

Release Notes

IBM Security Identity Governance and Intelligence

IBM Security Identity Governance Integration *for ServiceNow*

Version 1.2

Edition notice

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Preface

These Release Notes contain information for the following component that was not available when the component was built

- IBM Security Identity Governance Integration for ServiceNow

Features and Purpose

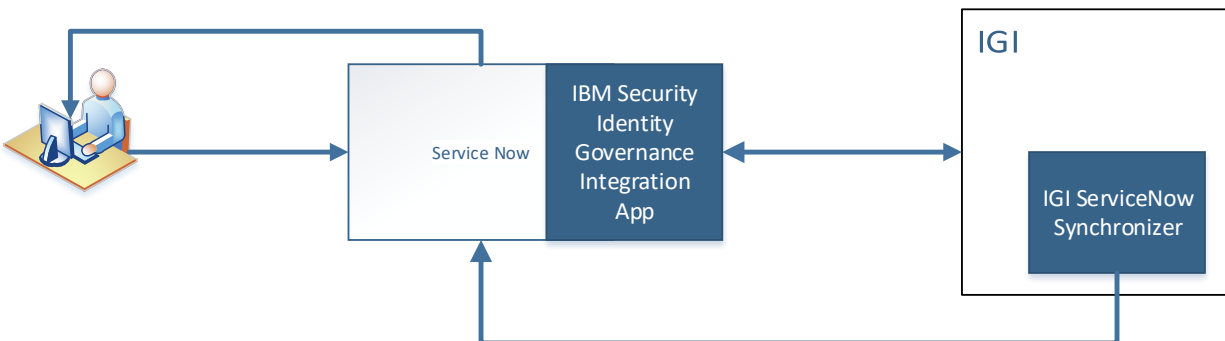
The IBM Security Identity Governance Integration for ServiceNow enables the **IBM Security Identity Governance Integration ServiceNow APP** to communicate with the IBM Security Identity Governance and Intelligence product.

The IBM Security Identity Governance Integration APP is available on the ServiceNow APP store. The APP configuration and setup are described with the APP on the ServiceNow APP store.

The IBM Security Identity Governance Integration package consists of one component:

IGI-ServiceNow Synchronizer: is a custom job that updates tickets generated for access requests in ServiceNow based on completed events in IGI.

The figure below shows a high-level design of the solution.



At a high level, the IBM Security Identity Governance Integration App in ServiceNow uses standard ServiceNow interfaces to provide a catalog of services associated with Identity Governance, including management of accesses, recertification etc. When a user requests a service from that catalog, the IBM Security Identity Governance Integration App calls IGI using published REST calls to perform the required action. The **IGI-ServiceNow Synchronizer** runs as an IGI Task. It updates tickets generated for access requests in ServiceNow based on completed events in IGI.

Contents of this Release

Module Version

Component	Version
Release Date	May 22, 2019
Version	1.2
Documentation	Installation guide included in the IBM Security Identity Governance Integration for ServiceNow package available on Passport Advantage.

New Features

Enhancement	Description
	Items included in 1.2 release
	<ul style="list-style-type: none"> Creates ServiceNow Request Items for manual fulfillment in ServiceNow Synchronizes IGI entitlements to ServiceNow Catalog items in the 'IT Security Access Catalog' catalog
	Items included in 1.1 release
	<ul style="list-style-type: none"> Removed dependency on the REST API wrapper introduced in v1.0 The ServiceNow APP now connects directly with IGI using the standard IGI REST APIs.
	<ul style="list-style-type: none"> Removed dependency on the standalone IGI-ServiceNow synchronizer. The IGI-ServiceNow synchronizer is now deployed as an IGI job and runs as a task inside IGI
	Items included in 1.0 release
	Initial release

Closed Issues

RTC#	APAR#	PMR# / Description
		Items closed in 1.0 release
		None

Known Issues

RTC#	APAR#	PMR# / Description
N/A	N/A	

Installation and Configuration Notes

See the IBM Security Identity Governance Integration for ServiceNow Installation Guide for detailed instructions.

Corrections to Installation Guide

The following corrections to the Installation Guide apply to this release:

None

Configuration Notes

The following configuration notes apply to this release:

None

Installation and Supported Platforms

The IBM Security Identity Governance Integration for ServiceNow package was built and tested on the following product versions.

ServiceNow versions:

London

IBM Security Identity Governance Integration ServiceNow APP

Version 1.3

IBM Security Identity Governance Integration

Versions 5.2.4 or higher

End of Release Notes