

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



Azure SSO
integration with ServiceNow

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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.

The screenshot shows the Microsoft Azure portal interface. The left sidebar contains navigation options: Overview, Manage, and Security. Under 'Manage', 'All applications' is selected. The main content area displays a table of applications. The table has columns: Name, Object ID, Application ID, Homepage URL, Created on, and Certificate Expiry Status. One application, 'Azure_ServiceNow', is listed with its corresponding IDs and a 'Current' status.

Name	Object ID	Application ID	Homepage URL	Created on	Certificate Expiry Status
Azure_ServiceNow	e4d3ccdd-84e3-42b5-a86e-2d3...	5661b59a-576e-4e86-b27d-268...	https://*.service-now.com/*?met...	8/5/2023	Current

➔ Then Click on **Provisioning**

The screenshot shows the 'Azure_ServiceNow' application overview page. The left sidebar has 'Provisioning' highlighted under the 'Manage' section. The main content area displays the 'Properties' section with fields for Name, Application ID, and Object ID. Below this, the 'Getting Started' section lists five steps: 1. Assign users and groups, 2. Set up single sign on, 3. Provision User Accounts, 4. Conditional Access, and 5. Self service. Each step includes a brief description and a 'Get started' link.

Properties

Name: Azure_ServiceNow
Application ID: 5661b59a-576e-4e86-b27d-268...
Object ID: e4d3ccdd-84e3-42b5-a86e-2d3...

Getting Started

- 1. Assign users and groups**
Provide specific users and groups access to the applications
[Assign users and groups](#)
- 2. Set up single sign on**
Enable users to sign into their application using their Azure AD credentials
[Get started](#)
- 3. Provision User Accounts**
Automatically create and delete user accounts in the application
[Get started](#)
- 4. Conditional Access**
Secure access to this application with a customizable access policy.
[Create a policy](#)
- 5. Self service**
Enable users to request access to the application using their Azure AD credentials
[Get started](#)

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

Home > Enterprise applications | All applications > Azure_ServiceNow | Provisioning >

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

Statistics to date

View provisioning details

View technical information

Manage provisioning

Update credentials

Edit attribute mappings

Add scoping filters

Provision on demand

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

Microsoft Azure

Search resources, services, and docs (G+)

Home > Enterprise applications | All applications > Azure_ServiceNow | Provisioning > Azure_ServiceNow | Overview >

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

Settings

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

Provisioning Status ⓘ

On

Off

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

Microsoft Azure Search resources, services, and docs (G+)

Home > Enterprise applications | All applications > Azure_ServiceNow | Provisioning > Azure_ServiceNow | Overview > Provisioning >

Attribute Mapping

Save Discard

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

Supported Attributes

View and edit the list of attributes that appear in the source and target attribute lists for this application.

The attribute list for Azure Active Directory is up to date with all supported attributes. [Request additional attributes you would like to see supported here.](#)

[Edit attribute list for ServiceNow](#)

[Use the expression builder](#)

In addition to configuring your attribute mappings through the user interface, you can review, download, and edit the JSON representation of your schema. [Review your schema here.](#)

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

Microsoft Azure Search resources, services, and docs (G+)

Home > Enterprise applications | All applications > Azure_ServiceNow | Provisioning > Azure_ServiceNow | Overview > Provisioning > Attribute Mapping >

Edit Attribute List

Save Discard

company	Reference	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	core_company	
cost_center	Reference	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	cmn_cost_center	
department	Reference	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	cmn_department	
employee_number	String	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
home_phone	String	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
location	Reference	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	cmn_location	
mobile_phone	String	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
preferred_language	String	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
state	String	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
street	String	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
zip	String	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>


Tips


- Editing the attribute list informs the provisioning service what attributes exist in your system(s). Editing this list does not modify the schema of these systems.
- Leave "Metadata" blank for new attributes unless instructed by documentation. Requires a JSON-encoded object.
- Leave "Reference Object Attribute" blank unless the "Type" is set to "Reference". Enter referenced attribute in the form of objectName.attributeName or just objectName.
- See the online documentation on attribute editing.

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

[Home](#) > [Enterprise applications](#) | [All applications](#) > [Azure_ServiceNow | Provisioning](#) > [Azure_ServiceNow | Overview](#) > [Provisioning](#) >

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	Mail
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