

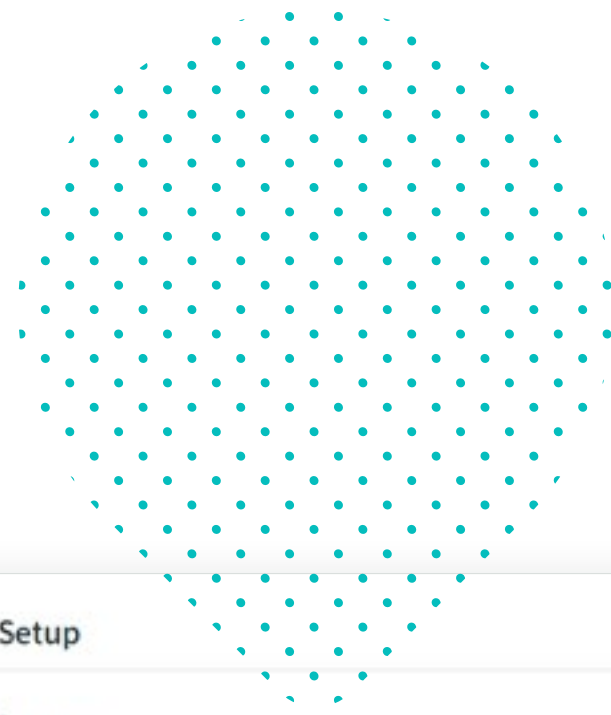


SOLUTION BRIEF

Absolute Connector for ServiceNow

**Leverage Unprecedented Asset
Intelligence and Automate
Device Actions at Scale**

In today's digitalized environments IT encompasses and incorporates tasks and responsibilities from across the entire organization. This has a huge impact on the number and variety of tools and devices that are being deployed, creating ongoing challenges for organizations. Many businesses in turn leverage IT Service Management (ITSM) solutions to effectively coordinate these nearly countless tasks and processes, while ensuring that they are providing real value to their employees and customers. ITSM helps improve an enterprise's efficiency and increase employee productivity.



Absolute Connector Guided Setup Filter Show all ▼

100%

Status: Completed

[Edit](#)

Connect

We've configured most of the connection details for you - we just need your Absolute URL and API keys. The integration supports multiple connections, so you may enter all your instance details in this step.

Note: It is recommended that you have admin role to configure. You may need to switch to the Absolute Connector application scope.

6 / 6 Tasks completed

- ✓ Enter your Absolute Connection URL
- ✓ Enter your API Token/Secret
- ✓ Validate Connection - Test Load 20 Records
- ✓ (Optional) Configure Table Permissions
- ✓ (Optional) Configure Additional Connections
- ✓ (Optional) Validate Additional Connections

0%

Status: Not Started

[Get Started](#)

Configure

In these last tasks, we'll configure the scheduled imports and optionally run the first import. Additionally, there are tasks to help assign custom user roles and define user mapping for the integration.

0 / 3 Tasks completed

- Configure Scheduled Imports
- Assign Users to Groups
- Enable User Mapping

Customize the Absolute Connector for ServiceNow with the self-service setup wizard and role-based access permissions.

One of the leading ITSM providers in the market is ServiceNow®, helping organizations to optimize and automate their digital workflows. However, many businesses recognize that due to the massive amount of point solutions used, they're still re-active rather than pro-active in managing their IT estate. Now they need to integrate many point solutions with ServiceNow to either enrich data and or take action separately. This is a significant effort associated with high cost and maintenance and rarely delivers the right outcomes in managing their IT environment.

That's where the Absolute Connector for ServiceNow™ comes into play. It enables joint customers to access the comprehensive asset intelligence and single source of truth provided by Absolute within their ServiceNow platform environment. With Absolute Persistence® technology embedded in the firmware of more than 600 million endpoints to establish an always-on digital tether, Absolute is able to deliver enhanced visibility and telemetry that enables organizations to respond more efficiently to service requests, supplement their ServiceNow workflows, and rapidly demonstrate compliance.

With the rollout of the next-generation Absolute Connector for ServiceNow, users are not only able to gain real-time access to Absolute asset data for devices with out-of-date or inaccurate data in the configuration management database (CMDB), but are also in a position to submit the following device actions directly from their ServiceNow instance:

- ✓ Freeze a device
- ✓ Unfreeze a device
- ✓ Run an Absolute Reach™ script
- ✓ Unenroll a device
- ✓ Send end user messages
- ✓ Wipe a device
- ✓ Delete files

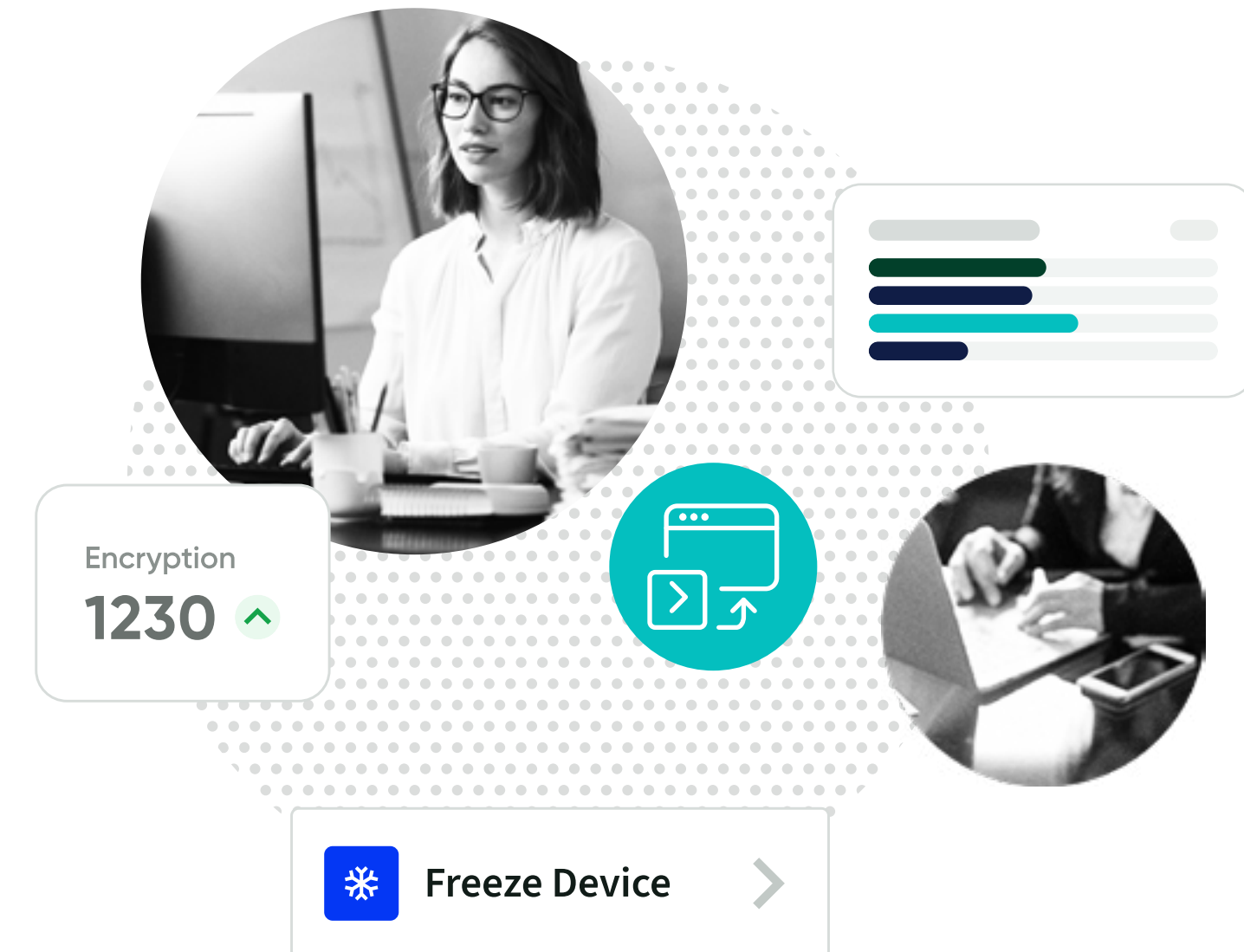
This allows users to leverage Absolute endpoint resilience capabilities to detect and automatically remediate risks and minimize 'drift' between their desired and actual security and compliance posture without the need for manual intervention or the need to access and perform actions across multiple management consoles.

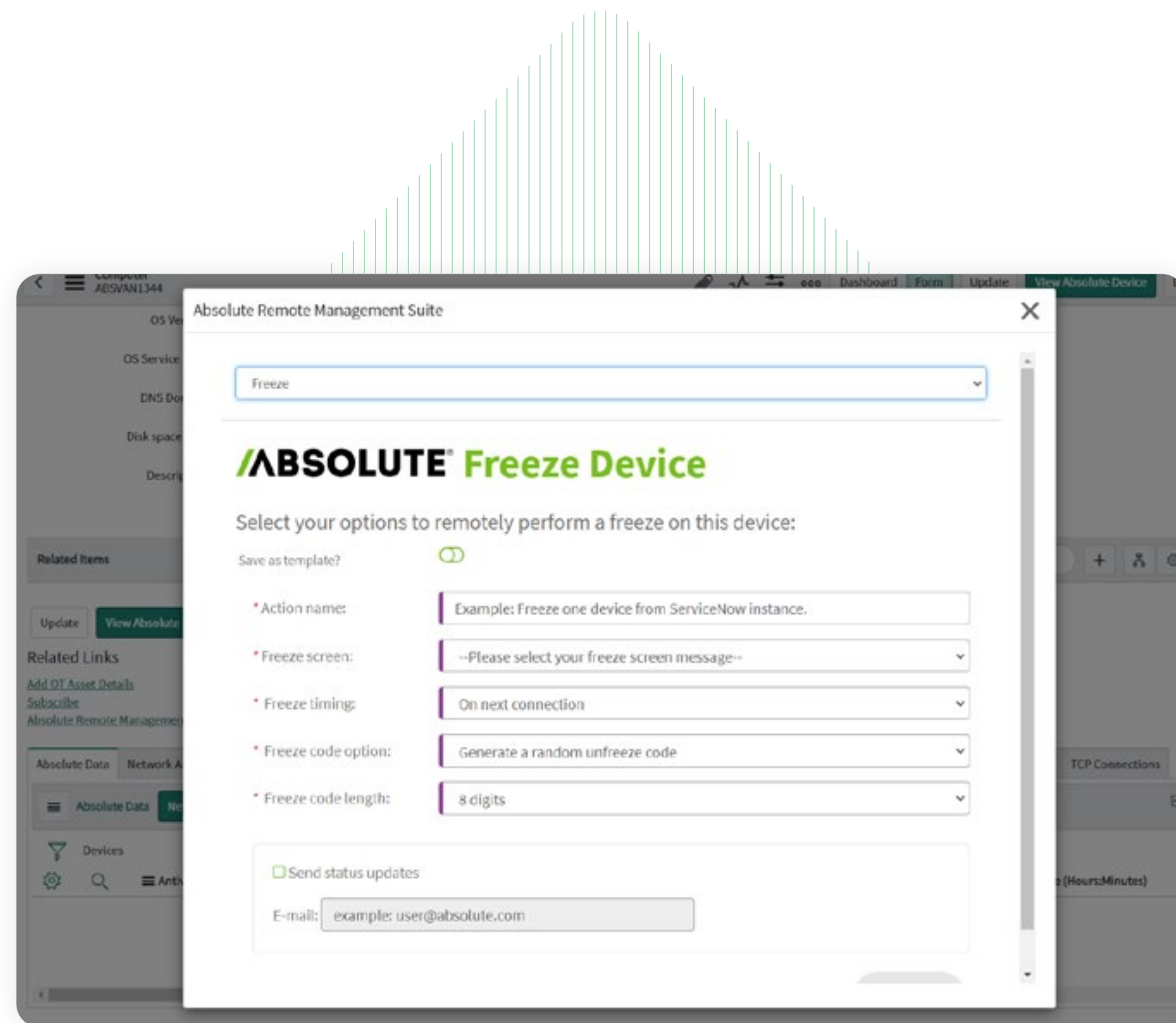
Key Use Cases for IT and Security Administrators Include

- ✓ **Device Visibility Enhancement** Obtain a wider visibility across the ServiceNow environment, simplifying service response workflows and enhancing end user experience.
- ✓ **Device Inventory Enrichment** Update asset inventory for Windows and Mac devices through Absolute's diverse device telemetry.
- ✓ **Endpoint Hygiene Status** Monitor critical security vitals, including anti-virus and encryption status, and automatically remediate deficiencies to maintain endpoint compliance across the entire device fleet.
- ✓ **Device OS Migration Readiness** Identify OS build versions deployed to prepare for and execute secure OS updates and migration.
- ✓ **Always-On Device Control** Empower administrators to have always-on control across the device fleet from within the ServiceNow platform by being able to freeze a device, unfreeze a device, run an Absolute Reach script, and/or unenroll a device.

Key Capabilities

- Access Absolute's hardware, software, and security-related data telemetry directly from within the ServiceNow platform to manage devices, respond to service requests, automate workflows, and maintain compliance.
- Execute Absolute device actions such as Device Freeze, Device Unfreeze, Absolute Reach scripts, Device Wipe, File Delete, and log events directly from within the ServiceNow platform to alleviate potential device or security risks.
- Embed Absolute's datasets and device actions into your ServiceNow workflows.
- Utilize a self-service setup wizard and role-based access permissions to customize the Absolute Connector for ServiceNow according to your organization's needs.





Users can freeze a device, unfreeze a device, run an Absolute Reach™ script, wipe a device, delete files and send end user messages directly from their ServiceNow instance.

System Requirements

The integration was designed to work with “baseline” ServiceNow licensing and depends on the following plugins:

- ✓ System Import Sets - 1.0.0
- ✓ CI Identification - 1.0.0
- ✓ Robust Transform Engine - 1.0.0
- ✓ CMDB CI Class Models - 1.34.0
- ✓ Centralized Connection and Credential - 1.0.0
- ✓ Configuration Management (CMDB) - 1.1
- ✓ ServiceNow IntegrationHub Action Template - Data Stream - 1.0.0
- ✓ Integration Commons for CMDB - 2.3.1

Other Requirements

- ✓ Requires an activated Absolute license – Absolute Visibility, Control, or Resilience.

Getting Started

The Absolute Connector for ServiceNow has no incremental license cost for Absolute Visibility, Control, and Resilience customers. For more information, check out the following [Support Page](#) and download the Absolute Connector for ServiceNow from the [ServiceNow Store](#).



ABSOLUTE[®]

Trusted by nearly 21,000 customers, Absolute Software is the only provider of self-healing, intelligent security solutions. Embedded in more than 600 million devices, Absolute is the only platform offering a permanent digital connection that intelligently and dynamically applies visibility, control and self-healing capabilities to endpoints, applications, and network connections – helping customers to strengthen cyber resilience against the escalating threat of ransomware and malicious attacks.

[Request a Demo](#)

