessage / Orchestration Activities)
4. Test wrapper in development
5. Review Outbound HTTP Requests logs to verify messages validity
6. Integrate wrapper with your business process
7. Add error and retry handling as required
8. Build tests to verify your integrations behavior and monitor 3rd party APIs for availability and changes

After this workshop...

- How can you expand on this lab / scoped app
 - Add error handling and retry functionality
 - Increase message detail
 - Use your imagination
- Investigate the PubNub service and REST API
 - Setup your own account and continue testing (need new keys)
 - Add a real-time dashboard
 - Consider Pub/Sub model for your own integrations

Reference & Materials

- RESTMessage Documentation
 - https://docs.servicenow.com/bundle/istanbul-servicenow-platform/page/app-store/dev_portal/API_reference/RESTMessageV2/concept/c_RESTMessageV2API.html
- Orchestration Documentation
 - <https://docs.servicenow.com/bundle/istanbul-it-operations-management/page/product/orchestration/reference/r-orchestration.html>
- PubNub REST API
 - <https://www.pubnub.com/docs/pubnub-rest-api-documentation>
- API Testing Tools:
 - Postman: <https://www.getpostman.com>
 - cURL: <https://curl.haxx.se/>
- PubNub Channel Log Source at GitHub: https://github.com/bryanbarnard/ccw3970_glitch/tree/glitch

Top Takeaways

1

RESTMessage and
Orchestration make
Outbound
Integrations Possible

2

8 Steps to
Building successful
outbound REST API
Integrations

3

Outbound Request
Logging

Thank You

Bryan Barnard

Platform Product Mgr.

ServiceNow

bryan.barnard@servicenow.com

@nadbard

Silas Smith

Sr. Mgr. Engineering

ServiceNow

silas.smith@servicenow.com

@nowsilas

Azfar Kazmi

Mgr. Engineering

ServiceNow

azfar.kazmi@servicenow.com

#Know17 @nadbard | @nowsilas | @bugzetc

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