

OVERVIEW

Absolute ServiceNow Integration Program



The Absolute ServiceNow Integration Program is designed to facilitate seamless integration and utilization of the Absolute ServiceNow Connector with Absolute Secure Endpoint.

This comprehensive program includes a step-by-step approach, starting with the implementation of the connector, followed by a thorough understanding of its configuration, operation and security settings. The program also encompasses functional training to ensure that the ServiceNow team can leverage the connector's integrated actions and the Flow Designer modules effectively for workflow automation. The Absolute Technical Consultant will guide your ServiceNow and Secure Endpoint teams through each phase, ensuring a smooth transition and enabling the teams to harness the full potential of the integration for enhanced device visibility and management capabilities.

1. Absolute ServiceNow Connector functional overview and orientation review session
2. Test Environment Installation and Validation Assistance
 - a. Test environment connector installation and configuration assistance:
 - b. CMDB field mapping review
 - c. Record insert configuration review
 - d. Synchronization and data validation.
 - e. User role/permission review
 - f. Functional action testing
 - g. Flow Designer module overview and testing
3. Production Environment Installation and Validation Assistance
 - a. Test environment connector installation and configuration assistance:
 - b. CMDB field mapping review
 - c. Record insert configuration review
 - d. Synchronization and data validation.
 - e. User role/permissions review
 - f. Functional action testing
 - g. Flow Designer module overview and testing
4. Absolute ServiceNow Connector Overview and Training for ServiceNow Primary User(s)
5. Functional Use-Case Development and Review using the Absolute Flow Designer Automation Modules
 - a. Device Reclamation Use-Cases
 - b. Device Freeze (Policy Enforcement, Incident Response)
 - c. Device Wipe Scenarios (Lost, Stolen)
 - d. Absolute Reach Script (PowerShell and Bash) Use-Case review
 - e. Device Lifecycle Management processes (Unenrollment, Freeze, Wipe, EUM)
6. Project Close Out and Final Review