How to Sync RITM (Request Item) on ServiceNow

This article shows how to synchronize the **Requested Item(RITM)** entity on ServiceNow.

Introduction

Exalate app allows you to synchronize different entity types on ServiceNow. You can add sync rules to synchronize each entity type separately or combine sync rules for multiple entities within one connection. List of available fields in supported entities.

Configuration

Source side(ServiceNow)

Outgoing sync

To send the Request Item data use the code below:

```
if(entityType == "sc_req_item") {
  replica.summary = requestItem.short_description
  replica.description = requestItem.description
  replica.comments = requestItem.comments
  replica.attachments = requestItem.attachments
    ///other fields supported by the Request Item entity
}
```

Destination side(ServiceNow)

You need to map the incoming entities. For example:

- Jira issue of type *improvement* to the ServiceNow Request item

To create **RITM (Requested Item)** with the received information on your side add the code below:

```
if (firstSync) {
// For the first sync: Decide the entity you want to create based on the remote issue type
entity.tableName = ""sc_req_item""}
if (entity.tableName == "sc_req_item") {
  entity.short_description  = replica.summary
  entity.description      = replica.description
  entity.attachments      += replica.addedAttachments
  entity.comments         += replica.addedComments
}
// Sync any other entity using the table name and the entity variable
if (entity.tableName == "cmdb_ci_business_app") {
  entity.short_description = replica.summary
  entity.description = replica.description
}
```

To start the synchronization create a trigger for every entity type separately.

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ON THIS PAGE