

ServiceNow & Slack Integration BRD

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Platform: ServiceNow + Slack

1. Project Overview

The ServiceNow–Slack integration improves incident responsiveness and team communication by enabling automated, real-time Slack notifications triggered by ServiceNow workflow events.

This integration supports ITSM processes across Incident Management, Change Management, and Knowledge Management. The ServiceNow–Slack integration enhances communication between ITSM workflows and team collaboration by enabling automated Slack notifications for incidents and updates.

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2. Business Requirements

The following functional requirements define the expected behavior of the ServiceNow–Slack integration. Below are structured functional requirements for the integration.

BR1: Automated Slack Notifications

Description: The system must automatically notify Slack channels when specific incident events occur.

Requirements:

- The system must send Slack messages when incidents are created.
- The system must send Slack messages when incidents are updated.
- Notifications must be generated using Flow Designer.
- Trigger Slack messages when incidents are created or updated.
- Use Flow Designer to automate message posting.

BR2: Webhook Configuration

Description: The system must securely store and utilize Slack webhook URLs.

Requirements:

- Admin must be able to input and update Slack webhooks.
- Webhook data must be encrypted and securely stored.
- Configure Slack webhook URLs within ServiceNow.
- Ensure secure, authenticated communication.

BR3: Field Mapping

Description: Slack messages must include key incident attributes.

Requirements:

- Incident Number, Short Description, and Status must be included.
- Additional mapped fields must be configurable by an admin.
- Map incident attributes (number, description, status changes) into Slack messages.

BR4: End-User Training Documentation

Description: Training and onboarding materials must be provided.

Requirements:

- Provide step-by-step setup documentation.
- Provide testing and troubleshooting guidance.

- Provide documentation for admins and end-users on integration setup and usage.

BR5: Testing & Validation

Description: Integration must be tested to confirm accurate message flow.

Requirements:

- System must send a Slack message during testing.
 - QA must validate both success and failure paths.
 - Verify that Slack messages are sent correctly when incidents are created or modified.
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3. Use Cases

The following use cases describe how users and the system will interact within the integration.

UC1: Incident Notification to Slack

Primary Actor: ServiceNow System

Preconditions: • Integration is active. • Webhook URL is valid.

Main Flow:

1. An incident is created or updated in ServiceNow.
2. Flow Designer triggers an outbound action.
3. System sends formatted details to Slack.
4. Slack channel displays the message.

Postconditions: • Notification appears in the designated Slack channel. • Trigger occurs when an incident is created or updated. • System sends formatted message to Slack channel.

UC2: Webhook Setup

Primary Actor: Admin

Preconditions: • Admin has valid Slack webhook URL.

Main Flow:

1. Admin navigates to Flow Designer.
2. Admin selects webhook configuration.
3. Admin enters Slack webhook URL.
4. System validates and stores configuration.

Postconditions: • Webhook is successfully stored and ready for use. • Admin configures Slack webhook in Flow Designer. • System validates and stores the integration settings.

4. User Stories

The user stories describe the needs of different roles interacting with the integration.

- As an IT agent, I want to receive Slack alerts when incidents are created or updated, so that I can respond quickly and reduce resolution times.
- As an admin, I want to configure Slack integration settings, so that automated communication flows correctly between ServiceNow and Slack.
- As an admin, I want incident fields to map clearly into Slack messages, so that teams have the necessary context to take action.
- As a tester, I want to validate message triggers and webhook functionality, so that the integration works reliably without failures.