

# Integration Hub Success Map

An overview of implementing, maintaining, and getting maximum value from Integration Hub

Success Foundations

Implement

Run  
Optimize and Expand



## Now Value: Envision Success Foundations: Critical inputs for successful implementation and maintenance

**Vision and value**

**Outcome** – To plan and build integration flows that replace manual processes with automated workflows, and eliminate swivel chair activities

**Sample KPIs**

- Support requests
- Transactions
- Flow executions
- Number of flows

**Governance**

Special role added to the governance team

**Integration owner** – Establishes the integration failure response plan (notifications/reports) manages integration-specific credentials, determines and manages IP restrictions for cloud app

**Foundational ServiceNow apps**

Applications in scope

Integration Hub Spokes | Flow Designer

**OCM and enablement**

Owners and users of integrations are informed and provided an enablement plan.

**Implementation roles**

**General**

- Executive sponsor
- Project manager
- Platform owners (business and technical)
- Business process analyst
- Technical resources (sys admin, developer, tester, architect)
- Security

**Trained in integration products**

- Flow Designer
- Integration Hub
- Integration Hub spokes

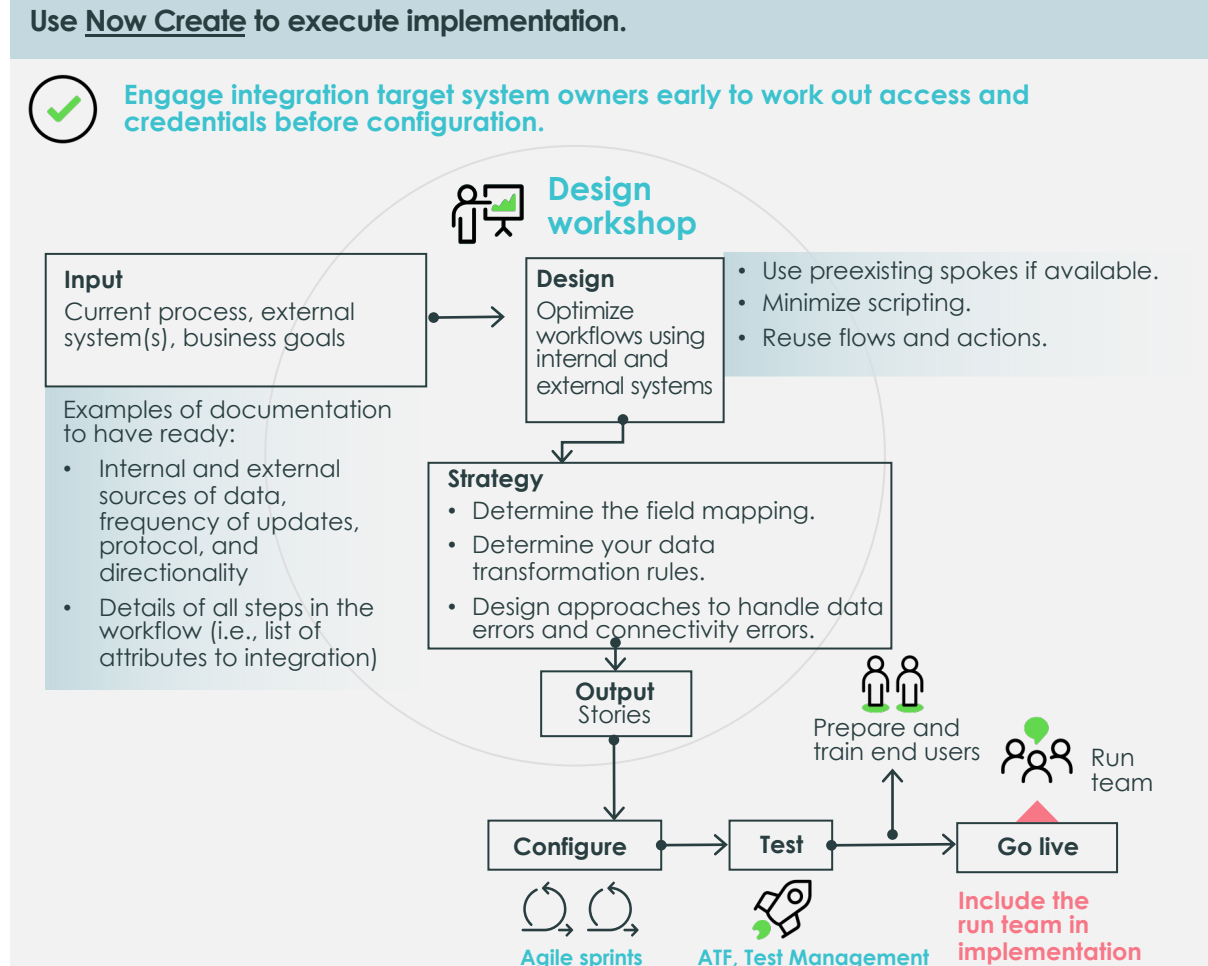
**Skills and expertise**

- Integration Hub Fundamentals, Flow Designer Fundamentals
- Sources – ServiceNow Expert Services, ServiceNow-certified ITOM partner, Now-certified internal employees (combination recommended)

**Project planning**

- Prepare for an agile approach.
- Use the Plan your architecture, instances, integrations, and data flows readiness checklist.
- Plan for the target value from Integration Hub.

## Now Value: Create Implement: Implementation activities and best practices



## Now Value: Validate Run: Plan and execute Now Platform® maintenance

**Run roles**

- Implementation owner
- Creator
- ServiceNow administrator
- External system administrator

**Platform health**

- Daily** – Review the execution logs for errors.
- Weekly** – Monitor the Integration Hub usage dashboard.
- Monthly** – Plan for continual improvement.

**Demand management**

Have a process to intake and prioritize integration requests.

**Enhancements**

Identify and adopt spokes and features that will help increase the value of Integration Hub. Check the [ServiceNow Store](#) for updates.

**Upgrades**

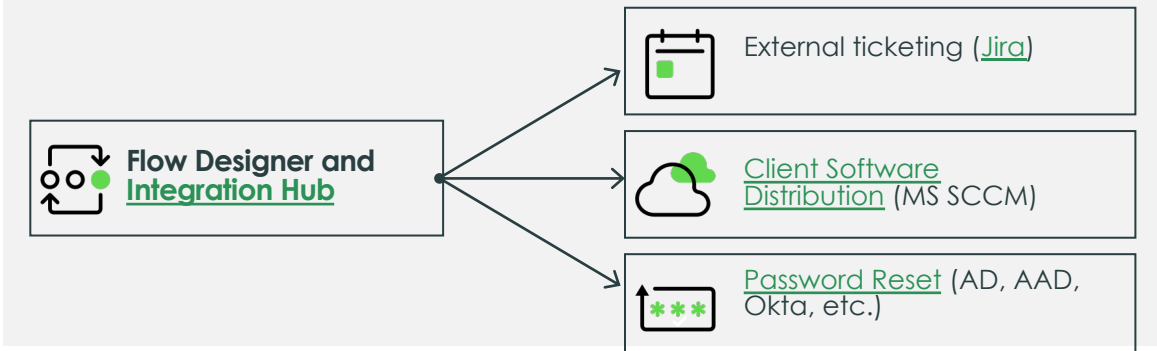
Check the [ServiceNow Store](#) for updates.

**Assess value**

- Does it take less time to resolve issues and requests?
- Is the human effort required to maintain processes lower?
- Are human errors prevented?
- Is data integrity maintained?

## Now Value: Champion Optimize and Expand: Maximize value from your HR Service Delivery licenses—increase value from the Now Platform®

### Consider which HR Service Delivery applications to implement next.



### Consider which Now Platform product suites to implement next.

**Integration Hub → Software Asset Management**

Slash software spending and license compliance risks.

**Integration Hub → IT Service Management (ITSM)**

Transform the impact, speed, and delivery of IT with a modern service management solution.

**Integration Hub → Virtual Agent**

Integration Hub extends VA conversations to interact with external APIs.

**Integration Hub → IT Operations Management (ITOM)**

Predict issues, reduce user impact, and automate resolutions with AIOps.

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