

ServiceNow – eBonding General Requirements

A POC prototype eBonding integration can be quickly established between peer ServiceNow instances utilizing some core ServiceNow out-of-Box functionality.

How It Works

Once the eBonding elements are established between instances, Creating an incident in the source instance will also automatically create an incident in the Target instance (all details being copied).

The source incident number is passed as the Correlation ID to the Target system and vice versa.

The following ServiceNow components can be used in a sample POC prototype integration.

What's Required – Creating eBonding prototype integration

- ServiceNow IntegrationHub Installer plugin installed
- ServiceNow eBonding spoke (NOTE: Check [sys_alias_list.do](#) and look for: ID = sn_ebonding_ah.ServiceNow)
- Use credential that has permissions to create, read, and update an incident on the remote system
- Create HTTP connection record & associate with OOB connection alias (sn_ebonding_ah.ServiceNow)
- Use Flow Designer to setup EBonding Flows:
 - Create Remote Incident
 - Lookup Remote Incident
 - Update Remote Incident

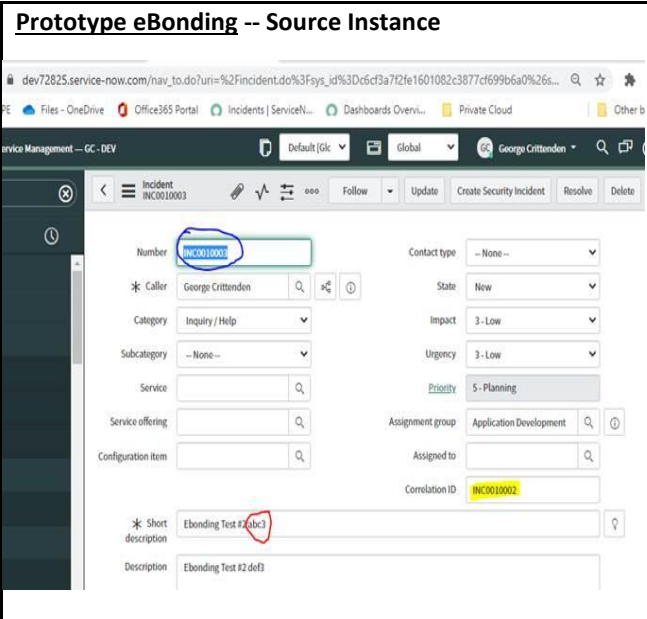
Integration Questions to Consider

Question 1: Will both systems be able to bilaterally Create & Update tickets in the other instance ?

Question 2: Are there other fields beyond the default fields that are needed for eBonding?

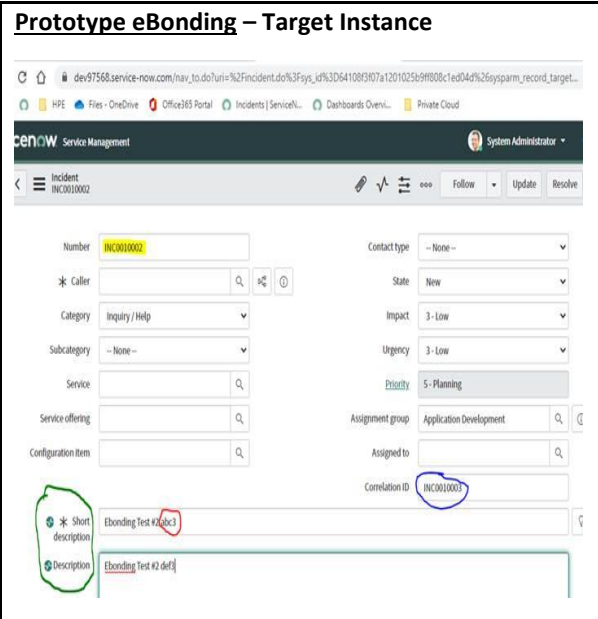
Question 3: What are the ServiceNow API Endpoints ?

Prototype eBonding -- Source Instance



The screenshot shows the 'Incident' form in a ServiceNow instance. The 'Number' field is highlighted with a blue circle and contains the value 'INC0010001'. The 'Correlation ID' field is highlighted with a yellow circle and contains the value 'INC0010002'. The 'Short description' field is highlighted with a red circle and contains the text 'Ebonding Test #2 def3'. The 'Description' field contains the text 'Ebonding Test #2 def3'.

Prototype eBonding – Target Instance



The screenshot shows the 'Incident' form in a ServiceNow instance. The 'Number' field is highlighted with a yellow circle and contains the value 'INC0010002'. The 'Correlation ID' field is highlighted with a blue circle and contains the value 'INC0010001'. The 'Short description' field is highlighted with a green circle and contains the text 'Ebonding Test #2 def3'. The 'Description' field contains the text 'Ebonding Test #2 def3'.

Default eBonded Fields – from ServiceNow eBonding Example actions

Incident INC0010860

Follow Update Create Security Incident Resolve

Number: INC0010860

* Caller: Abraham Lincoln

Category: Inquiry / Help

Subcategory: Internal Application

Service: SAP Enterprise Services

Service offering:

Configuration item:

* Short description: Ebonding Test9

Description: Ebonding Test9

Contact type: Self-service

State: New

Impact: 3 - Low

Urgency: 3 - Low

Priority: 5 - Planning

Assignment group: Application Development

Assigned to:

Correlation ID: INC0010855

Default eBonded Fields – from Actions within ServiceNow eBonding Examples	
short_description	(Short Description)
description	(Description)
state	(State)
caller_id	(Caller)
business_service	(Service)
category	(Category)
subcategory	(Subcategory)
impact	(Impact)
urgency	(Urgency)
cmdb_ci	(Configuration Item)
assignment_group	(Assignment Group)
assigned_to	(Assigned To)
contact_type	(Contact Type)
correlation_id	(Correlation ID: Incident number of the record passed)

Which Incident Fields might be Added

Are there other fields beyond the default fields that are needed for eBonding?

Incident form placement for these fields are shown in the screenshots below.

Additional Fields – Will these be eBonded also?
work_notes (Work notes)
comments (Additional comments)
close_notes (Resolution notes)

Notes | Related Records | Resolution Information

Watch list Work notes list

Work notes Work notes

Work notes Post

Notes | Related Records | Resolution Information

Watch list Work notes list

Additional comments (Customer visible) Additional comments (Customer visible)

Work notes Post

Notes | Related Records | Resolution Information

Knowledge Resolved by

Resolution code -- None -- Resolved

Resolution notes