

ServiceNow NCM Self-Service Plug-In 1.7.3 Release Notes

Third-Party Integrations 1.7.3

May 4, 2026

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SCOPE OF INTEGRATION

NCM Self-Service customers using ServiceNow can make NCM Self-Service blueprints, runbooks, or marketplace items (published blueprints and runbooks) available as catalog items in ServiceNow. Any on-premises or SaaS NCM Self-Service instance can be connected to a cloud ServiceNow instance by using the NCM Self-Service Plug-in for ServiceNow through MID server or without MID server.

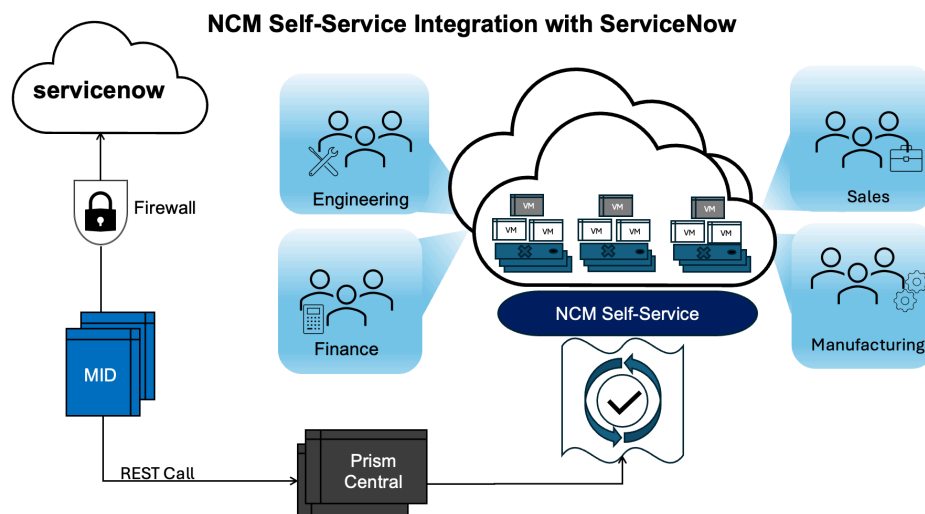


Figure 1: NCM Self-Service integration with ServiceNow

An NCM Self-Service administrator needs to configure the following as part of NCM Self-Service Plug-in setup in ServiceNow:

- Configure NCM Self-Service blueprints, runbooks, or marketplace items as catalog items in ServiceNow. ServiceNow users with the right roles and permissions can order these catalog items.
- Configure catalog items such as runbooks (published or unpublished) or blueprints (published or unpublished) with required VM specifications (VM configuration or network).
- Pre-fill several runtime variable values as part of catalog items. Pre-filling the variables except for private data (for example, password of a user) reduces manual inputs from the end users that simplify the blueprint launch process in NCM Self-Service.
- Configure approvals in ServiceNow.
- Configure ServiceNow RBAC controls for each catalog item.
- Auto provision users or LDAP groups in NCM Self-Service when RBAC policies are configured in ServiceNow as part of catalog item.
- Each user can view their launched application instances by using the ServiceNow catalog orders in ServiceNow. You can perform all the post launch LCM operations configured in the blueprint.
- If the incident management module is enabled in the ServiceNow, ServiceNow automatically creates incidents when the blueprint launch fails.
- Auto refresh of blueprint versions or edits in NCM Self-Service to reflect the updates in ServiceNow. Scheduled jobs in ServiceNow reflect the projects or blueprint data at a configured interval in ServiceNow to keep the data in sync with the master.

Key Benefits

- **Promotes Self-Service:** Allows organization-wide users to required infrastructure setup without a need to train them on NCM Self-Service thereby promoting self-service, which is one of the primary goals of NCM Self-Service.
- **Drives Adoption:** ServiceNow being a widely accepted tool for incidents or catalogs that users across organizations are trained. Requesting resource provisioning through NCM Self-Service blueprints becomes easier through ServiceNow user interface. The ease of using NCM Self-Service services through ServiceNow helps in increasing the NCM Self-Service adoption within an organization.
- **Policies and Governance:** Helps to improve compliance to IT infrastructure library (ITIL) and IT operations management (ITOM) processes that ServiceNow offers. NCM Self-Service integration into ServiceNow adheres to the same processes and improves governance and auditing compliance across organizations.

FEATURES AND UPDATES

Enhancement

This release includes the following enhancements:

ENG-889710 ServiceNow Zurich Compatibility Support

Along with the Xanadu and Yokohama version of ServiceNow, NCM Self-Service Plug-in version 1.7.3 is also compatible with Zurich version of ServiceNow.

CALM-53470, CALM-53533, CALM-53534, CALM-53535 and CALM-53536 Transition ServiceNow Traditional Workflow to Flow Designer

Starting with version 1.7.3, you can transition NCM Self-Service Plug-in from the traditional workflows to the advanced flow designer to enhance automation and streamline process management. This transition provides improved scalability, performance, and greater flexibility.

CALM-53469 Script Updates

Application scripts now use GlideRecordSecure, which enforces data access controls for requesting users. Unlike GlideRecord, the GlideRecordSecure automatically applies access control list (ACL) checks.

ENG-889698 Integration Improvements

Scripts are now updated to align with ServiceNow recommendation. Data synchronization now uses Import Sets, avoiding synchronous outbound calls. Database access has also been optimized through a hash map-based query approach, resulting in improved performance.

CALM-53346 Support of Credentials and Variables in Dynamic Variables

Credentials can now be referenced in scripts using dynamic variables. When you launch an application from the blueprint or from a Marketplace item, the launch page displays the associated username and password in a dropdown menu for selection.

ENG-889711 ServiceNow Application Properties with New Flow Designer Fields and Warnings

The Application Properties page now includes a **Flow Designer** option that you can select to use the new flow designer engine. Selecting this option displays additional fields for approval flow, system action flow, and user action flow. For more information, see [Configuring the Application Properties](#).

KNOWN ISSUES

The following issues are identified in this release.

- *ENG-763652* When you launch an Azure Marketplace item and select availability zones as the availability option, the application still launches using the availability sets defined in the project environment.
- *CALM-52500* The upgrade from the Xanadu version of ServiceNow causes Out-of-the-Box (OOB) buttons to be displayed in custom tables extending from the Catalog Items table (sc_cat_item). For more information, see [KB-18993](#).
- *CALM-48087* The catalog launch fails with an incident creation when the Secret value for the credential is empty.
- *CALM-40872* Ordering of variables in the NCM Self-Service blueprint is different in Single-VM blueprint and multi-VM blueprint API calls.
- *CALM-24999* Runtime changes done on the Credentials tab during the catalog creation do not reflect during the catalog edit.
- *CALM-24993* When you expand the service bar and edit the String_Predefined_MIA service variable, the service bar collapses automatically.
- *CALM-24992* The dependent service variable field is editable even when the Use Calm to set/edit this field message appears for the field.
- *CALM-18826* If you try to configure the guest customization in ServiceNow, the **Install Type** field does not display the value.
- *CALM-17458* If you go to **Orders > Select Order** after launching a catalog item in ServiceNow, the UUID is displayed instead of the project name.
- *CALM-16183* Macro resolution does not happen when a secret variable is referred in a dynamic variable of a runbook.

RESOLVED ISSUES

The following issues were resolved in this release:

- *CALM-48070* Resolved an issue where the blueprint deployments were failing with errors when their JSON structure had "null" in the key field.
- *CALM-35022* Resolved an issue where environments deleted from the NCM Self-Service instance were not being removed from the NCM Self-Service Plug-in after the sync operation. The deleted environments are now marked as Inactive following the sync operation.

PRIVACY NOTICE FOR THE NCM SELF-SERVICE PLUG-IN FOR SERVICENOW

This Privacy Notice describes how the NCM Self-Service Plug-in for ServiceNow (the “Plug-in”) collects, uses, stores, and secures data.

The Plug-in enables you to launch NCM Self-Service blueprints, runbooks, or MPIs as ServiceNow catalog items. It helps automate application provisioning and lifecycle management using IT services management and IT operations management processes defined by the customer in ServiceNow to reduce time in the Nutanix Marketplace.

Data Collected

The NCM Self-Service Plug-in for ServiceNow collects and processes the following types of data from a customer’s Nutanix environment, depending on what the customer has enabled or configured:

- **Projects:**
A project syncs data on Version of the NCM Self-Service Instance, Environments, Subnets and related Accounts.
- **Environments:**
Environments handle the synchronization of data for clusters, networks, VPCs, and VM images.
- **Blueprints and Runbooks & Marketplace Blueprints and Marketplace Runbooks:**
Synchronizes Single-VM and Multi-VM Blueprints, including Marketplace items, containing VM infrastructure, application details, and launch actions. Runbooks and Marketplace Runbooks also sync endpoints and credentials to automate repetitive tasks and workflows.
- **Applications:**
User actions and system actions are synchronized alongside applications.
- **Azure Resource Data**

How the Data is Used

The collected data via the Plug-in is used to enable ordering, provisioning, and management of applications through NCM Self-Service within ServiceNow. Specifically, the Plug-in allows you to:

- Launch and manage NCM Self-Service blueprints, runbooks, and marketplace items as ServiceNow catalog items.
- Provision applications and perform lifecycle actions on those applications using the ServiceNow interface.
- Integrate NCM Self-Service resources into IT service management and IT operations management workflows defined within the ServiceNow platform.

Data Sharing with Third Parties

The Plug-in only shares data within the customer’s ServiceNow environment and does not distribute or share data with any other third parties. All data processed by the Plug-in remains under the control of the customer.

Data Transfer and Storage

- All data transferred between the Plug-in and the ServiceNow platform is encrypted using the HTTPS protocol.
- Collected data is stored within the ServiceNow cloud infrastructure for the duration selected by the customer.

Data Security

- The Plug-in relies on ServiceNow's built-in security mechanisms for secure data handling.
- The customer is independently responsible for maintaining access controls, configurations, and overall security posture for its Nutanix NCM Self-Service deployment and ServiceNow environment, including the data therein and any integrated systems. Please ensure that you are following recommended guidance for any security settings included in the Nutanix and ServiceNow product documentation.

Reference to ServiceNow's Privacy Policy

ServiceNow's privacy policy ensures that any information processed via the Plug-in is secure and that they do not store, distribute, or otherwise use the data for any purpose other than fulfilling the API real-time request. For full details on ServiceNow's privacy practices, please refer to their [Privacy Policy](#), which outlines their approach to data protection and privacy compliance.

Reference to Nutanix's Privacy Policy

This Privacy Notice is specific to the NCM Self-Service Plug-In for ServiceNow. For more information regarding Nutanix's privacy and data protection practices and safeguards, including how Nutanix collects, discloses, and uses your personal information, the steps we take to protect such information, and how you can exercise your privacy rights, please visit [Nutanix Privacy Statement](#).