



Threat Intelligence platform integration with ServiceNow

servicenow[™]

ServiceNow Table API returns the requested incident details for the scan

Connector app uses OAuth flow to authenticate the user to call the Table API

Threat Intelligence Platform



Connector app retrieves the incidents from the ServiceNow, sample it based on predefined sampling techniques, parse the response and sends it to the Customer Platform



Connector App

Connector triggers a call to the connector app to initiate a scan on the ServiceNow



Customer

Customer is a leading Personal Data Privacy and Protection provider.

It enables organizations to discover and map all types of data from all enterprise data sources; automatically classify, correlate, and catalog identity & entity data into profiles; manage and protect enterprise data with advanced data intelligence; and automate data privacy and protection.

It identifies all PII across structured, unstructured, cloud & Big Data.

Customer requested to build a Connector app to integrate their platform with ServiceNow to scan the incidents present in the ServiceNow for finding the PII information.



Requirement



Technology Solution

- ServiceNow is a software-as-a-service provider, providing technical management support, such as IT service management, to the IT operations of large corporations, including providing help desk functionality. The company's core business revolves around management of "incident, problem, and change" IT operational events.
- Sacumen developed the Connector app to integrate ServiceNow using C# 8.0 (.NET Core 3.0). The Connector app performs the following actions:
 - ▶ Authenticates the user through OAuth flow.
 - ▶ Gets the access token to make authenticated REST API calls.
 - ▶ Retrieves the incidents from the ServiceNow portal using Table API.
 - ▶ Samples the fetched data using predefined sampling techniques.
 - ▶ Formats the received data in required format and pass it to the customer.

