SNapps4

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Connecting to the ServiceNow API
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Agenda

- Introduction, snapps4, me, ServiceNow

- What is the ServiceNow platform

- Example SN application and demo

- How can REXX play with ServiceNow?

- Netrexx REST API example

- Netrexx MID Server extension example

- Questions

About ServiceNow

Is a New York listed cloud computing company founded in 2003 by Fred Luddy, ex-CTO of Peregrine Systems and Remedy Corporation. Current Market capital +-14bn.

Originally offered IT Service Management solutions, has disrupted industry and been major cause of pain for HP and BMC.

Expanded to offer multiple applications, Human Resource, Governance, Risk and Compliance, Security Operations, Financial Management, …

Now positioned as an enterprise platform for development and seeing major growth. Currently has 700+ of the global 2000 as customers spending over 1million USD yearly.

About snapps4 Building on excellence

Snapps4 is a reseller and technology partner of ServiceNow. ServiceNow is known for it's ITSM cloud offerings that have replaced systems such as HP Service Center and BMC Remedy. The past years has seen ServiceNow extend out of ITSM into ITOM, Security Reponse, Governance, Risk, Compliance, HR and brand itself as an enterprise development.

We develop products and offer services to companies wishing to exploit the ServiceNow platform for maximum value.

Typically Snapps4 are involved in Security Operations, Vulnerability Management and Governance, Risk and Compliance application development and delivery (on the SN platform).

Snapps4 customers include ING Bank, Philips Lighting, Ikano Bank, Swedebank, Cancer Research UK, Experian, …

Platform Compliance Scanner for ServiceNow

Problem Statement: The flexibility of the ServiceNow platform and the speed with which it can be developed, often means that mistakes are made in setting up, creating, and managing an instance – even by the best technical consultants. This can ultimately lead to:

- costly and time consuming upgrades
- security issues
- degraded performance
- manageability issues
- scalability issues

Solution: Designed by a team of ServiceNow architects who have over 30 years of ServiceNow experience between them, the SNapps4 have created The Platform Compliance Scanner for ServiceNow. The Platform Compliance Scanner embeds both published ServiceNow best practice and our architects experience into tests that run across your instance(s).

About Me

Started as mainframe COBOL programmer, developed in many languages since then.

First introduced to Rexx in 1992 whilst working as mainframe programmer for Natwest bank in UK.

First started working with ServiceNow in 2012, have sold and delivered projects for enterprises, have seen REXX used in anger to integrate ;-)

Founded snapps4 last year with a number of ex-colleagues, delivering services part-time and product development takes the other half.

Certified IBM Cloud Architect, SN Implementation Specialist, Accredited SN Best practice consultant, …

What is the ServiceNow platform?

- The platform is delivered as a cloud service (SAAS, PAAS).
- It's a Java application hosted in SN's datacenters running on Tomcat with a MySQL database.
- User Interface is via the browser.
- It comes with a bunch of 'OTB' applications (depending on your license).
- You can download new apps from the SN Store or Share website.
- You develop your own apps on platform using JavaScript and some custom ServiceNow things, you can create without code but is not ranked high for a codeless environment.

What do people do with it?

- Typical IT Service Management, Incident, Problem, Change Management.
- Has world leading Configuration Management tooling including Discovery.
- Field Service Management (in NL used by Thales for public transport use).
- Seeing massive adoption in Security Operations.
- Great for building applications to work/task management.
- Often used to replace Lotus Notes applications.
- Really good at integrating, supports SOAP & REST natively, provides MID Server component for connecting to 'out of reach' targets.

What's the connection to REXX

- Well NetRexx mostly …
- Has been used at UK Utility company to integrate between ServiceNow and Z/OS for release management (this was classic rexx)
- Has been used in Global bank to update batch job status and logging information in the ServiceNow CMDB.
- Used to prototype a command line interface to ServiceNow.
- Used to to prototype MID Server extensions.
- ServiceNow is good at integrating, supports SOAP & REST natively, provides MID Server component for connecting to 'out of reach' targets. Netrexx allows non-java experts to easily create extensions to the framework

Demo
A quick intro to ServiceNow

How can REXX play with ServiceNow?

- External to ServiceNow, consuming ServiceNow web-services

- As a MID Server extension to do many things

Netrexx REST API example

- ServiceNow has an extensive REST API

- Also allows creation of 'scripted' REST services

- Supports various types of authentication, example uses basic authentication

- … example …

Netrexx MID Server extension example

- ServiceNow MID Server typically lives in a customer network, avoids having to make integrated systems external facing
- Is the workhorse for ServiceNow discovery and event management, can be used for many things via custom jar deployment
- … example …

SN/NetRexx Community projects ...

- Command Line Processor
- NetRexx ServiceNow utility Library
- NetRexx MID Server extension templates
- ...

Questions and Discussion

Useful links

- ServiceNow developer site : developer.servicenow.com
- ServiceNow documentation : https://docs.servicenow.com/
- Rexx Language Association : http://rexxla.org/
- Netrexx : http://www.netrexx.org/