Integration Manual

ServiceNow

Document Information

Code: **IM-ServiceNow**
Version: **2.1**
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Admin By Request
ZERO TRUST PLATFORM

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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.

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, extra steps might need to be taken in addition to those listed in the Integration Tasks section:

- Any extra flows will not be automatically deleted upon upgrading, so you must manually delete those not listed in task "C. Configure Flow" on page 7 or uninstall the app and reinstall the new version. This is not an issue for first-time installers.
- Upon upgrading, you must go into Properties in the app and input the API Key again (see task "B. Authorize Connection" on page 5).

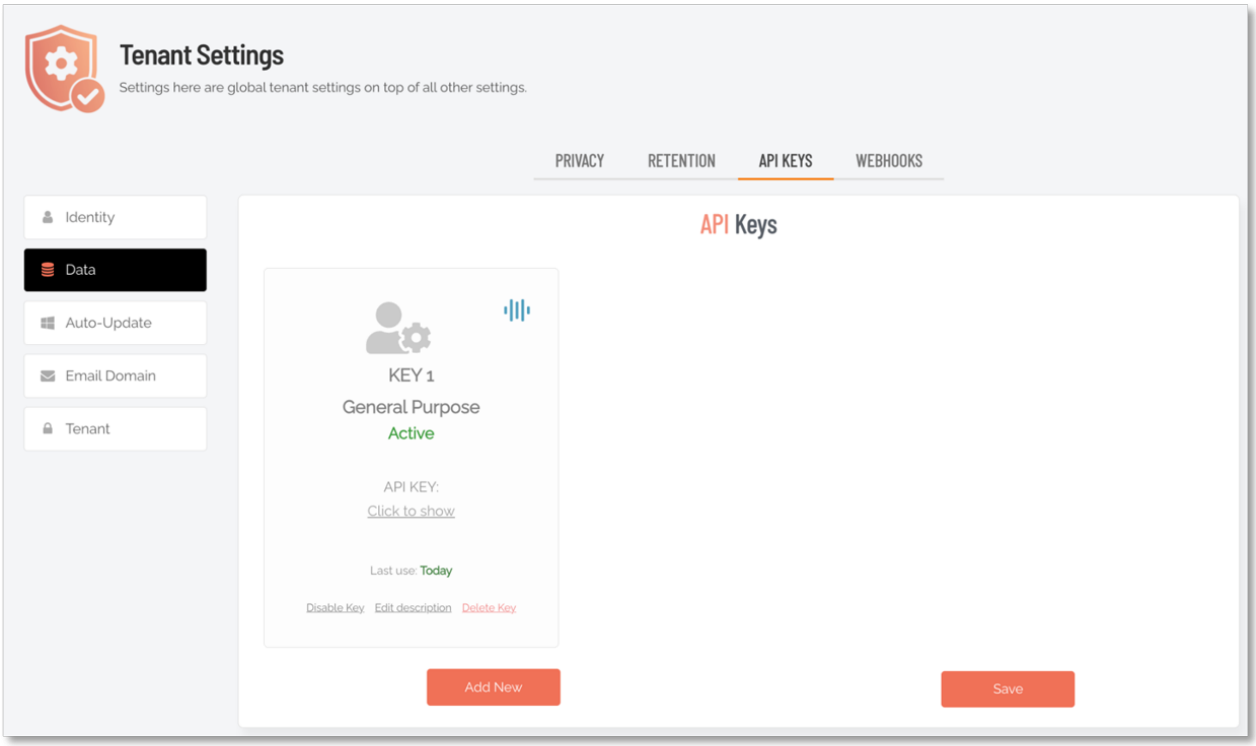
Prerequisites

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. Login to the Portal and go to **Settings > Tenant Settings > Data > API KEYS**.
2. On the API Keys tab, click **Add New**.

3. Name the key via link **Edit description** and click the **Save** button:



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.

4. 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 document (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

The 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

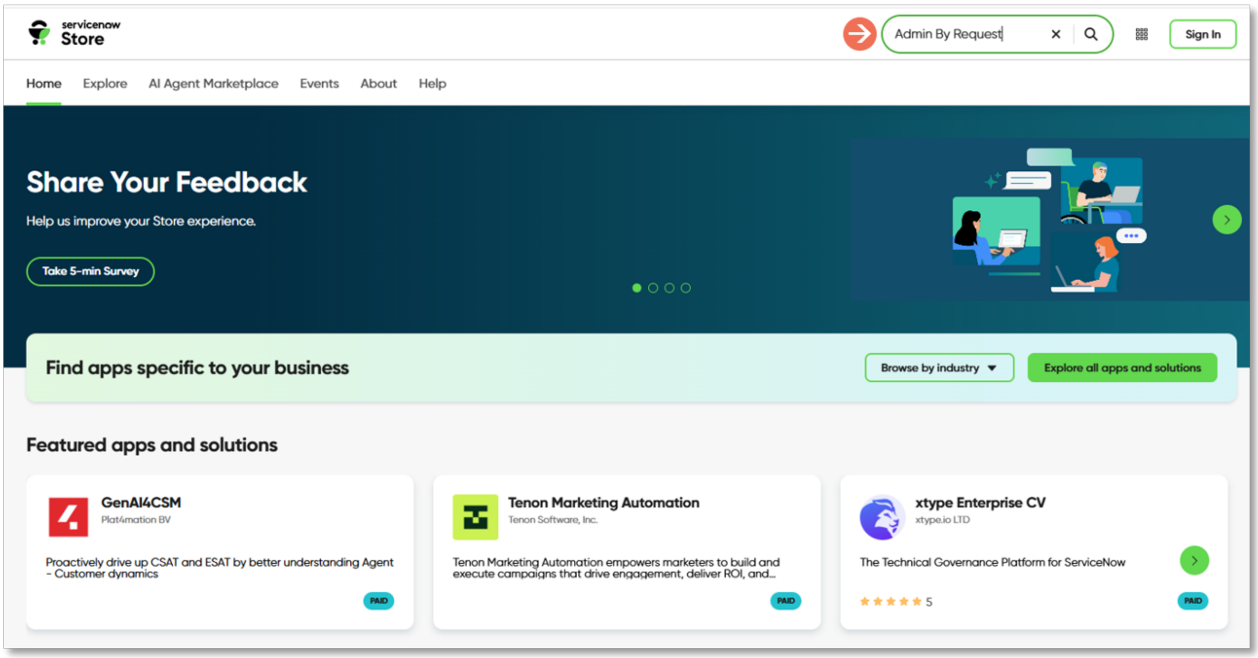
"D. Assign User Access" on page 9

"E. Use Features" on page 11

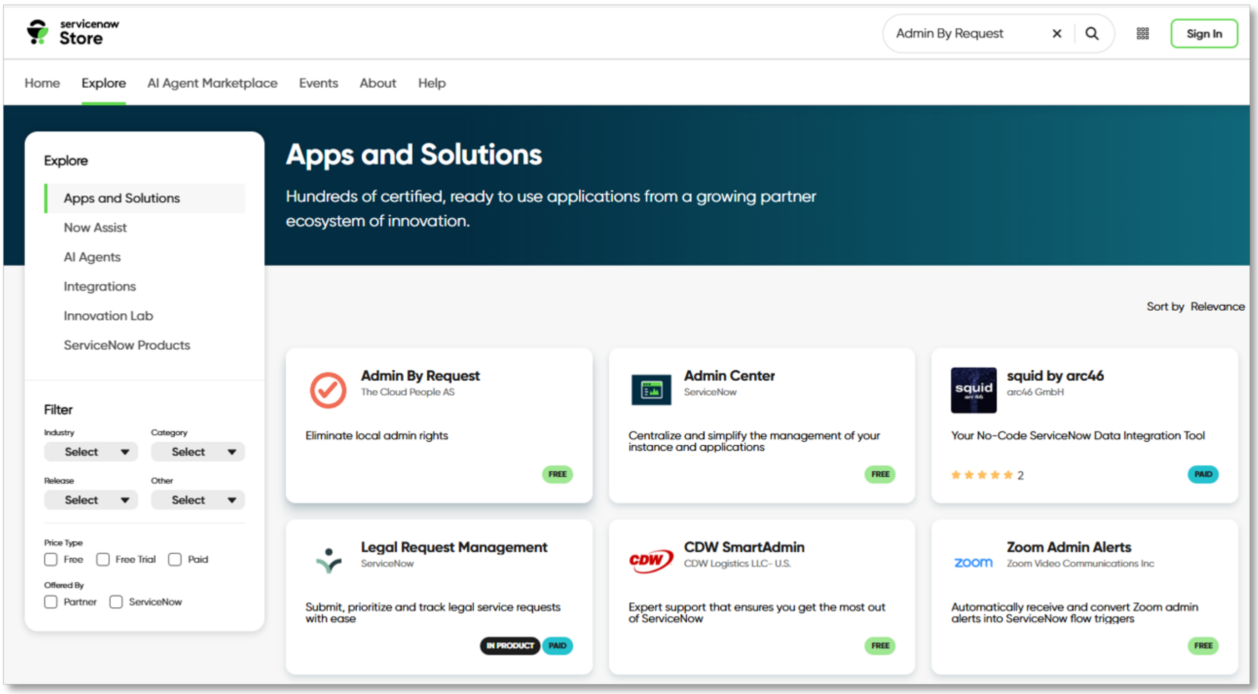
A. Install Integration

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.

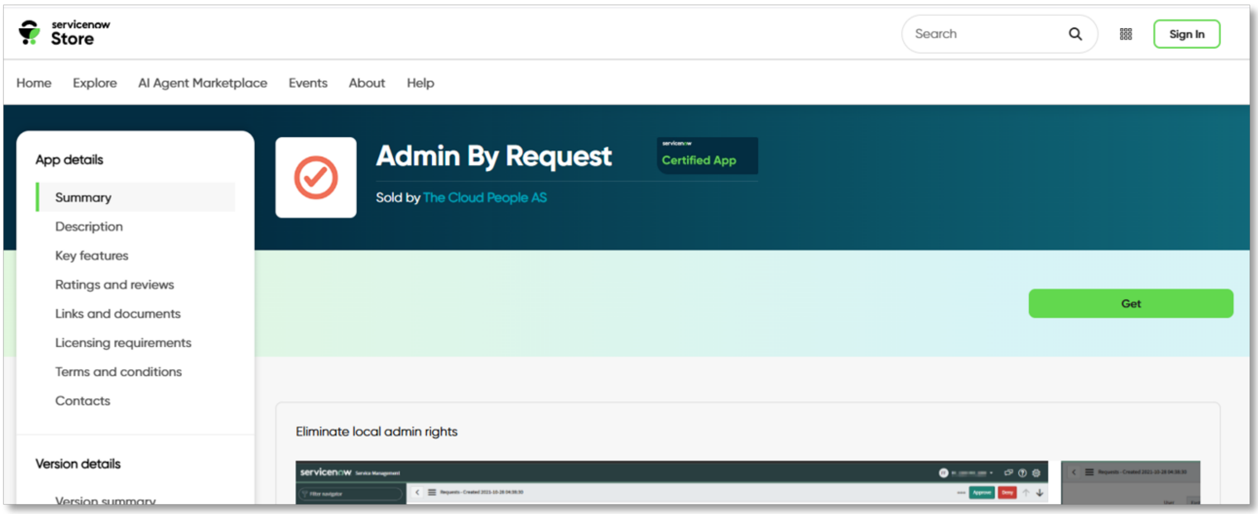
1. Go to the ServiceNow Store and use the search box to search for Admin By Request:



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



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



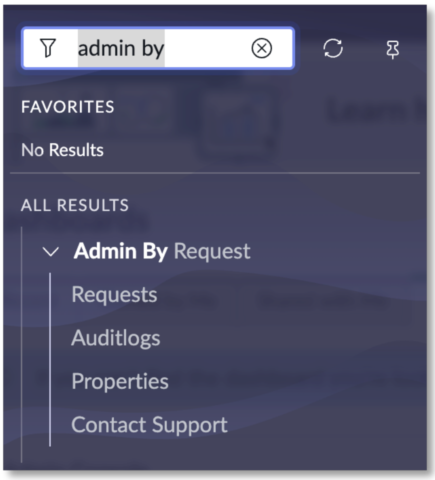
4. Follow the instructions on screen to install the app in your ServiceNow instance.

B. Authorize Connection

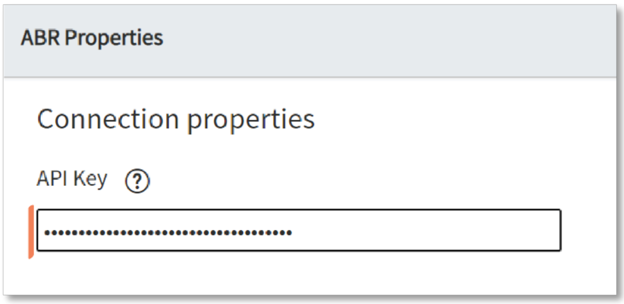
Data-sharing from the Admin By Request portal to ServiceNow requires a connection between the ServiceNow application and the Admin By Request public API. Task B of the integration process involves authorizing this connection.

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

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

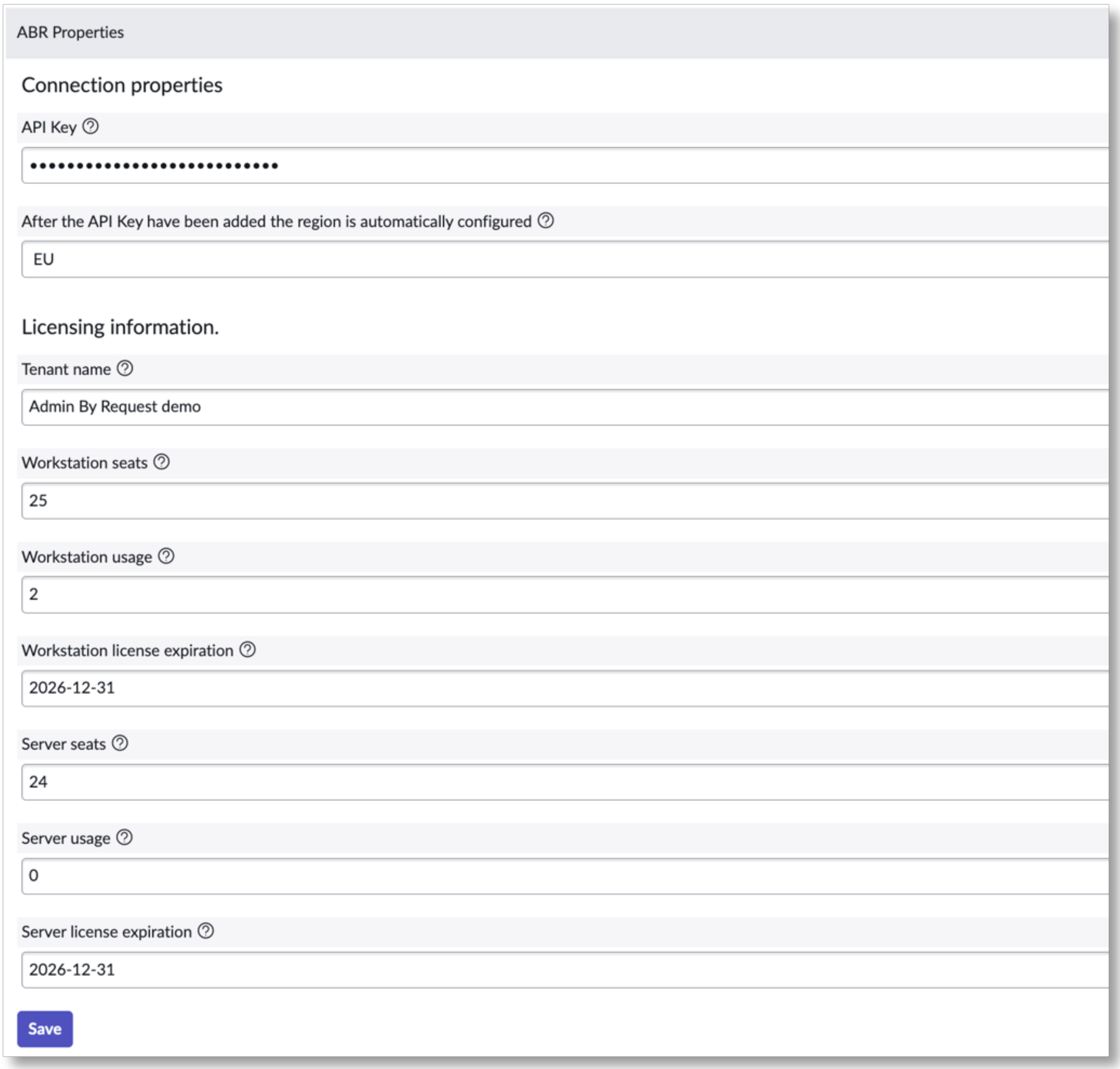


3. In the *ABR Properties* page, paste your API key into the **API Key** text box:



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:


ABR Properties

Connection properties

API Key

••••••••••••••••••••••••••

After the API Key have been added the region is automatically configured

EU

Licensing information.

Tenant name

Admin By Request demo

Workstation seats

25

Workstation usage

2

Workstation license expiration

2026-12-31

Server seats

24

Server usage

0

Server license expiration

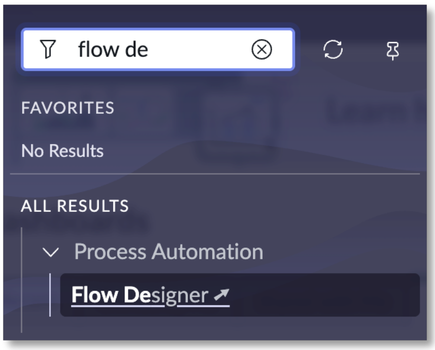
2026-12-31

Save

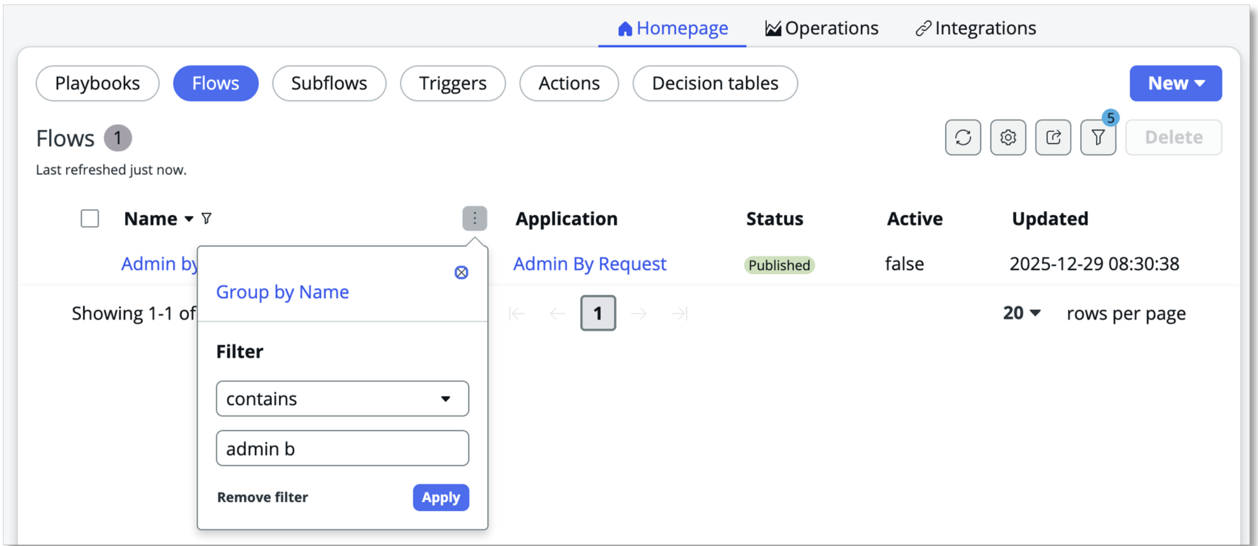
C. Configure Flow

The Admin By Request / ServiceNow integration incorporates a pre-built *Flow* designed to automatically get Admin By Request data into your ServiceNow instance. This task covers the steps involved in enabling the Flow to run so that the application can begin pulling the appropriate data.

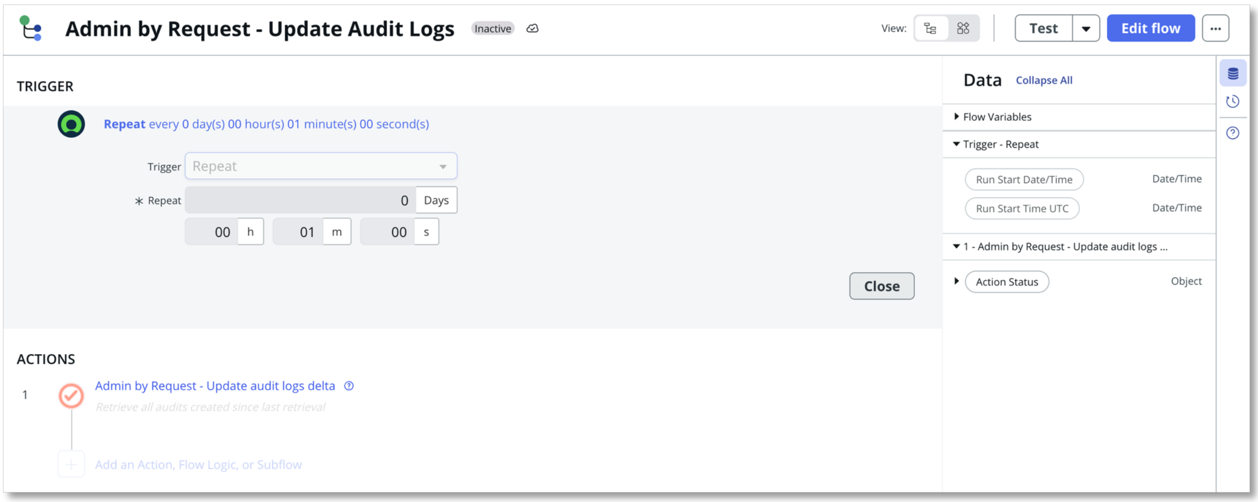
1. Using the **Filter Navigator** search box, locate and select **Flow Designer**:



2. In the **Flows** tab, click the three dots associated with the **Name** field, select **contains** in the *Filter* and enter **Admin By Request** (case is not important and partial entry is fine). Click **Apply** to begin the search:

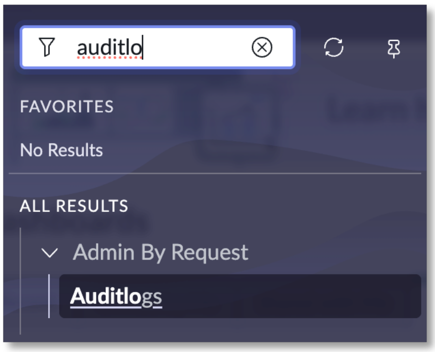


3. Open the **Admin By Request - Update Audit Logs** flow:



> The interval for the flow has been pre-configured. The interval time can be adjusted by clicking **Repeat every...** under TRIGGER (if this text link is not visible, click **Edit flow** first).

4. Click the **Activate** button to activate the flow. If you see a Deactivate button rather than Activate, the flow is already running.
5. To test successful connection ("B. Authorize Connection" on page 5) and correct flow ("C. Configure Flow" on the previous page), navigate to the Admin By Request Auditlog page in the ServiceNow app; listed here should be the existing Auditlog data from your portal:



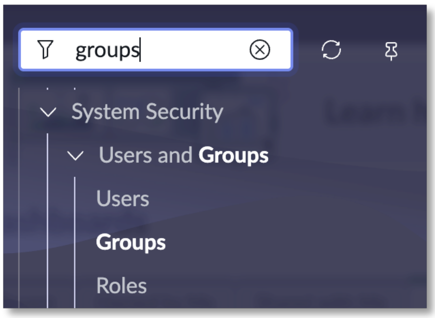
> **IMPORTANT**
> This assumes that you have existing Auditlog data in your portal to be pulled through to ServiceNow.

D. Assign User Access

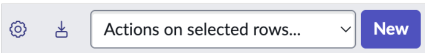
Once the Flow is activated and the application is successfully pulling / updating data, access needs to be granted to the appropriate users within the ServiceNow instance, so that they can interact with Admin By Request features. This task covers the process of creating a group of users and assigning them access using pre-configured ServiceNow *Roles*.

In this example, we assign an *Example Approvers* group the role of *User*, which allows them to **Approve** or **Deny** requests within ServiceNow.

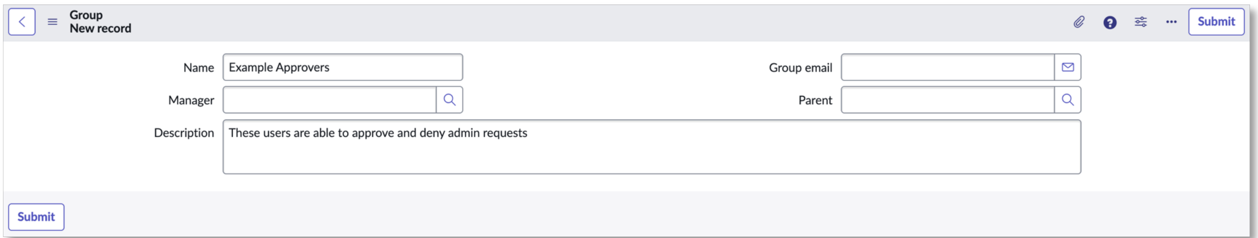
1. Using the **Filter Navigator** search box, locate and select **Groups** (under **Users and Groups**):



2. Click the **New** button in the top left-hand menu:

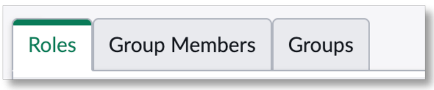


3. Fill out the fields as appropriate (i.e., according to your organizations preferences) and click **Submit**:

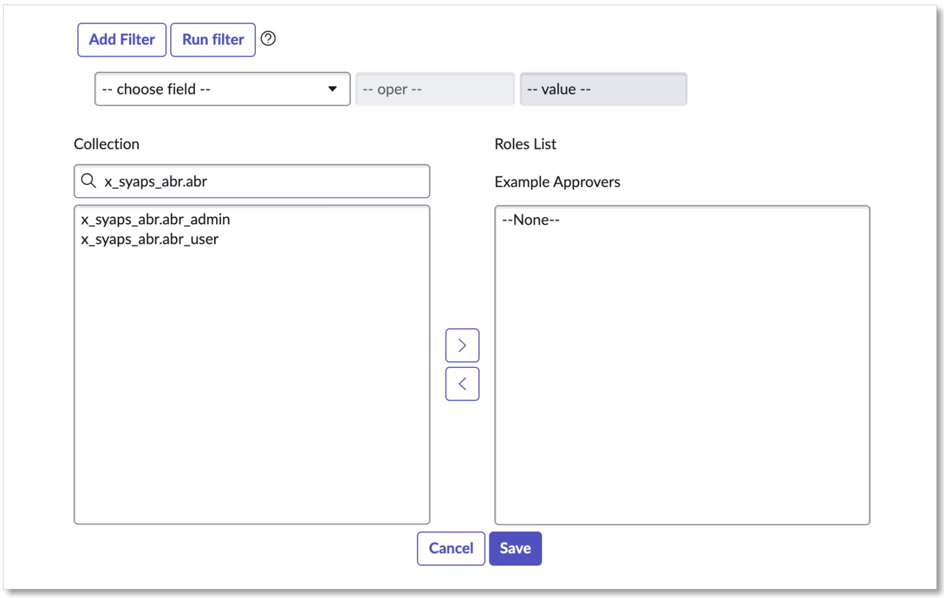


> **NOTE**
> In the above example, only the *Name* and *Description* fields are filled out.

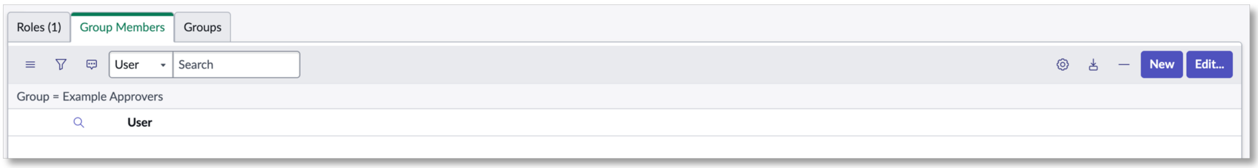
4. Search by **Name** in the top search bar to locate and select the **Example Approvers** group created in the previous step (i.e., Step 3):
5. In the **Roles** tab in the bottom left-hand menu, click the **Edit...** button:



6. Use the **Collection** search box to locate the two pre-configured roles for this application:
   - **x_syaps_abr.abr_admin**: Users assigned this role have administrative access within the application, which includes the ability to access all application features (Requests, Auditlog) and the Properties page.
   - **x_syaps_abr.abr_user**: These users are able to access and interact with the Admin By Request Auditlog and Requests features (i.e., view / manage Auditlog data and Approve or Deny Requests).
7. Select the **User** role (i.e., **x_syaps_abr.abr_user**) and click the right-facing arrow button to assign the role to the *Example Approvers* group:



8. The role appears under the *Roles list* in the right-hand field. Click **Save**:
9. Users can now be added to the group in the same process used to assign roles. Return to the Group page, and use the **Edit...** button in the **Group Members** tab:



10. Use the *Collection* search box to locate the users for the group, and the right-facing arrow button to add them to the *Example Approvers* group.

NOTE

Roles can also be assigned to individual users. Navigate to Users from the Filter Navigator search box (under Users and Groups) and follow a similar process to what is described in this Task (i.e., Task D) to assign the appropriate Role to the user.

If you import groups from AD/Entra, the role can be added to one of those groups.

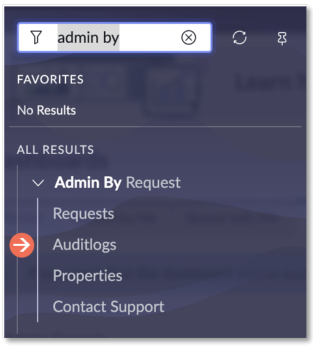
E. Use Features

Once the correct roles are assigned, users are able to access Admin By Request data through the integrated features: *Auditlog* and *Requests*. 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).

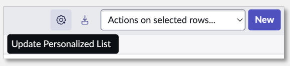
Auditlog

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



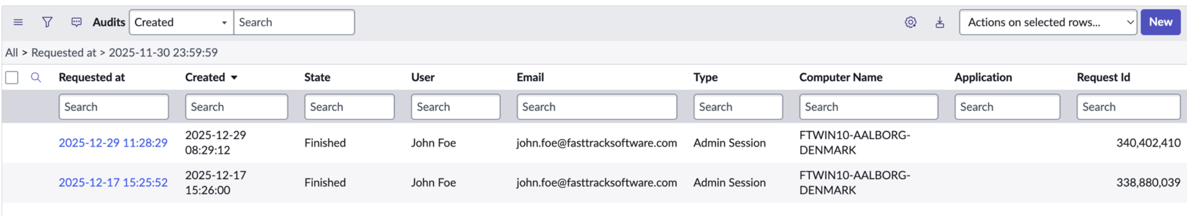
2. The Auditlog page displays all of the recent Auditlog data from *Run As Admin* and *Admin Session* requests. Information includes:
   - *State*: This could be 'Pending Approval', 'Denied', 'Open', or 'Finished'.
   - *Type*: Either 'Run As Admin' or 'Admin Session'.
   - *Application*: The application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



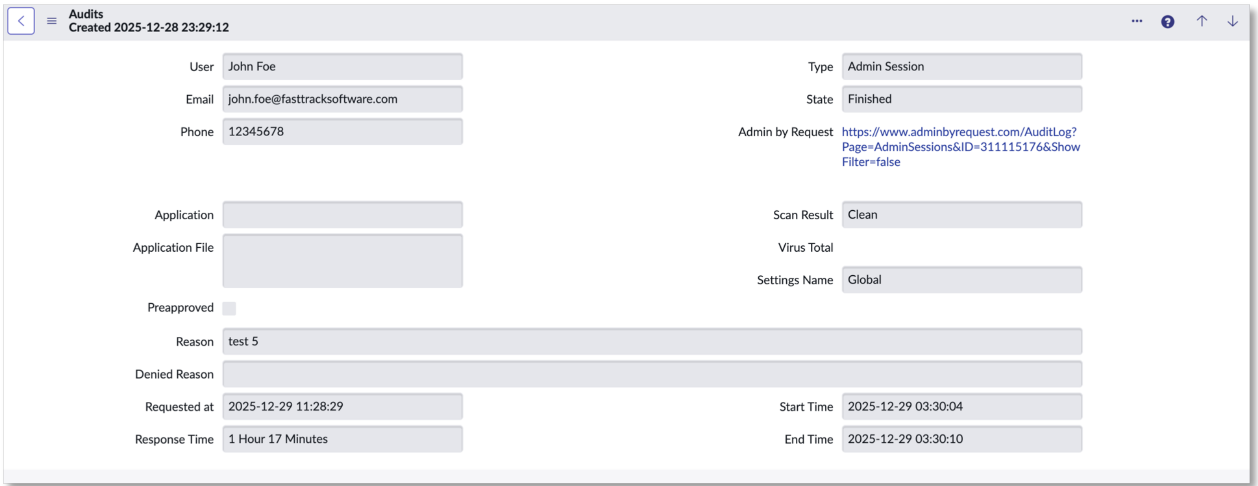
   There are no applications listed in this column for Admin Sessions because multiple applications may have been accessed during the time the Admin Session was active.

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



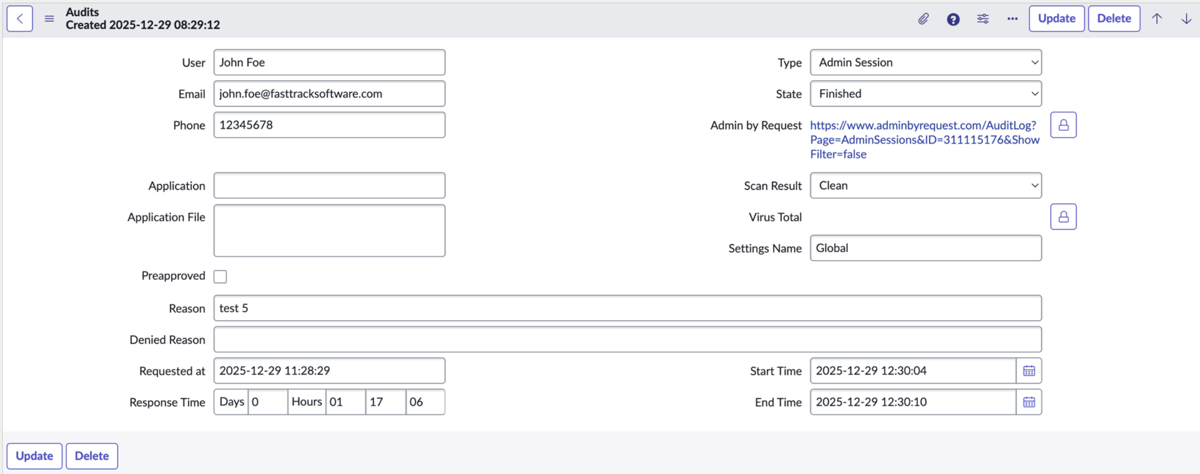
Requested at	Created	State	User	Email	Type	Computer Name	Application	Request Id
2025-12-29 11:28:29	2025-12-29 08:29:12	Finished	John Foe	john.foe@fasttracksoftware.com	Admin Session	FTWIN10-AALBORG-DENMARK		340,402,410
2025-12-17 15:25:52	2025-12-17 15:26:00	Finished	John Foe	john.foe@fasttracksoftware.com	Admin Session	FTWIN10-AALBORG-DENMARK		338,880,039

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

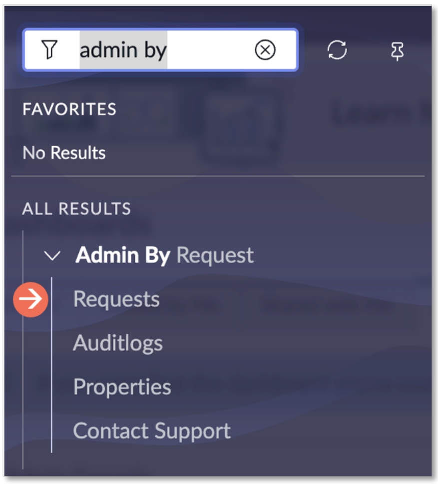
If logged in to your instance as a ServiceNow administrator (not just an application admin), Auditlog data can be edited and updated manually by making the desired changes to an Auditlog entry and clicking the **Update** button. However, editing Auditlog data is NOT RECOMMENDED.



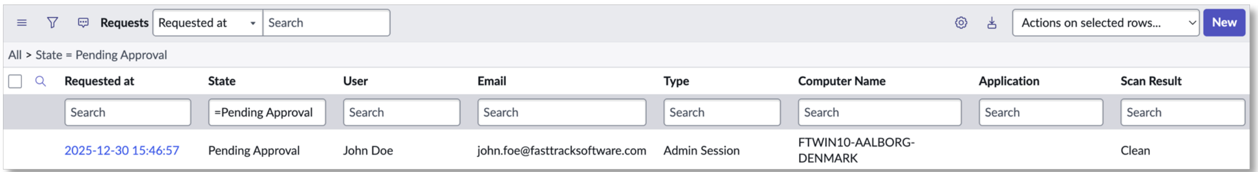
4. Selecting an item in the **Activity** column (from the **Audit Log Activities** section, bottom of page) displays further information, such as the file path.

Requests

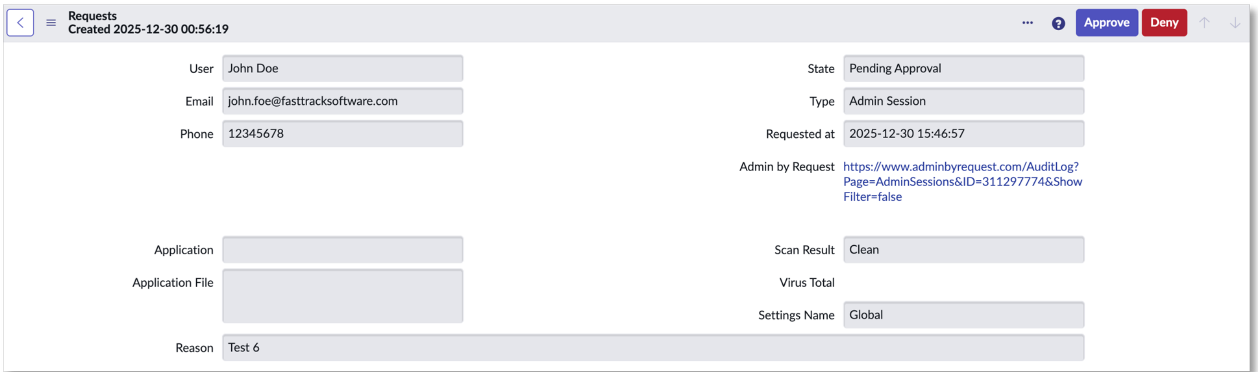
1. Using the **Filter Navigator** search box, locate the **Admin By Request** app and select **Requests** from the sub-menu:



2. The **Requests** page displays all of the requests made by users that are pending approval:



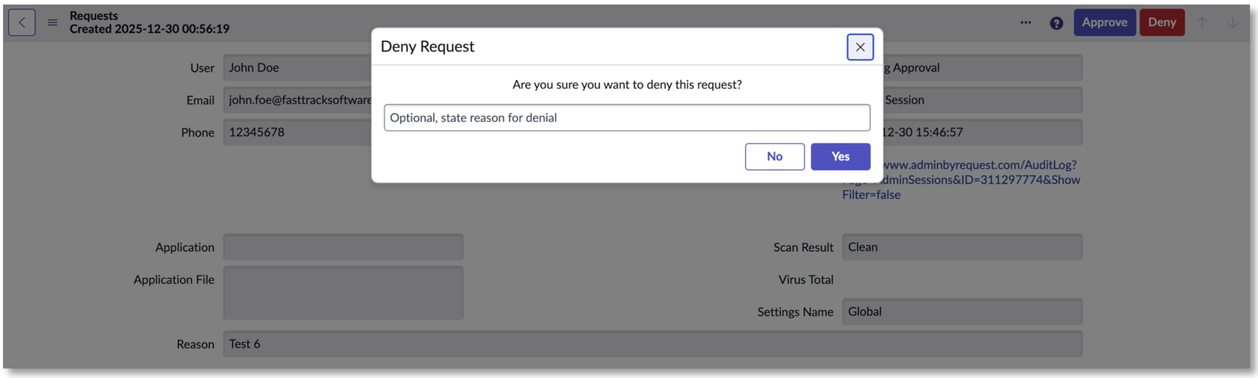
3. Click the desired **Request** to open it.
4. Information about the request is displayed. Click the **Approve** button to approve the request:



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).

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:**
   - Ensure 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.

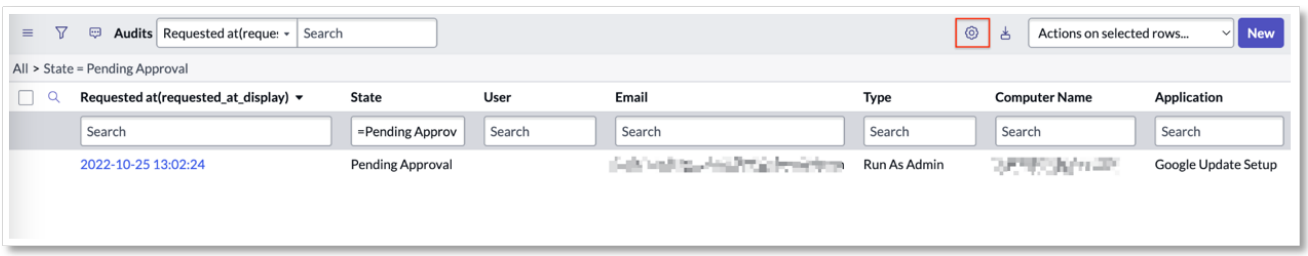
3. **Unable to Access ServiceNow Features:**
   Ensure the account you are signed-in to in ServiceNow has the appropriate administrative permissions enabled to access the features required for this integration. (Admin privileges required for Tasks A through D.)

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

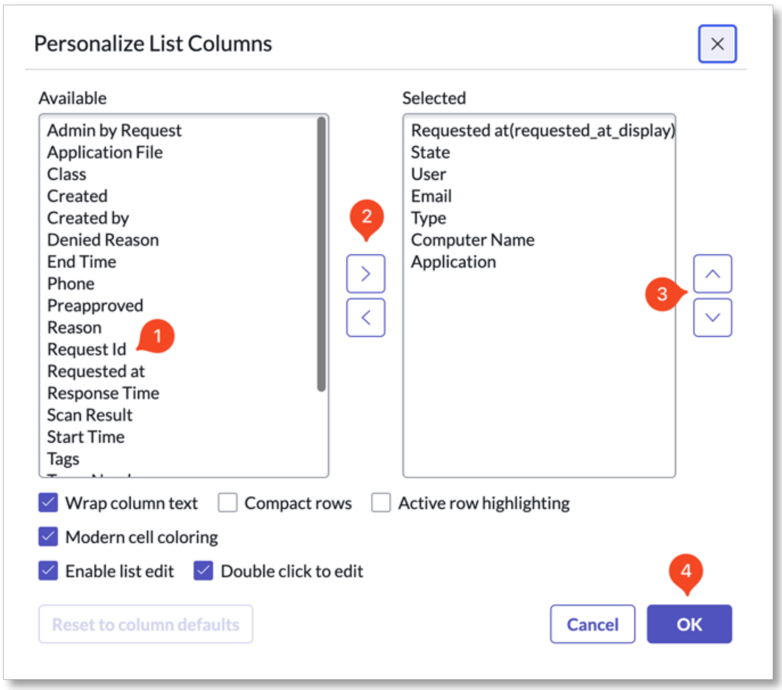
To add additional columns to your list view, click the gear icon:



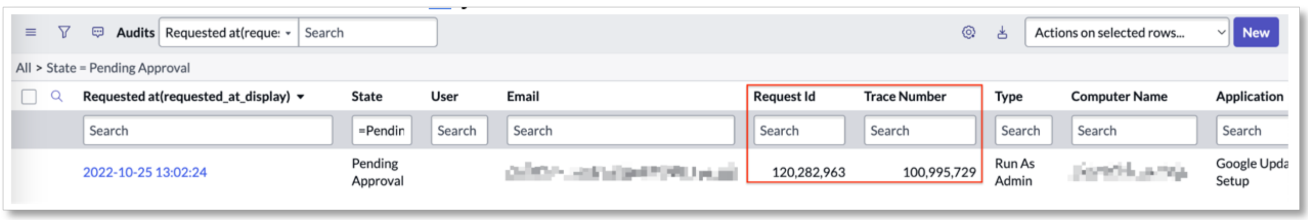
> **NOTE**
> This is a personalized setting - it will only show on your list view.

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 17.

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 **1.0**	Sophie Alice Dodson	Initial document release.
1 May 2025 **2.0**	Steve Dodson	Updated manual structure and layout. Updated procedures to improve clarity and reflect changes to ServiceNowl look and feel.
15 January 2026 **2.1**	Steve Dodson	Updated steps and screenshots according to latest ServiceNow Store experience.

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