What is Integration Hub and how do I use it?

Integration Hub (IH) is a Now Platform® application for process automation and integrations that uses common protocols (e.g., APIs, JDBC, PowerShell, or common line scripting and languages) to interact with external platforms in ServiceNow®, Process owners and developers can use IH to build reusable spokes and integration actions that execute demands against an external system. Here’s how:

• Using prebuilt spokes, available in the ServiceNow® Store, to interact with common third-party applications
• Developing custom integrations using common protocols and packaging spokes into reusable actions for use in Flow Designer

Why use Integration Hub to automate third-party platform integrations?

IH helps process owners and developers automate third-party platform integrations by:

• Consolidating multiple Now Platform® automation capabilities into a single system of action so they can build and visualize business processes and integrations from a single interface
• Extending Flow Designer content to integrate business processes with external systems
• Promoting business process automation by enabling subject matter experts to develop and share spokes with flow designers
• Simplifying descriptions of integration logic to help non-technical users understand triggers, actions, inputs, and outputs

What are some use cases for Integration Hub?

• Connect to home-grown applications
• Post news to Slack, Microsoft teams, or other communications or social media platforms
• Automate an onboarding process to update user information in a HR system, create a user in the Active Directory, and assign training to a new employee
• Synchronize data between third-party platforms (e.g., Jira bi-directional support)
• Consume information from and interact with an internet of things (IoT) device

Related resources

• Product Docs – Integration Hub
• Now Learning – Integration Hub Fundamentals (e-learning)
• Webinar – OPEX Slayer: Automate IT Service Requests with Integration Hub
• YouTube – TechNow Ep 76 | Flow Designer / Integration Hub 2021 Update
• Developer Portal – Using REST in Integration Hub
• Data Sheet – Integration Hub
What is Integration Hub and how do I use it? (Continued)

What are the best practices for using Integration Hub?

- **Socialize IH capabilities broadly** to technical teams beyond the ServiceNow platform team. Other areas of your business can use the framework to easily capture ServiceNow data or send relevant data to ServiceNow, thereby making processes more efficient.
- **Extend IH and Flow Designer access to process owners** to scale the use of the platform. These tools offer no code, natural-language descriptions of functionality, so you don’t need to be a developer to write complex business rules.
- **Map any inbound or outbound integrations** in a process document so you have a holistic view of your ServiceNow ecosystem.
- **Start with simple integrations** by using the free starter package which provides the fundamental tools and spokes to establish an integration.
- **Use the REST API trigger for inbound integrations**. Starting with the Quebec release, you can start a flow from an inbound API call or webhook from an external system.
- **Use integration templates** when they’re available. These templates provide prebuilt flows to solve for common use cases, available as templates in App Engine Studio.
- **Use Integration Hub Process Sync** for bidirectional integrations with other ServiceNow instances (i.e., eBonding).

How do I start using Integration Hub?

IH requires a subscription for production instances but can be activated on non-production and personal developer instances to build and test integrations without a subscription by activating a plug-in. The ServiceNow Integration Hub Installer plugin activates a suite of plugins and takes about ten minutes to activate. You will receive an email from the Developer Portal when your plugin activation is complete.

1. Navigate to the instance management page.
2. Click the Action button and select the Activate plugin menu item.
3. Click the ACTIVATE button for the ServiceNow Integration Hub Installer.

Contact your ServiceNow account executive to request an Integration Hub subscription package for use in a production instance.