

DEPLOYMENT GUIDE

# **INFOBLOX UNIVERSAL ASSET INSIGHTS™ SERVICENOW INTEGRATION**

DISCOVERY JOB CONFIGURATION

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## INTRODUCTION

As enterprises expand their infrastructure across complex hybrid and multi-cloud environments— including on-premises data centers, public platforms like AWS, Azure and Google Cloud , and private clouds—maintaining accurate asset context becomes increasingly critical. An up-to-date and authoritative asset inventory builds an accurate representation of what is located on customers' hybrid network and is essential not only for ensuring effective IT operations, but also for meeting governance, audit and compliance requirements.

**Infoblox Universal Asset Insights™** addresses this challenge by providing a centralized solution that enables NetOps, CloudOps and ITSM teams to consolidate, normalize and correlate asset data from a wide range of sources—including cloud APIs, on-premises discovery connectors, endpoint platforms and third-party systems, like **CrowdStrike** and **ServiceNow**. By ingesting and standardizing this data into a Common Asset Database, **Universal Asset Insights** eliminates silos and data inconsistencies, offering a single source for unified assets across environments.

## SERVICENOW INTEGRATION

Infoblox Universal Asset Insights integrates seamlessly with the ServiceNow configuration management databases (CMDB) through a secure, REST API-based connection. This integration is managed directly within the Infoblox Portal. In the configuration section, we will explore how the discovery job is created and tailored to synchronize asset data between Infoblox and ServiceNow.

Once the discovery job is configured and connection is established, Universal Asset Insights retrieves **Configuration Item (CI)** data from selected CMDB instances **cmdb\_ci\_computer** and **cmdb\_ci\_server** in ServiceNow. The assets information collected during this process includes critical asset metadata, such as hostnames, IP addresses, operating system types and versions, hardware specifications, serial number, location, region, MAC address and discovery information with time stamp details that goes through a **normalization and correlation process**. This is a crucial step where asset records from ServiceNow are matched and reconciled with those discovered from cloud platforms (like AWS, Azure, and Google Cloud), on-premises environments and other third-party integrations. The goal is to ensure consistency, eliminate duplicate entries and enable **cross-validation** of ServiceNow records against real-world infrastructure. This process also helps uncover gaps, such as assets present in the environment but missing from the CMDB or discrepancies in ownership and configuration.

Furthermore, the assets are unified and presented under asset inventory, visible within the **Assets Workspace** under the **Monitor** section in the Infoblox Portal.

### Type of Assets Discovered

During the integration with ServiceNow CMDB, Universal Asset Insights discovers a wide range of asset types.

The **cmdb\_ci\_computer** table typically includes **workstations** such as:

- Desktops and laptops
- Virtual machines (VMs) (on-premises or cloud)
- Thin clients

And **cmdb\_ci\_server** table includes **servers** such as:

- Physical servers
- Virtual servers (VMs running on hypervisors like VMware or Hyper-V)
- Cloud-based server instances

## KEY CAPABILITIES

### Unified Asset Visibility

Enterprises often struggle to maintain a complete view of assets across clouds, on-premises and third-party environments. Infoblox Universal Asset Insights solves this by integrating with ServiceNow CMDB to deliver a unified, centralized inventory. This centralized view combines ServiceNow CMDB records with near-real-time discovered asset data, offering NetOps, CloudOps and ITSM teams a single pane of glass for analyzing infrastructure, identifying inconsistencies and improving the accuracy and completeness of the CMDB.

### Cross-Validation of CMDB Records

When ServiceNow Discovery is used to populate the CMDB, Infoblox Universal Asset Insights enhances its value by performing **cross-validation** of those records against real-world infrastructure. Universal Asset Insights discovers assets in real time through DNS, DHCP, IP address management (IPAM) and other native integrations, then queries ServiceNow to retrieve associated CMDB metadata. By comparing what is actively observed on the network with what exists in the CMDB, Infoblox can highlight discrepancies, such as devices missing from the CMDB, outdated entries or configuration mismatches. This **cross-validation process** ensures the CMDB remains accurate, up to date and aligned with what is actually deployed in the environment, strengthening IT operations, governance and compliance.

## DISCOVERY JOB: PERMISSIONS REQUIRED AND CONFIGURATION ANALYSIS

### PERMISSIONS REQUIRED FOR SERVICENOW

Before configuring the discovery job, please ensure that you have the appropriate access to the ServiceNow CMDB. This includes having valid API credentials or basic user credentials with **cmdb\_read** permissions, which are required to allow the Infoblox Portal to successfully connect to ServiceNow and retrieve asset data. Without the correct access, the discovery job may fail to authenticate or fetch data, resulting in incomplete or inaccurate asset visibility.

The supported access methods are as follows:

- OAuth 2.0
- Basic Authentication

If you are unsure whether the access method you are configuring has the necessary permissions, it is best to consult your ServiceNow administrator to confirm.

### CONFIGURE SERVICENOW DISCOVERY JOB IN INFOBLOX PORTAL

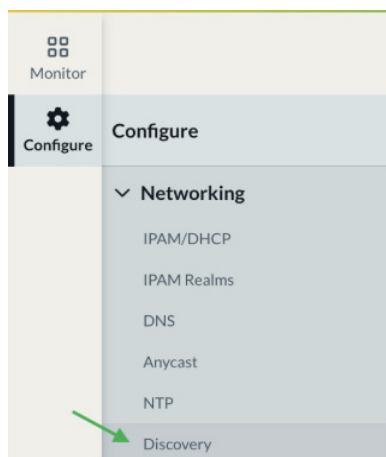
Configuring a discovery job to integrate Infoblox Universal Asset Insights with ServiceNow involves setting up a secure connection. This setup is done through the Infoblox Portal on the **Configure -> Networking -> Discovery -> Third Party** page.

#### General

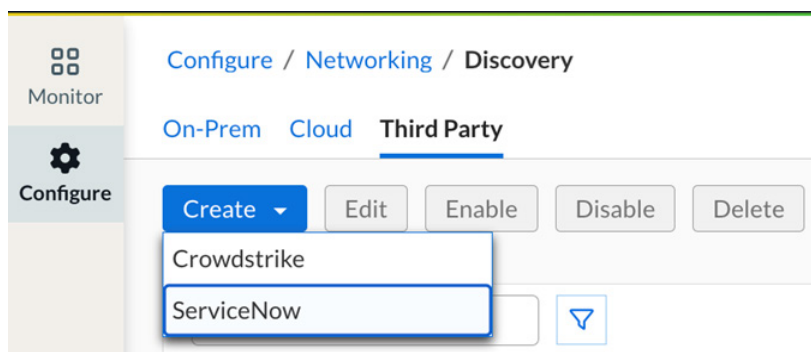
##### General Section

1. Log into the Infoblox Portal with an administrator account.

2. Navigate to **Configure -> Networking -> Discovery**.



3. Click on **Third Party -> Create -> ServiceNow**.



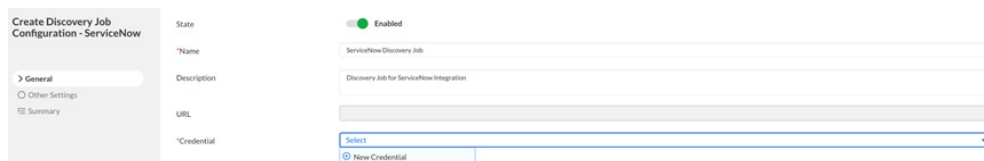
4. **State:** Change the discovery job state to **Enabled** (it is in **Disabled** state by default).

5. **Name:** Assign a name to the discovery job.

6. **Description:** This is optional. Write an appropriate description for this job.

7. **URL:** Leave this empty and we will enter the URL while configuring the credentials.

8. **Credential:** Click on **Select** and from the drop-down, click on **New Credential**.



## Credential Section

1. Provide the **Credential Name** and Credential Description.

2. Tags are optional. Click **Next**.

3. Provide the ServiceNow CMDB **URL**.

4. Select one of the credential types from **OAuth2.0** and **Basic Auth**:

- If you are using **OAuth2.0**, enter the **Client ID**, **Secret Key**, **Username** and **Password**.
- If you are using **Basic Auth**, enter the **Username** and **Password**.
- Click **Next**.

## Credential Summary Section

1. Review the credentials summary and click **Save**.

*Note: This will return you to the General section, where you can select the credentials you just created. Select the credentials and click Next.*

## Other Settings

1. **TIMER SETTING** -> **Interval**: Select **Auto** or create a schedule from the **DISCOVERY SCHEDULE** section for a **Manual** interval.

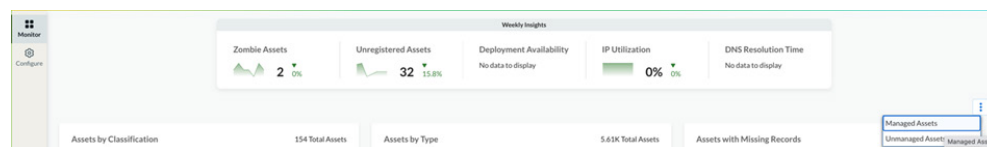
2. Click **Next**. Review the summary and click **Save & Close**.

## VIEW THE DISCOVERED DATA IN ASSET INVENTORY

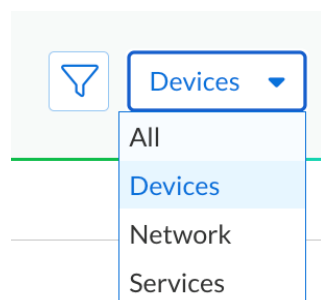
Once the discovery job is created and the sync is successful, follow these steps to view the discovered data under **Asset Inventory**.

1. Click on **Monitor**, which will take you to the **Assets Workspace** by default.

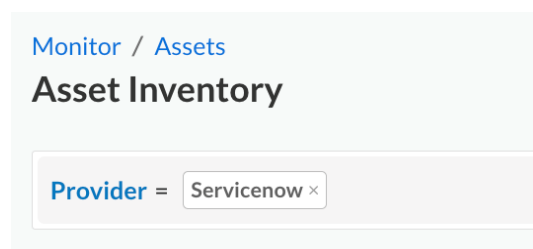
- Click on the ellipses and select **Managed Assets**.



- The **Devices** drop-down will open. Select **All**.



- Click on the **Filter** button and select the **Provider** as **ServiceNow**. Click **Apply**.



- This will display the **Asset Inventory** for ServiceNow assets. You can enhance the view by adding additional columns, like **Region** and **Category**, to gain deeper insights.

The screenshot shows the 'Asset Inventory' table. The table has columns: Name, Vendor, Location, Type, IP Address, Last Seen, Provider, Region, and Category. The 'Provider' column is filtered to 'Servicenow'. A 'Columns' dropdown menu is open on the right, showing options to add or remove columns: Name, Vendor, Location, Type, IP Address, Last Seen, Provider, First Seen, Location Type, Model, MAC Address, Region, Cloud Account ID, Category, Operating System, DHCP Fingerprint, Source, Classification, and Confidence.

Name	Vendor	Location	Type	IP Address	Last Seen	Provider	Region	Category
IB-G4Q2VQ2F09	Apple	Servicenow: home ...	Workstation	195.167.130.18	10h 25m	ServiceNow	Home Office - Lon...	Devices
IB-C02F62CSMD6...	Apple Inc.	Servicenow: india ...	Workstation	106.51.254.187	10h 25m	ServiceNow	India - Bangalore	Devices
IB-WR7W7JCJOY	Apple Inc.	Servicenow: india ...	Workstation	106.51.254.187	10h 25m	ServiceNow	India - Bangalore	Devices
IB-LL2N9XW4GR	Apple Inc.	Servicenow: india ...	Workstation	103.70.210.213	10h 25m	ServiceNow	India - Pune	Devices
IB-C02C385GMD...	Apple Inc.	Servicenow: santa ...	Workstation	8.39.143.20	10h 25m	ServiceNow	Santa Clara - HQ	Devices
IB-GKN3WKJYRX	Apple	Servicenow: washi...	Workstation	50.175.42.245	10h 25m	ServiceNow	Washington - Taco...	Devices
IB-N47RVP261H	Apple	Servicenow: home ...	Workstation	80.227.99.50	10h 25m	ServiceNow	Home Office - Sau...	Devices
IB-C02D53BSML7J	Apple	Servicenow: home ...	Workstation	198.27.162.35	10h 25m	ServiceNow	Home Office - CA	Devices
IB-K99KTM4DRD	Apple Inc.	Servicenow: home ...	Workstation	203.110.89.69	10h 25m	ServiceNow	Home Office - Non...	Devices
IB-P52N0XKWOC	Apple	Servicenow: washi...	Workstation	73.116.39.222	10h 25m	ServiceNow	Washington - Taco...	Devices
sc-mfd-lunchroom...	Apple Inc.	Servicenow: santa ...	Workstation	50.216.212.169	10h 25m	ServiceNow	Santa Clara - HQ	Devices

- Click on any individual asset in the **Asset Inventory** to view detailed information collected during the discovery process.

The **Overview** tab displays key asset attributes, such as vendor name, region, IP and management addresses, model and serial number, MAC address, operating system and discovery details—including first seen and last seen time stamps—along with other metadata retrieved from ServiceNow.

The **History** tab provides a timeline of discovery events with each IP address it was associated with and the changes to it over time.

IB-G4Q2VQ2F09

OnPrem Device

Overview

History

GENERAL DETAILS

Vendor

Apple

IP Address

195.167.130.18

Model

Apple MacBook Pro (14-inch, Nov 2023) [M3 Pro]

Serial Number

G4q2vq2f09

Operating System

Macos 15.4.1

Type

Workstation

Provider

Servicenow

Region

Home Office - London

Management Address

195.167.130.18/32

MAC Address

7c:f3:4d:ee:66:bc

DHCP Fingerprint

N/A

Registration Status

N/A

Managed

True

DISCOVERY INFORMATION

Last Seen

May 01 2025, 08:30 pm

Source

Servicenow

First Seen

Apr 09 2025, 01:15 pm

IB-G4Q2VQ2F09

OnPrem Device

Overview

History

IP Address

18.168.47.123

Date Range

Apr 29, 2025, 12:15:11 -Apr 30, 2025, 08:15:23

IP Address

195.167.130.18

Date Range

Apr 30, 2025, 12:15:30 - May 1, 2025, 20:30:15

IP Address

212.170.103.143

Date Range

Apr 9, 2025, 13:15:11 -Apr 10, 2025, 01:15:13

IP Address

213.27.162.179

Date Range

Apr 10, 2025, 12:15:16 -Apr 12, 2025, 02:15:14

IP Address

85.255.235.182

Date Range

Apr 26, 2025, 12:15:10 -Apr 27, 2025, 05:15:11

IP Address

88.97.164.23

Date Range

Apr 12, 2025, 12:15:10 -Apr 29, 2025, 07:15:15

These details help you understand the asset's profile and how it has evolved within your environment.





Infoblox unites networking and security to deliver unmatched performance and protection. Trusted by Fortune 100 companies and emerging innovators, we provide real-time visibility and control over who and what connects to your network, so your organization runs faster and stops threats earlier.

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