

Quick Reference – Integration with ServiceNow

Why integrate with ServiceNow?

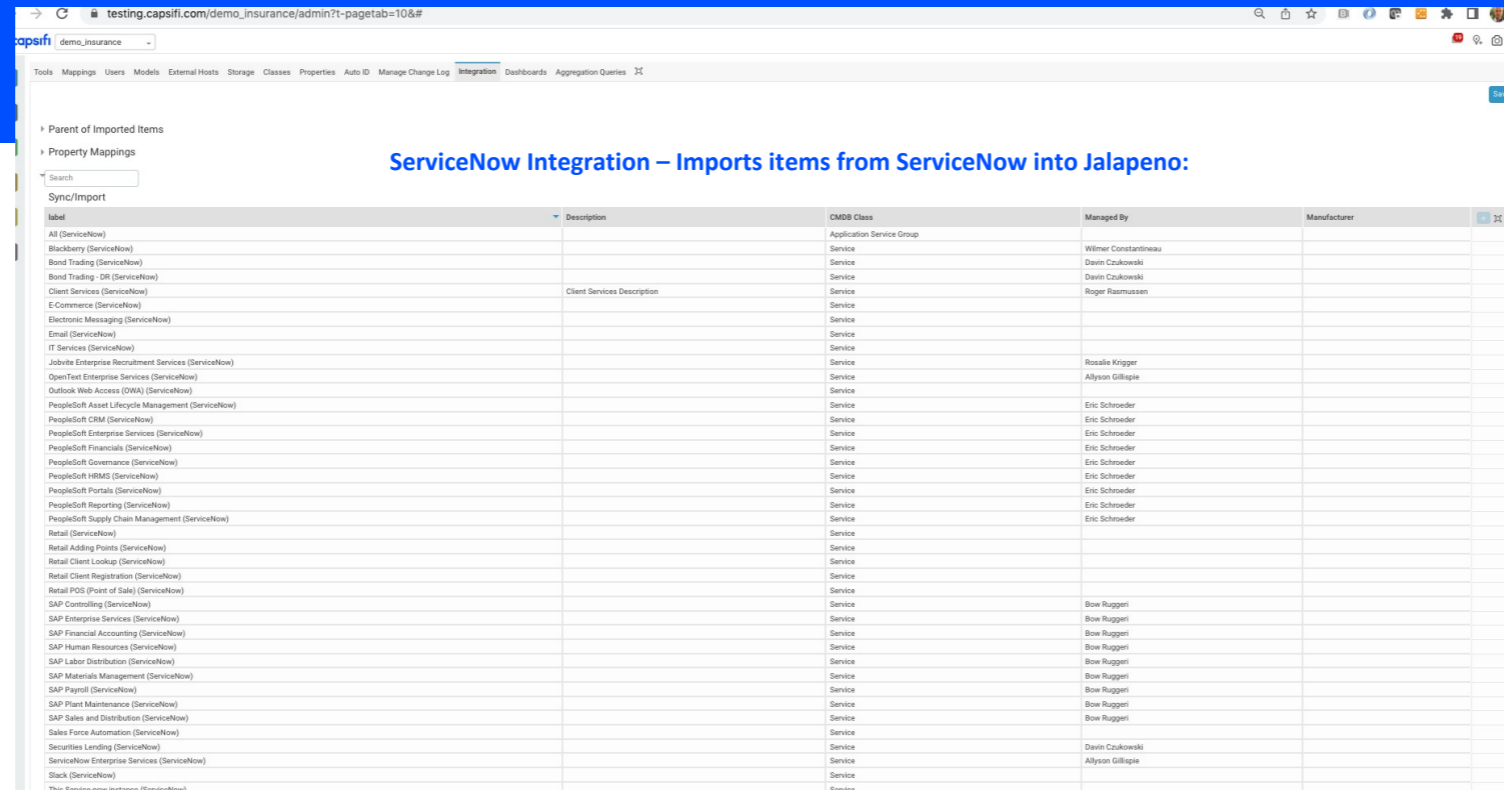
ServiceNow allows for management of Systems, Services and Applications as well as their installation configurations among other features. Integrating with ServiceNow allows you to use ServiceNow as a source of truth for Application/System/Service information and visualise alignment and traceability of these Applications to the rest of the operating model in Jalapeno.

Note:

- Integration is one-way
- ServiceNow is the source of truth for items imported into Jalapeno from ServiceNow
- Property mapping is not implemented in this release
- Once an item has been imported from ServiceNow, subsequent imports of the same item will overwrite imported properties, however links to Jalapeno items are not overwritten or removed
- If a previously imported item is deleted from ServiceNow, the item must be manually deleted from Jalapeno

Who can create the integration between Jalapeno and ServiceNow?

Only Jalapeno users with Admin access will have permission to create and maintain the integration detail between your instance of Jalapeno and your instance of ServiceNow.



ServiceNow Integration – Imports items from ServiceNow into Jalapeno:

Label	Description	CMDB Class	Managed By	Manufacturer
All (ServiceNow)		Application Service Group		
BlackBerry (ServiceNow)		Service	Wilmer Constantineau	
Bond Trading (ServiceNow)		Service	Davin Czukowski	
Bond Trading - DR (ServiceNow)		Service	Davin Czukowski	
Client Services (ServiceNow)	Client Services Description	Service	Roger Rasmussen	
E-Commerce (ServiceNow)		Service		
Electronic Messaging (ServiceNow)		Service		
Email (ServiceNow)		Service		
IT Services (ServiceNow)		Service		
Jobvite Enterprise Recruitment Services (ServiceNow)		Service	Rosalie Krigger	
OpenText Enterprise Services (ServiceNow)		Service	Allyson Gillaspie	
Outlook Web Access (OWA) (ServiceNow)		Service		
PeopleSoft Asset Lifecycle Management (ServiceNow)		Service	Eric Schroeder	
PeopleSoft CRM (ServiceNow)		Service	Eric Schroeder	
PeopleSoft Enterprise Services (ServiceNow)		Service	Eric Schroeder	
PeopleSoft Financials (ServiceNow)		Service	Eric Schroeder	
PeopleSoft Governance (ServiceNow)		Service	Eric Schroeder	
PeopleSoft HRMS (ServiceNow)		Service	Eric Schroeder	
PeopleSoft Portals (ServiceNow)		Service	Eric Schroeder	
PeopleSoft Reporting (ServiceNow)		Service	Eric Schroeder	
PeopleSoft Supply Chain Management (ServiceNow)		Service	Eric Schroeder	
Retail (ServiceNow)		Service		
Retail Adding Points (ServiceNow)		Service		
Retail Client Lookup (ServiceNow)		Service		
Retail Client Registration (ServiceNow)		Service		
Retail POS (Point of Sale) (ServiceNow)		Service		
SAP Controlling (ServiceNow)		Service	Bow Ruggieri	
SAP Enterprise Services (ServiceNow)		Service	Bow Ruggieri	
SAP Financial Accounting (ServiceNow)		Service	Bow Ruggieri	
SAP Human Resources (ServiceNow)		Service	Bow Ruggieri	
SAP Labor Distribution (ServiceNow)		Service	Bow Ruggieri	
SAP Materials Management (ServiceNow)		Service	Bow Ruggieri	
SAP Payroll (ServiceNow)		Service	Bow Ruggieri	
SAP Plant Maintenance (ServiceNow)		Service	Bow Ruggieri	
SAP Sales and Distribution (ServiceNow)		Service	Bow Ruggieri	
Sales Force Automation (ServiceNow)		Service		
Securitas Lending (ServiceNow)		Service	Davin Czukowski	
ServiceNow Enterprise Services (ServiceNow)		Service	Allyson Gillaspie	
Stack (ServiceNow)		Service		
This ServiceNow instance (ServiceNow)		Service		

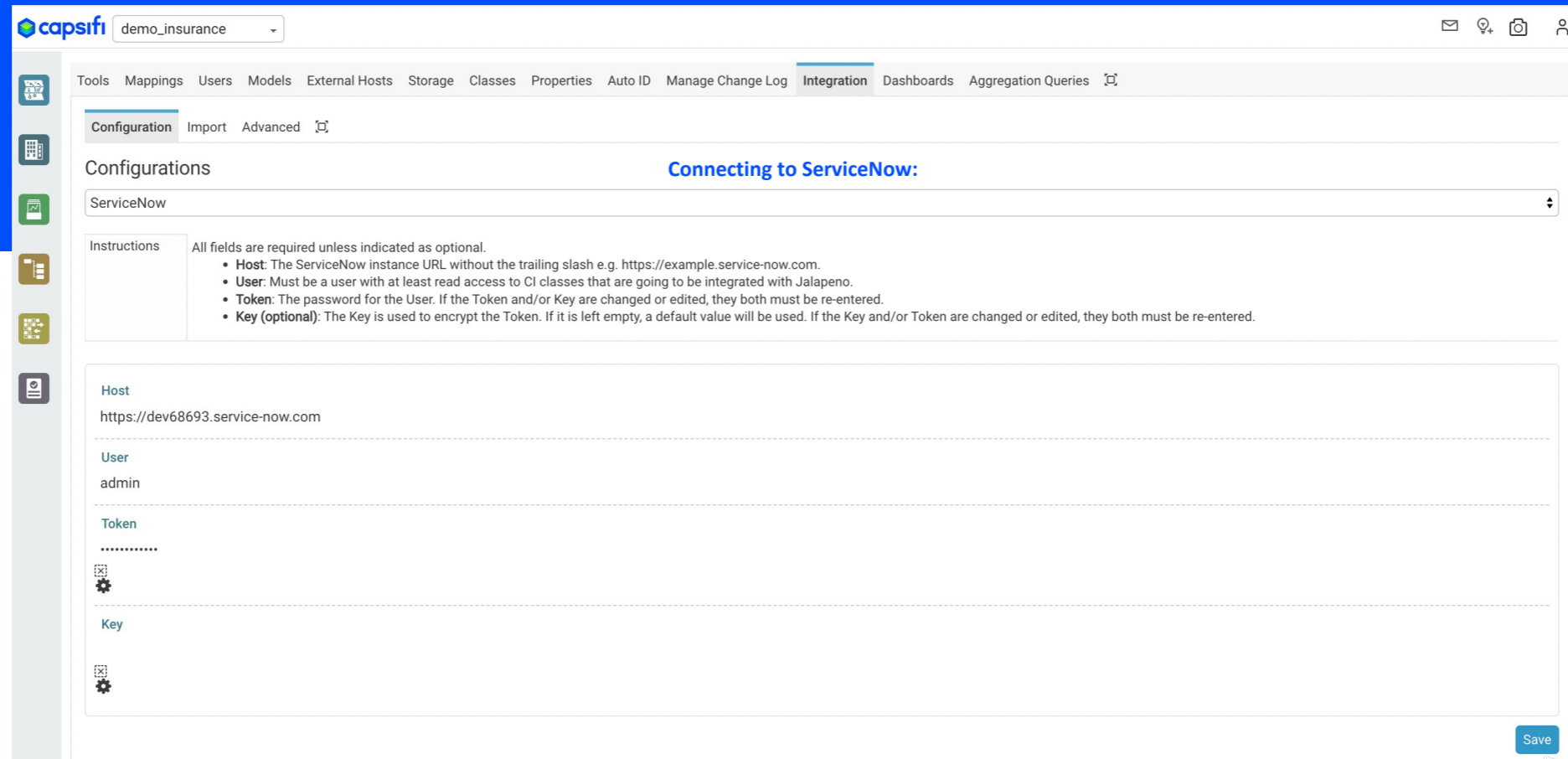
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Where do I manage the integration between Jalapeno and ServiceNow?

- If you have Admin access, select '**System Admin**' from the User menu in the top right corner of your screen. Note that this will only be available if you are within a Jalapeno model.
- Select the '**Integration**' tab and the '**Configuration**' sub tab.

How to I configure the integration?

- From the Configuration drop down, select '**ServiceNow**'.
- Enter the Host, User and Token (password) details.
- Click the '**Save**' button.
- Note: You will need to have a Developer Account with ServiceNow to have access to these details.



The screenshot shows the capsifi web interface for configuring a ServiceNow integration. The top navigation bar includes 'Tools', 'Mappings', 'Users', 'Models', 'External Hosts', 'Storage', 'Classes', 'Properties', 'Auto ID', 'Manage Change Log', 'Integration', 'Dashboards', and 'Aggregation Queries'. The 'Integration' tab is active, and the 'Configuration' sub-tab is selected. The main content area is titled 'Configurations' and 'Connecting to ServiceNow:'. A dropdown menu is set to 'ServiceNow'. Below this, there are instructions: 'All fields are required unless indicated as optional.' followed by a list of requirements for Host, User, Token, and Key. The form fields are: Host (https://dev68693.service-now.com), User (admin), Token (masked with dots), and Key (empty). A 'Save' button is located at the bottom right of the form.

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How do I trigger the import?

- Select the **'Integration'** tab and the **'Import'** sub tab.
- Select **'ServiceNow'** from the drop-down.
- Under the **'Synch/Import'** header, you will see a preview of the content that will be imported from ServiceNow. Click the **'Import/Synch'** button to complete the import or update.

The screenshot shows the 'ServiceNow Import' configuration page. The 'Main Config' section is expanded, showing various fields for import settings. A mouse cursor points to the 'System' field, which is currently set to 'System'. Another mouse cursor points to the 'Service (41)' item in the 'Maps from External Type' list.

ServiceNow: CMDDB Class

Instructions

- Maps from External Type lists ServiceNow Classes along with the number of available instances for each Class. The count exclude number of instances for sub-classes of the class but the import includes all instances
- Imported items will be created as instances of **Maps to Jalapeno Type**.
- Default Parent will be used if no Parent is specified.
- After each import, imported properties will be replaced. However, existing links to Jalapeno items will remain.
- If an item has been deleted from ServiceNow since the last import, the import process will not remove the item from Jalapeno. It needs to be manually deleted. Similarly, if an imported item has been removed from J
- Items must have a name to be imported.

▼ Main Config

* required field

Last Import Date
Insert "Last Import Date" here...

Parent of Imported Properties

ServiceNow Properties

Default Parent of Imported Items

System

Import Only Properties

Maps from External Type *

Service (41)

Rack (5)

Server (19)

Application Service Group (1)

Software (1767)

Storage Switch (1)

The screenshot shows the 'Preview of Contents that will be Imported' page. It displays a table with columns for Label, Description, CMDDB Class, Managed By, and Manufacturer. The table lists various ServiceNow classes and their corresponding instances in the system.

Preview of Contents that will be Imported:

Label	Description	CMDDB Class	Managed By	Manufacturer
All (ServiceNow)		Application Service Group		
Banking (ServiceNow)		Service	Willow Constantineau	
Bond Trading (ServiceNow)		Service	Devin Czakowski	
Bond Trading - DR (ServiceNow)		Service	Devin Czakowski	
Client Services (ServiceNow)	Client Services Description	Service	Roger Rasmussen	
e-Commerce (ServiceNow)		Service		
Electronic Messaging (ServiceNow)		Service		
Email (ServiceNow)		Service		
IT Services (ServiceNow)		Service		
JobSite Enterprise Recruitment Services (ServiceNow)		Service	Rosale Krigger	
OpenText Enterprise Services (ServiceNow)		Service	Alyson Gillispie	
Outlook Web Access (OWA) (ServiceNow)		Service		
PeopleSoft Asset Lifecycle Management (ServiceNow)		Service	Eric Schroeder	
PeopleSoft CRM (ServiceNow)		Service	Eric Schroeder	
PeopleSoft Enterprise Services (ServiceNow)		Service	Eric Schroeder	
PeopleSoft Financials (ServiceNow)		Service	Eric Schroeder	
PeopleSoft Governance (ServiceNow)		Service	Eric Schroeder	
PeopleSoft HRMS (ServiceNow)		Service	Eric Schroeder	
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PeopleSoft Reporting (ServiceNow)		Service	Eric Schroeder	
PeopleSoft Supply Chain Management (ServiceNow)		Service	Eric Schroeder	
Retail (ServiceNow)		Service		
Retail Adding Points (ServiceNow)		Service		
Retail Client Lookup (ServiceNow)		Service		
Retail Client Registration (ServiceNow)		Service		
Retail Client Registration (ServiceNow)		Service		
Retail POS (Point of Sale) (ServiceNow)		Service		
SAP Controlling (ServiceNow)		Service	Row Ruggieri	
SAP Enterprise Services (ServiceNow)		Service	Row Ruggieri	
SAP Financial Accounting (ServiceNow)		Service	Row Ruggieri	
SAP Human Resources (ServiceNow)		Service	Row Ruggieri	
SAP Labor Distribution (ServiceNow)		Service	Row Ruggieri	
SAP Material Management (ServiceNow)		Service	Row Ruggieri	
SAP Payroll (ServiceNow)		Service	Row Ruggieri	
SAP Plant Maintenance (ServiceNow)		Service	Row Ruggieri	
SAP Sales and Distribution (ServiceNow)		Service	Row Ruggieri	
Sales Force Automation (ServiceNow)		Service		
Securities Lending (ServiceNow)		Service	Devin Czakowski	
ServiceNow Enterprise Services (ServiceNow)		Service	Alyson Gillispie	
Stack (ServiceNow)		Service		
This ServiceNow Instance (ServiceNow)		Service		

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Where can I see the imported content?

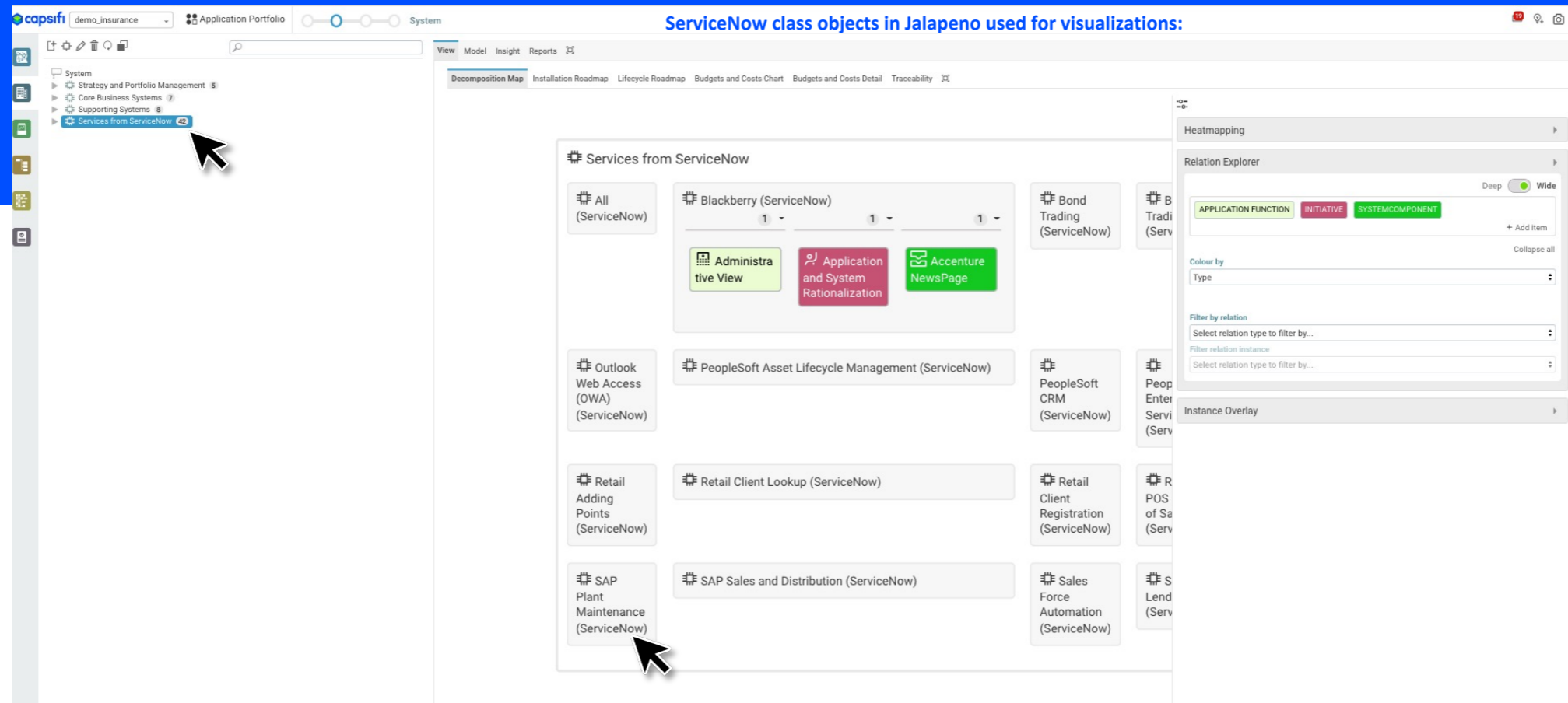
The answer depends on the Jalapeno class you selected when you imported your ServiceNow items. If you selected 'System' as your Jalapeno class during the import, you will find the imported items on the System hierarchy on the left. Each of the imported items will have 'ServiceNow' appended to the name.

What can I do with imported items once they are in Jalapeno?

Integrating with ServiceNow allows you to use ServiceNow as a source of truth for Application/System/Service information and visualise alignment and traceability of these Applications to the rest of the operating model in Jalapeno. The imported data can be used in a similar manner to Jalapeno content, which means that other attributes and relationships can be added to the data. These can be viewed on the relation explorer.

To learn more about heatmapping, view this [guide](#).

To learn more about the Relation Explorer, view this [guide](#).



The screenshot displays the capsifi application interface. On the left, a navigation tree shows the 'System' hierarchy with 'Services from ServiceNow' selected. The main area is titled 'ServiceNow class objects in Jalapeno used for visualizations:' and shows a grid of service objects. A 'Relation Explorer' panel on the right is open, showing filters for 'APPLICATION FUNCTION', 'INITIATIVE', and 'SYSTEMCOMPONENT'. The interface includes various toolbars and navigation options.