What is IntegrationHub and how do I use it?

IntegrationHub (IH) is a Now Platform® application that enables process automation and integrations using 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 integration actions called spokes to execute commands against an external system. You can use IH to connect ServiceNow to external sources by:

- Using pre-built 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 IntegrationHub 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 IntegrationHub?

- 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

What are the best practices for using IntegrationHub?

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Related resources

- Product Docs – IntegrationHub
- Now Learning – IntegrationHub Fundamentals (e-learning)
- Webinar – OPEX Slayer: Automate IT Service Requests with IntegrationHub
- YouTube – TechNow Ep 76 | Flow Designer/IntegrationHub 2021 Update
- Developer Portal – Using REST in IntegrationHub
- Data Sheet – IntegrationHub

If you have any questions on this topic or you would like to be a contributor to future ServiceNow best practice content, please contact us.
What is IntegrationHub and how do I use it? (Continued)

What are the best practices for using IntegrationHub?

- **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 categories when creating multiple actions in a spoke** to make it easier to find and choose them from the Flow Designer actions. For example, any actions related to meetings—creating a meeting, deleting a meeting, or ending a meeting—could be categorized under “meeting management.”

How do I start using IntegrationHub?

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 IntegrationHub 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 IntegrationHub Installer.

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