ServiceNow Integration Checklist

ServiceHow   2026-01-29

Before you touch the integration

- Confirm owner, purpose, and downstream system expectations.
- Identify authentication type, token lifetime, and rotation process.
- Decide on correlation IDs and how you will trace a single transaction end-to-end.

Reliability

- Define retry rules: what is safe to retry, how many times, and with what backoff.
- Separate transient failures from permanent validation failures.
- Store request/response snapshots where it matters (sanitized if needed).

Observability

- Log structured events: status, latency, payload sizes, and key identifiers.
- Add dashboards/alerts for failure rate and backlog where applicable.

Security

- Limit scopes and credentials to least privilege.
- Handle certificates and secrets via controlled storage and rotation.