ServiceNow ITSM Integration Guide

This guide describes how to set up and configure the Illumio and ServiceNow ITSM integration.

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About the Illumio and ServiceNow ITSM Integration

The Illumio and ServiceNow IT Service Management (ITSM) integration allows you to create a ServiceNow IT ticket from within Illumio Console. This integration automates and streamlines the process of creating tickets to resolve security incidents and allows you to monitor the status of your IT service requests from within the Illumio application.

See Illumio Insights Agent for more information.

Prerequisites for the Illumio and ServiceNow Integration

- You must have added the Client Credentials grant type in ServiceNow.
- You must have created a ServiceNow API client and client secret in the ServiceNow Application Registry.
- You must have the admin role to be able to configure this integration.

Configuring the Client Credentials Grant Type for Inbound OAuth Requests in ServiceNow

To use the integration, you must enable the Client Credentials grant type for Inbound OAuth Requests within your ServiceNow instance.

See the ServiceNow documentation: Up Your OAuth2.0 Game: Inbound Client Credentials with Washington DC.

After you have enabled the Client Credentials grant type, you must create an endpoint and assign a user.

See the ServiceNow documentation: Up Your OAuth2.0 Game: Inbound Client Credentials with Washington DC.

> **❗ IMPORTANT**
>
> The user assigned to the OAuth Application User field should have the `itil` and `personalized_choices` roles.

To be able to use Authentication Scopes, an optional feature, you must grant and create scopes and allow the Table API. See the Granting and creating scopes section in Up Your OAuth2.0 Game with Washington DC in the ServiceNow documentation. To allow the Table API, follow the procedure documented in the Creating and granting scopes section, but enter Table API in the REST API field instead of Interaction API.

Setting Up the ServiceNow ITSM Connector in Illumio

1. Log into the Illumio platform and navigate to the **Connector** page.
2. Click **+ Add** on the **ServiceNow ITSM** tile.
3. Enter the following information on the **ServiceNow ITSM Connector Details** page:
    a. Enter the Authentication URL, such as https://<instance-name>.service-now.com/oauth_token.do.
    b. Enter the Instance URL, such as https://<instance-name>.service-now.com.
    c. Enter the Client ID and Client Secret.
    d. Click **Save**.
4. Confirm and activate the integration.