Integration Manual

# ServiceNow

## Document Information

Code: **IM-SNow**
Version: **3.0**
Date: **9 October 2026**

Admin By Request
ZERO TRUST PLATFORM

# Copyright © 2026 Admin By Request

All rights reserved.

Information in this document is subject to change without notice. The software described in this document is furnished under a license agreement or nondisclosure agreement (NDA). The software may be used or copied only in accordance with the terms of those agreements.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or any means electronic or mechanical, including photocopying and recording for any purpose other than the customer's stated use without the written permission of Admin By Request.

# Contact Admin By Request

+64 21 023 57020
marketing@adminbyrequest.com
adminbyrequest.com
Unit C, 21-23 Elliot St, Papakura, NZ

# Table of Contents

**Overview** ..... **1**
- Introduction ..... 1
- Assumptions ..... 1
- Prerequisites ..... 1
- Something Missing? ..... 2
- Integration Tasks ..... 2

**Integration Tasks** ..... **3**
- Introduction ..... 3
- A. Install Integration ..... 3
- B. Authorize Connection ..... 5
  - Prerequisites ..... 6
  - Connecting the App ..... 7
- C. Configure Flow ..... 7
- D. Assign User Access ..... 8
- E. Use Features ..... 9
  - Auditlog ..... 9
  - Requests ..... 11
  - Requests ..... 12
  - Admin Sessions ..... 13
  - Run As Requests ..... 13
  - All Requests ..... 14

**Troubleshooting** ..... **15**
- Common issues ..... 15
- Adding ID and Trace No. to the Audit list ..... 15
- Other issues ..... 17

**Service Level Agreement** ..... **18**
- Coverage ..... 18
- Support ..... 18
- Contact Details ..... 18

**Document History** ..... **19**

**Index** ..... **20**

# Overview

## Introduction

Admin By Request offers a custom-built, fully integrated ServiceNow application for customers who prefer to manage core features of Admin By Request via the ServiceNow platform, rather than through the Admin By Request Portal.

This article provides a step-by-step guide on how to authorize and enable the integration and access the Requests and Auditlog features through ServiceNow.

**NOTE**
The ServiceNow integration works differently depending on whether you use ServiceNow Zurich or earlier, or Service Now Australia. Information in this document which is specific for each case is marked accordingly. Sections which are not specifically marked for one release apply generally.

## Assumptions

The article assumes you are installing the ServiceNow application from scratch (i.e., not upgrading to a new version of the app).

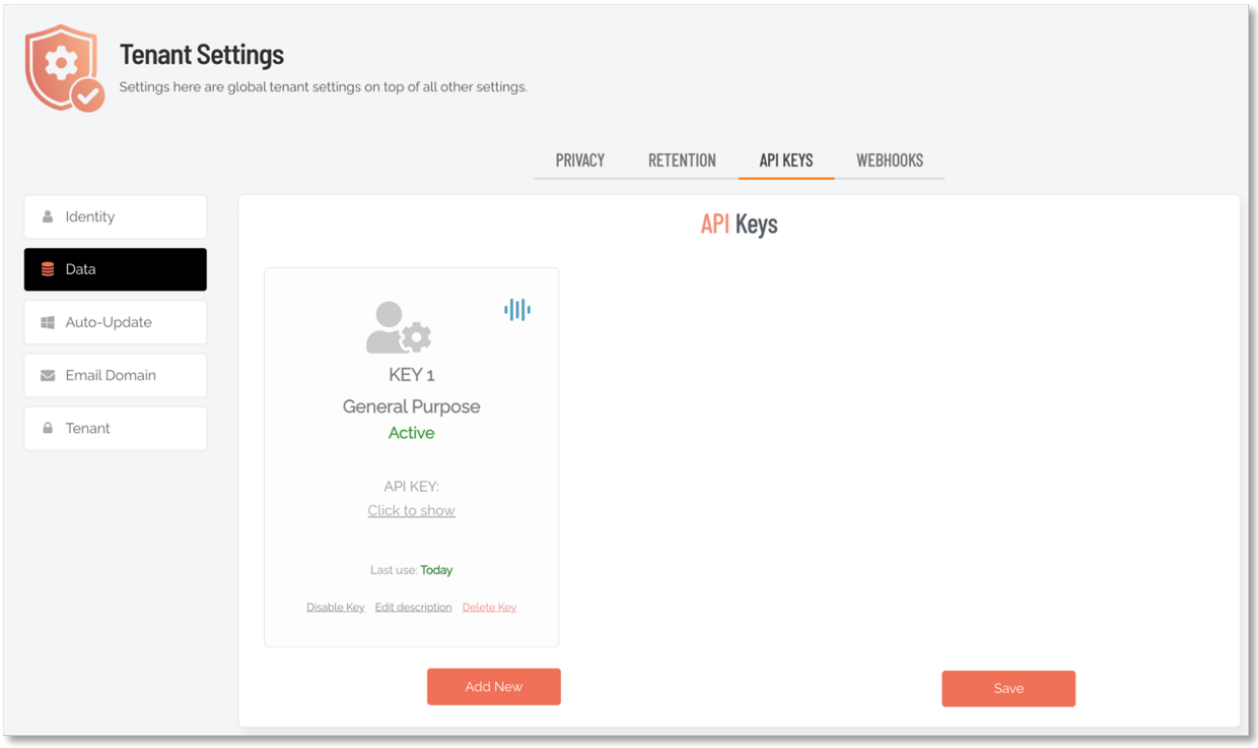
If upgrading, you might need to take other steps in addition to those listed in the Integration Tasks section.

## Prerequisites

You must have administrator access to your ServiceNow instance and some familiarity with the platform.

To enable this integration, you must first obtain an Admin By Request API Key for your tenant:

1. Log in to the portal.
2. Go to **Settings > Tenant Settings > Data > API KEYS**.
3. Click **Add New**.
4. Click **Edit description** and enter a name for the key.
5. Click **Save**.




A green tick icon appears next to the **Save** button when the action is complete.

> This key is used later to establish the connection to ServiceNow.

6. Make a note of the API Key or copy it to the clipboard.

## Something Missing?

If you've identified a bug or have a suggestion for this integration, or another SIEM integration you'd like us to add, contact us here and we'll see what we can do.

> **NOTE**
> The task descriptions in this guide (and screenshots in particular) cover the state of ServiceNow at the time of writing. While every effort is made to ensure currency, the screens you see during setup may look a little different, especially color schemes and the placement of buttons and links.

## Integration Tasks

Remaining pages in the ServiceNow section describeThe remainder of this document describes the tasks required to configure the integration.

# Integration Tasks

## Introduction

The following tasks are covered in this section:

"A. Install Integration" below

"B. Authorize Connection" on page 5

"C. Configure Flow" on page 7

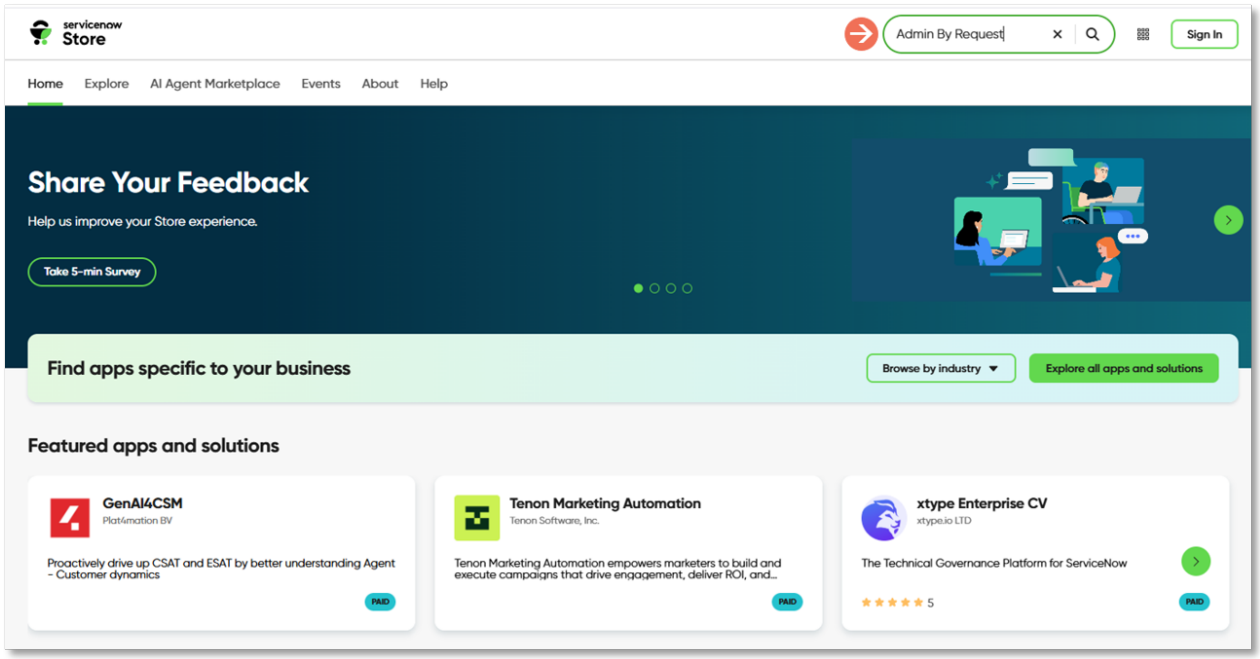
"D. Assign User Access" on page 8

"E. Use Features" on page 9

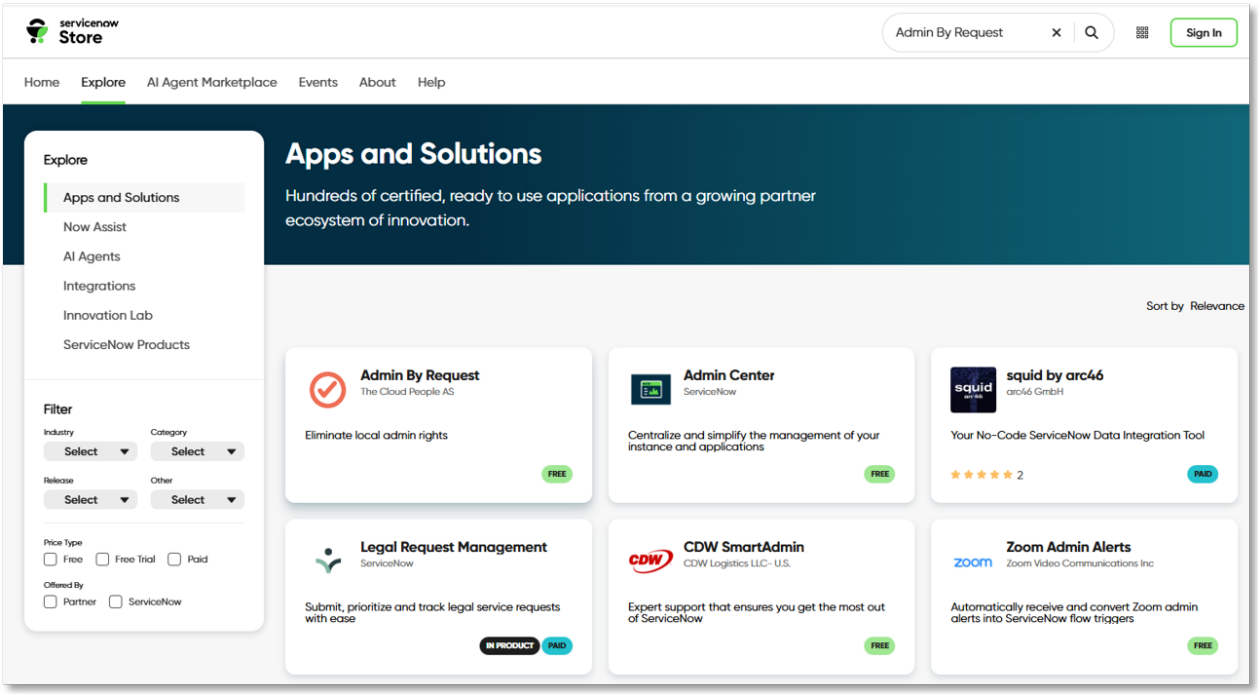
## A. Install Integration

The integration described in this document is made possible through a connection between ServiceNow and Admin By Request via a custom-built ServiceNow application. The first task involves installing the app in ServiceNow.

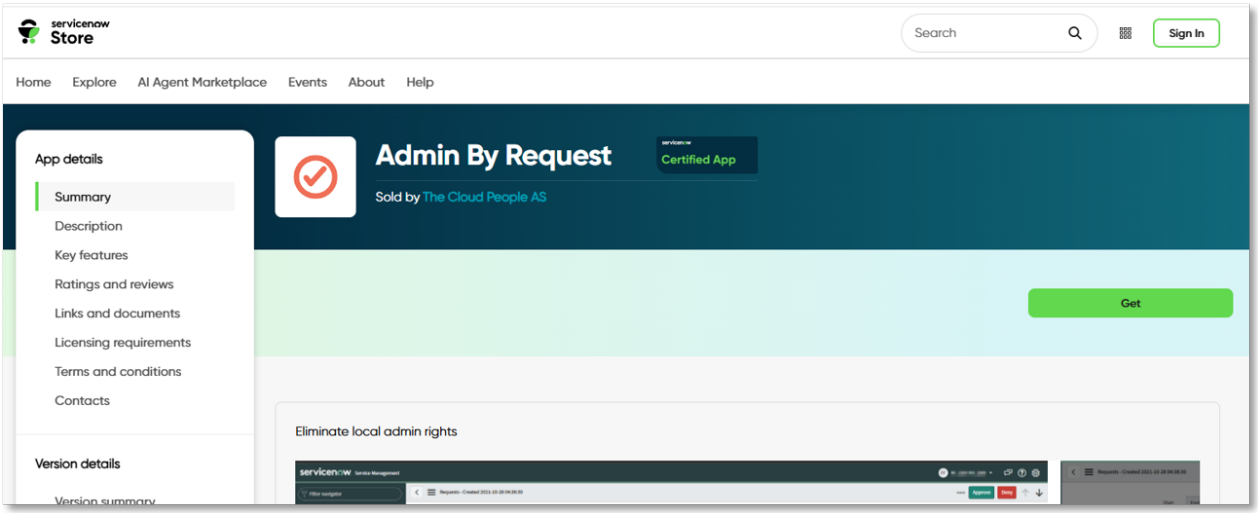
1. Go to the ServiceNow Store and use the search box to search for Admin By Request:



2. Under *Apps and Solutions*, select the **Admin By Request** integration app:




3. In the Admin By Request app page, clickthe **Get** button on the right-hand side:




4. Follow the instructions on screen to install the app in your ServiceNow instance.

# B. Authorize Connection

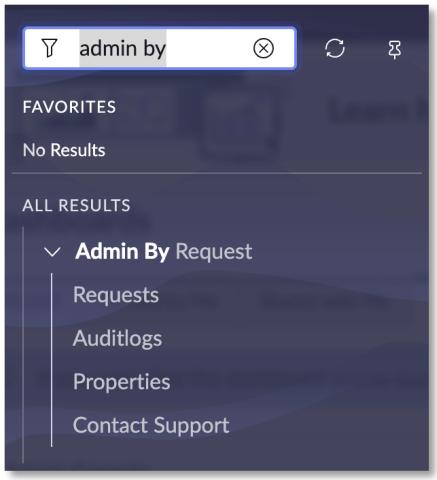
Data sharing from the Admin By Request portal to ServiceNow requires a connection between the ServiceNow application and the Admin By Request public API. Task B of the integration process involves authorizing this connection.

### ServiceNow Zurich

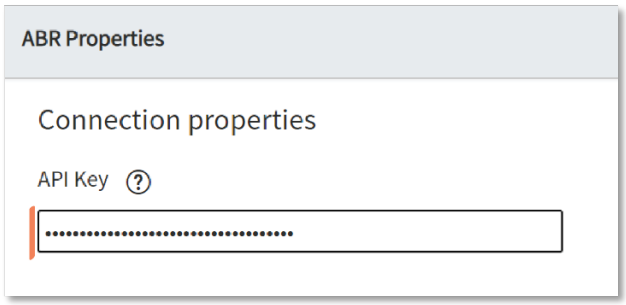
1. In your ServiceNow instance, using the *Filter Navigator* search box, locate the **Admin By Request** app:




2. Select **Properties** from the sub-menu:

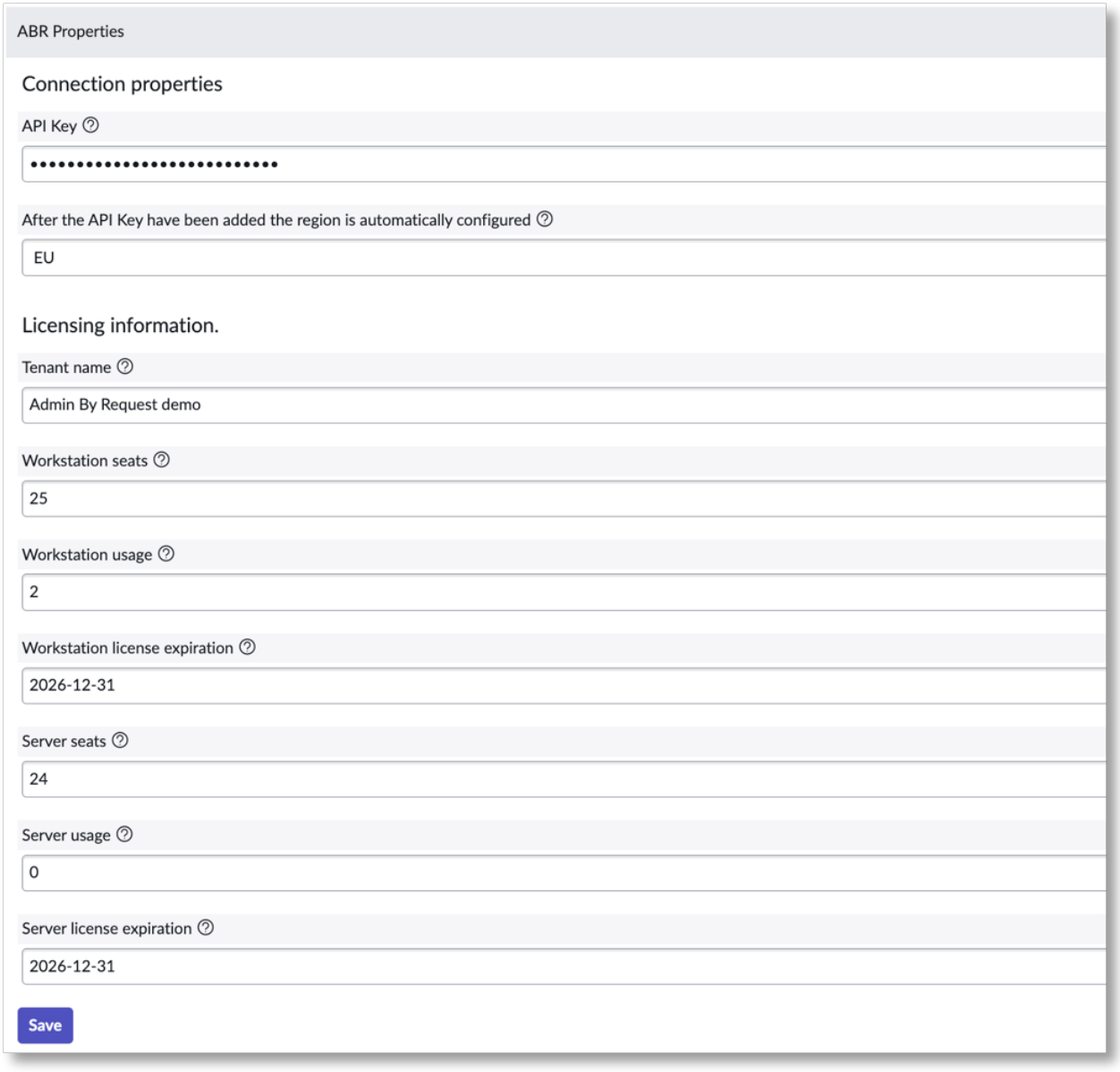



3. In the *ABR Properties* page, paste your API key into the **API Key** text box:




4. Click **Save**.

The remaining fields on the page are automatically filled out based on data pulled from your tenant when the API connection is established:




**ServiceNow Australia**

## Prerequisites

In order to connect the Admin By Request app in ServiceNow, your account must have the following roles:

- **admin**
- **oauth_admin**
- **x_abras_abr.admin**

Also, make sure that the OAuth 2 settings are correct:

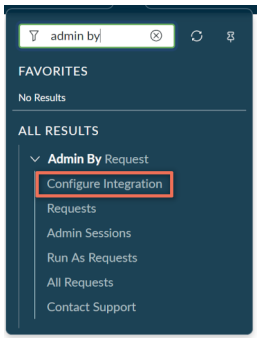
1. In the ServiceNow navigation filter, enter **sys_properties.list** and press **Enter**.
2. On the *System Properties* page, search for the **glide.oauth.inbound.client.credential.grant_type.enabled** property and make sure it is set to **true**.
3. If the property does not exist, create it and set it to **true**.

## Connecting the App

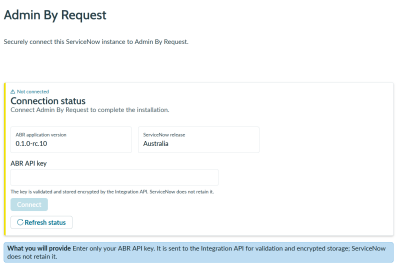
1. In your ServiceNow instance, using the *Filter Navigator* search box, locate the **Admin By Request** app:




2. Select **Configure Integration** from the sub-menu:




The *Connection Status* page opens:




3. In the *ABR API Key* field, paste your Admin By Request API key.
4. Click **Connect**.
5. Wait for the system to finish connecting. Once the connection is established, your tenant data will automatically be displayed on the page.

# C. Configure Flow

**NOTE**
This section is only relevant for the Zurich release of ServiceNow. Starting with Australia, the mechanism for getting Admin By Request data into ServiceNow has been changed and no longer relies on flows.

The Admin By Request / ServiceNow integration incorporates a pre-built *Flow* designed to automatically get Admin By Request data into your ServiceNow instance.

For information on how to activate and configure flows, refer to the ServiceNow documentation.

## D. Assign User Access

Once the application is successfully updating data, access needs to be granted to the appropriate users within the ServiceNow instance, so that they can interact with Admin By Request features.

### ServiceNow Zurich

The integration provides two pre-configured user roles:

| Role | Permissions |
|---|---|
| **x_syaps_abr.abr_admin** | Administrative access within the application. This includes the ability to access all application features (Requests, Auditlog) and the Properties page |
| **x_syaps_abr.abr_user** | Ability to access and interact with the Admin By Request Auditlog and Requests features (i.e., view / manage Auditlog data and Approve or Deny Requests) |

Assign the desired roles to your users in their user record.

### ServiceNow Australia

The integration provides the following pre-configured user roles:

| Role | Permissions |
|---|---|
| **x_abras_abr.admin** | See *Configure Integration*, all request modules, and *Contact Support*. Connect or repair the app. View request details and approve or deny eligible requests.<br><br>This role automatically includes **x_abras_abr.approver**. To connect and repair, ServiceNow **admin** and **oauth_admin** are needed in addition to this role. |
| **x_abras_abr.approver** | See all request modules and *Contact Support*. View request details and approve or deny eligible requests.<br><br>The user's ServiceNow record needs an e-mail address to submit decisions. This role does not see *Configure Integration*. |
| **x_abras_abr.viewer** | See all request modules and *Contact Support*. View request details.<br><br>This role cannot approve or deny any requests, and does not see *Configure Integration*. |

Assign the desired roles to your users in their user record.

# E. Use Features

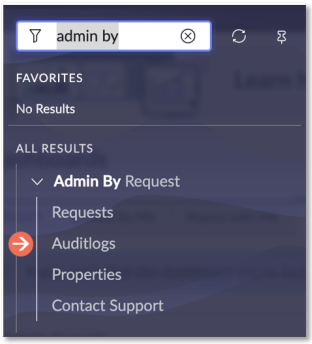
Once the correct roles are assigned, users are able to access Admin By Request data through the integrated features.. Task E covers how to use these features within the ServiceNow application.

**NOTE**
This task is demonstrated from the viewpoint of a regular user in the ServiceNow instance (i.e., a member of the *Example Approvers* group assigned the role of *User* in Task D) as opposed to an *Administrator* (the role required for completing tasks A through D).

## Auditlog

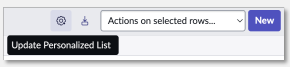
### ServiceNow Zurich

1. Using the **Filter Navigator** search box, locate the **Admin By Request** app and select **Auditlogs** from the sub-menu:



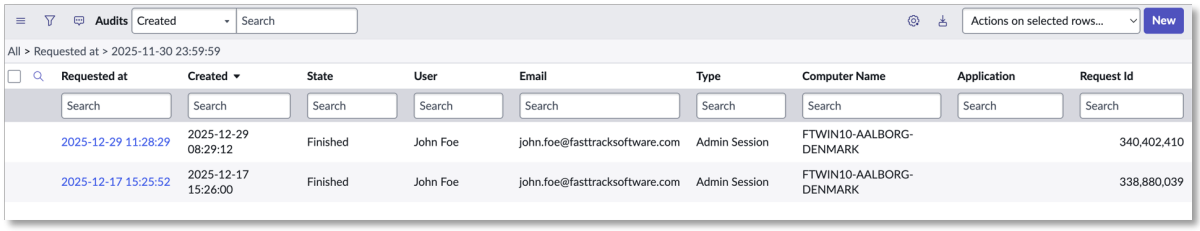

2. The Auditlog page displays all of the recent Auditlog data from *Run As Admin* and *Admin Session* requests. Information includes:
   - *State*: This could be 'Pending Approval', 'Denied', 'Open', or 'Finished'.
   - *Type*: Either 'Run As Admin' or 'Admin Session'.
   - *Application*: The application that the user requested to Run As Admin.

   You can add more information via **Configure list layout** (if you are system admin) or **Update personalized list** (for anyone with access to the Auditlog):

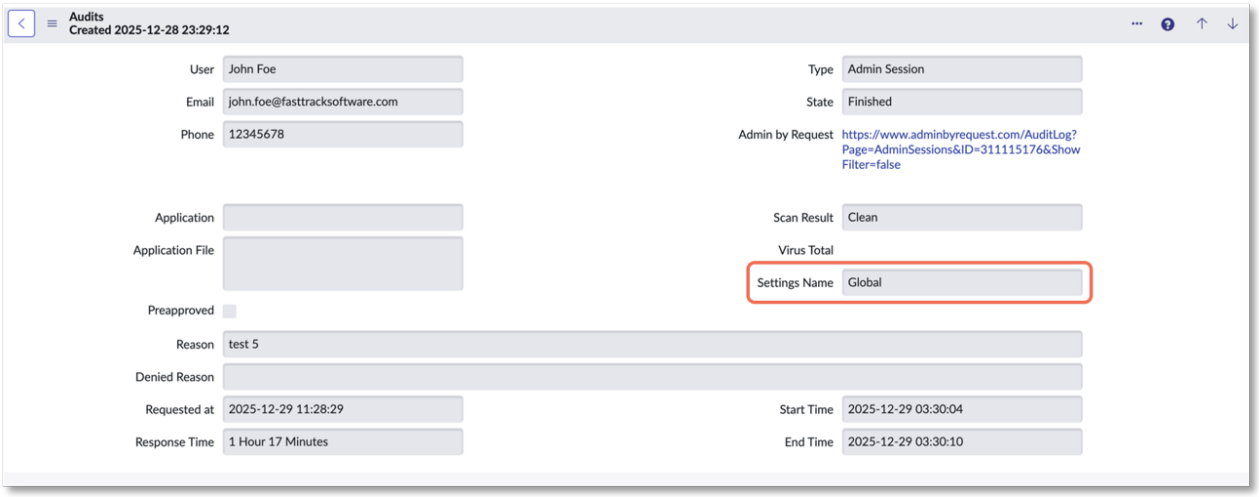



   There are no applications listed in this column for Admin Sessions because multiple applications may have been accessed during the time the Admin Session was active.

   - *Scan Result*: This column displays 'Clean' unless the VirusTotal scan has flagged malware.

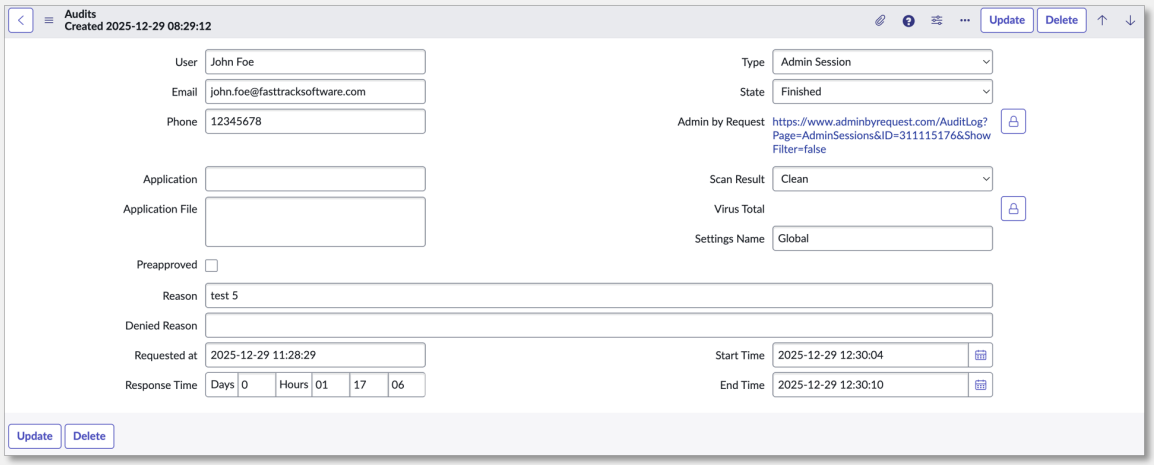


3. Select an item in the list using the **State** column to view the available data for that Auditlog entry. Available data may include some or all of the following:




**IMPORTANT**

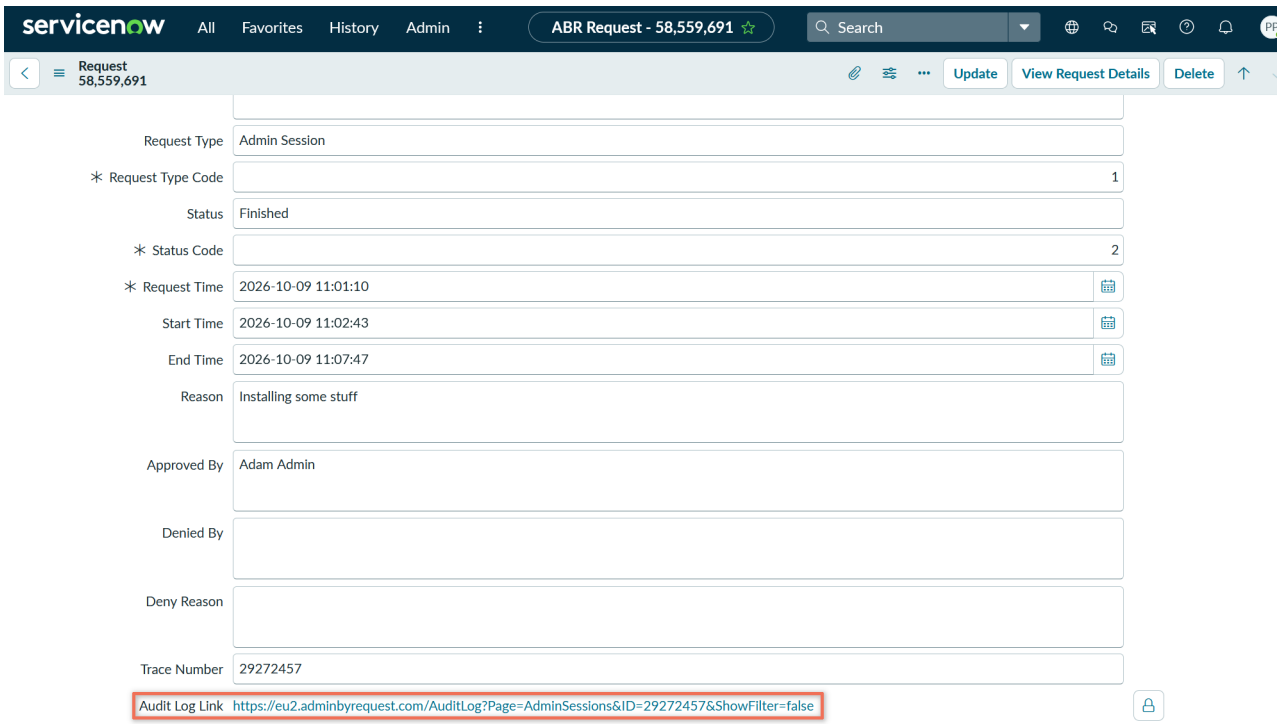
- The value in the *Settings Name* field (**Global** in this example) represents the Admin By Request portal setting or sub-setting used for the request. *Settings Name* is available in both Requests and Auditlog data and can be used in internal workflows.
- If logged in to your instance as a ServiceNow administrator (not just an application admin), Auditlog data can be edited and updated manually by making the desired changes to an Auditlog entry and clicking the **Update** button. However, editing Auditlog data is NOT RECOMMENDED.




4. Selecting an item in the **Activity** column (from the **Audit Log Activities** section, bottom of page) displays further information, such as the file path.

## ServiceNow Australia

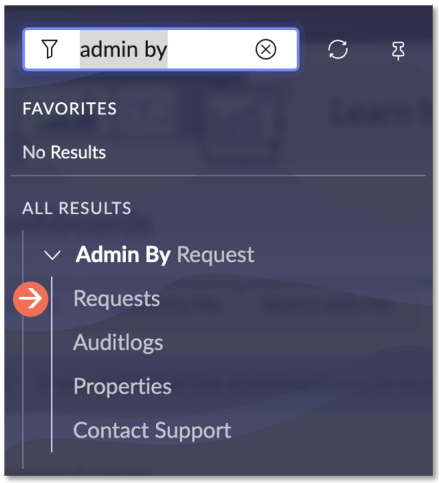
In ServiceNow Australia, the information from the audit log is contained in the Request data. No separate overview of the audit log is provided, but you can use the *Audit Log Link* in the request details to access the Audit Log in the Admin By Request portal:



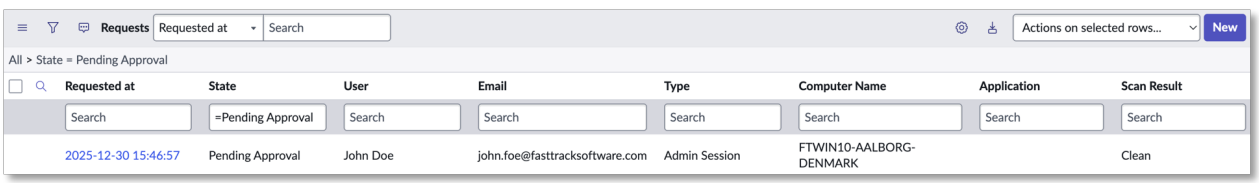

# Requests

## ServiceNow Zurich

1. Using the **Filter Navigator** search box, locate the **Admin By Request** app and select **Requests** from the sub-menu:

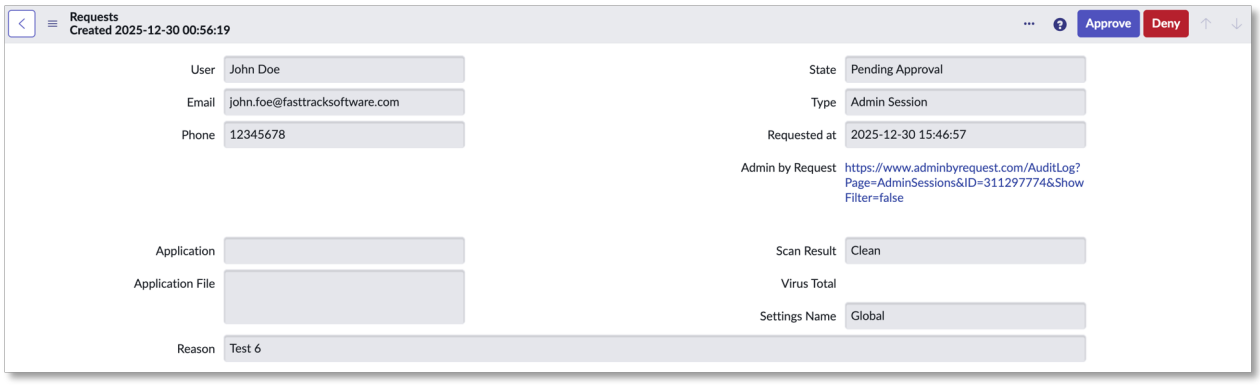



2. The **Requests** page displays all requests made by users:



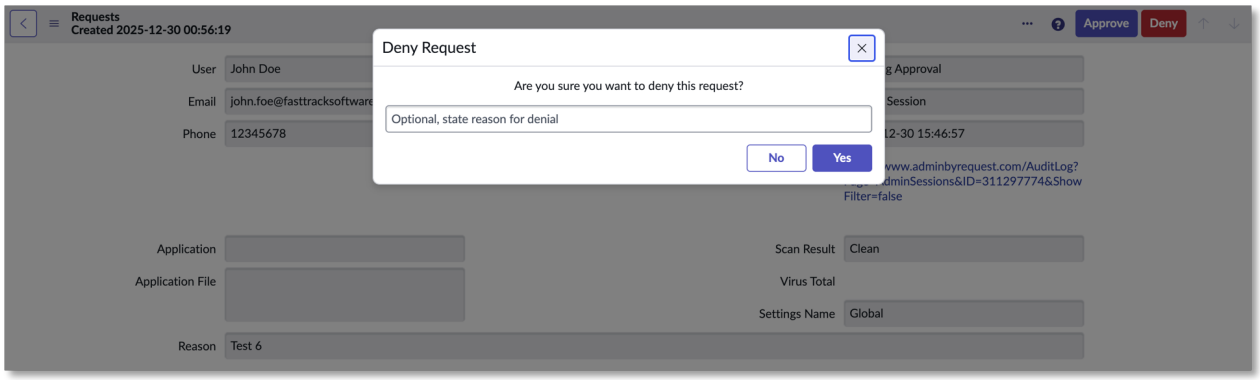

3. Click the desired request to open it.

4. Information about the request is displayed. Click the **Approve** button to approve the request:




The user who made the request will receive an email from Admin By Request that their request has been approved. When the request is complete, the details will be available in the Auditlog in ServiceNow.

5. To deny a request, click into the **Request** and select the **Deny** button.
6. A confirmation window appears following this action. Click **Yes** to deny the request, with the option of stating a reason for denial:

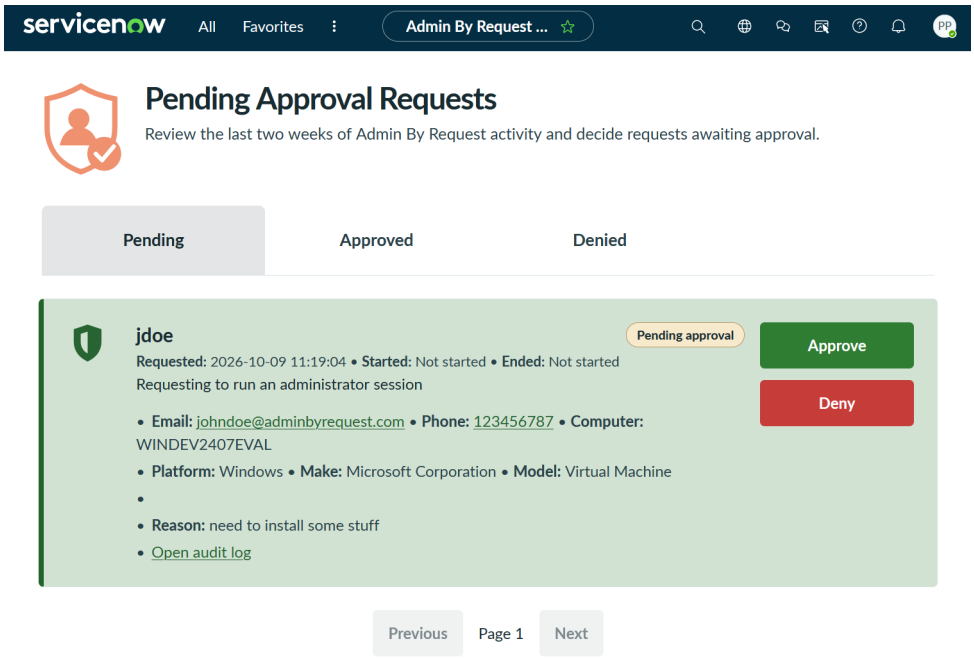



The user who made the request will receive an email that their request has been denied, with the reason included (if a reason was given).

## ServiceNow Australia
## Requests

1. Using the **Filter Navigator** search box, locate the **Admin By Request** app and select **Requests** from the sub-menu.

2. The **Requests** page displays all requests made by users:

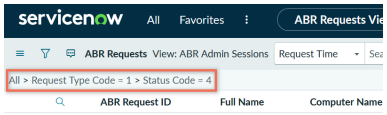



3. Click the **Approve** button to approve the request, or click the **Deny** button to deny the request.

> The user who made the request will receive an email from Admin By Request that their request has been approved or denied, respectively. When the request is complete, the details will be available on the **All Requests** page.

## Admin Sessions

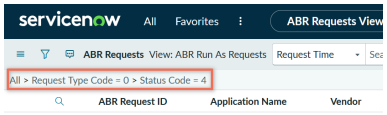
1. Using the **Filter Navigator** search box, locate the **Admin By Request** app and select **Admin Sessions** from the sub-menu.
2. By default, the *Admin Sessions* page is filtered and only shows pending requests:




   To remove the status filter and see all admin sessions, click the *Request Type Code* filter. This will remove the subsequent filter and display requests with any status code.
3. To view the details of a request, click the corresponding request ID.

## Run As Requests

1. Using the **Filter Navigator** search box, locate the **Admin By Request** app and select **Run As Requests** from the sub-menu.
2. By default, the *Run As Requests* page is filtered and only shows pending requests:

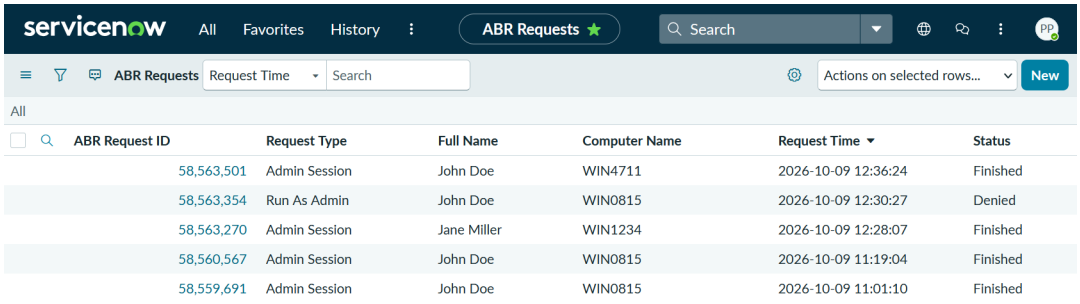


To remove the status filter and see all Run As requests, click the *Request Type Code* filter. This will remove the subsequent filter and display requests with any status code.

3. To view the details of a request, click the corresponding request ID.

## All Requests

1. Using the **Filter Navigator** search box, locate the **Admin By Request** app and select **All Requests** from the sub-menu.
2. The *All Requests* page shows an overview of all requests on your tenant. To view the details for a requerst, click the corresponding request ID.




| ABR Request ID | Request Type | Full Name | Computer Name | Request Time | Status |
|---|---|---|---|---|---|
| 58,563,501 | Admin Session | John Doe | WIN4711 | 2026-10-09 12:36:24 | Finished |
| 58,563,354 | Run As Admin | John Doe | WIN0815 | 2026-10-09 12:30:27 | Denied |
| 58,563,270 | Admin Session | Jane Miller | WIN1234 | 2026-10-09 12:28:07 | Finished |
| 58,560,567 | Admin Session | John Doe | WIN0815 | 2026-10-09 11:19:04 | Finished |
| 58,559,691 | Admin Session | John Doe | WIN0815 | 2026-10-09 11:01:10 | Finished |

# Troubleshooting

## Common issues

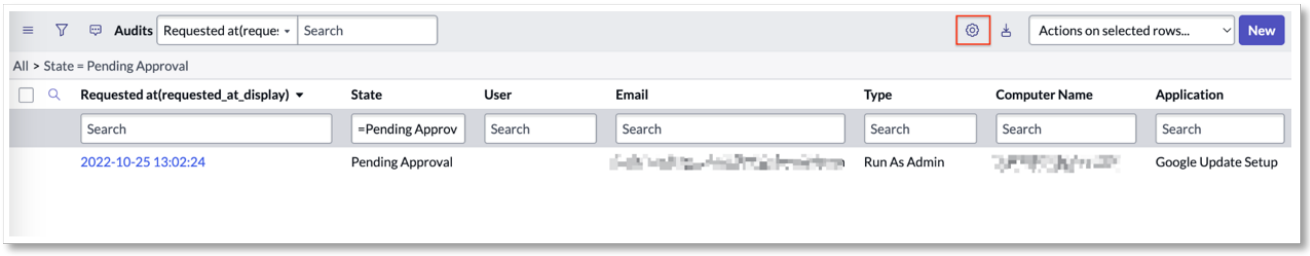
1. **Failure to Establish API Connection:**
   Regenerate the API Key in your Admin By Request Portal and ensure you have clicked the **Save** button (the green tick icon appears upon successful save). Replace the API Key in the ServiceNow Properties page and click **Save**. Ensure the "Properties Saved" message appears at the top of the page.
2. **No Auditlog or Request Data Coming Through:**
   - If you are on Service Now Zurich, ensure that the Flow has been configured correctly (Task C in this manual). Go to the Flow Designer, locate the Admin By Request Flows, and ensure they are Active. Check that the Trigger is set to a reasonably short interval (i.e., not a long period, e.g., two hours).
   - Ensure there is data in your Admin By Request Portal to be pulled through to ServiceNow. If no data exists in Admin By Request, create some test data by making and consuming a request on the endpoint.
3. **Unable to Access ServiceNow Features:**
   Ensure the account you are signed-in to in ServiceNow has the appropriate administrative permissions enabled to access the features required for this integration. (Admin privileges required for Tasks A through D.)

## Adding ID and Trace No. to the Audit list

As a default, the Audits/Requests list contains seven columns:

1. Requested at
2. State
3. User
4. Email
5. Type
6. Computer Name
7. Application

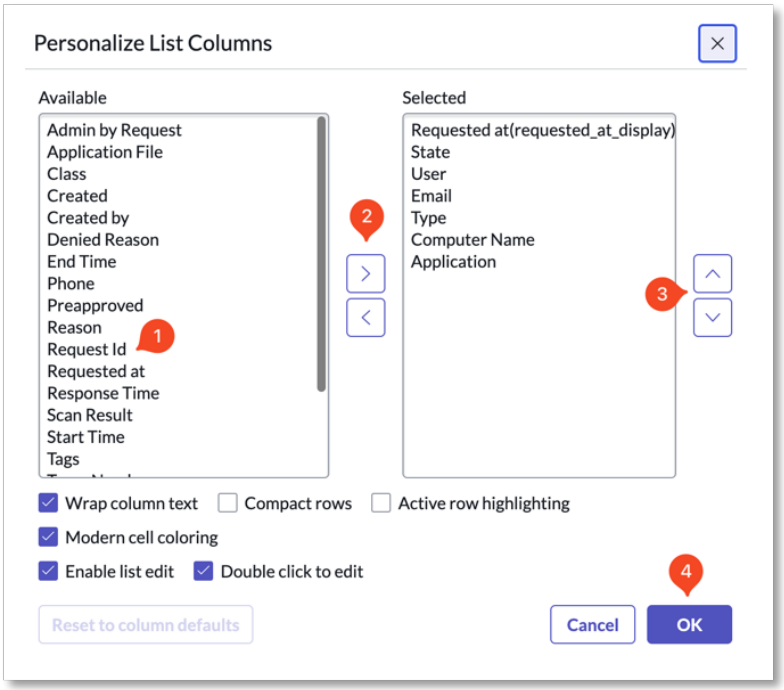
To add additional columns to your list view, click the gear icon:



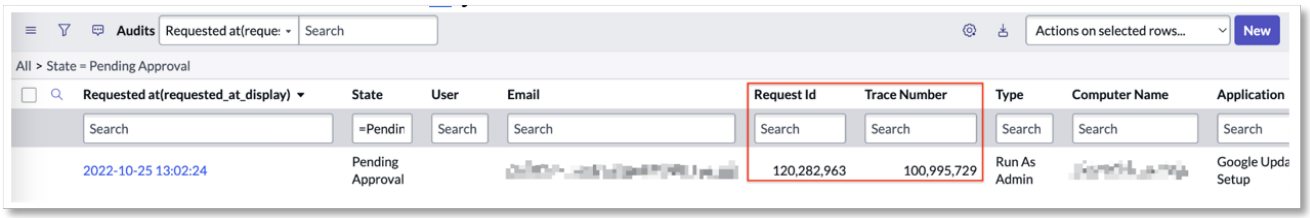

**NOTE**
This is a personalized setting - it will only show on your list view.

To personalize your list columns:

1. Find the relevant fields on the left side (e.g., **Request Id** and **Trace Number**).
2. Move them to your list view by clicking the right-arrow (or double clicking).
3. You can adjust the order of the columns using the up- and down-arrows.
4. Click **OK**




Now the columns are available in your list:



## Other issues

For any issues unable to be resolved using the steps above, contact Admin By Request using any of the methods described in "Support" on page 18.

For issues unrelated to the Admin By Request application, contact your ServiceNow representative.

# Service Level Agreement

## Coverage

Admin By Request provides support for ServiceNow customers between the hours of **9am and 5pm GMT+1, Monday to Friday**.

## Support

To request support, create a ticket within your Admin By Request user portal.

A response can be expected **within four hours** of the support request being received.

Resolution time depends on the nature of the issue but can be expected between **2 and 5 business days** from initial response.

> Admin By Request responds to support requests via email.

## Contact Details

Contact your Admin By Request Account Manager, use the Contact Us form or create a support ticket in the user portal.

# Document History

| Version | Author | Changes |
|---|---|---|
| 9 February 2023<br>**1.0** | Sophie Alice Dodson | Initial document release. |
| 1 May 2025<br>**2.0** | Steve Dodson | Updated manual structure and layout.<br>Updated procedures to improve clarity and reflect changes to ServiceNow look and feel. |
| 15 January 2026<br>**2.1** | Steve Dodson | Updated steps and screenshots according to latest ServiceNow Store experience. |
| 18 February 2026<br>**2.2** | Steve Dodson | Added note about field Settings Name in section *E. Use Features* of chapter "Integration Tasks". |
| 09 October 2026<br>**3.0** | Petra Prinz | Updated structure, cleaned up content. Added information for latest release of the integration for ServiceNow Australia while keeping the information for ServiceNow Zurich. |

# Index


## A

A. Install Integration
Task ..... 3
Adding to Audit list
Troubleshooting ..... 15
Assumptions ..... 1

## B

B. Authorize Connection
Task ..... 5

## C

C. Configure Flow
Task ..... 7
Contact Details
SLA ..... 18
Coverage
SLA ..... 18

## D

D. Assign User Access
Task ..... 8

## E

E. Use Features
Task ..... 9

## F

Failure to Establish API Connection
Troubleshooting ..... 15

## I

Integration Tasks ..... 2-3

## N

No Auditlog or Request Data
Troubleshooting ..... 15

## P

Prerequisites ..... 1

## S

Service Level Agreement ..... 18
Support
SLA ..... 18

## T

Troubleshooting ..... 15

## U

Unable to Access ServiceNow Features
Troubleshooting ..... 15