

Confidently integrate third-party data with ServiceNow® Service Graph Connectors

The challenge: Reduce risk, maintain trust, and accelerate time to value for third-party integrations

Your ServiceNow® Configuration Management Database (CMDB) provides crucial information about your digital services and the infrastructure that supports them. It enables key operational processes, helping you to prevent and resolve service outages, minimize the risk of change, and respond quickly to end users.

The ServiceNow Common Service Data Model (CSDM) ensures consistency and interoperability so that your CMDB data provides tremendous additional value beyond service operations: in portfolio planning, in application development, in security operations, and in asset optimization. This data foundation thus helps you manage the entire digital service lifecycle.

Much of the data in a modern, automated CMDB will come from third-party systems and processes. To be truly effective that data needs to be accurate, consistent, and timely.

The solution: high-fidelity Service Graph Connectors

ServiceNow® Service Graph Connectors are certified third party data integrations. Service Graph Connectors allow you to quickly and easily load large volumes of third party data into your CMDB, ensuring data quality, timeliness, and consistency. Service Graph Connectors guarantee that third party data is mapped to the right locations in the CMDB (as specified by the CSDM), which allows ServiceNow apps to use the data out-of-the-box with no additional custom transformations for accurate reporting across environments and third party systems.

Built to meet stringent ServiceNow architectural, data governance, and quality standards

Service Graph Connectors are built by ServiceNow and by ServiceNow accredited technology partners who meet together to plan and maintain a seamless, high quality integration. All Service Graph Connectors are designed, developed, tested, and certified under the Service Graph Connectors Program, a well defined process that ensures data quality, timeliness, and scalability. The Service Graph Connector program validates use cases systematically, undertakes CSDM data governance, and designs best practices into each integration. These practices include:

- Consistently associating data with specific Configuration Item (CI) types. For instance, IP addresses are always assigned to network interfaces rather than a mix of interfaces and servers. This ensures that ServiceNow apps know where to find third party data.
- Using the ServiceNow® Identification and Reconciliation (IRE) engine to correctly identify and classify data before it is loaded into Service Graph. This prevents duplicate CIs and ensures that attribute values are consistent across multiple data sources.
- Using ServiceNow® Integration Hub ETL functionality so that data is transformed and loaded in the fastest and most efficient manner.

Benefits

Reduce risk

Service Graph Connectors are certified, reliable third party data integrations. If you do experience a problem with a Service Graph Connector, ServiceNow will work alongside you and with any third party provider to ensure your issues are resolved.

Maintain trust in your ServiceNow system of record

Service Graph Connectors are developed and tested by third party vendors under ServiceNow's rigorous engineering oversight and prescriptive guidance. This ensures data timeliness, accuracy, and consistency.

Accelerate time to value

Service Graph Connectors work out of the box and are fully compliant with the ServiceNow Common Service Data Model. This significantly reduces integration deployment times and minimizes ServiceNow customization effort.

Backed by ServiceNow expertise and real-world validation with ServiceNow customers

ServiceNow works closely with each technology partner throughout the Service Graph Connector design, development, and testing process:

- A ServiceNow CMDB engineer participates in the process, providing guidance and engaging in detailed reviews.
- Prior to releasing a Service Graph Connector, a technology partner must formally review the design and use cases with ServiceNow to demonstrate conformance with mandated program standards.

Technology partners are required to validate Service Graph Connectors with two ServiceNow customers prior to certification. They must also maintain and support the connector once it is certified and recertify it for each new ServiceNow family release.

What use cases do Service Graph Connectors support?

Service Graph Connectors support any use case that is enabled by accurate, consistent, real-time data in the CMDB. These include enhanced Service Operations for on-premises and cloud environments, robust asset management for hardware and software, airtight Security Operations for office networks and/or factory OT configurations.

How can I get access to Service Graph Connectors?

Find out which of your needs can be met quickly and seamlessly with Service Graph Connectors. Service Graph Connectors are released through the ServiceNow Store (<https://store.servicenow.com>). The number of connectors are continuously growing as the Service Graph Connector Program continues to expand. Just select the Integrations tab and search for Service Graph Connector. Most Service Graph connectors require a Visibility or IT Operations Management license.

Learn more: visit ServiceNow

[IT Operations Management](#)

[Configuration Management Database \(CMDB\)](#)

