How to add ServiceNow attributes in Azure and how to map custom fields with ServiceNow.
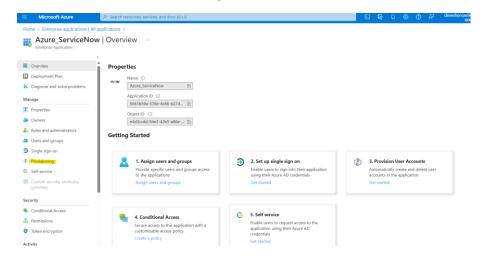
Azure SSO
integration with Servic

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➔ **This documentation is continuation for "Azure SSO integration with ServiceNow" which I previously posted.**

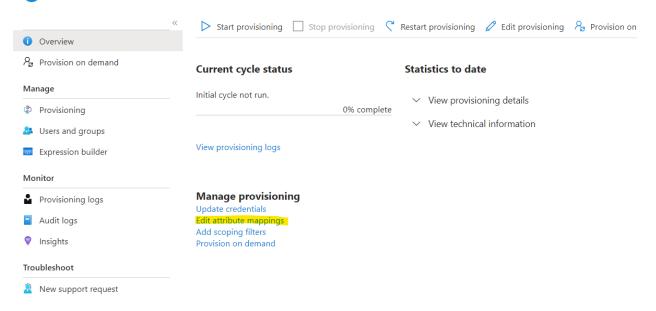➔ Search for **Enterprise applications** ➔ Search **ServiceNow application** and click on that.
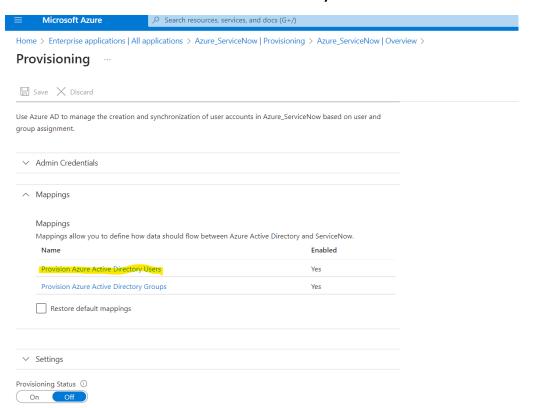

➔ Then Click on **Provisioning**

➔ Then Click on **Edit attribute mappings.**

Azure_ServiceNow | Overview   ...

ⓘ **Overview**	
⚙ Provision on demand	

Manage

- 🔄 Provisioning
- 👥 Users and groups
- 🔲 Expression builder

Monitor

- 👤 Provisioning logs
- 🔲 Audit logs
- 💡 Insights

Troubleshoot

- 👤 New support request

▷ Start provisioning   ☐ Stop provisioning   ↻ Restart provisioning   ✎ Edit provisioning   ⚙ Provision on

Current cycle status

Initial cycle not run.

                                                    0% complete

View provisioning logs

Manage provisioning
Update credentials
Edit attribute mappings
Add scoping filters
Provision on demand

Statistics to date

⌄ View provisioning details

⌄ View technical information

➔ Then click on **Provision Azure Active Directory Users**.

Provisioning   ...

💾 Save   ✕ Discard

Use Azure AD to manage the creation and synchronization of user accounts in Azure_ServiceNow based on user and group assignment.

⌄ Admin Credentials

⌃ Mappings

Mappings
Mappings allow you to define how data should flow between Azure Active Directory and ServiceNow.

Name	Enabled
Provision Azure Active Directory Users	Yes
Provision Azure Active Directory Groups	Yes

☐ Restore default mappings

⌄ Settings

Provisioning Status ⓘ
[On | **Off**]

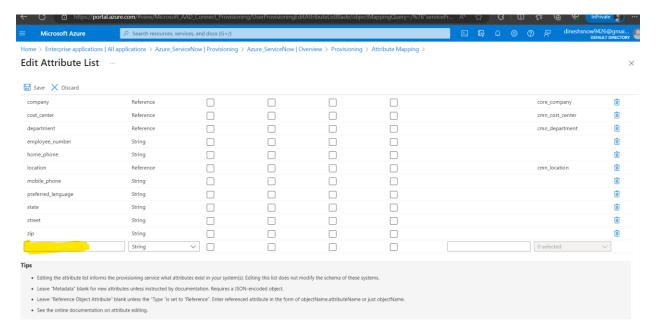➔ Scroll down till **Show Advanced options**, check that box. Then Click on **Edit attribute list for ServiceNow**.

Then you can be able to **add** New custom columns which we created in ServiceNow as highlighted below.

Later we should be able to map with Azure Fields by using Add new mapping:

Attribute Mapping …

🖫 Save   ✕ Discard

Attribute Mappings

Attribute mappings define how attributes are synchronized between Azure Active Directory and ServiceNow

Azure Active Directory Attribute	ServiceNow Attribute	Mat
userPrincipalName	user_name	1
Switch([IsSoftDeleted], , "False", "1", "True", "0")	active	
mail	email	
givenName	first_name	
surname	last_name	
telephoneNumber	phone	
jobTitle	title	
city	city	
mobile	mobile_phone	
state	state	
streetAddress	street	
postalCode	zip	

Add New Mapping

☐ Show advanced options