



23 Oct, 2025

Unlocking Intelligent Automation: ServiceNow and Cloud Data Marketplace Integration Using CAI

- Nithin Hegde, Senior Solutions Architect, CSA
- Rashmi Prabhu, Senior Solutions Architect, CSA

Where data & AI come to 

Housekeeping Tips



- Today's Webinar is scheduled for **1 hour**
- The session will include a webcast and then your questions will be answered live at the end of the presentation
- All dial-in participants will be muted to enable the speakers to present without interruption
- Questions can be submitted to "All Panelists" via the **Q&A option** and we will respond at the end of the presentation
- The webinar is **being recorded** and will be available on our [Success Portal](#) - where you can download the **slide deck** for the presentation. The link to the recording will be emailed as well.
- Please take time to complete the **post-webinar survey** and provide your feedback and suggestions for upcoming topics.

Feature Rich Success Portal



Bootstrap trial and
POC Customers



Enriched Customer
Onboarding
experience



Product Learning
Paths and Weekly
Expert Sessions



Informatica
Concierge



Tailored training and
content
recommendations

More Information



Success Portal

<https://success.informatica.com>



Communities & Support

<https://network.informatica.com>



Documentation

<https://docs.informatica.com>



University

<https://www.informatica.com/in/services-and-training/informatica-university.html>

Safe Harbor

The information being provided today is for informational purposes only. The development, release, and timing of any Informatica product or functionality described today remain at the sole discretion of Informatica and should not be relied upon in making a purchasing decision.

Statements made today are based on currently available information, which is subject to change. Such statements should not be relied upon as a representation, warranty or commitment to deliver specific products or functionality in the future.



23 Oct, 2025

Unlocking Intelligent Automation: ServiceNow and Cloud Data Marketplace Integration Using CAI

- Nithin Hegde, Senior Solutions Architect, CSA
- Rashmi Prabhu, Senior Solutions Architect, CSA

Where data & AI come to The logo for "LIFE" with each letter in a different color and a stylized font.

Agenda

Introduction

Process Workflow

Pre-Requisites

Demo

Introduction

Where data & AI come to **LIFE**

What is CDMP?



Discover, access, and share trusted and governed data assets across the enterprise.



Promote data collaboration by providing a centralized catalog where users can find and request datasets.



Facilitate data monetization and self-service data consumption.



Ensure data quality, compliance, and governance while sharing data internally or externally.

What is Service Now?

Streamlines IT Services: Automates and optimizes IT service delivery, helping organizations improve incident, problem, change, and asset management.

Centralized Service Management: Provides a single system of record for IT and business processes, ensuring consistency and transparency.

Enhances Productivity: Automates repetitive tasks and workflows, reducing manual effort and human error.

Improves Collaboration: Facilitates communication and collaboration between different departments and teams within an organization.

Supports Digital Transformation: Helps businesses modernize operations and improve agility through customizable workflows and integrations with other systems.

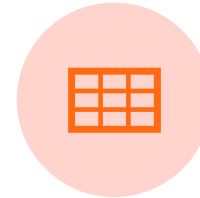
Why Integrate CDMP & ServiceNow?



Achieve real-time synchronization between data management and service operations.



Eliminate manual data entry and reduce errors.



Enable automated ticket creation based on data governance events.

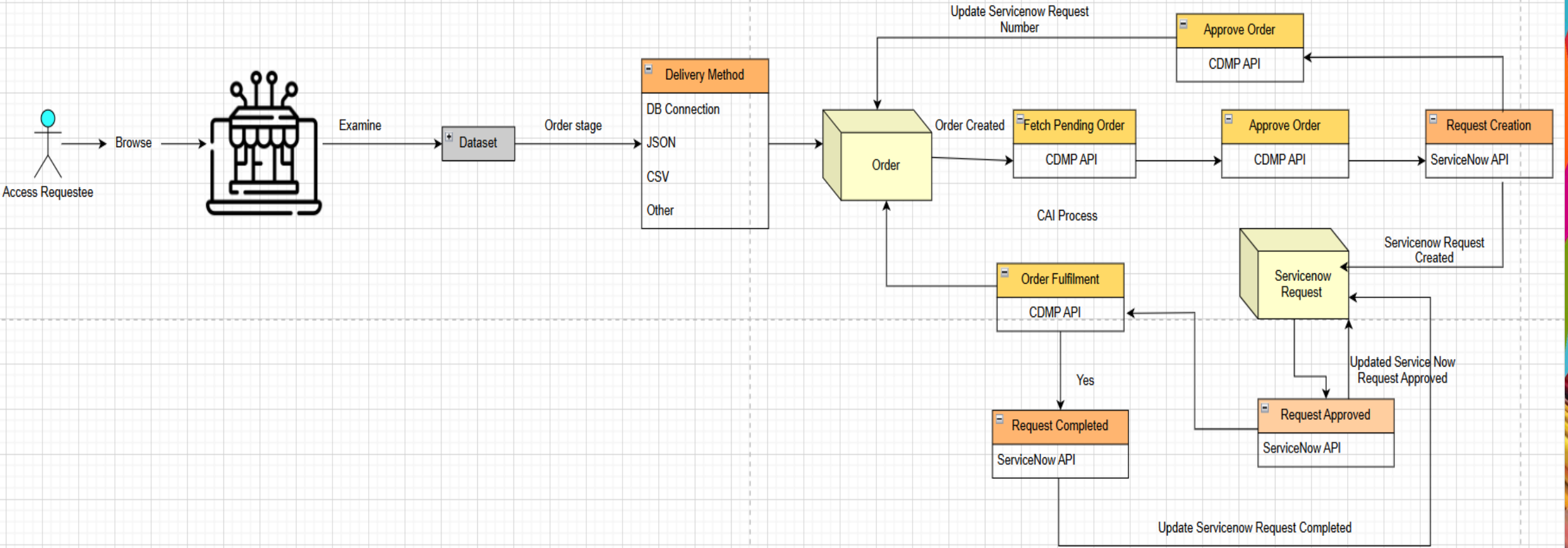


Enhance compliance and audit trails for regulated industries.



Improve user experience with unified data and process visibility.

Process Workflow



Prerequisites

CAI

- Knowledge of Informatica Cloud Application Integration (CAI) is necessary as a Process needs to be developed for Seamless Integration
- Access to CDMP APIs, only Native CDMP users have CAI process authorization to Execute Data Marketplace API

The screenshot displays the Informatica Cloud Application Integration (CAI) interface. The top navigation bar shows 'Informatica' and 'Application Integration'. The left sidebar contains navigation options: 'New...', 'Home', 'Explore', 'My Processes', 'My Import/Export Logs', 'Configure Guides', and 'CDMP_DeliveryTar...'. The main workspace is divided into several sections:

- Design:** A 'Service' icon is highlighted with a red box.
- Input Fields:** A table listing fields for the service configuration.
- Output Fields:** A table listing the output of the service.
- General:** Configuration details for the service, including 'Service Type' and 'Action'.

Name	Required	Type	Description
HTTP Method	<input checked="" type="checkbox"/>	Text	The HTTP method to invoke the Data Marketplace API.
Relative Path	<input checked="" type="checkbox"/>	Text	The relative path of the Data Marketplace API.
Payload	<input type="checkbox"/>	Text	The JSON payload to be sent to the Data Marketplace API.
Query Parameter	<input type="checkbox"/>	Object ID	The process object type field associated with the Data Marketplace API query parameters.
Path Variable	<input type="checkbox"/>	Object ID	The process object type field associated with the Data Marketplace API path variables.

Name	Type
Data Marketplace Response	Text

General

Service Type: System Service

Action: Execute Data Marketplace API

CDMP APIs

- Order API documentation link:

<https://docs.informatica.com/data-governance-and-quality-cloud/data-marketplace/current-version/api-reference/manage-requests--orders-and-consumer-accesses/orders.html>

▼ Manage requests, orders and consumer accesses

▶ Data collection requests

▼ Orders

- ▶ Retrieve orders
- ▶ Approve orders
- ▶ Reject orders
- ▶ Fulfill orders
- ▶ Cancel orders
- ▶ Delete orders

- Download the CDMP Rest Accelerator Pack: this can reduce the development effort:

https://knowledge.informatica.com/s/article/CDMP-Rest-Accelerator-Pack?language=en_US&type=external

Service Now APIs

- Access to execute Service Now APIs; Table API will be used to perform operations:
https://www.servicenow.com/docs/bundle/zurich-api-reference/page/integrate/inbound-rest/concept/c_TableAPI.html
- CAI has out of box Service Now connector which is easy to integrate within the process:
<https://docs.informatica.com/ipaas/application-integration/current-version/servicenow-connector-guide/introduction-to-servicenow-connector.html>

The following table defines the ServiceNow connection properties that you must configure in the **Connection Properties** section:

Property	Description
Client_ID	The ServiceNow client ID to generate a valid access and refresh token. Enter the client ID that you generated under System OAuth > Application Registry in ServiceNow.
Client_Secret	The ServiceNow client secret that you generated under System OAuth > Application Registry in ServiceNow.
User_Name	The ServiceNow active user name that can generate client credentials in the ServiceNow instance.
Password	The password associated with the ServiceNow user account.
Service_URL	The URL to access the ServiceNow instance.
Grant_Type	The grant type that is used by the ServiceNow instance to get an access token for authorizing third-party client. Enter the value as password .



Demo

Where data & AI come to **LIFE**



Thank You!

Questions?

Where data & AI come to **LIFE**