



A NEW TAKE ON IT MANAGEMENT: INTEGRATED, FAST, FLEXIBLE

# ServiceNow Connector (SNC) for Micro Focus PPM

## FEATURES

- Bi-directional data exchange
- Synchronization of any PPM data with ServiceNow
- Unlimited user-defined data mappings
- Integration with multiple ServiceNow instances
- Easy to install and configure
- 100% installed on the PPM side
- Zero customizations to the core Micro Focus/ServiceNow code
- Fully cloud/SaaS compatible

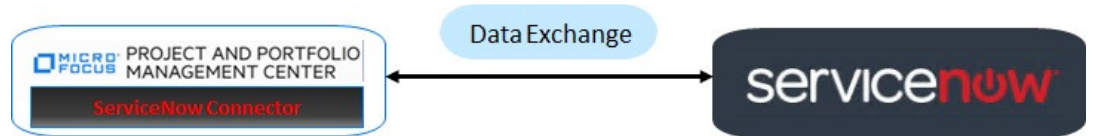
## BENEFITS

- Eliminate process redundancies
- Leverage the strengths of each system
- Make data of choice widely available to the right audience
- Reduce data maintenance effort
- Determine the preferred UI for various PPM data domains

## SAMPLE USE CASES

- ServiceNow ideas → PPM proposals
- PPM change requests → ServiceNow changes
- PPM issue requests → ServiceNow incidents
- ServiceNow incidents → PPM project issues
- Any ServiceNow item → PPM time entry item

When Micro Focus Project and Portfolio Management™ (PPM) and ServiceNow® communicate, the IT management ecosystem starts making a lot of sense. The ServiceNow Connector (SNC) by PPMetrics enables your organizations to do just that, for the first time, easily yet comprehensively. Leverage the strengths of each application to achieve unparalleled business value from both investments. Since these two applications may be used in a variety of different ways, the SNC has been designed in a highly generic manner, allowing you to utilize it based on your specific business scenarios. Whether the data source is PPM or ServiceNow, whether the data needs to be exchanged as part of a workflow or in bulk, the SNC supports it all with minimal configuration and overhead.



### STEP #1 – Configure All Your Data Mappings

Using a PPM request type configured to look like a friendly wizard, administrators configure all the “Data Mappings” between the two systems. No back-end configuration work involved.

The screenshot shows the 'SN - Data Mapping 42300 - ServiceNow Ideas -> PPM Proposals' configuration page. It includes a 'Jump To' sidebar with links for Summary, #1: ServiceNow C..., #2: Source/Destin..., #3: Source/Destin..., #4: Source/Destin..., and #5: Data Filters. The main area shows a 'Summary' section with details: Request No.: 42300, Created On: May 22, 2018, Created By: Admin User, Request Status: Active (Source = ServiceNow), and Description: ServiceNow Ideas -> PPM Proposals.

### STEP #2 – Schedule and Execute the Data Exchange

For bulk data moves, use a standard PPM report to schedule and execute the actual data exchange. The data exchange program is highly efficient and displays a clear output log upon completion.

The screenshot shows the 'ServiceNow Data Exchange Report' interface. It includes a table with columns: Data Mapping Description, ServiceNow Site, Source System, Destination System, ServiceNow Table, PPM Request Type, PPM Request ID, ServiceNow Item Number, and Operation. The report shows four records for 'ServiceNow Ideas -> PPM Proposals' in a 'Demo Environment'.

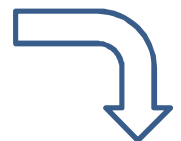
Data Mapping Description	ServiceNow Site	Source System	Destination System	ServiceNow Table	PPM Request Type	PPM Request ID	ServiceNow Item Number	Operation
ServiceNow Ideas -> PPM Proposals	Demo Environment	ServiceNow	PPM	Idea	PPM - Proposal	42413	IDEA9000048	Create
ServiceNow Ideas -> PPM Proposals	Demo Environment	ServiceNow	PPM	Idea	PPM - Proposal	42414	IDEA9000096	Create
ServiceNow Ideas -> PPM Proposals	Demo Environment	ServiceNow	PPM	Idea	PPM - Proposal	42415	IDEA9000112	Create
ServiceNow Ideas -> PPM Proposals	Demo Environment	ServiceNow	PPM	Idea	PPM - Proposal	42416	IDEA9000084	Create

### STEP #3 – Data Exchanged!

View the updated records on both systems, based on the configuration of your data mappings.

The screenshot shows the 'Ideas' list in ServiceNow. It includes a table with columns: Number, Title, Stage, Submitted by, and Demand. Three records are visible:

Number	Title	Stage	Submitted by	Demand
IDEA9000005	Implement SOA suite	Demand Approved	Quintin Isacson	Implement SOA suite
IDEA9000007	Implement Sales Quoting system	Project Closed Complete	Vanessa Lewallen	Implement Sales Quoting system
IDEA9000013	Setup CRM data center	Demand Approved	George Tukis (Program Mgr)	Setup CRM data center



The screenshot shows the 'Proposals' list in ServiceNow. It includes a table with columns: Proposal No, Proposal Name, Status, Executive Overview, Business Unit, and Request Type. Four records are visible:

Proposal No	Proposal Name	Status	Executive Overview	Business Unit	Request Type
42422	Financials Analytics	New	Financials Analytics Optimization Thr...		PFM - Proposal
42421	Vendor Management	New			PFM - Proposal
42420	HR Core Modules Asia Rollout	New	APJ is the final region to be updated.		PFM - Proposal
42419	Update SharePoint	New	Newest SRSS requires version update t...		PFM - Proposal

For more information, visit [www.ppmetrics.com/snc](http://www.ppmetrics.com/snc) or email [info@ppmetrics.com](mailto:info@ppmetrics.com)