**Service Now:**

**Update sets : https://community.sailpoint.com/t5/IdentityIQ-Connectors/Installing-IdentityIQ-Update-Sets-for-the-ServiceNow-Direct/ta-p/80328**

ServiceNow is a software platform that supports IT service management and automates common business processes for requesting and fulfilling service requests across a business enterprise.

**SERVICENOW CONNECTOR:**

The SailPoint ServiceNow Connector manages ServiceNow accounts, groups, and roles. It supports read and write for ServiceNow accounts and groups.it supports

**•**Account Management

-Manages ServiceNow Users as Accounts

-Aggregation, Partitioning Aggregation, Refresh Accounts

-Delta Aggregation

-Create, Update, Delete

-Enable, Disable, Unlock, Change Password

-Add/Remove Entitlements (ServiceNow Groups and ServiceNow Roles)

**•**Account - Group Management

-Manages ServiceNow Groups and Roles as Account-Groups

-Aggregation, Refresh Groups

-Create, Update, Delete (applicable for groups only)

Pre-requisites:

1.ServiceNow must be up and running.

2.Apply the ServiceNow Connector update set

🡺Copy the relevant update set from IdentityIQ🡪integration🡪ServiceNow🡪SailPointServiceNowConnector.v1.3.xml

https://community.sailpoint.com/t5/Connectors/How-do-I-install-the-update-set-for-the-ServiceNow-direct/ta-p/73464

**Procedure**

1. Navigate to **System Update Sets** and click either **Local Update Sets** or **Retrieved Update Sets**.
2. Select an update set that is in the **Complete** state.
3. On the Update Set form, click the **Export to XML** Related Link.
4. Save the XML file.

https://community.sailpoint.com/t5/Product-Guides/8-0p1-SailPoint-Direct-Connectors-Admin-and-Config-Guide-pdf/ta-p/151856 (page 354 & 355)

How to Upload Update set into serviceNow:

https://community.sailpoint.com/t5/IdentityIQ-Connectors/Installing-IdentityIQ-Update-Sets-for-the-ServiceNow-Direct/ta-p/80328

**Why Apply Update Set in ServiceNow:**

* The two instances do not have network connectivity so you cannot retrieve update sets from the remote instance nor create a data source to pull, or import, data directly from the source instance.
* You do not want to provide administrator credentials to the source instance (for example, you do not want to share an administrator password with people outside your company) so you cannot retrieve update sets nor create a data source.
* You want to back up important customizations locally.

**1. Service now settings:**

1. Authentication type must be known (Basic or OAuth2).

**NOTE:** For every change in the Authentication Type for ServiceNow, ensure that you perform Test Connection operation.

1. **Basic**: In case of basic, Username or password is required for authentication.
2. **OAuth2**: Select this option when ServiceNow is configured to support OAuth2 authentication.

**2. Server Host:**

**ServiceNow URL**: The valid serviceNow URL that is used for communication.

**3. Connection Credentials:**

**Username:**The account that has all the necessary access/permissions mentioned in the prerequisites section.

**Password:** Password for the service account.

**4. OAuth2 Credentials:**

**Client ID:** The Client ID for OAuth2 authentication.

**Client Secret**: The Client Secret for OAuth2 authentication.

**Refresh Token:** The Refresh Token for OAuth2 authentication.

**Page Size:**The Page size specifies the maximum size of each data set when querying large number of objects. The default value is 1000 and can be set to a maximum of 10000.

**5. Aggregation Filter Settings:**

**Filter Condition For Account:**The filter condition to filter accounts during aggregation. For example: active=true^locked\_out=false.

**Filter Condition For Group:** The filter condition to filter group during aggregation. For example: active=true.

**Filter Condition forRole:**Optional condition to filter roles during aggregation example: sys\_scope=Global.

**6. ServiceNow Filter:**

To use the complex filters in ServiceNow, you must know the encoded query for the filter conditions that you can get from any list view in ServiceNow as mentioned below.

1. Create a filter on the ServiceNow managed target system.

2.Right-click the filter link and select copy query option. Just mention the copied query in Aggregation Filter Settings on the source and click Save.

* for an AND operator use: ^
* for an OR operator use: ^OR

For example, the following query will fetch all the active records with their respective locations, as mentioned in the encoded query:

Active=true**^**location=dbf3b4790a0a0a6501a7673fb1b28f7f**^OR**location=dbf440100a0a0a65006618f752ee74b5

7. Application Details to be provided:

* Application ID
* Application Name
* Application Description
* Application Owner
* Application Platform

8. What are the available levels of the Environment: Production, Staging, Test and Development?

9. What is the number of general users and Admin users?

10. How are User Accounts and Admin Accounts stored (SQL, LDAP, AD, etc.)?

11. How often does the application data need to be refreshed in order to achieve the compliance objectives (example: weekly, monthly, quarterly etc.)?

12. Does all data have to be refreshed or just changes/deltas from the previous load?

13. What is the process for requesting service accounts?

14. What is the list of application attributes that map against the identity attributes required for successful mapping to an identity?

15. Does this application contain shared user accounts? For example: the same accounts used by multiple people.

16. How general users and admin users access the application? Example: via browser, client side application, mobile etc.

17. How general users and admin users sign on and authenticate to the application? Example: Global Pass, Active Directory, application specific, etc.

18. Is there any correlation configuration to be assigned to the application? If yes what is the attribute name which we need to correlate?