



ServiceNow integration with Firewall Management Platform

Firewall Management Platform

The SNOW app makes REST API calls to REST end point to pass the service Catalogue form details for approvals based on defined workflows in SNOW

servicenow®



Customer

Customer is a leading Firewall Management Solution provide. It delivers continuous security for hybrid enterprises through a powerful fusion of vulnerability management, compliance and



Customer requested for the development of SNOW app to integrate with its firewall management platform

Requirement



Technology Solution

Sacumen developed the SNOW app (NY) that performs the following:

- Sacumen developed the connector app that creates new Change Tasks within a specified Change Request in the ServiceNow Change Management application corresponding to selected SDE tasks if they do not already exist
- Creation of a service catalogue form which will be made visible to the end users to submit the request
- Once the request is submitted and RITM is created in SNOW, the workflow will trigger an immediate approval to management team/manager for the approval before the request is passed on to firewall management platform. Will update "State=Pending for Approval" in RITM
- The workflow will Change the RITM request status to "Closed-completed" if response received back from platform after second approval is approved

