Service Connectors

Bring ITSM, CMDB, DDI, and other external systems into Gluware automation processes through service connectors.



Disconnected systems turn automation into another handoff.

Network change processes depend on information and decisions held outside the network automation platform. When those connections are maintained as separate custom glue, teams inherit another recurring integration obligation. Service Connectors provide a way to incorporate external services into the Gluware process.

CORE FUNCTIONALITY

Use supported connector packages

Use packaged external API operations as drag-and-drop tasks in Network RPA. The documented ServiceNow connector supports problem, asset, incident, and change-request management.

Build the service-layer process

Connect supported ticket and service operations to Gluware tasks through process logic and variables. Available operations depend on the installed connector package.

Extend integrations for the business

Use the REST Development Kit in the IDE to develop additional API integrations where needed, including service-layer requirements such as DDI. Custom development is distinct from an installed prebuilt connector.

> **Business contribution**
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> Connecting external systems reduces the manual coordination between network work and the enterprise processes it must follow. Teams can invest in the process design and required data relationships above a maintained automation foundation.

Service Connectors

Functions, dependencies, and operating boundaries.

RELATED FUNCTIONS AND OPERATING SCOPE

Network RPA: process coordination

Connect targets, tasks, variables, conditions, scheduling, triggers, and notifications across Gluware applications and external systems. Each task uses its supported application or execution mechanism.

ServiceNow: CMDB synchronization

Configure ServiceNow CMDB class mapping, device/CI linking, and property ownership to synchronize inventory records with Gluware.

NetBox: record and property mappings

Match devices between the systems and map properties, roles, types, sites, and supported custom fields. Configure how unmatched records are handled.

> **Working with the wider platform**
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> Service Connectors package external API operations for Network RPA. Native NetBox and ServiceNow CMDB sync use their own mapping and synchronization settings. Network RPA coordinates the wider process; the relevant Gluware applications perform infrastructure operations.

Supports: Cross-system orchestration; Process automation.