ServiceNow (SNOW) API Callouts – Documentation Summary

# 🔒 Common Authorization Details

All callouts use Named Credentials defined in Salesforce, such as:

* - callout:SNOWCallout  
  - callout:EARCallout

Headers used:

x-functions-key: {!$Credential.Password}  
Content-Type: application/json

# 🔹 A. Emergency Release Callout – Incident Priority Check

Purpose: Validates that an Emergency Release is tied to a high-priority incident

HTTP Method: GET

Endpoint: callout:SNOWCallout/table/incident?sysparm\_query=number={incidentNumber}&sysparm\_display\_value=true&sysparm\_fields=priority

Method: runSNOWPriorityCallout(releaseId)

Response Example:

{  
 "result": [  
 {  
 "priority": "2 - High"  
 }  
 ]  
}

Pass Criteria: Incident priority must be '0 - Critical', '1 - Critical' or '2 - High'

# 🔹 B. Change Order – Creation Callout (EAR)

Purpose: Creates a Change Request in ServiceNow for an Emergency Application Release

HTTP Method: POST

Endpoint: callout:EARCallout

Method: runGlapiEARCallout(releaseId)

Sample Payload:

{  
 "change\_template": "VCOPADO-APPSVCID123",  
 "Requester": "Copado",  
 "Application": "APPSVCID123",  
 "change\_type": "ear",  
 "planned\_start\_date\_time": "2025-05-23",  
 "planned\_end\_date\_time": "2025-05-30",  
 "short\_description": "Automated Copado Emergency Release => Release : REL-123",  
 "App\_Release\_type": "Other",  
 "description": "Automated Copado Emergency Release => Release : REL-123\nCopado Release Link: https://orgurl/REL-123",  
 "Release\_type": "Non integrated Release",  
 "Release": "25.05",  
 "Incident": "INC0012345"  
}

Success Response:

{  
 "result": {  
 "change\_number": "CHG0244904"  
 }  
}

# 🔹 C. SNOW Compliance Check (Turn Approval via GLAPI)

Purpose: Checks compliance through GLAPI by simulating (Dry Run) and enforcing (Actual Run) approvals

HTTP Method: POST

Endpoint: callout:GlapiCallout

Method: runGlapiCallout(releaseId, 'Dry') and runGlapiCallout(releaseId, 'Actual')

Sample Payload:

{  
 "appServiceId": "APPSVCID123",  
 "tempSecurityScore": "B",  
 "sourceSystem": "Copado",  
 "technology": "Salesforce",  
 "submitterEmailAddress": "copadoUser@humana.com",  
 "isDryRun": true,  
 "emergencyTurn": {},  
 "artifactId": {  
 "uniqueBuildArtifactId": "BUILD001234"  
 },  
 "traceability": [123456, 123457]  
}

Dry Run Criteria: resultCode == '0' and 'approvedToTurn': 'true'

Actual Run: Also returns executionLogId when successful