ServiceNow Integration

Synchronize mapped inventory with ServiceNow CMDB and use Service Connector tasks in Network RPA to connect ticket and change processes to automation.



Automated change still needs to follow the company's rules.

Service-management processes capture the authorization and records that make network change accountable. When automation operates separately, engineers must move information and status between systems by hand. Gluware's ServiceNow integration brings that process into orchestration.

CORE FUNCTIONALITY

Link and synchronize CMDB records

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

Connect tickets through Service Connectors

Use the supported ServiceNow connector tasks in Network RPA for problem, asset, incident, and change-request management. Process logic determines how those records and any approval steps participate.

Invoke and coordinate automation

Use configured integrations and process API calls to connect service-management events to the relevant Gluware process. A CMDB sync operation and an ITSM ticket process are separate functions.

> **Business contribution**
>
> Network teams can apply automation within the business's established change process. That helps connect faster delivery to the governance and records needed by operations, security, and compliance stakeholders.

ServiceNow Integration

Functions, dependencies, and operating boundaries.

RELATED FUNCTIONS AND OPERATING SCOPE

Service Connectors: supported service operations

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.

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.

Device Manager: discovered inventory

Discover and inventory devices, inspect configuration and software state, and maintain the fleet information that network automation depends on.

Working with the wider platform

Native CMDB integration maps and synchronizes records. Service Connectors expose the supported ServiceNow operations as Network RPA tasks. Network RPA coordinates the ticket and change process, while Device Manager, OS Manager, and Config Model Editor perform their respective network operations.

Supports: Network discovery & onboarding; Network exposure management; Cross-system orchestration; Device inventory.