



# Denodo ServiceNow Templates - Quick Use Guide

Revision 20190107

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### 1 OVERVIEW

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ServiceNow is an IT management tool that allows organizations to manage all aspects of their IT infrastructure including asset management, IT Service Management (Incident management, problem management, change management, etc.), CMDB (component management database) management of IT assets and devices, etc.

You can configure Denodo to retrieve data from ServiceNow by creating JSON data sources and base views in Denodo using the ServiceNow REST API.

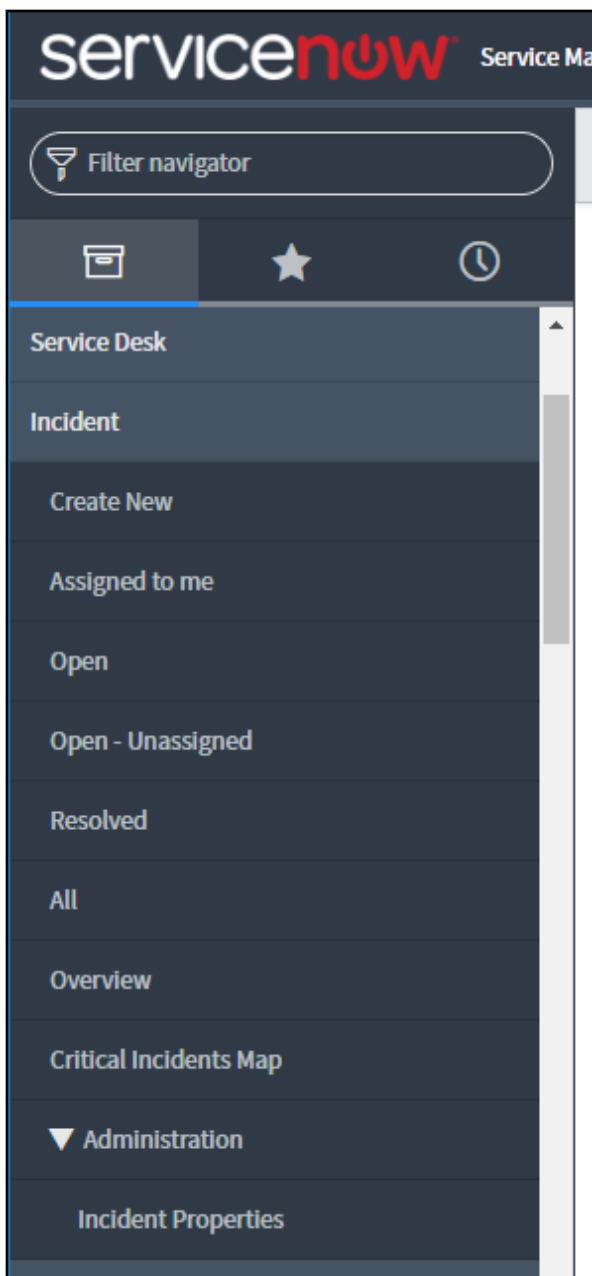
As ServiceNow manages a very large amount of data and views, it may be a hard work to add all the required data sources and base views into Denodo. In order to make this process easier and faster, we distribute a template: a set of predefined VQL and properties files. You just have to configure a few parameters in the properties file and import these files in your Denodo server to get access to ServiceNow.

## 2 SERVICENOW TEMPLATES

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The ServiceNow template: the VQL and properties files, configures the access for the following functionalities of ServiceNow:

- Incident
- Problem
- Product Catalog



Incident in ServiceNow

## 2.1 **IMPORT VQL**

Before importing the VQL in Denodo, you have to set the following parameters defined in the `SERVICENOW.properties` file:

- User: the username in ServiceNow
- Password: the password in ServiceNow
- Encrypted: write ENCRYPTED if you have set an encrypted password. Otherwise, leave this field empty.
- BaseUrl: fill the name of your ServiceNow instance.

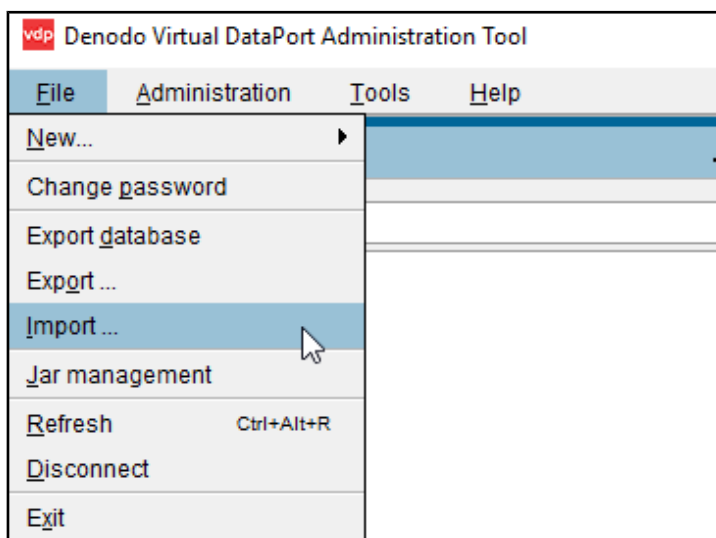
```

1 databases.service_now.USER=<user>
2 databases.service_now.BASEURL=https://<service_now_instance>.service-now.com/api/now/table
3 databases.service_now.PASSWORD=<password>
4 databases.service_now.PASSWORD.ENCRYPTED=

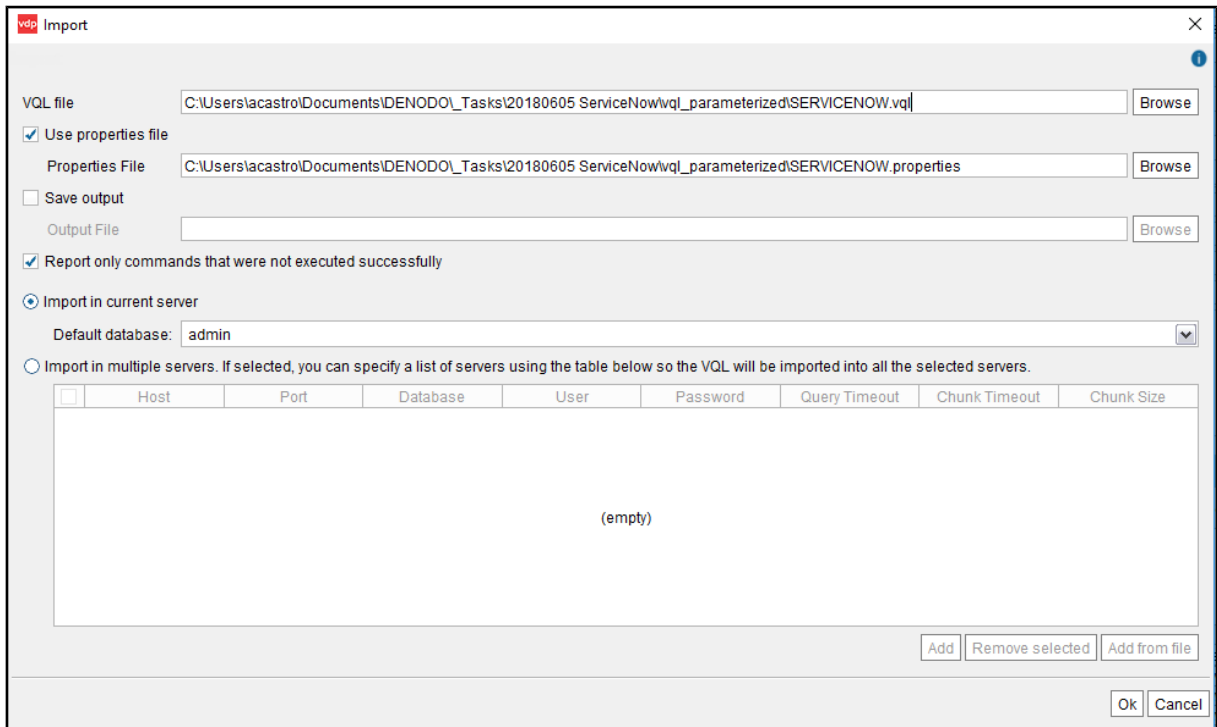
```

Configuration properties

Once you have set the properties file, you only have to import both the properties and the VQL files using the `Import` option of the VDP Administration Tool:



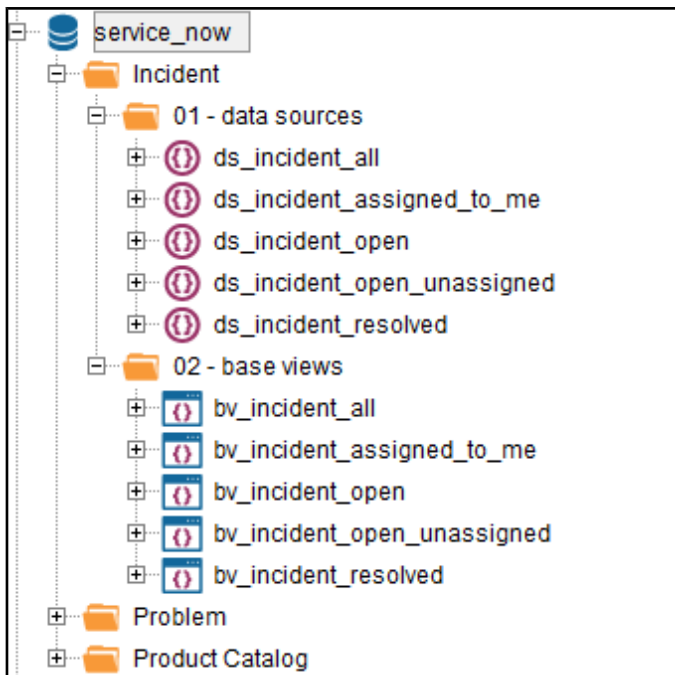
Import option in VDP



Import wizard in VDP

## 2.2 REFRESH

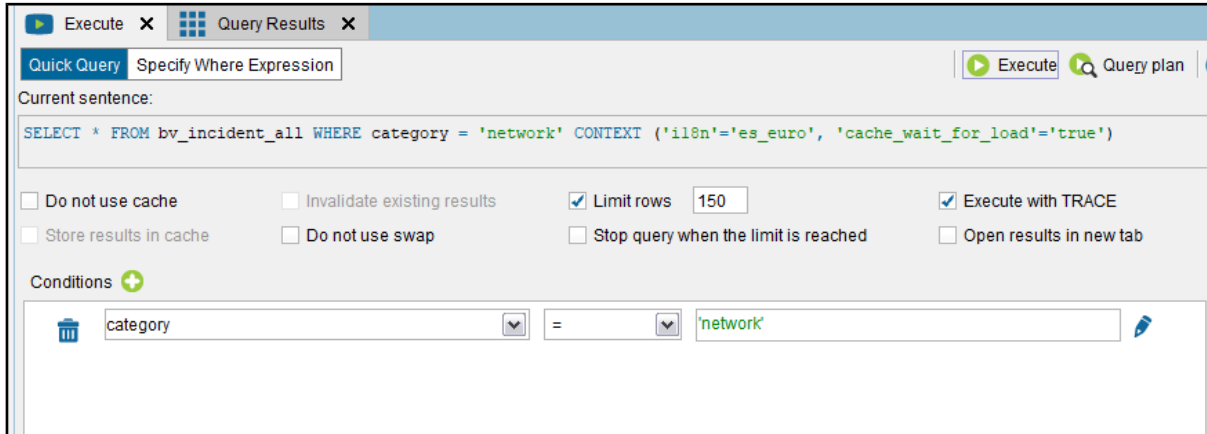
After the importation finishes, refresh the Server Explorer by selecting File > Refresh and you will be able to see the data sources and base views for accessing to ServiceNow:



ServiceNow data sources and base views

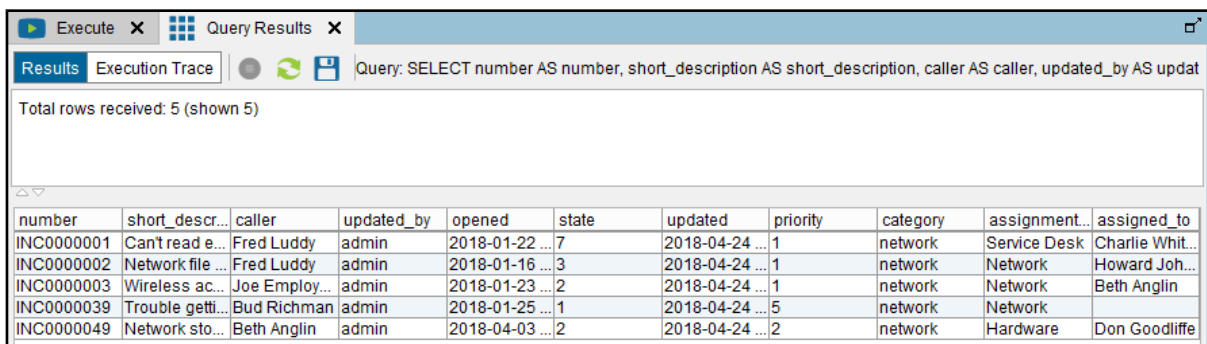
## 2.3 QUERY

Now, you can execute queries over the ServiceNow base views that have been created:



The screenshot shows the Denodo Query Editor interface. At the top, there are tabs for 'Execute' and 'Query Results'. Below the tabs, there is a 'Quick Query' section with a 'Specify Where Expression' button. The 'Current sentence:' field contains the following SQL query: `SELECT * FROM by_incident_all WHERE category = 'network' CONTEXT ('il8n'='es_euro', 'cache_wait_for_load'='true')`. Below the query, there are several checkboxes for execution options: 'Do not use cache', 'Store results in cache', 'Invalidate existing results', 'Do not use swap', 'Limit rows' (set to 150), 'Stop query when the limit is reached', 'Execute with TRACE', and 'Open results in new tab'. A 'Conditions' section is also visible, showing a condition: 'category = 'network''.

ServiceNow query



The screenshot shows the Denodo Query Results interface. At the top, there are tabs for 'Execute' and 'Query Results'. Below the tabs, there is a 'Results' section with an 'Execution Trace' button. The 'Query:' field contains the following SQL query: `SELECT number AS number, short_description AS short_description, caller AS caller, updated_by AS updat...`. Below the query, there is a 'Total rows received: 5 (shown 5)' message. Below the message, there is a table with the following data:

number	short_descr...	caller	updated_by	opened	state	updated	priority	category	assignment..	assigned_to
INC0000001	Can't read e...	Fred Luddy	admin	2018-01-22 ...	7	2018-04-24 ...	1	network	Service Desk	Charlie Whit...
INC0000002	Network file ...	Fred Luddy	admin	2018-01-16 ...	3	2018-04-24 ...	1	network	Network	Howard Joh...
INC0000003	Wireless ac...	Joe Employ...	admin	2018-01-23 ...	2	2018-04-24 ...	1	network	Network	Beth Anglin
INC0000039	Trouble getti...	Bud Richman	admin	2018-01-25 ...	1	2018-04-24 ...	5	network	Network	
INC0000049	Network sto...	Beth Anglin	admin	2018-04-03 ...	2	2018-04-24 ...	2	network	Hardware	Don Goodliffe

ServiceNow results