

IBM Resilient Integration for ServiceNow

- [Overview](#)
- [Key Features](#)
- [Requirements](#)
- [Install + Customize](#)
 - [Customize ServiceNow App Guide](#)
 - [Customize Resilient Functions Guide](#)

Overview

Bi-directional integration with ServiceNow and IBM Resilient allowing SEC Ops Professionals to communicate security incidents in realtime. This integration allows for bi-directional synchronization of notes and incidents enabling the security and operations teams to be aligned during critical security events.

Key Features

- Bi-directional integration between Records in the ServiceNow Incident Table and Incidents/Tasks in IBM Resilient
 - Create an IBM Resilient Incident/Task from a ServiceNow Record in the Incident Table
 - Create a ServiceNow Record in the Incident Table from a IBM Resilient Incident/Task
 - Sync notes between a related IBM Resilient Incident/Task and a ServiceNow Record
 - Send Attachments from an IBM Resilient Incident/Task to a related ServiceNow Record
-

Requirements

- ServiceNow Instance running \geq Kingston release
 - The ServiceNow **IBM Resilient App** \geq **v1.0.0** installed on your ServiceNow Instance which you can download from [the ServiceNow Store](#)
 - Access to the Incident Table in ServiceNow
 - If IBM Resilient is not publicly accessible (behind firewall) a ServiceNow MID Server is required
 - IBM Resilient \geq **v31.0.0**
 - An Integrations Server running **resilient-circuits** \geq **v31.0.0** with **fn_service_now** \geq **v1.0.0** installed which you can download from our [App Exchange](#)
-

Install + Customize

- Follow our [Install Guide](#) to get up and running.
 - Out-of-the-box we meet a lot of use cases, however to adapt the Integration to suit your Incident Response Workflow follow our Customize guides:
 - [Customize ServiceNow App Guide](#)
 - [Customize Resilient Functions Guide](#)
-

Documentation

- See ibm.biz/res-snow-docs for our latest documentation
-