How it works

My new Honeycomb-ServiceNow Integration allows you to:

- **Create or update Configuration Items** in your ServiceNow CMDB for entities that have recent data in Honeycomb. That includes application/parent services and underlying applications today (and I'm planning to add more classes soon).

- **Create rich Service Maps** in ServiceNow for the systems you're observing in Honeycomb. These maps are based on real traffic between CI's and are periodically updated based on the latest telemetry data.

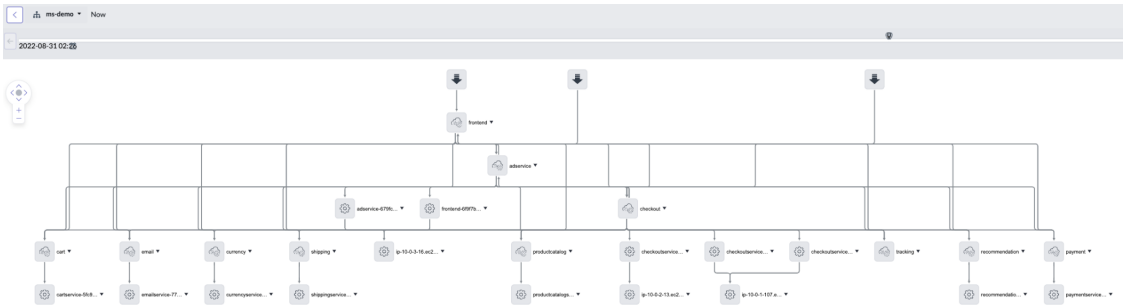


Figure 1: an example service map as generated by my new integration. If you're using our Kubernetes operator or OpenTelemetry's Kubernetes tags, you'll even see pod and node entities and relationships based on your trace data

- **Observe the impacts of Change Requests directly in Honeycomb**. For change requests logged in ServiceNow against entities being observed in Honeycomb, you can automatically launch straight into Honeycomb in the right context to see service performance for the change-affected resources: both before and after the change was implemented. The "Open in Honeycomb" button allows you to validate if the service has any negative impacts from the change in real-time!

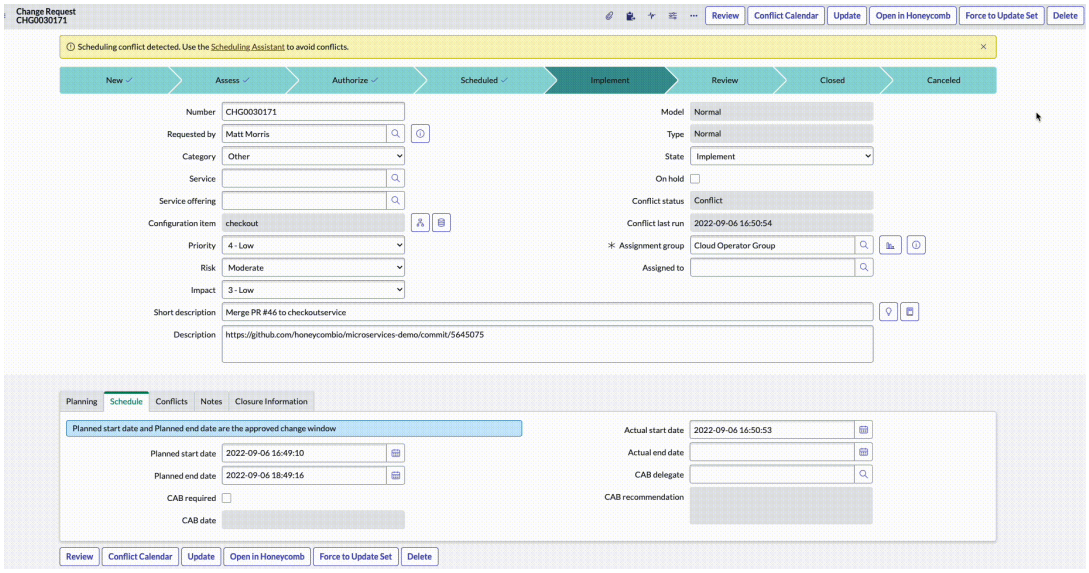


Figure 2: the “Open in Honeycomb” button allows you to open a dashboard in Honeycomb directly from a Change Request

- **Create rich Incidents in ServiceNow for Honeycomb Triggers and Honeycomb SLOs**. You can add your ServiceNow instance as a recipient on any Trigger or SLO burn alert, and incidents will be created when the specified conditions are met. ServiceNow incidents will be automatically updated if the trigger condition in Honeycomb is no longer met or if the SLO burn alert status changes to green. When used in this setting, the “Open in Honeycomb” button opens these in context for rapid troubleshooting!

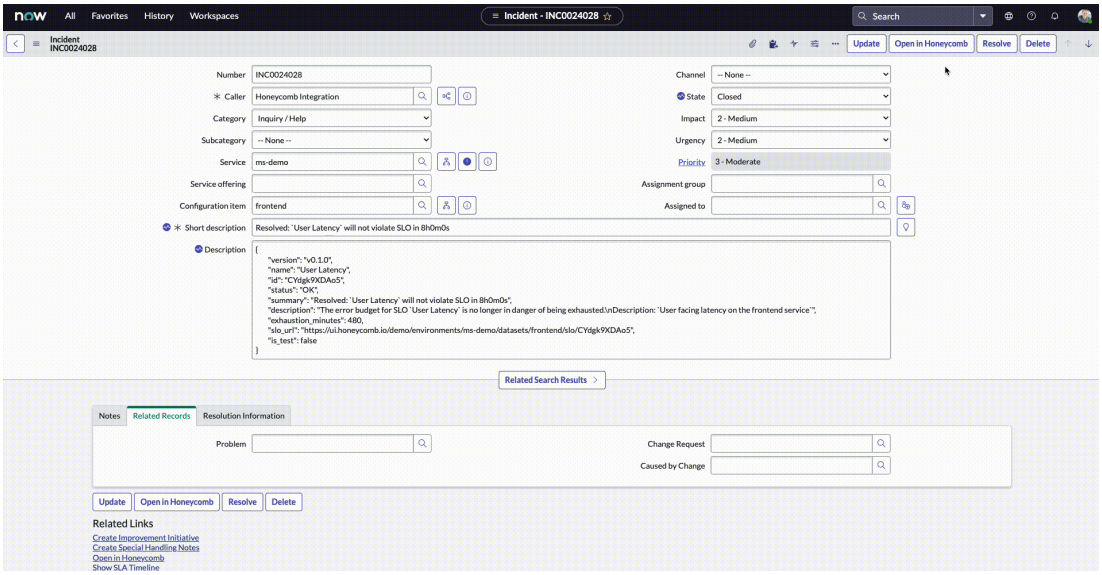


Figure 3: the “Open in Honeycomb” button also works on Incidents from Burn Alerts and can drop you directly into troubleshooting your SLO from ServiceNow

- **Open any Incident directly in Honeycomb that is affecting an entity you are observing in Honeycomb**. Go straight to the affected resources during the right time frame, and jumpstart your troubleshooting process.

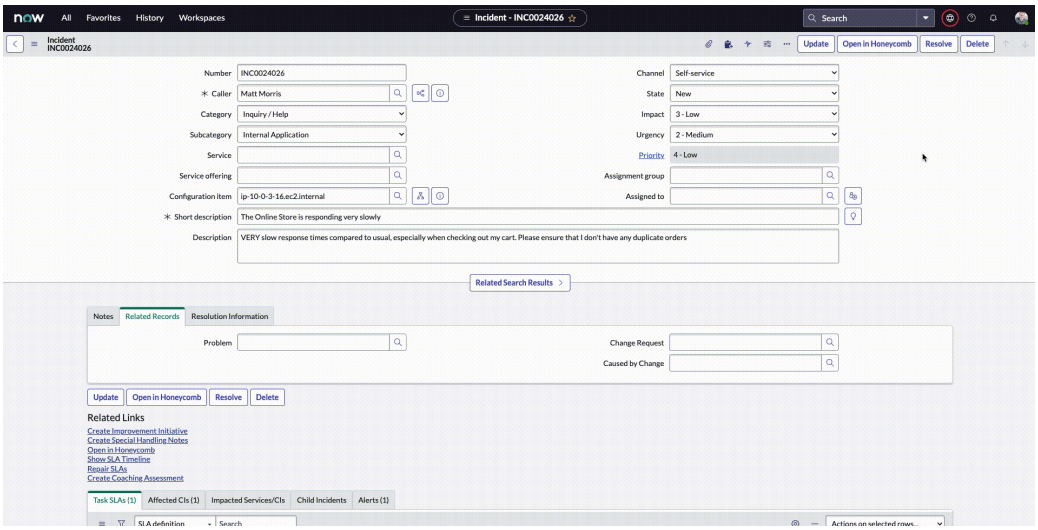


Figure 4: even incidents that weren't created by Honeycomb Triggers or SLOs will allow you to open a relevant query in Honeycomb if the affected CI/service on the Incident is being observed by Honeycomb

Who this integration is for

My hope for my new integration is that anyone and everyone can find some use for this! But it does leverage features in Honeycomb and ServiceNow that require certain paid features. In order to use this you'll need the following requirements:

- A Honeycomb Enterprise subscription
- A ServiceNow Flow Designer subscription that allows REST calls to external endpoints

If you have those two things, you're all set! You don't need to deploy any additional agents, further scale your ServiceNow deployment, or any additional subscriptions. Most notably:

- No ServiceNow MID Server is required
- No ServiceNow ITOM subscription is required

How to get started

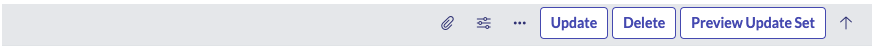
The process of setting up my new integration is as easy as it gets. First, install the integration and add one or more API keys for your environments. Then, attach your ServiceNow instance as a recipient for any Honeycomb Triggers and/or Honeycomb SLOs that you want to send Incidents to ServiceNow.

Detailed steps for doing that are provided below:

1. Download the update set to your local drive

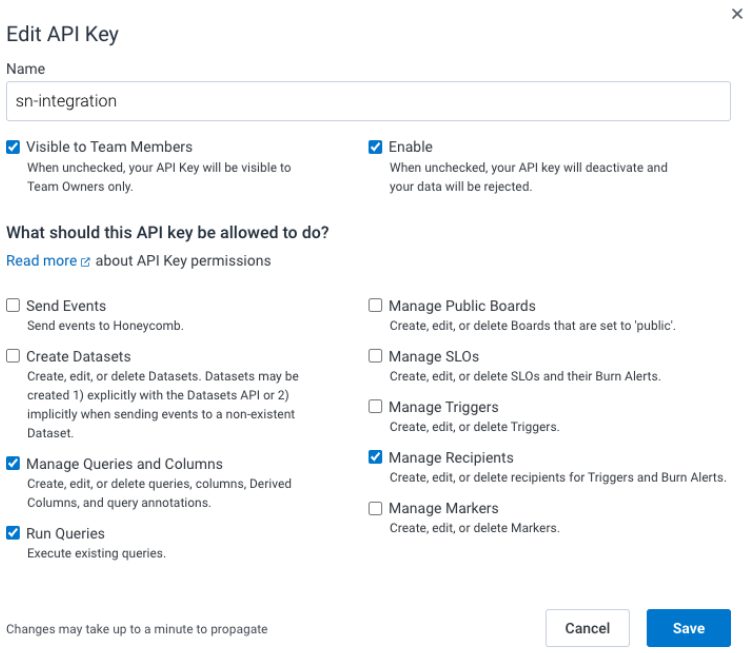
2. Import, preview, and commit the update set in ServiceNow
    a. In ServiceNow, navigate to “Retrieved Update Sets”, scroll to the bottom of the window, and click “Import Update Set from XML.” Select the update set you downloaded

    b. Locate the update set in the window you are redirected to and open it
    c. Click “Preview Update Set” on the top right of the window



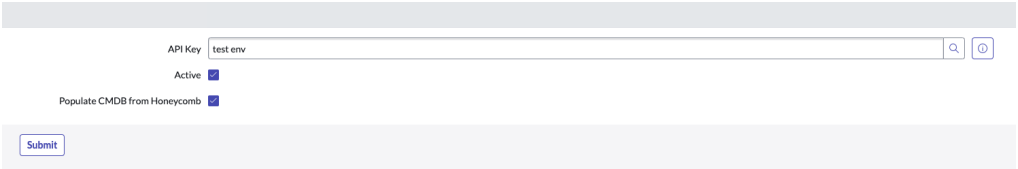
    d. If there are any warnings or errors, scroll down and locate the relevant tab. Select all warnings or errors, and choose “accept remote”
    e. Click “Commit Update Set” on the top right of the window

3. Create API keys (optional)
    a. If they don’t yet exist, you’ll need to create one API key for each Honeycomb environment that you want to integrate with ServiceNow. For each API key, please ensure it has the following permissions in Honeycomb: “Manage Queries and Columns”, “Run Queries”, and “Manage Recipients”

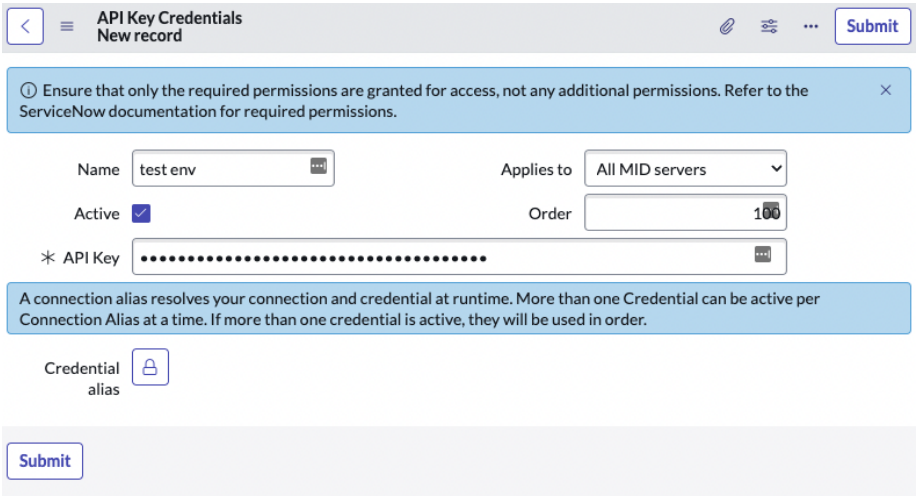


4. Input the API key into ServiceNow for each environment you want to integrate
    a. Navigate to Honeycomb Integration -> “Honeycomb Environments”

b. Click “New” on the top right



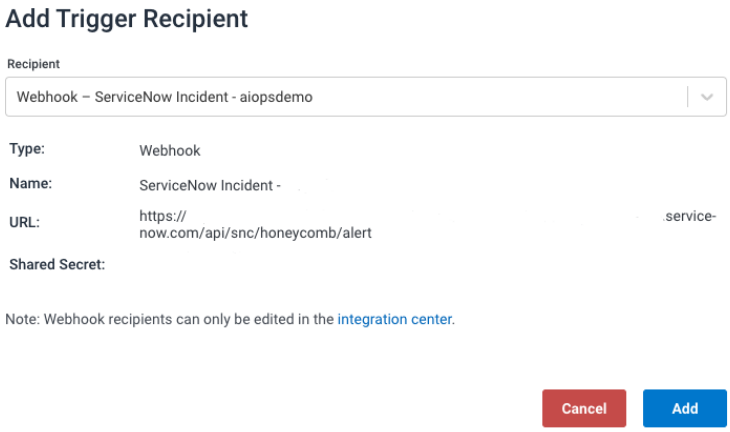
c. Click the magnifying glass next to the field “API Key”
d. If the relevant Honeycomb API Key has already been created as a record in ServiceNow, select it from the list. Otherwise, click “New” at the top right of the window listing API Keys



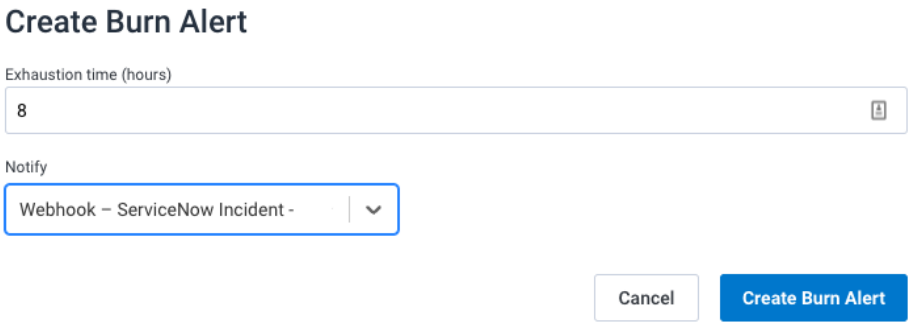
e. If you don’t want to import observed entities from Honeycomb into your ServiceNow CMDB, uncheck “**Populate CMDB from Honeycomb**”
f. Click “Submit” on the Honeycomb Environment record

5. Add your ServiceNow instance as a recipient for alerts on SLOs and/or Triggers in Honeycomb
    a. In Honeycomb, on any Trigger or SLO, you now have the option of adding your ServiceNow instance as a recipient

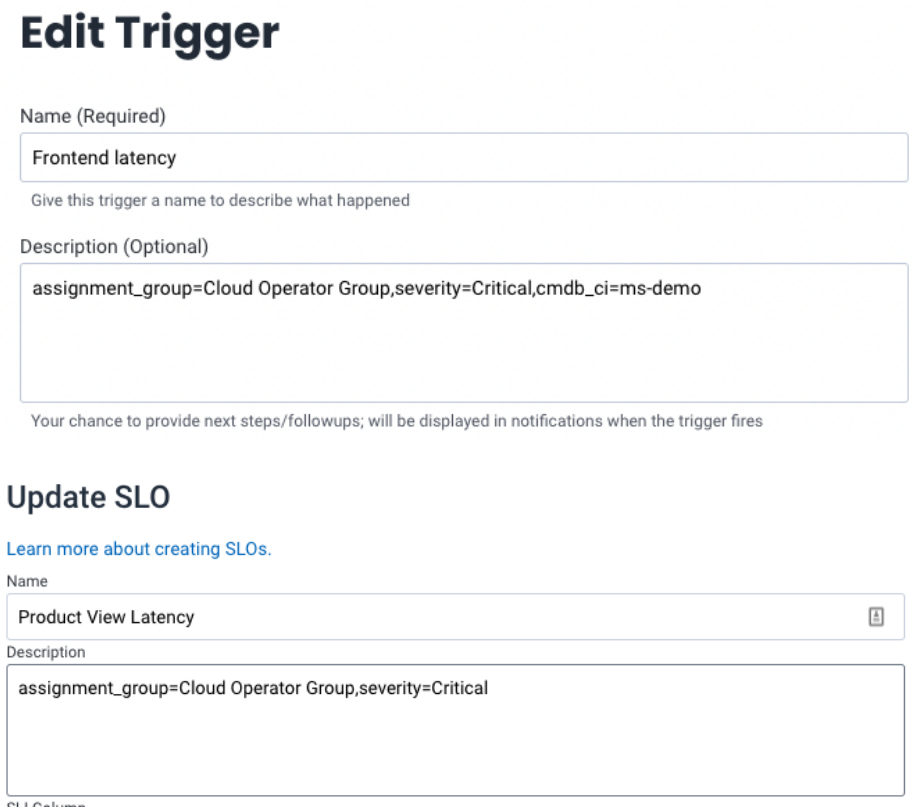
i. To send the SLO Burn Alert or Trigger Alert to ServiceNow as an event (`em_event` table), use the recipient called “ServiceNow Event”



ii. To send the SLO Burn Alert or Trigger Alert to ServiceNow as an incident (`incident` table), use the recipient called “ServiceNow Incident”



b. If you want to send custom attributes with the webhook, format them as comma-separated, key-value pairs in the description of the Trigger or SLO definition. If you pass in `assignment_group`, `cmdb_ci`, or `severity` as below, they will be automatically handled as such in ServiceNow on the resulting SN Alert or Incident (and will override the CI that would have automatically bound if you imported CIs into your CMDB from Honeycomb).



6. Review results
    a. Type “Honeycomb” into the filter navigator
    b. Click “Dashboard”

A purpose-built dashboard exposes all the key aspects of the integration for easy validation.

Try it today

This new Honeycomb-ServiceNow integration is my own personal project and a community contribution. Although I work for Honeycomb, I'm also a part of the Pollinators community and I'm thrilled to be able to share this experiment with you. My hope is that you find it useful in your workflows and that, together, we can figure out how to make this better and even more useful.

Let me know what you think. Feel free to hit me with questions, comments, or any issues you run into. You can reach me on Pollinators or at mattmorris@honeycomb.io.

Cheers!