Create a ServiceNow bulk/dynamic share for Splunk

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To enable the sharing of ITSM data from your ServiceNow instance to your Splunk instance, you will need to create a ServiceNow bulk share and/or a ServiceNow dynamic share. A ServiceNow bulk share is a one-time transfer of data from your ServiceNow instance. A ServiceNow dynamic share allows for real time sharing of ServiceNow records as they are created, updated, and deleted. Creating a bulk share and/or dynamic share will share out your ServiceNow data immediately as well as share out subsequent data that is collected as ServiceNow records are created, updated, and deleted.

Prerequisites

⚠️ You will first need to install the Perspectium Core update set. You can request a download link for this update set by contacting Perspectium Support.

⚠️ You will also need to have a ServiceNow shared queue that points to your Splunk instance. This queue should have been created by Perspectium Support upon initial configuration of your ServiceNow instance.

Procedure

To create a bulk/dynamic share for your ServiceNow-to-Splunk integration, follow these steps:

1. To create a bulk share, navigate to **Perspectium** > **Replicator** > **Bulk Share** or simply type **Bulk Share** in the Filter Navigator on the upper left-hand side of the screen. Otherwise, continue to **Step #3**.

2. Click the **New** button next to Bulk Shares. In the resulting form's **Cipher** dropdown, select **Base64 Encode Only**. Then, follow the remaining steps to create a ServiceNow bulk share for Replicator for ServiceNow.

3. To create a dynamic share, navigate to **Perspectium** > **Replicator** > **Dynamic Share** or simply type **Dynamic Share** in the Filter Navigator on the upper left-hand side of the screen.

4. Click the **New** button next to Replicator Configurations. In the resulting form's **Cipher** dropdown, select **Base64 Encode Only**. Then, follow the remaining steps to create a ServiceNow dynamic share for Replicator for ServiceNow.

Next steps

Open your Splunk HTTP Event Collector port to the Perspectium Integration Mesh

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