



**ENTRUST**



# Entrust Certificate Solutions ServiceNow Integration

**servicenow**

## OVERVIEW

As companies increase their use of digital certificates to establish trust, distributed IT environments and the need to manage those certificates on multiple platforms can create blind spots, inviting risks such as unexpected outages and compliance breaches.

The Entrust Certificate Manager App supports and centralizes the certificate lifecycle management of public and private trust certificates, providing unmatched visibility and process efficiency across the full certificate inventory. Ultimately, it simplifies the day-to-day lifecycle activity surrounding certificate management, all from a single dashboard within a tool many organizations already know and use for all of their other IT related requests, ServiceNow.

Integration with the Entrust CA Gateway allows public and private trust certificates to be requested, approved, issued and managed in the ServiceNow App. CA Gateway supports Entrust CAs and Microsoft CAs.

## Manage the certificate lifecycle for public and private trust in ServiceNow

The Entrust Certificate Manager for ServiceNow App is available in the ServiceNow Store. By leveraging Entrust's advanced APIs, the app enables organizations using the ServiceNow platform to conduct the workflow process for certificate issuance and manage the lifecycle of public (TLS/SSL) and private (PKI) trust certificates, through their existing business process automation tools.

## INTEGRATION BENEFITS

- Avoid outages due to expired certificates
- Reduce risks associated with non-compliant certificates
- Help maintain compliance with internal guidelines and external policies
- Enforce approval workflow process
- Gain visibility into and get status updates on certificate inventory
- Centralize workflow process to ServiceNow

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## HOW IT WORKS

### Robust lifecycle management

Entrust enables organizations with large numbers of public and private trust certificates to monitor the certificate lifecycle for their in-use certificates. New certificates can be requested, issued and downloaded for immediate deployment without leaving the ServiceNow environment.

### Enforce approval workflow policy

Role-based access control is available to identify people in the organization responsible for certificate administration. Other users can be assigned permissions to request certificates, subject to an additional approval workflow.

Administrators can make changes to the approval workflow to customize the request, approval, certificate provisioning, and renewal process across public and private trust certificates environments. In addition, users can manage certificate expiries, escalate notifications, and renew certificates within their organization for certificates that are at risk of expiring, for a true plug-and-play experience.

### Reduce risk caused by unexpected outages

Individual certificate users can view their issued certificates and request replacement certificates prior to the certificates expiring. Certificate administrators also have the capability to view all issued certificates and issue replacement certificates on behalf of their users.

## KEY FUNCTIONALITY (enabled in ServiceNow)

- Streamline the request, approval, and certificate provisioning process
- Help enforce compliance with internal guidelines and external policies
- Gain visibility into your complete certificate inventory
- Link certificates to users
- Manage the certificate lifecycle for public and private trust certificates
- Renew TLS/SSL certificates
- Support for Entrust CAs, Microsoft CAs, and other private CA certificates
- Customize reference approval workflows
- Auto-population of CMDB records for certificates created and found by the ServiceNow application



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## Integration with CMDB Module in ServiceNow

If you are using the ServiceNow Configuration Management Database (CMDB) module, new Certificate CI objects will be created for each certificate that is created or found. This allows you to automatically track your digital certificates in the same place as you manage your other IT assets. The Certificate CI objects created by the Entrust Certificate Manager are visible in CMDB aware applications including the ServiceNow Certificate Management application. Additional workflows and automations for your certificates can be achieved by leveraging the capabilities of these applications.

## Multi-tenancy functionality available for managed service providers (MSPs)

Domain separation is available to enable end-customers to request and issue public and private trust certificates through an MSP's ServiceNow instance. MSPs gain the advantage of centralized management of their customers' certificate lifecycle using our ServiceNow application.

## ServiceNow + Entrust: Better together

ServiceNow Discovery - scans IP/Port, URLs, and Load Balancers for TLS certificates. It then reconciles the imported certificates from the Entrust store application consolidating certificates to a single system of record in ServiceNow's CMDB. The ServiceNow Certificate Management store application can co-exist with the Entrust store application - the joint solution enables workflows to unify fulfilment of net new certificate requests and renewals.

## Supporting links and docs

[Entrust Certificate Services Data Sheet](#)

[CA Gateway Whitepaper](#)

[Entrust Certificate Manager for ServiceNow  
Installation Guide](#)

[Entrust Certificate Manager for ServiceNow User Guide](#)

For more information

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## ABOUT ENTRUST CORPORATION

Entrust secures a rapidly changing world by enabling trusted identities, payments, and data protection. Today more than ever, people demand seamless, secure experiences, whether they're crossing borders, making a purchase, accessing e-government services, or logging into corporate networks. Entrust offers an unmatched breadth of digital security and credential issuance solutions at the very heart of all these interactions. With more than 2,500 colleagues, a network of global partners, and customers in over 150 countries, it's no wonder the world's most entrusted organizations trust us.

**servicenow**

Learn more at  
**entrust.com**



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