



rego*U*niversity 2019

SAN DIEGO

ServiceNow ITBM Integrations | Most Common

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Introductions

- Take 5 Minutes
- Turn to a Person Near You
- Introduce Yourself
- Business Cards



Agenda

- Why Integrate?
- How you integrate
- Most Common Integrations
- Less Common Integrations
- Lessons Learned

Part I: Why Integrate?



Let Rego be your guide.

Open Mic: Why Integrate?

- What has been the primary driver for integration in your environment?

Why Integrate?

- Eliminate administrative activities
- Eliminate double entry
- Introduce data consistency
- Accommodate trend towards diverse application ecosystem
- Facilitate business process
- Reduce license costs
- Enhance reporting

Part II: How you integrate



Let Rego be your guide.

How you integrate (technically)



- ServiceNow is a development platform
 - Flexibility in how integrations are created
 - Code development
 - Integration Hub
- ServiceNow offers a “mid-server” to cross firewalls
 - Cloud to On Premise or On Premise to On Premise
- You do not need a middleware solution

Part III: Most Common Use Cases



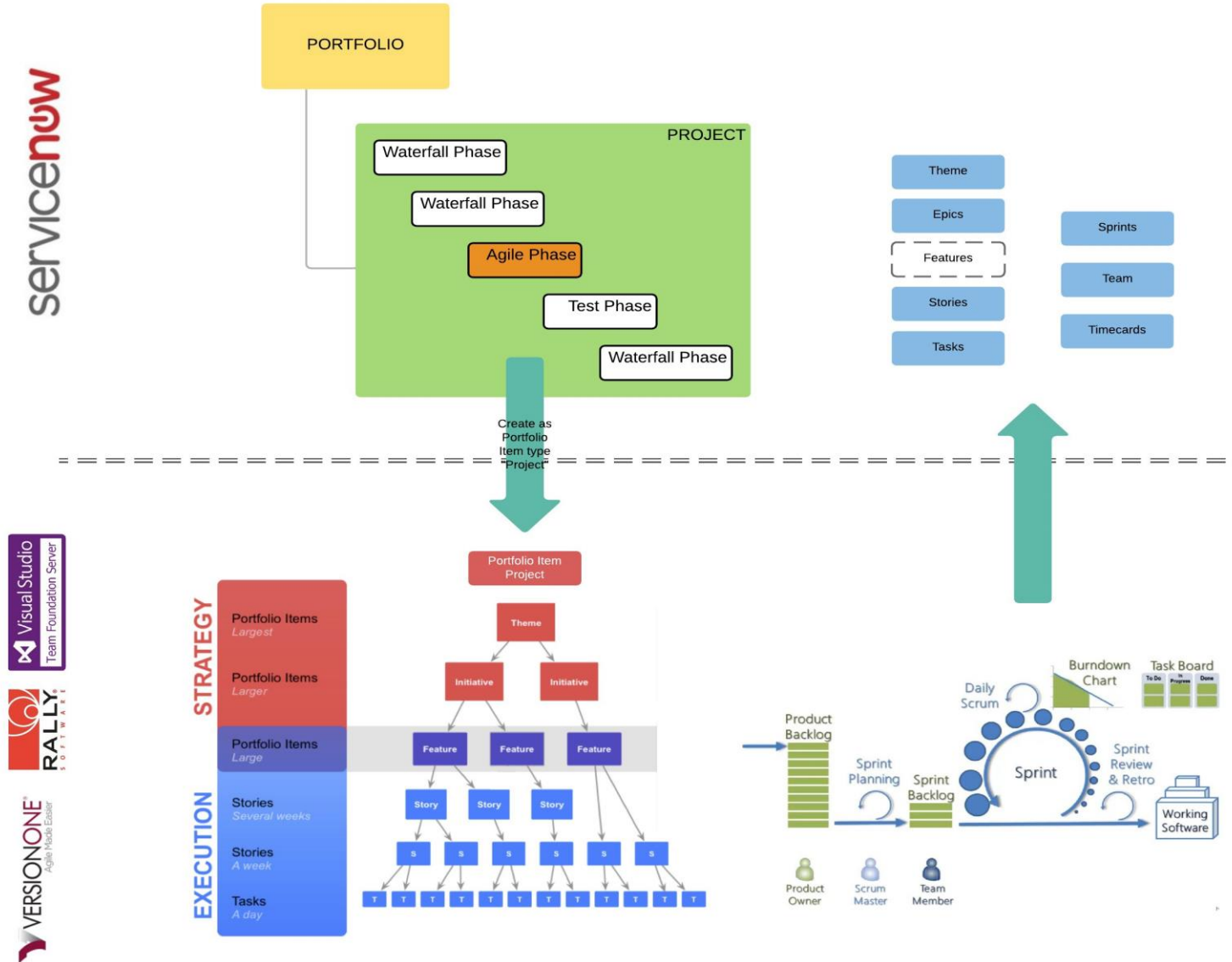
Let Rego be your guide.

Open Mic

- What integrations do you have in place today?
- How do they work for you?
- What integrations do you have on your roadmap for the next year?

Agile integrations

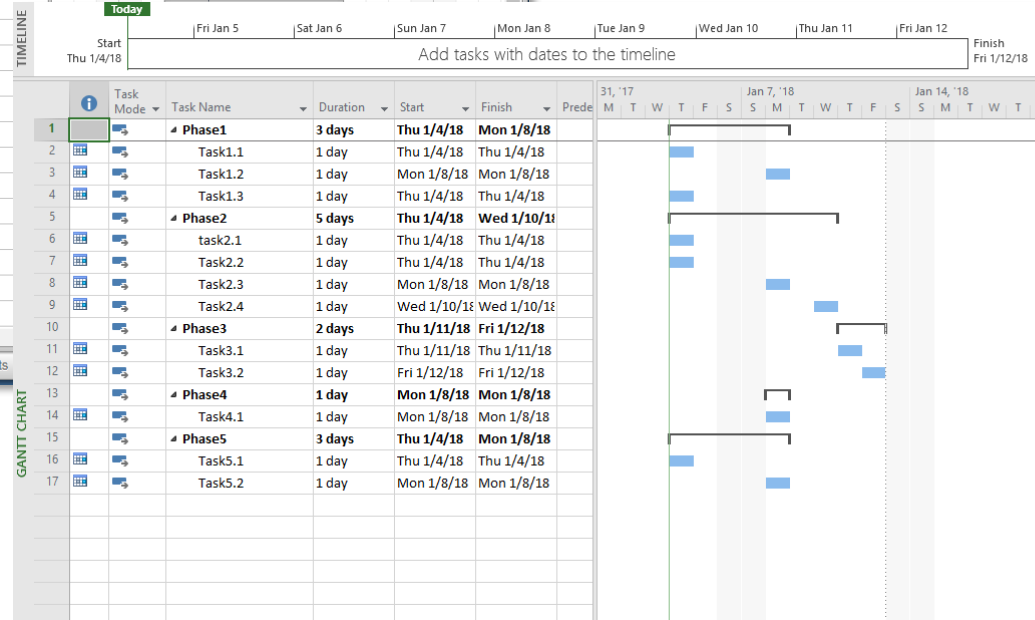
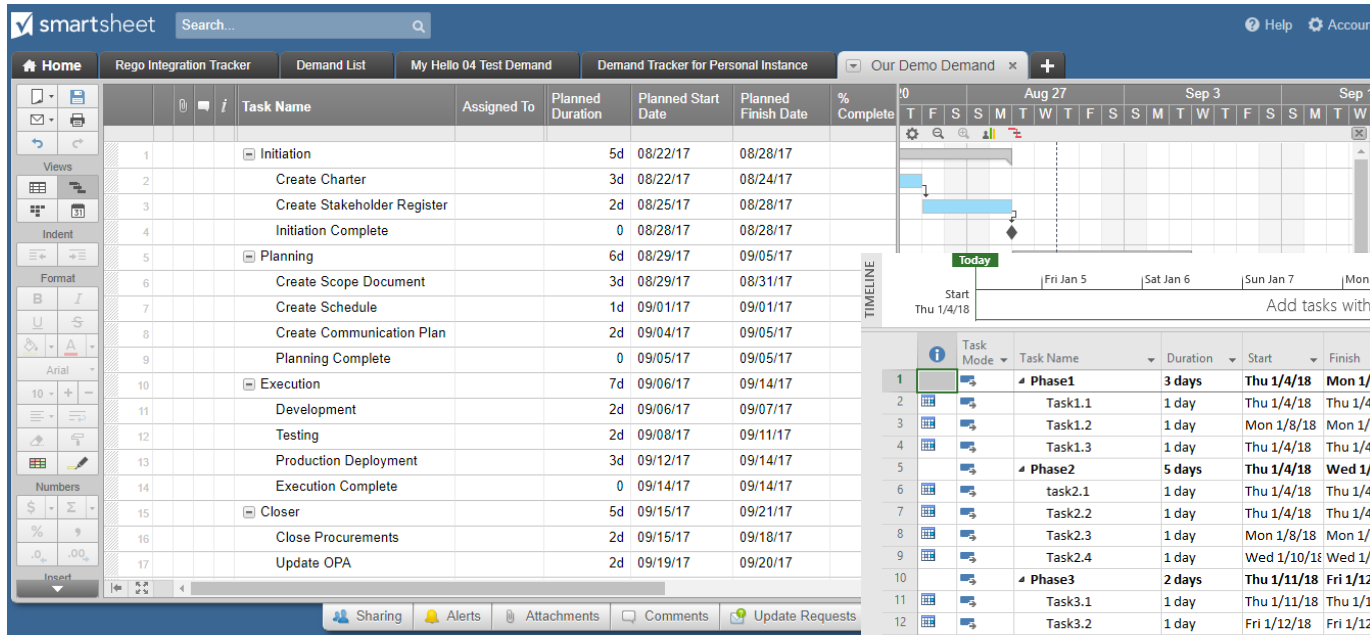
11



- ServiceNow has a full Agile module, most companies aren't using it.
- Plan in ServiceNow, execute externally
- Bring in data (1-1) from your existing Agile solution

External Schedulers

- Manage projects externally but govern in ServiceNow
- Smartsheet and Microsoft project are the most common tools



The regoLink ServiceNow Connect interface is a web-based tool for managing projects. It includes fields for ServiceNow URL, User Name, Password, and Project. It also displays a list of recently opened projects and options to connect to ServiceNow, open in MSP, save to disk, upload to ServiceNow, or close and exit.

regoLink ServiceNow Connect

ServiceNow URL:

User Name:

Password:

Project:

Recently Opened Projects:

- New Project-PRJ0018884
- MSP Testing 02-Jan-2018-V3-PRJ0018797
- MSP Testing 04-Jan-2018 V6-PRJ0018872
- MSP Testing 04-Jan-2018-V4-PRJ0018832
- MSP Testing 04-Jan-2018 V7-PRJ0018911

☐ Load Deleted Task

Connect To ServiceNow Open In MSP Save To Disk Upload To ServiceNow Close and Exit

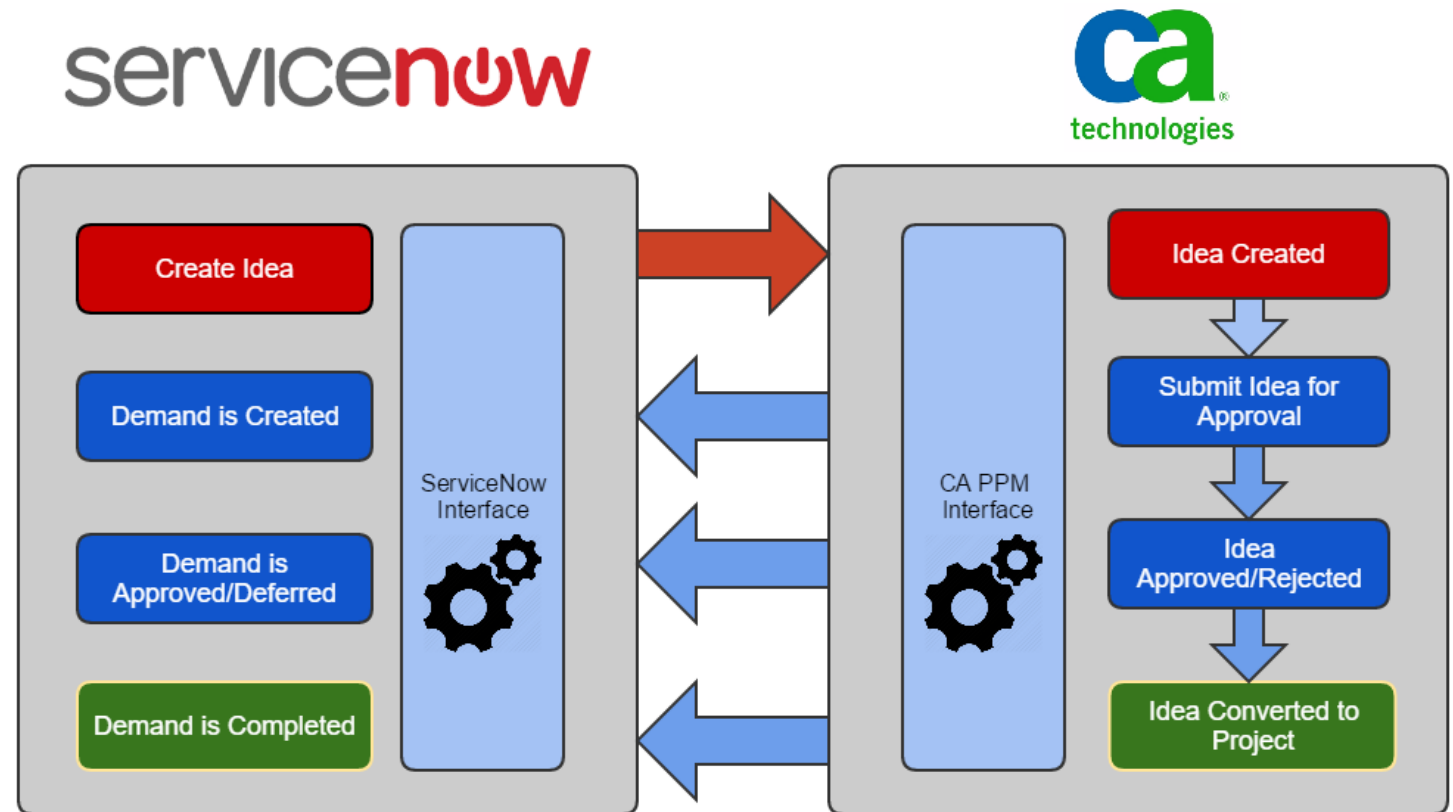
Project Display Format

☒ Project Name - Project ID

☐ Project ID - Project Name

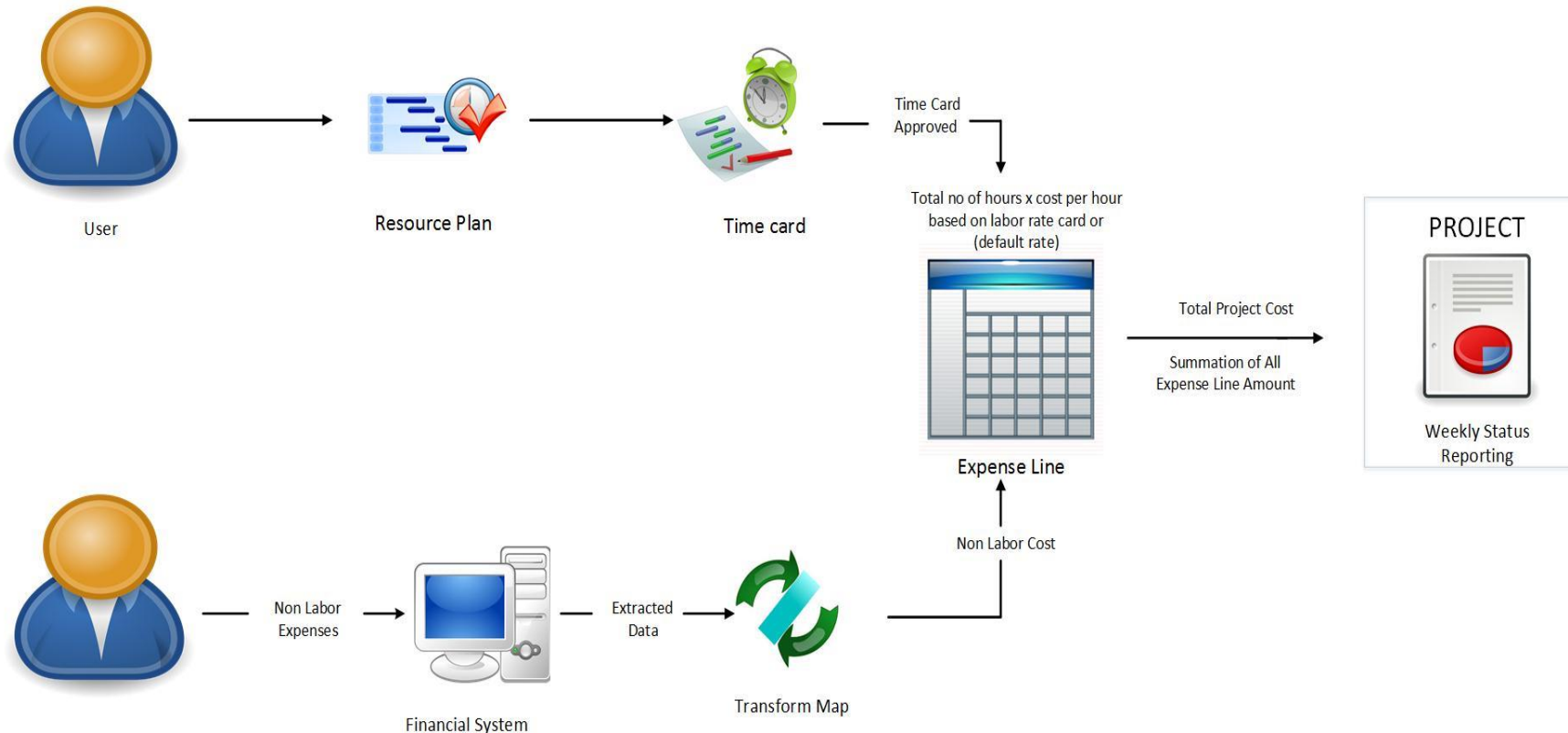
Bi-directional demand process

- When demand is enabled in ServiceNow but full project management is not
- Spawn ideas in ServiceNow but qualify them in Clarity
- Create corresponding demand records in ServiceNow so full IT demand is known
- Create projects on completion



Non-labor financials

- Non-labor financials are commonly tracked outside of ServiceNow.
- Import in to get a full financial view of a project



Part IV: Less Common Use Cases



Let Rego be your guide.

Less Common Integrations



- Timesheet data
 - Import data from external time tracking systems.. Including vendor
 - SAP, ADP, Beeline, etc.
- Import Applications from an external APM system
 - If you are still using a legacy APM tool, integrating to get applications will assist in getting TCO
 - Commonly done first as a part of a larger project for APM to be fully managed in ServiceNow
- One-off integrations
 - Since ServiceNow is a robust development platform it is very common for legacy, specialized business application to be integrated in.

Part V: Lessons Learned



Let Rego be your guide.

Integration Guardrails

- Who should be the source?
 - Make sure to identify the source – one way integrations are easier to govern
 - Identify your source of the truth for all data
- Is the process mature?
 - Integrations are built to match process
 - You must detail the process and the flow of information
 - You must have a solid repeatable process and be able to identify programmatically the exceptions
- Don't over-integrate.
 - Weigh the cost (one-time and ongoing) vs. benefit of each integration opportunity
 - Understand the accuracy of the source data
 - Identify the key integration points and invest in doing it correctly

Error Handling & Testing

- Error handling / transaction management
 - Errors are inevitable when two different systems are being integrated
 - Plan to develop an error handling mechanism to handle data errors, connectivity errors, and system outages
 - Equally important is transaction management and performance considerations
- Trial first to avoid errors
 - Before you build the complete interface, try a semi-automated load to ensure the “process” you have defined is correct
 - It is really important to have test environments that mirror the productions as much as possible and that the data is representative of actual production data

Questions?



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- Click on **Certifications**
- Click on **Maintain My Certification**
- Click on **Visit CCR's** button under the **Report PDU's**
- Click on **Report PDU's**
- Click on **Course or Training**
- Class Name = **regoUniversity**
- Course Number = **Session Number**
- Date Started = **Today's Date**
- Date Completed = **Today's Date**
- Hours Completed = **1 PDU per hour of class time**
- Training classes = **Technical**
- Click on **I agree** and **Submit**



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Don't forget to fill out the class survey.



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