

Service Now Introduction

Table Usage

For Knowledge Content the connector accesses the tables:

- kb_knowledge: Table with the Knowledge Articles.
- kb_category: Table with the details of the Article's category.
- kb_knowledge_base: Table for the Knowledge Base information.
- sys_attachment: Table to extract attachments.
- sys_attachment_doc: Table to extract attachments.
- kb_uc_cannot_read_mtom: Table to relate Cannot Read user criteria and Knowledge Bases.
- kb_uc_can_read_mtom: Table to relate Can Read user criteria and Knowledge Bases.
- sys_user_role: Table to extract the Public role sys id.
- user_criteria: Table of user criteria.
- sys_user: Table with the detail of users (Used for author details).

The roles needed to access these tables are: Knowledge, Knowledge_Admin and User_Admin or Itil.

The Service Now connector will crawl content from Service Now.

Features

Some of the features of the Service Now connector include:

- Supported elements retrieval using the RESTful API
- BASIC authentication supported

Content Retrieved

The Service Now connector retrieves several types of documents, listed below are the inclusions and exclusions of these documents.

Include

- Knowledge Articles and Attachments
- Catalog Items and Attachments

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The roles needed to access these tables are: Knowledge, Knowledge_Admin and User_Admin or Itil.

For Catalog Items' content the connector accesses the tables:

- sc_cat_item: Table with the Catalog Items.
- sc_category: Table with the details of the Catalog item's category.
- sc_catalog: Table with the Catalog of the Catalog Items.
- sys_attachment: Table to extract attachments.
- sys_attachment_doc: Table to extract attachments.

The roles needed to access these tables are: Catalog.

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For Group Expansion

These are the tables required to extract the list of users that can access Knowledge Bases.

- kb_knowledge_base
- u_acl_table_users

The roles needed to access these tables are: Knowledge_Admin.

Limitations

Due to API limitations, Service Now connector has the following limitations:

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- Only public Catalog Items will be crawled (Empty Roles).
- Only public Knowledge Bases and their Articles are retrieved by the connector. This means a user can see an article without log in (Articles with Knowledge Bases that have Public Role as Can Read user criteria). There is another option where we crawl all the content published and active, and the security is based on the Knowledge Base of each Article. That means the ACL for security is the Knowledge Base id, then using Group Expansion we extract the list of users that can read the Knowledge Base.
- Due technical constraints on the security model of Servicenow, the security support for other content should be reviewed case by case.

Future Development Plan

The following features are not currently implemented, but are on the development plan:

- Non public knowledge articles retrieval.

Anything we should add? Please [let us know](#).