Create a ServiceNow dynamic share for Autotask

To configure your ServiceNow-Autotask ServiceBond integration, you will need to create a ServiceNow dynamic share so that data can be shared out of your ServiceNow instance and into Autotask Service Manager. Dynamic shares allow for real time sharing of ServiceNow records as they are created, updated, and deleted. Creating a dynamic share for your Autotask ServiceBond integration will ensure that data that is modified in real time will be shared out from ServiceNow and into Autotask.

Prerequisites

1 You will first need to install 3 Perspectium update sets to your ServiceNow instance in the following order:

- 1. Perspectium Core update set
- 2. Perspectium Common Endpoint update set
- 3. Perspectium Common Incident update set

You can request download links for these update sets by contacting Perspectium Support.

Procedure

To create a dynamic share for your ServiceNow-Autotask ServiceBond integration, follow these steps:



Next steps