

What is IntegrationHub and how do I use it?

Questions addressed:

Page 1:

- What is IntegrationHub?
- Why use IntegrationHub to automate third-party platform integrations?
- What are some use cases for IntegrationHub?

Page 2:

- What are the best practices for using IntegrationHub?
- How do I start using 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](#).

IntegrationHub (IH) is a Now Platform® application that enables process automation and integrations using common outbound 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

Related resources

- [Product Docs – IntegrationHub](#)
- [Now Learning – IntegrationHub Fundamentals \(e-learning\)](#)
- [Webinar – IntegrationHub Spokes: Codeless Connectors for Easy Integrations](#)
- [YouTube – ServiceNow IntegrationHub: natively integrate ServiceNow with anything](#)
- [Developer Portal – Using REST in IntegrationHub](#)
- [Data Sheet – IntegrationHub](#)

What is IntegrationHub and how do I use it? (Continued)

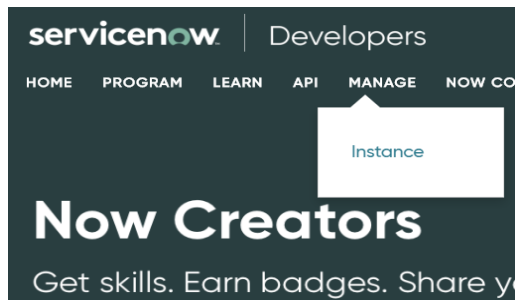
What are the best practices for using IntegrationHub?

- **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.
- **For inbound ServiceNow integrations, use scripted REST APIs with IH actions** to return external results. Most spokes available today are best for outbound integrations.
- **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.

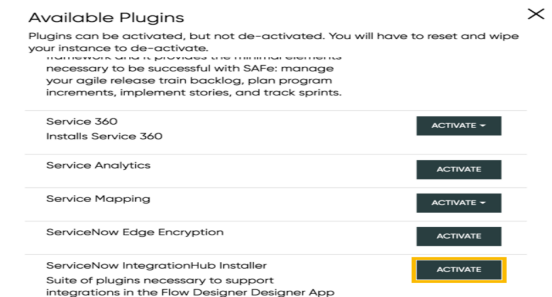
1. Navigate to the **instance management** page.



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.