CELONIS PROCESS MINING FOR SERVICENOW
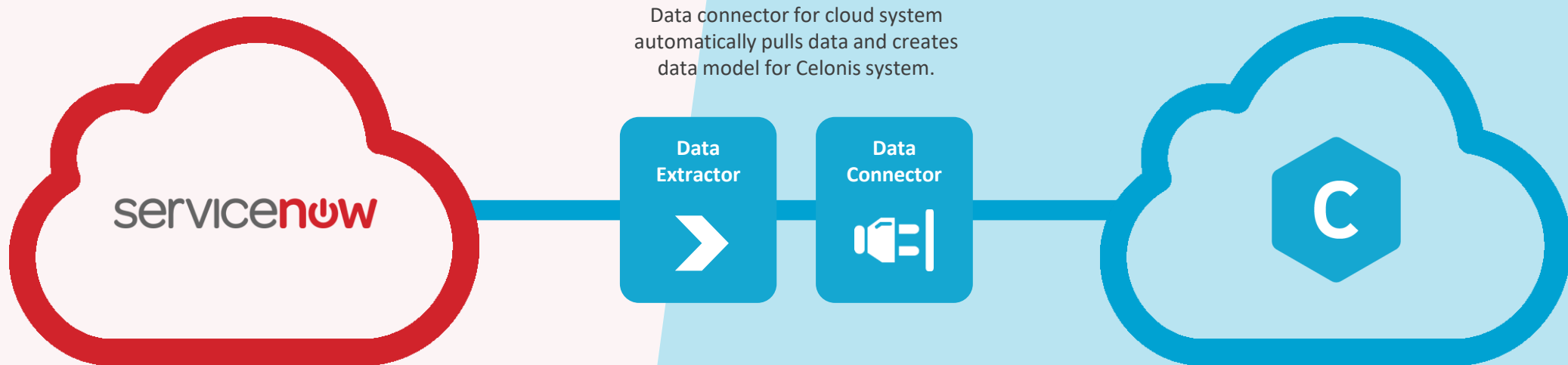
Technical & Data Security Overview

www.celonis.com

DATA CONNECTION

Data connector for cloud system automatically pulls data and creates data model for Celonis system.

Data Extractor

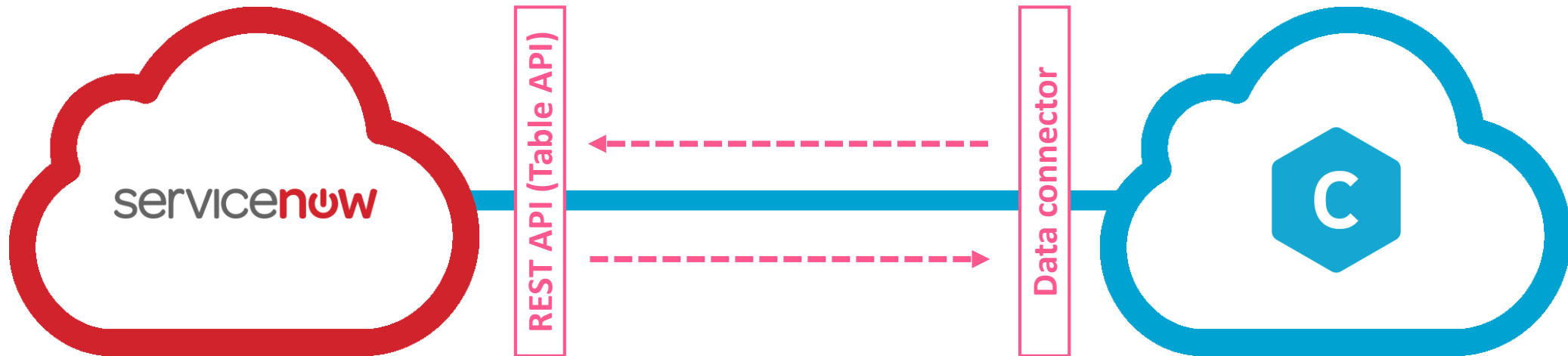**Data Connector**

ServiceNow was built to be integrated with third-party systems and thus offers a **perfect technological fit** for building a data connection with the Process Mining system offered by Celonis.

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REST API (Table API)

Data connector

1 The Celonis Connector makes use of the **REST API** provided by ServiceNow.

2 **Read-only data requests** are sent to the API and give back data result sets.

3 The data received is **loaded and transformed** into Process Mining-readable format.

STEPS TO TAKE

In order to set up a data connection to your ServiceNow system, Celonis needs the following set of user and system credentials.

SYSTEM CREDENTIALS

- ServiceNow Realm

USER CREDENTIALS

- User Name
- Password

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REALM

The realm consists of the first part of your ServiceNow system URL.
E.g. „https://mycompany.service-now.com/ ", here the realm would be „mycompany"

USER NAME AND PASSWORD

User name and password correspond to login credentials used for accessing the ServiceNow system. Access to the relevant tables needs to be enabled for the user.

SECURITY

HOSTING (CLOUD SCENARIO)

- Celonis works closely together with the most trusted cloud providers like AWS or Azure
- Celonis can comply with regional hosting requirements and e.g. host in US, Europe or Germany

MINIMAL REQUIREMENTS FOR DATA

- The scope of ServiceNow data can be reduced by **excluding sensitive information**
- ServiceNow data included in the scope can **anonymized** if necessary

RECEIVING DATA FROM SERVICENOW

- Requests are posted and data is received via **https**, ensuring **encrypted communication** between the ServiceNow server and the data integration server
- The responses received from the ServiceNow system are **processed on the data integration server** and immediately pushed to the connected database for permanent storage.

TRANSFERING DATA INTO THE DATABASE

- Data is transferred to the database via a **standard jdbc** connection

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DATA PROTECTION POLICIES

- Celonis has undertaken significant efforts to ensure protection of customer data, including but not limited to:
  - Appointment of a data protection officer for Celonis SE and its European subsidiaries
  - Creation and activation of of data processing procedures, website policies, a data protection policy and a detailed data protection manual
  - Regular training of Celonis employees regarding data protection compliance
  - Completion of supplier audit to ensure supplier agreement are in compliance with GDPR, including in view of any processing activities which may be carried out outside the EEA

GDPR COMPLIANCE

- The overall efforts taken by Celonis, including a required self-assessment conducted together with our data protection officer, ensure compliance with GDPR as it came into effect on 25 May 2018. In addition, Celonis has obtained a certification of its information security systems in accordance with ISO 27001, and is ISO 9001:2015 certified