



KPN

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KPN B2B Integrations

ServiceNow Connect API

5: CMDB

version 1.0

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Version Control

Version	Date	Author	Comment
1.0	11-11-2025	CTP	First version

1 Introduction

This is the fifth document for the KPN ServiceNow Connect API.

In this document is described how to get the cmdb data for the different ci types that KPN has registered. To use this function KPN has to add specific customer configuration so the desired ci data can be returned.

In the first document the different use cases for the ServiceNow Connect API described, and how to connect.

The second document describes how to work with tickets (Incident, Request for Information, Change Request and Service Request).

For details on how to work with tasks (Incident Task, Change Task and Request task) a third document is available.

Finally, there is an Addendum document containing samples of all possible message updates from KPN.

1.1 Retrieving CMDB Data

Customer can retrieve cmdb data registered by KPN using the Get /cmdb operation:

GET <https://api-prd.kpn.com/network/kpn/servicenow/Cmdb?table=<tablename>>

Replace the <tablename> with the correct specific name of the available table that is configured.

2 Responses

2.1 Data found

If the tablename used in the query is supported and has data a success response with statusCode 200 will be returned.

Example output (showing just one record and properties will vary on tablename basis):

```
{
  "result": [
    {
      "sys_id": "00d16e4683c30210e61c36dfeeaad39d",
      "updated_on": "2025-08-25T00:37:04",
      "name": "SU****003",
      "external_name": null,
      "fqdn": "SU****R.NL",
      "serial_number": "423AEE*****680",
      "asset_tag": null,
      "comments": null,
      "ram": 16384,
      "cpu_core_count": 1,
      "discovered_os": "RedHat 9.6",
      "disk_space": null,
      "cpu_count": 2,
      "cpu_speed": null,
      "ip_address": "10.184.16.50",
      "ci_specific_1": "sap****0",
      "ci_specific_2": "277",
      "ci_specific_3": "SA****MAN",
      "ci_specific_4": "Test Cust Specific 4 241212",
      "ci_specific_5": "Test Cust Specific 5 241212",
      "customer_function": "APPLICATION",
      "environment": "Development",
      "install_status": "In use",
      "location": "NL_1234AA_1_STRAAT__AMSTERDAM",
      "operational_status": "Operational",
      "product_model_name": "VMware Virtual Server (Model)"
    }
  ]
}
```

2.2 No Data found

If the tablename used in the query is supported and has data a success response with statusCode 200 will be returned.

Example output (showing just one record and properties will vary on tablename basis):

```
{
  "result": []
}
```

2.3 Not supported table

If the tablename used in the query is not supported an error response with statusCode 400 will be returned.

Body:

```
{
  "error": {
    "code": "FunctionalFailure",
    "message": "Table nonexisting can not be queried."
  }
}
```