



## Platform Data and Integrations

Foundation data includes any data elements found on the ServiceNow platform that support a capability. ServiceNow integrates with many third-party applications and data sources. Understanding these elements and how ServiceNow fits into an organization's enterprise architecture helps determine which integration pattern is best for an organization.

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### Foundation data elements

There are five foundation data elements:

- **People** data represents the consumers of the services
- **Company** data represents the organization itself, or other companies the organization does business with
- **Organizational structure** data includes departments and business units
- **Location** data is a representation of the geographical locations that are meaningful to the organization's processes
- **Group** data represents sets of people brought together for a common function

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### Guiding principles for managing foundation data

- The way that data is configured within the service management platform will influence:
  - The maximum value received from running processes
  - The effort in managing the data
  - The amount of time it takes to onboard new capability (modules/components)
- Data can be sourced from external systems if it is timely. ServiceNow data requires good governance to ensure it is complete, accurate, and current
- The ownership of foundation data is critical and deserves its own product owner

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### Service Portfolio Management

A service portfolio includes information related to the organization of services and data about each service, including status, as well as related items.



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## Foundation data governance

Governance of foundation data is critical to the user experience through each of the processes on the platform.

Consider these factors in establishing a foundation data governance policy.

- **Control:** Governance of the platform establishes control to ensure data quality and accuracy
- **Ownership:** Establishing ownership of foundation data as a product enables a single point of responsibility and accountability to enable the process owners on the platform to articulate their needs
- **Auditing:** Certification and regular audits can ensure that any data no longer applicable/useful can be cleaned up

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## Choose the appropriate integration

Many integration patterns can be used to allow for communication into the customer network.

- **Bulk data:** Import and export
- **Transactional:** Outbound and inbound

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## User management

The type of system of record for user data directs the type of integration required. Examples of other user management systems include Open LDAP, Domino, Red Hat Directory.

Key functions of LDAP user integration:

- **Data population:** Users are populated into the ServiceNow sys\_user table based upon a scheduled daily or real-time import via an LDAP integration
- **User authentication:** The user authentication method depends on the source attribute value
- **LDAP synchronization:** A key use case for LDAP user synchronization is how to handle deactivated users

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## Single Sign-On integration

A Single Sign-On (SSO) solution for user authentication is the most common implementation requirement for ServiceNow customers.