

# One Identity Manager and ServiceNow Integration 9.3

## Release Notes

**09 January 2025, 03:01**

These release notes provide information about the One Identity Manager and ServiceNow Catalog Integration release.

## About this release

This release provides integration of One Identity Manager with IT Service Management solution, ServiceNow. One Identity Manager's IT Shop services can be requested from self-service portal in ServiceNow.

## Supported platforms

SCN Module with ServiceNow Service Catalog integration is available on One Identity Manager 9.3.

## New features

New features from the integration of One Identity Manager and ServiceNow:

- Enhanced the ServiceNow application by enabling communication with external applications using the Mid-Server. A new configuration parameter has been introduced to allow administrators to specify the Mid-Server name for more precise routing.
- Enabled the capability to request complex service items, including those with request properties
- Improved SOD checks and validation mechanisms to provide detailed feedback during the request submission process, ensuring better compliance.
- Upgraded the user interface to a modern, multi-page layout, improving navigation and user experience.
- Added a new "HelpDesk" role, empowering users with this role to raise requests on behalf of others, streamlining the support process.
- Enabled managers to raise requests not only for their direct reports but also for indirect reportees.
- Improved the search capability, allowing users to quickly and accurately locate service items
- Enhanced OneIM request approvals by providing visibility into the approvers within ServiceNow through modified reason, ensuring better traceability and decision-making.
- Introduced a new workflow to support requests containing request properties, ensuring seamless processing and tracking of complex service requests.

## Module Requirements

Below are the prerequisites for the new features that provides an integration between One Identity Manager and self-service portal in ServiceNow: -

- SCN Module.
- One Identity Manager Application server.
- One Identity Manager API server.
- One Identity Manager for Service Catalog Application should be installed in ServiceNow.

## System Requirements

Before installing One Identity Manager, ensure that your system meets the following minimum hardware and software requirements.

The system requirements applicable to the One Identity Manager apply to One Identity Manager and ServiceNow Integration also. For more information see [One Identity Manager Release Notes](#).

# Product licensing

Use of this software is governed by the Software Transaction Agreement found at [www.oneidentity.com/legal/sta.aspx](http://www.oneidentity.com/legal/sta.aspx). This software does not require an activation or license key to operate.

# Upgrade and installation instructions

Please refer to the Administration guide for detailed installation steps for the ServiceNow module.

# More resources

Additional information is available from the following:

- [One Identity Manager support](#)
- [One Identity Manager online documentation](#)
- [Identity and Access Management community](#)
- [One Identity Manager training portal](#)

# Globalization

This section contains information about installing and operating this product in non-English configurations, such as those needed by customers outside of North America. This section does not replace the materials about supported platforms and configurations found elsewhere in the product documentation.

This release is Unicode-enabled and supports any character set. It supports simultaneous operation with multilingual data. This release is targeted to support operations in the following regions: North America, Western Europe and Latin America, Central and Eastern Europe. The release is localized in the following languages: **German**. This version has the following capabilities or constraints: Other languages, designated for the Web UI, are provided in the product One Identity Manager Language Pack.

# About us

One Identity solutions eliminate the complexities and time-consuming processes often required to govern identities, manage privileged accounts and control access. Our solutions enhance business agility while addressing your IAM challenges with on-premises, cloud and hybrid environments.

## Contacting us

For sales and other inquiries, such as licensing, support, and renewals, visit <https://www.oneidentity.com/company/contact-us.aspx>.

## Technical support resources

Technical support is available to One Identity customers with a valid maintenance contract and customers who have trial versions. You can access the Support Portal at <https://support.oneidentity.com/>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to videos at [www.YouTube.com/OneIdentity](http://www.YouTube.com/OneIdentity)
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product

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 **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.