

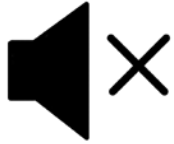
09-13-2020

# Axon - ServiceNow Integration

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# Housekeeping Tips



- Today's Webinar is scheduled for **1 hour**
- The session will include a webcast and then your questions will be answered live at the end of the presentation
- All dial-in participants will be muted to enable the speakers to present without interruption
- Questions can be submitted to "All Panelists" via the **Q&A option** and we will respond at the end of the presentation
- The webinar is **being recorded** and will be available to view on our **INFASupport YouTube channel** and **Success Portal**. The link will be emailed as well.
- Please take time to complete the **post-webinar survey** and provide your feedback and suggestions for upcoming topics.

# Feature Rich Success Portal

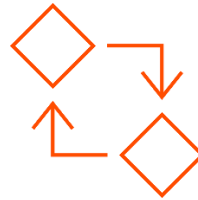
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# More Information



## Success Portal

<https://success.informatica.com>



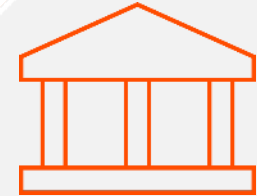
## Communities & Support

<https://network.informatica.com>



## Documentation

<https://docs.informatica.com>



## University

<https://www.informatica.com/in/services-and-training/informatica-university.html>

# Safe Harbor

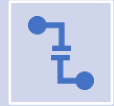
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Statements made today are based on currently available information, which is subject to change. Such statements should not be relied upon as a representation, warranty or commitment to deliver specific products or functionality in the future.

# Agenda

- Overview
- Configurations
- Additional Fields
- Demo

# Overview



Configure Axon to connect to external change request system ServiceNow.



Raise a change request to provide a controlled and audited change approval process.



For example, if you create a new System object in Axon, the change request system can create a new ticket to track the inputs and approvals for the System. When a System stakeholder participates in the workflow for System objects, the change request system tracks the object creation process and notifies the System stakeholder.

# Configurations

## Configuration at Admin Panel

Property	Description
Change Request System	Select the change request system that you want to configure. Axon supports connection to ServiceNow.
Name	Name of the change request system instance.
Server URL	URL of the change request system service in the following format: <code>http(s)://&lt;host_name&gt;</code> or <code>http(s)://&lt;IP_address&gt;</code>
Server Login User Name	User name to log in to the change request system
Server Login Password	Password to log in to the change request system
Additional Fields	Optional. Specify the additional fields that the change request system requires to create a ticket. Enter the values in JSON format. When you specify the fields, the fields appear in the <b>External Fields</b> section of an Axon change request. For example, if the ticketing system requires a change request to have a severity level and due date, you can configure <code>Severity</code> and <code>Due Date</code> as additional fields.

The screenshot displays the Informatica Admin Panel interface for configuring a Change Request System. The page title is "CONFIGURE CHANGE REQUEST SYSTEM". The left sidebar shows the user "John Admin" (Super Admin) and navigation options: Admin Dashboard, DG Operating Model, Role Permissions, Default Workflows, Default Change Requests, Roles & Responsibilities, Change Request Systems (selected), Licensed Users, Meta-Model Administration, Operational Management, Customize & Configure, and Admin Activity Logs. The main content area contains the following configuration fields:

- Name: ServiceNow
- Server URL: https://dev04602.service-now.com/
- Server Login User Name: admin
- Server Login Password: [Redacted]
- External Status Field: state
- Completed Status of Change Request: Resolved x Closed x
- Cancelled Status of Change Request: canceled x

# Default Change Request Configuration at Admin Panel

The screenshot displays the Informatica Admin Panel interface. The top navigation bar includes the Informatica logo, 'Data Governance', 'Search', 'Maps', 'My Items', and 'Create' menus. The user profile 'John Admin' is visible in the top right. The left sidebar contains a navigation menu with items like 'Admin Dashboard', 'DG Operating Model', 'Role Permissions', 'Default Workflows', 'Default Change Requests' (highlighted), 'Roles & Responsibilities', 'Change Request Systems', 'Licensed Users', 'Meta-Model Administration', 'Operational Management', 'Customize & Configure', and 'Admin Activity Logs'. The main content area is titled 'Default Change Requests' under 'Axon Management'. It features a 'CONFIGURE WORKFLOW APPROVAL SETTINGS' section with the following configurations:

Setting	Value
Facet *	System
Enable Workflow Approval *	Enabled (Toggle)
Default Change Request System *	ServiceNow
Additional Configurations (JavaScript) ⚙️	[ ]
Default Axon Status for Creating Object *	Active
Default Lifecycle for Creating Object *	In Production
Default Change Request Type *	Request For Change
Default Change Request Urgency *	Medium
Default Change Request Severity *	Medium

## Additional Fields

### Customizable Additional Fields for External Change Request System

- *When you configure Axon to connect to an external change request system, the external system might require additional fields that do not appear by default in the Axon configuration page.*
- *Enter the details of the additional fields in JSON format so that Axon can create change requests in the external system.*

#### Format

Add each additional field in the following format:

```
{
  "key": "<field_name_in_external_system>",
  "displayName": "<field_display_name_in_Axon>",
  "dataType": "<list_or_text_box>",
  "defaultValue": "<default_value>",
  "isMandatory": <required_or_not>,
  "isHidden": <display_in_Axon_or_not>,
  "isSensitive": <mask_field_or_not>
}
```

#### Example

```
{
  "key": "Severity",
  "displayName": "Importance",
  "dataType": "list",
  "defaultValue": "High,Medium,Low",
  "isMandatory": true,
  "isHidden": false,
  "isSensitive": false
},
```

# Additional Fields

Additional Fields

```
[  
  {  
    "id": 17,  
    "key": "priority",  
    "displayName": "Priority",  
    "defaultValue": "5 - Planning,4 - Low,3 - Medium,2 - Critical,1 - Blocker",  
    "dataType": "list",  
    "isMandatory": true,  
    "isHidden": false,  
    "isSensitive": false  
  },  
  {  
    "id": 18,  
    "key": "urgency",  
    "displayName": "Urgency",  
    "defaultValue": "1 - High,2 - Medium,3 - Low",  
    "dataType": "list",  
    "isMandatory": false,  
    "isHidden": false,  
    "isSensitive": false  
  },  
  {  
    "id": 19,  
    "key": "description",  
    "displayName": "Description",  
    "defaultValue": "Created from Build",  
    "dataType": null,  
    "isMandatory": true,  
    "isHidden": false,  
    "isSensitive": false  
  },  
  {  
    "id": 20,  
    "key": "impact",  
    "displayName": "Impact",  
    "defaultValue": "1 - High,2 - Medium,3 - Low",  
    "dataType": "list",  
    "isMandatory": false,  
    "isHidden": false  
  }  
]
```

The screenshot displays a software interface for a ticket or request. At the top, there are navigation tabs: SUMMARY, RELATIONSHIPS, STAKEHOLDERS, and HISTORY. The main content is divided into several sections:

- DEFINITION:** Includes a "Change the description" link and a table of key fields:
  - Type: Request For Change
  - Affected Item: abc System
  - Analysis: No analysis recorded yet [+ Add]
  - Resolution: No resolution recorded yet [+ Add]
- EXTERNAL FIELDS:** A table of additional fields:
  - Ticket Number: INC0010004
  - Priority: 1 - Critical
  - Urgency: 1 - High
  - Description: Created from Build
  - Impact: 1 - High
  - Category: Inquiry / Help
  - Short Description: Build
- CLASSIFICATIONS:** Divided into two sections:
  - BASIC CLASSIFICATIONS:**
    - Axon Status: Cancelled
    - Severity: Medium
    - Urgency: Medium
  - ADVANCED CLASSIFICATIONS:**
    - Estimated Benefit: Not specified
    - Estimated Cost: Not specified
- OTHER INFORMATION:**
  - Created By: Mia Jackson
  - Created: 15 Sep 2020
  - Last Updated: 15-Sep-2020

Demo

Questions?

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Thank You