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# Application Overview

The BigID-ServiceNow App is built to work within the BigID marketplace. After it is configured, it can be used to do the following actions across BigID and ServiceNow instances

* Import – Retrieve data sources from ServiceNow to BigID
* Export – Push data sources from BigID to ServiceNow
* Sync – Push sensitivity information from BigID scan results to ServiceNow for the synced data sources

The app supports the following data source types:

* MSSQL
* MYSQL
* DB2
* POSTGRES
* ORACLE
* SYBASE

This document provides instructions to set this app to work with a ServiceNow instance as well as how to execute the aforementioned actions.

# Setup

# ServiceNow Instance Setup

# 

# OAUTH Configuration

1. Login to the ServiceNow instance as an admin user.
2. From the left navigation menu, click on Application Registry under System OAuth.

Graphical user interface, application

Description automatically generated

1. Graphical user interface, text, application, chat or text message, website

   Description automatically generatedClick on the New button on top of the list.
2. Select the kind from the list as shown below.
3. Graphical user interface, text, application

   Description automatically generated
4. In the new record form, enter the name and client secret and submit to create the application registry.
5. Open the record and note down the ***Client ID*** and ***Client Secret*** values. These will be needed later to configure the app on BigID platform.

# Information Object Custom Fields

This is required to maintain parent child level relationships between Information Object. As per ServiceNow, these fields will get added to the table in their future patches. When that happens, this step will not be necessary, and the app will have to be updated to work with the new fields.

1. Save the attached xml file to a local folder.



1. Go to the ServiceNow instance and from the left navigation menu, click on ***Retrieved Update Sets*** under ***System Update Sets.***

Graphical user interface, application

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1. Click on the link at the bottom of the list as shown below

. Graphical user interface

Description automatically generated

1. In the next page, browse and select the file saved in step 1 and upload.

Graphical user interface, text, application, email

Description automatically generated

1. From the list, open the one named ***Information Object Custom Fields.***

Text

Description automatically generated with low confidence

1. In the form click on ***Preview Update Set.***

Graphical user interface, text, application, email

Description automatically generated

1. On completion, close the success message dialog.

A picture containing rectangle

Description automatically generated

1. In the next page, commit the changes by clicking on the ***Commit Update Set*** button.

Graphical user interface, application

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# Dependent Apps

Make sure the following applications are set up in your instance.

* Discovery
* Discovery and Service Mapping Patterns (minimum version 1.0.70)

You can check this using the following steps.

1. From the left navigation menu, click on ***Installed*** under ***All Available Applications*** under ***System Applications.***

A screenshot of a computer

Description automatically generated with low confidence

1. In the next page, you can search for ***Discovery and Service Mapping Patterns.***

Graphical user interface, text, application

Description automatically generated

If you find it, check if the version is equal to or higher than the minimum version specified above. If it is lower, then update to bring it a compatible version. If the app is not installed, please follow ServiceNow documentation to add this app to the instance.

# BigID App Setup

1. After the app is added to the BigID platform, click on ***Edit App*** to do the configuration changes.
2. Make sure ***BigID Base URL*** is entered correctly. Make sure it points to the desired app instance.
3. Enter the global parameters as detailed below.
   1. In ***ServiceNowBaseURL***, enter the ServiceNow instance url without the any slash in the end (e.g. <https://abc.service-now.com>).
   2. In ***ServiceNowConnectedAppId***, enter the OAUTH client ID, acquired in the OAUTH Configuration process.
   3. In ***ServiceNowConnectedAppSecret***, enter the OAUTH client secret, acquired in the OAUTH Configuration process.
   4. In ***ServiceNowUsername***, enter the ServiceNow username. The user here must have itil role in ServiceNow.
   5. In ***ServiceNowPassword***, enter the ServiceNow password.
4. Save the app changes.

# Actions

# Create Sensitivity Level Saved Query

This action auto creates ServiceNow specific sensitivity-levels tags as empty “Saved-Queries” within BigID. This is a one-time action and once the empty “Saved-Queries” have been created, fill the same with the right queries. Once applicable queries have been setup, run the “Auto-Tagger” app (this is a separate BigID App) to add sensitivity-level attributes to applicable objects.

# Import

Click Run against import action. On completion, you will find the data sources, present in ServiceNow but not yet synced with BigID, added to the data sources list in the BigID platform. This action allows the following params

* Filter assets to be imported from ServiceNow into BigID by database type
* Add custom prefix to assets imported from ServiceNow into BigID

Graphical user interface, application

Description automatically generated

# 

# Export

Click Run against export action. On completion, you will find the data sources, present in BigID but not yet synced with ServiceNow, added to the data sources list in the ServiceNow instance. This action does not require any parameters

# 

# Sync

The “***Create Sensitivity Level Saved Query”*** action is a prerequisite for this action. This action will sync sensitivity information by extracting it from the BigID catalog and adding it to catalog and information objects of the associated data sources within ServiceNow.