SERVICENOW
SSO INTEGRATION

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ServiceNow SSO Integration

What is SSO?

SSO allows users to log in once and access multiple applications without having to re-enter their credentials.

Benefits:

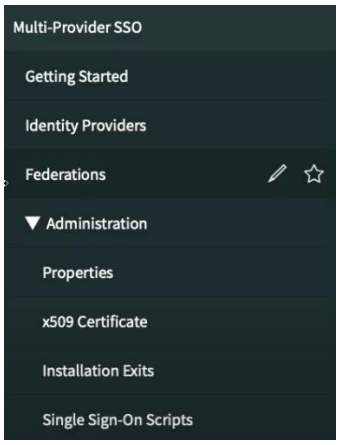
- Improved security: SSO reduces the risk of password theft and other security breaches by requiring users to only enter their credentials once
- Increased convenience: SSO makes it easier for users to access multiple applications without having to remember and enter their credentials for each one
- Reduced administrative overhead: SSO simplifies the management of user accounts and passwords by centralizing the authentication process.

SSO Providers

Enable SSO in ServiceNow

If we need to implement SSO in ServiceNow, we need to install the plugin to active SSO application.

Once we enable this SSO application, we can see this SSO application known as Multi-Provider SSO



In order to show you guys practically, I'll be using Public SSO provider called SSOCIRCLE. You can also try with other SSO providers in your personal developer Instance else you can also use Enterprise SSO provider in your organization & try SSO in your environment with any existing SSO provider in your organization itself.

NOTE:

This is a practical demo. In real case scenario, you need to have SSO provider which must be integrated with your ServiceNow.

Pre-requisites:

- IDP Details from your SSO provider here it is SSOCIRCLE. Which can be in meta data format.
- Meta Data details from ServiceNow:
    - You need to store the Meta Data Information from ServiceNow in your SSO provider configuration (SSOCIRCLE)

So that both the platforms can communicate with each other.

What is IDP?

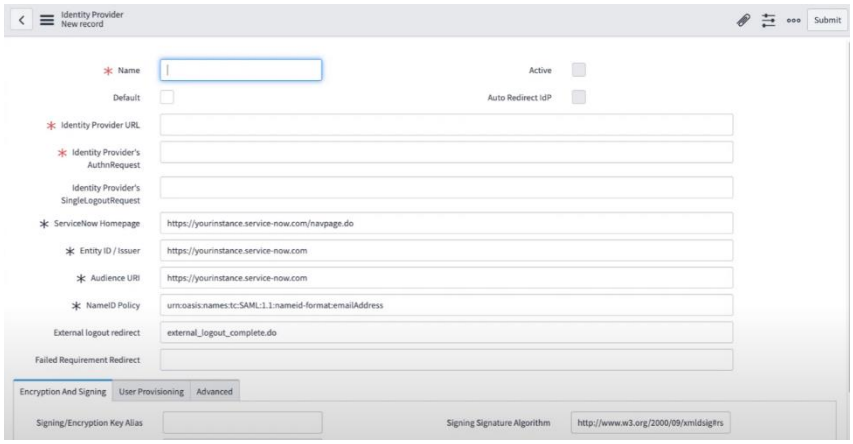
- IDP – Identity Provider, this is a trusted entity that provides authentication services to Service Providers (SPs).
- IDP plays an important role in SSO. SSO allows users to access multiple applications, this is done by trust relationship between IDP and SPs.

How?

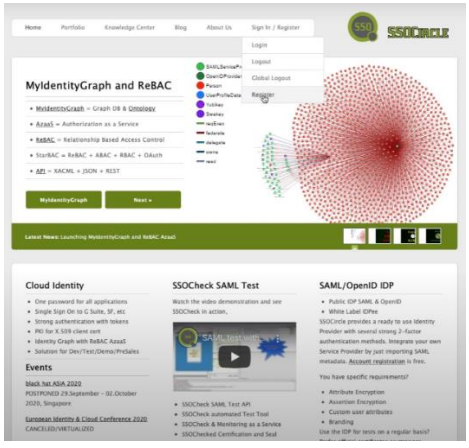
When a user tries to access service provider (SP) (Example: web, mobile and enterprise applications), then it is re-directed to the IDP to authenticate. Once the user authenticated with the IDP, then IDP sends assertions to the SP that confirms the User's Identity. The SP then grants user access to the applications.

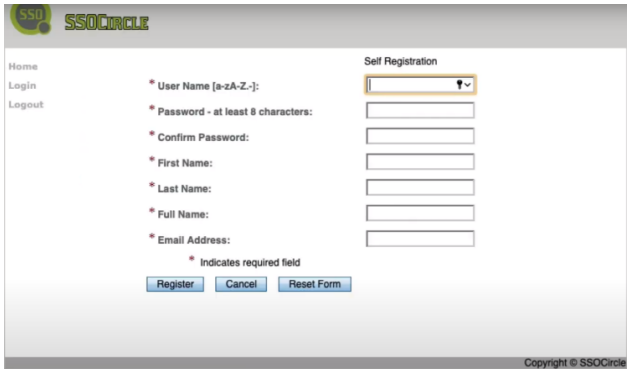
IDP Record:

In this IDP record, we will store the information of the IDP(SSOCIRCLE)



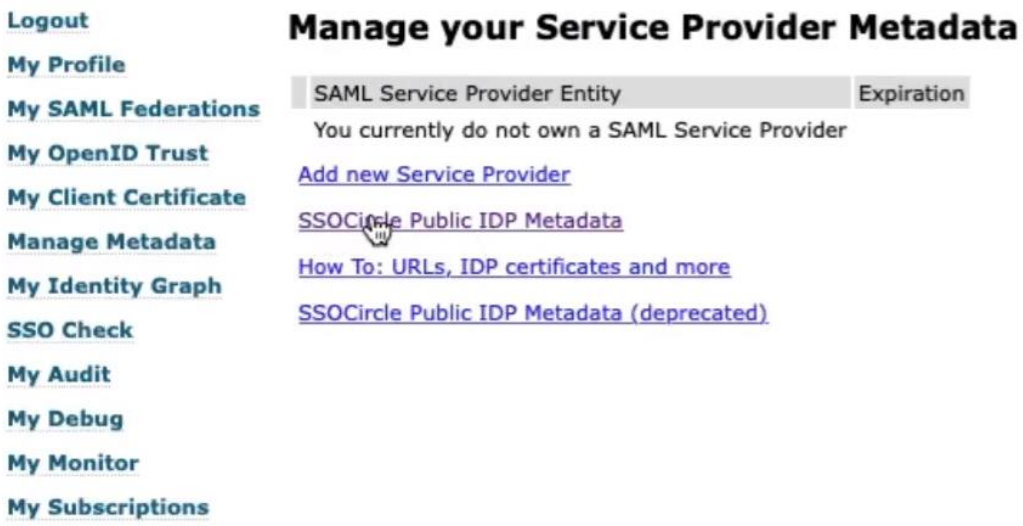
STEP 1: Register for Public SSO





STEP 2: Get Metadata from SSO provider

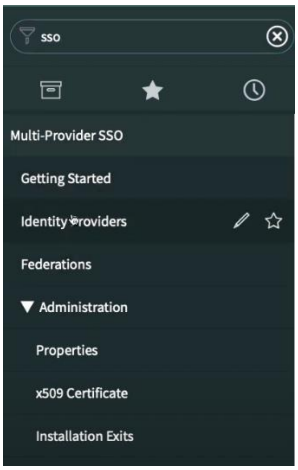
- To get the Metadata, we need to Click Manage Metadata and Click SSOCircle Public IDP Metadata in Manage your Service Provider Metadata.



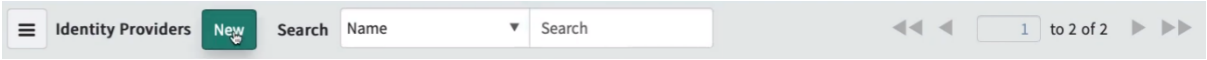
- After Clicking SSOCircle Public IDP Metadata, We will re-direct to XML data. Just copy the entire XML

STEP 3: Create IDP Record in ServiceNow and Store the details of SSO provide IDP details

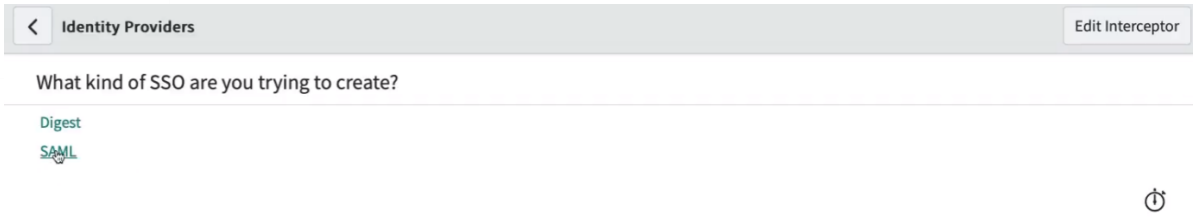
- Click on Identity Providers option in Multi-Provider SSO for creating IDP Record for SSO provider.



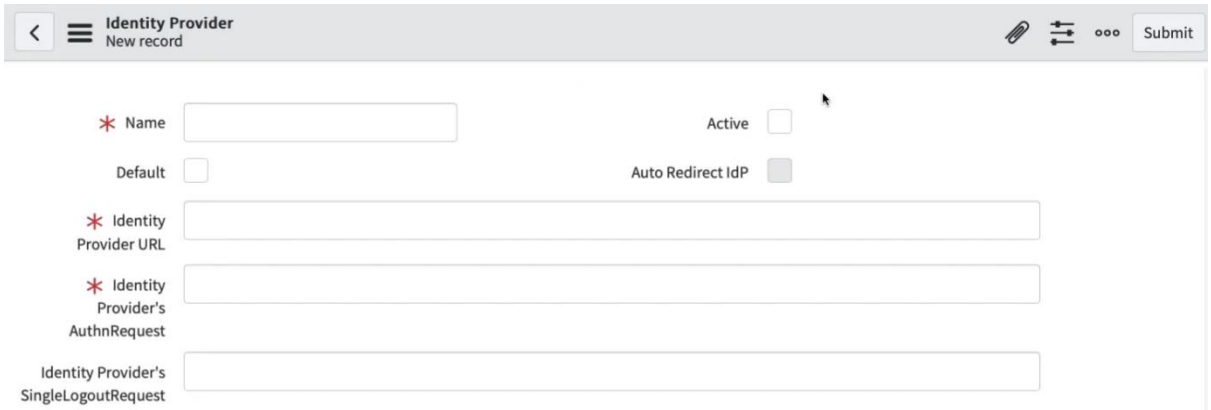
- Click on new on the Identity Providers header



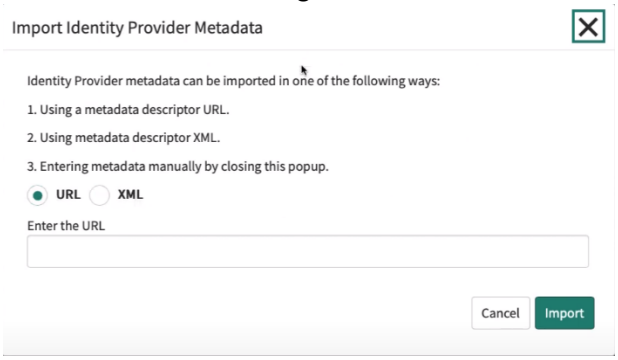
- And now Click on SAML



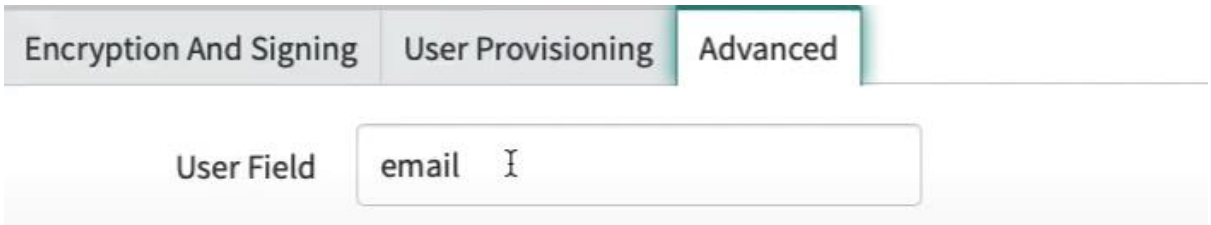
- Now our new IDP record will get displayed.



- Here we can fill the record either manually or automatically by using metadata, which we gathered earlier from SSO provider.



- Click on XML, and paste the XML, which we copied earlier from the SSO provider and hit Import.
- After Clicking import, we can see all the data from the SSO provider gets automatically populated in the IDP record.
- Scroll down and come to Advanced option right next to User Provisioning.

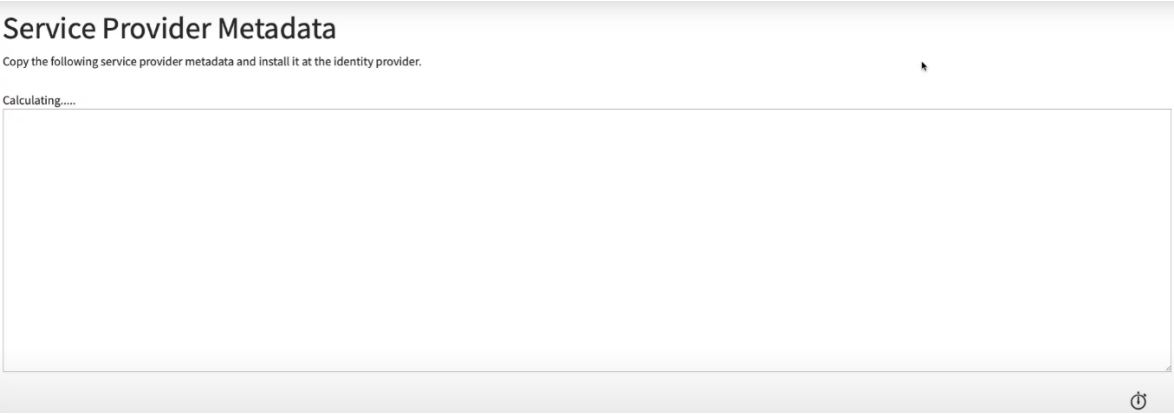


- If the User Field is set to email, then the system will match the email address of the user.
- We need to configure same email, what ever email we have in our IDP

STEP 4: Generate Metadata in ServiceNow on same IDP

- So, whatever IDP record we have updated, we have to generate the metadata from ServiceNow and copy & paste it in SSO provider

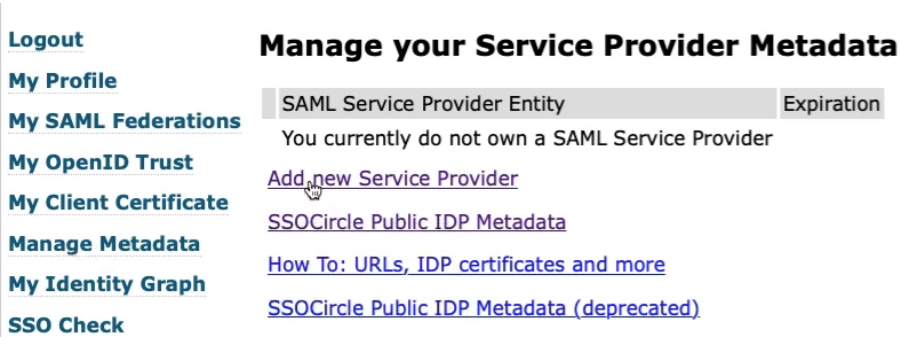
- Click on Generate Metadata on Identity Provider Header.



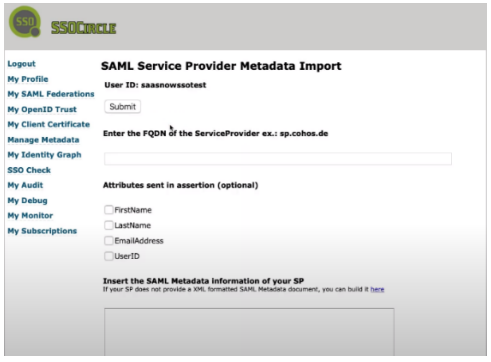
- We need to copy the metadata from here.

STEP 5: Store ServiceNow Metadata in SSO provider

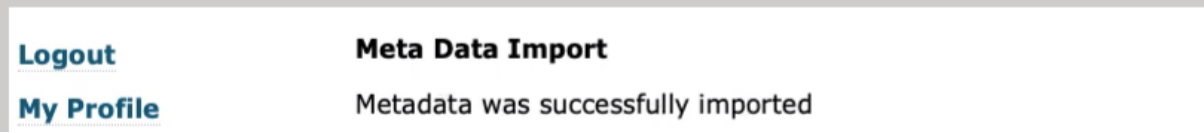
- Now we need to go to SSO provider (SSOCIRCLE) and Click on Manage Metadata and Click on Add new Service Provider option.



- Paste the copied Metadata from ServiceNow in Insert the SAML Metadata Information of your SP column.



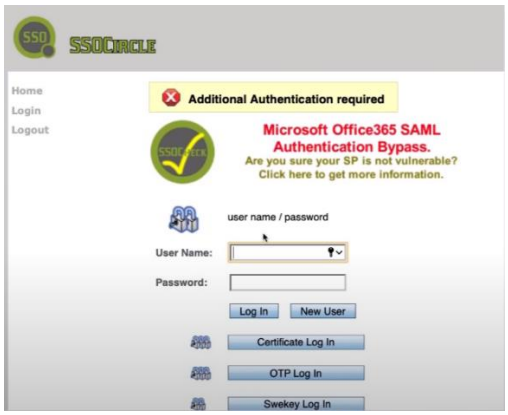
- And now we need to provide the URL in Enter the FQDN of the Service Provider ex.: sp. cohos.de column.
- For the URL, we can go to IDP record and search for Entity ID / User and copy the link (example: dev12345.service-now.com)
- After providing both URL and Metadata from ServiceNow, Click on Submit button.
- After Clicking Submit, we will get a prompt saying Metadata was successfully imported.



STEP 6: Perform a quick Test

- Now we need to go to our IDP record and on the header Click on Test Connection.

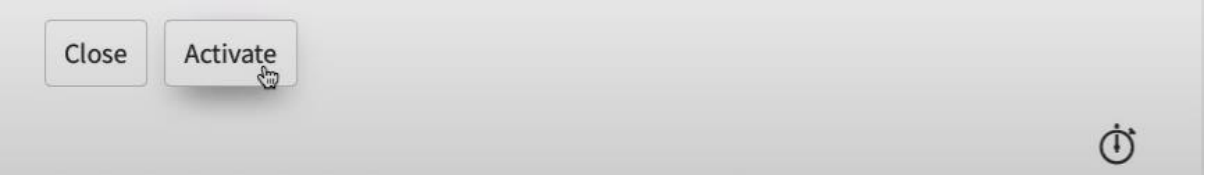
- We will get a pop for additional authentication required prompt from SSO provider SSOCIRCLE Login page.



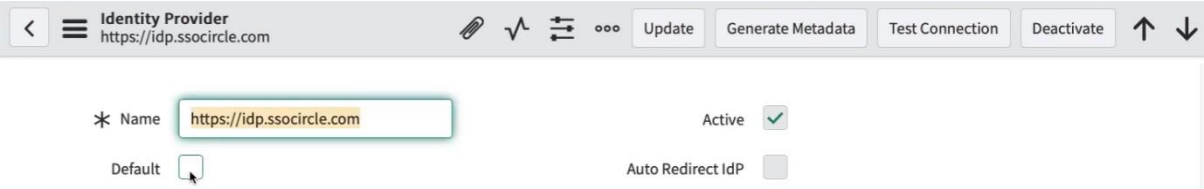
- We need to give our username and password, which we just created and Click on Continue SAML Single Sign On option.
- Now we can see, it tried to test the results and tick marked all the validation but email address option gets failed.
- If we can remember, User Field in the IDP record under Advanced option is set to email address.
- The email address, which was given during registration in IDP record is not present in ServiceNow Instance.

STEP 7: Update the user with Registered Email Address

- Now Click sys_user.list and update the email address in your user record (This email address must be the same which we given during SSO Provider registration).
- Now let's go to our IDP record and hit Test Connection and now all the tests got successful in SSOCIRCLE
- And now Click Activate option in SSO provider.



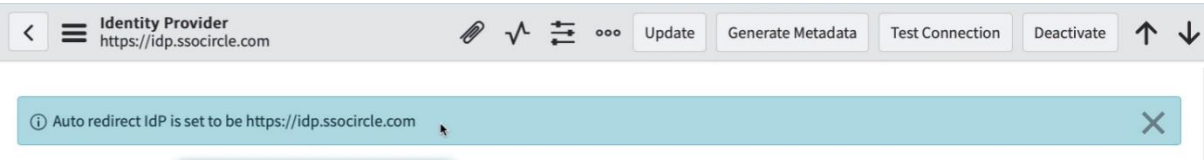
- Now we can see the Active check box will be tick marked automatically in ServiceNow IDP record.



- Now we can also me this as default and then right Click on the IDP header the Click Save.

STEP 8: Enable redirection

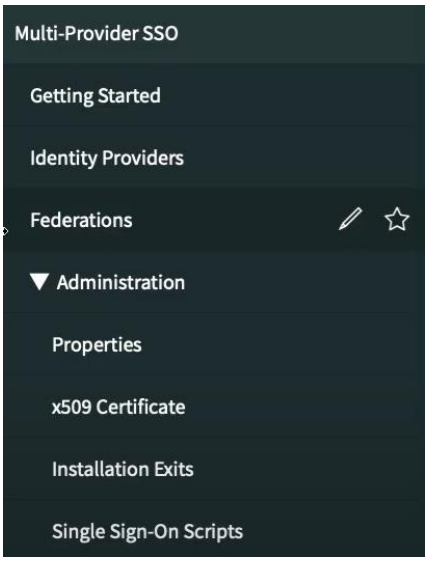
- As of now, users will not be redirected to SSO page. When they tried to access ServiceNow Instance.
- If we scroll down a little bit down in our IDP record, we can see Set as Auto Redirect IdP under Related Links.
- Now we can see Auto redirect IdP is set to be https://idp.ssocircle.com prompt.



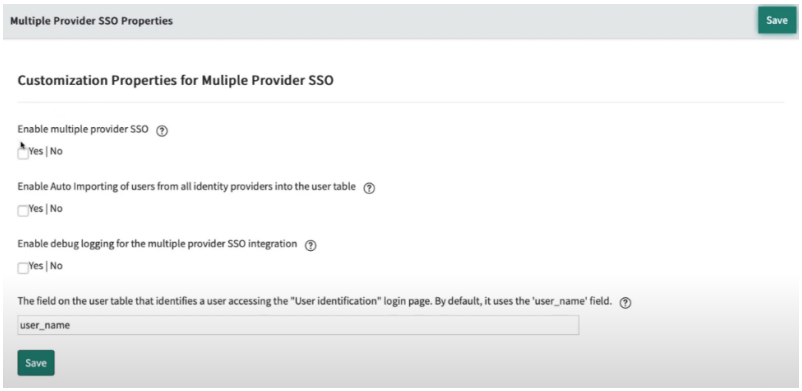
- Now any user tries to access your Instance will be redirected to SSOCIRCLE (https://idp.ssocircle.com).
- Now if we check for sys_properties.list and we can see a redirect property with the name glide.authenticate.sso.redirect.idp is present.

STEP 9: Enable SSO

- For enabling SSO, we need to go to properties under Multi-Provider SSO.



- Now we can see an option to enable multiple provider SSO option.



- And now Click Save. All the configurations are Done