

Integration Training: Ardoq to ServiceNow



Ardoq Services Offering

Learn how to build an integration from Ardoq to ServiceNow through a hands-on example implementation deployed to your development environment.

What it is

A Professional Services integration consultant will train you in deploying a proof-of-value template integration from Ardoq to your development ServiceNow environment. It will demonstrate how to retrieve an example set of data from Ardoq and load it into tables within ServiceNow, utilizing our best practices. Along the way you will learn the key aspects of the approach so that you can adapt it to your specific use case.

The example will cover two pre-defined ServiceNow tables, one CI relationship and one reference field. The goal is to teach you the approach and enable you to be self-sufficient in adapting the integration to your specific requirements once the training is complete.

The 'Standard integration: ServiceNow to Ardoq' service package is a pre-requisite for this package. This is because the process for Ardoq -> ServiceNow integration includes a ServiceNow -> Ardoq element.

Integration Training: Ardoq to ServiceNow consists of the following:



What you'll accomplish

- Deploy a template proof-of-value integration from Ardoq to your

What you'll get

- Workshop 1: Creation of the Ardoq reports needed to expose the data to ServiceNow
- Workshop 2: Creation of the

ServiceNow development environment

- Understand the components of this template integration allowing you to adapt it to your specific use case.

ServiceNow import set tables and transform maps

- Workshop 3: Updating Ardoq with ServiceNow sys ids
- Workshop 4: Importing CI relationships and hierarchies
- Workshop 5: Creation of the Ardoq service account and API REST message
- Workshop 6: Ad-hoc aspects / Q&A

Each workshop is 1 hour in duration.

More information

- The scripts, configuration and any other materials provided as part of this service package are examples provided as-is and are not part of the Ardoq product itself nor covered by any warranty or support agreements. They have been tested against Ardoq's internal ServiceNow instance only and will need to be adjusted by the customer to reflect the specifics of their environment.
- This service package and associated content is for training purposes only and is limited to deployment within the customer's development ServiceNow environment. Deployment to production is not included. The customer is responsible for ensuring that any integration elements are suitable and free of defects before deploying to production.