# Query ServiceNow with AI Agents in Hitachi iQ Studio

Hitachi iQ Studio integrates the ServiceNow Model Context Protocol (MCP) server to provide AI agents with secure, governed access to ServiceNow data, records, and operational workflows using authenticated user credentials. Once the ServiceNow MCP server is connected to Hitachi iQ Studio, users can take advantage of the platform's natural language understanding capabilities to query and create incidents, change requests, service requests, knowledge articles, and other supported ServiceNow records using simple, conversational prompts.

Get started with these simple steps to integrate Hitachi iQ Studio with ServiceNow MCP server:

Step 1: Complete the prerequisites

Step 2: Register the ServiceNow MCP server in iQ Studio

Step 3: Validate the configuration

Step 4: Add the ServiceNow MCP server to an agent in iQ Studio

Step 5: Use the Hitachi iQ Studio Agent for ServiceNow Operations

## Step 1: Complete the prerequisites

- Verify that you have access to the Hitachi iQ Studio application
- Verify that you can access the required ServiceNow instance
- Obtain the ServiceNow MCP Server endpoint information from the ServiceNow administrator
- Obtain OAuth client configuration information from the ServiceNow administrator
- Obtain the client credentials from the ServiceNow administrator

## Step 2: Register the ServiceNow MCP server in iQ Studio

1. Log in to Hitachi iQ Studio as an administrator and navigate to the **Tools** section.
2. Click **Register**.
3. In the Register a new MCP server window, enter the following information, and then click **Next**.

| Field | Description |
|---|---|
| Name | MCP server name |
| Description | MCP server description |
| URL | MCP server address for ServiceNow |
| Verify SSL | Enable to verify if the SSL certificate is valid |
| Server Type | Select MCP |
| Transport Type | Select Streamable HTTP |
| Authentication Type | Select OAuth 2.0<br>MCP clients authenticate to the ServiceNow MCP server using OAuth 2.0. |
| Grant Type | Select Authorization Code |


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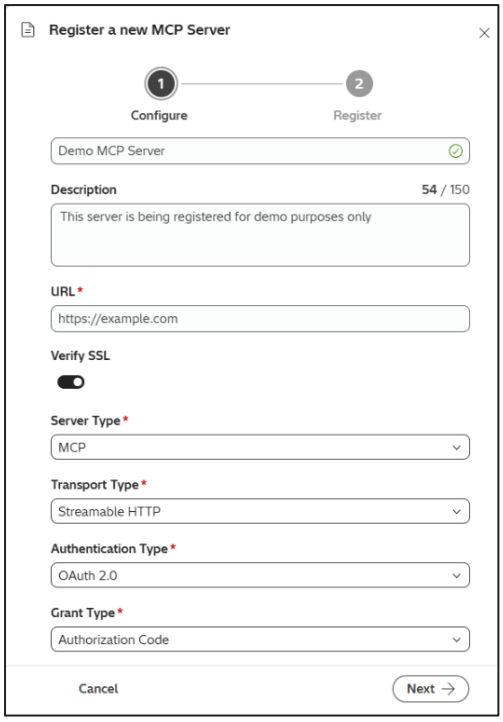


4. Specify the following details for OAuth configuration and click **Authorize**.

| Field | Description |
|---|---|
| Client ID | Unique identifier assigned to the OAuth client application |
| Client Secret | Secret value used to authenticate the OAuth client application |
| Token URL | URL of the OAuth server endpoint used to obtain an access token after successful authentication |
| Authorization URL | URL of the OAuth server endpoint where the user is redirected to authenticate and authorize access |
| Scopes | Permissions requested from the authorization server. Enter multiple scopes as a space-separated list, for example, read write. |
| Audience | Intended recipient or target service for the access token. The authorization server uses this value to determine which service the token is intended to access. |


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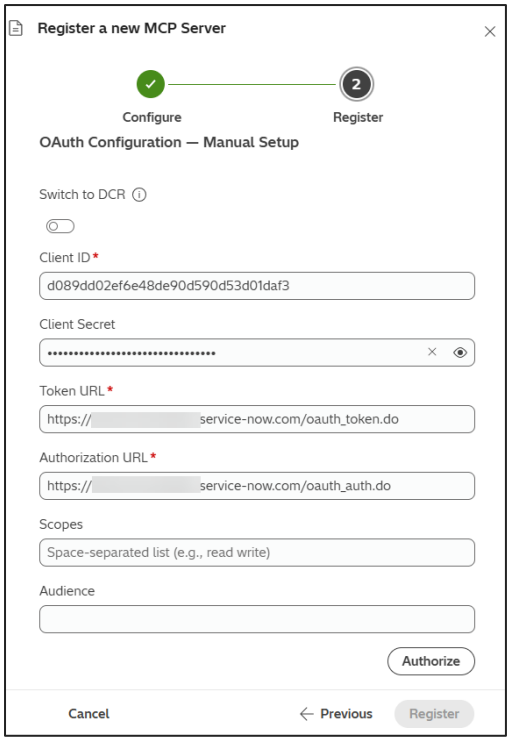
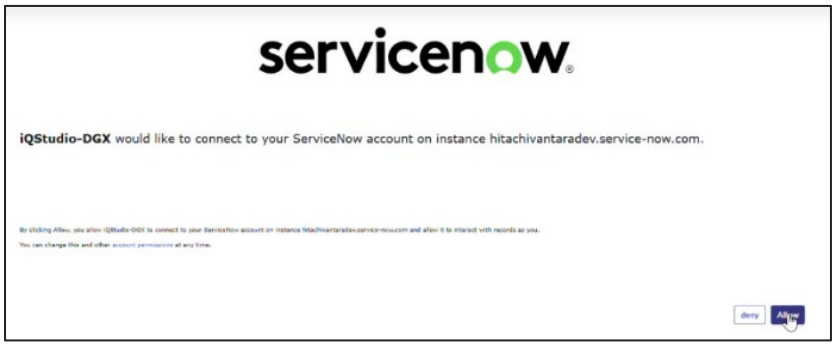
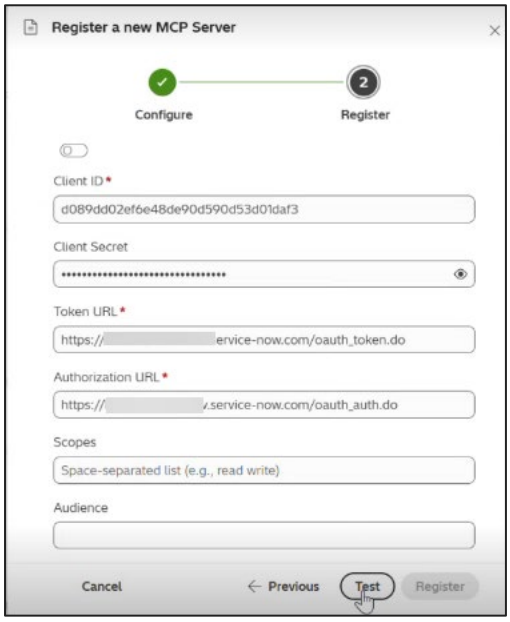



5. Click **Allow** to connect to the ServiceNow account.




6. Click **Test** to verify the configuration.




7. Click **Register** to register the MCP server.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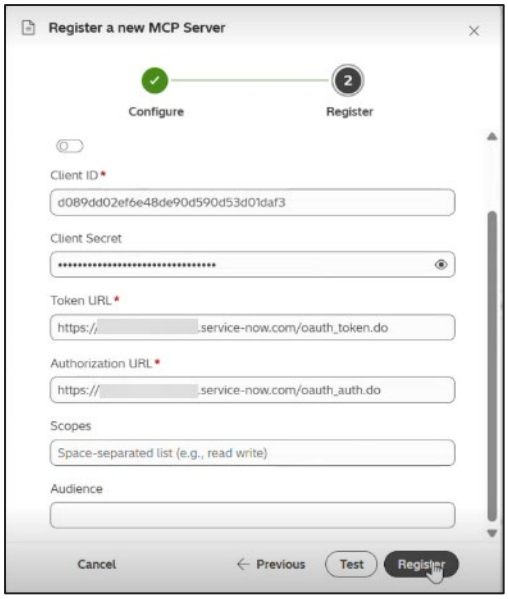
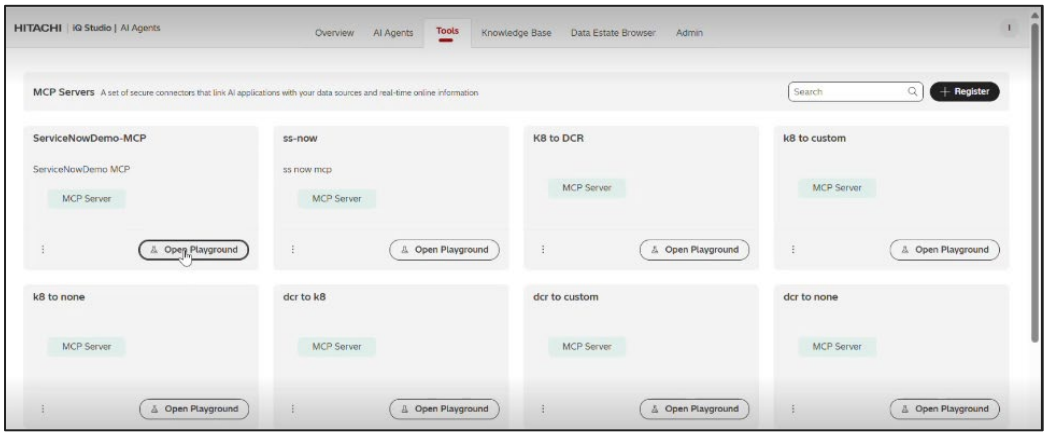


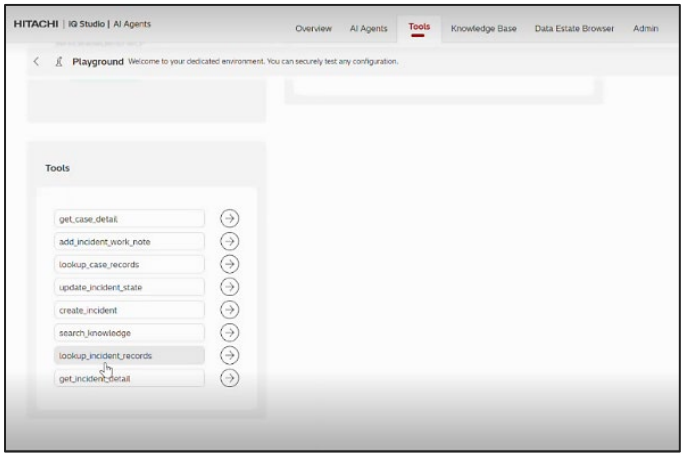

8. Verify that the MCP server is displayed under **Tools** in the iQ Studio UI.

### Step 3: Validate the configuration

1. Navigate to the **Tools** section and click **Open Playground** for the MCP server that you registered earlier.




The **Tools** window displays all the tools that are configured for the MCP server that you can use to test the configuration. For example, select the `lookup_incident_records` to view ServiceNow incident records.




2. In the **Tool Configurations** section, enter a value in the **Limit** field to display a list of reported incidents, and then click **Run**. For example, 10. The **Results** section displays the reported incidents.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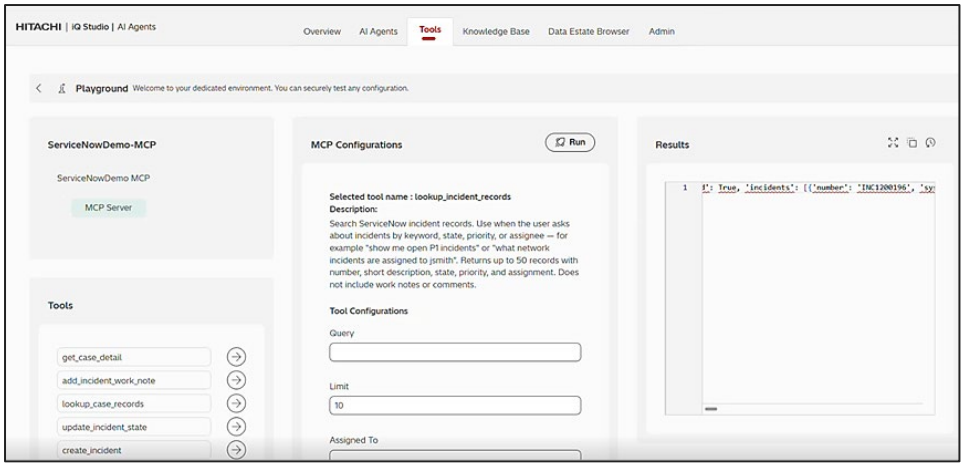
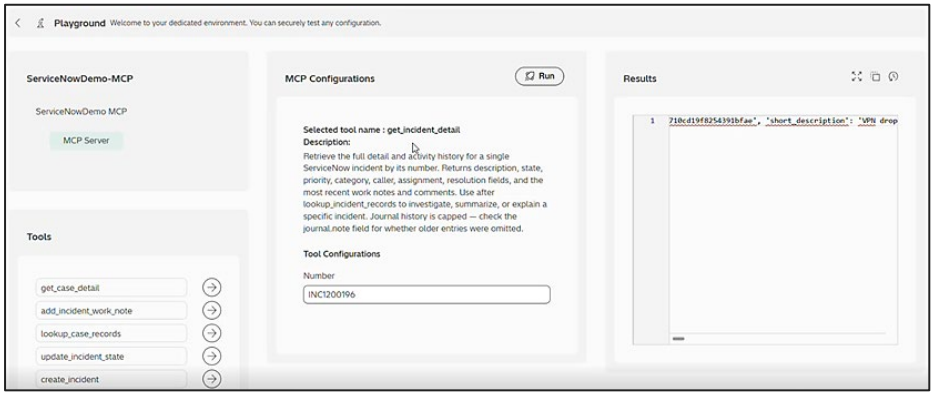



You can also use the following parameters to display the ServiceNow incidents:

- **Query**: Enter a description to display the incidents.
- **Assigned To**: Enter the assignee's username or `sys_id`.
- **State**: Enter the incident state. For example, 1=New, 2=In Progress, 3=On Hold, 6=Resolved, 7=Closed.
- **Priority**: Enter the incident priority. For example, 1=Critical, 2=High, 3=Moderate, 4=Low, 5=Planning.

3. View the incident details:
    a. Select the incident number from the **Results** section.
    b. Select the `get_incident_detail` tool from the **Tools** section.
    c. Enter the incident number in the **Tools Configurations** section and click **Run**.




### Step 4: Add the ServiceNow MCP server to an agent in iQ Studio

1. Navigate to the **AI Agents** section and click **Create**.
2. In the **Create an AI Agent** page, select **Deep Agent**.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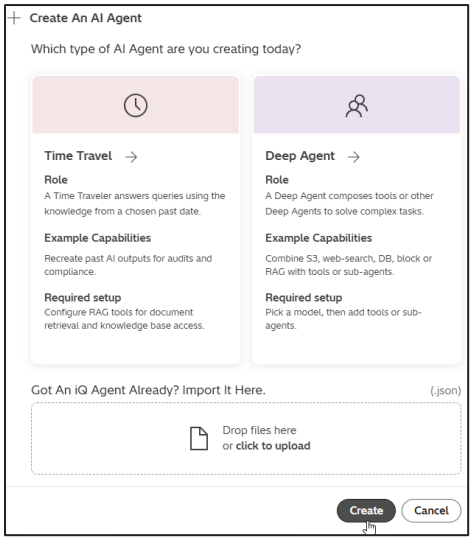
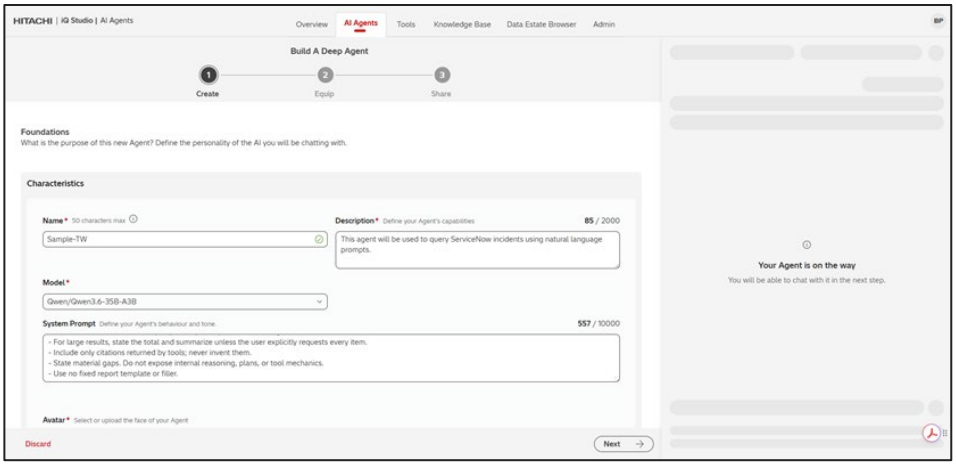



3. Click **Create,** enter the following details, and click **Next**.

| Field | Description |
|---|---|
| Name | Human-readable agent name. |
| Description | Short summary of the agent's purpose. |
| Model | Specifies the large language model (LLM) that the Deep Agent uses to process requests, perform reasoning tasks, and generate responses. |
| System Prompt | Defines the instructions, behavioral guidelines, and response requirements that govern how the Deep Agent processes requests and generates responses. The system prompt establishes the agent's role, objectives, constraints, and output format. |
| Avatar | Optional image representation. |
| Avatar dropzone | You can use a custom image. The supported file types are JPG, JPEG, JFIF, PJPEG, PJP, PNG, SVG, and the maximum file size must be under 1 MB. |
| **Note***: Leave advanced options at default unless you need custom control policies. | |




4. Under **Tools**, navigate to the ServiceNow MCP server that you registered earlier and click **Add to Agent**.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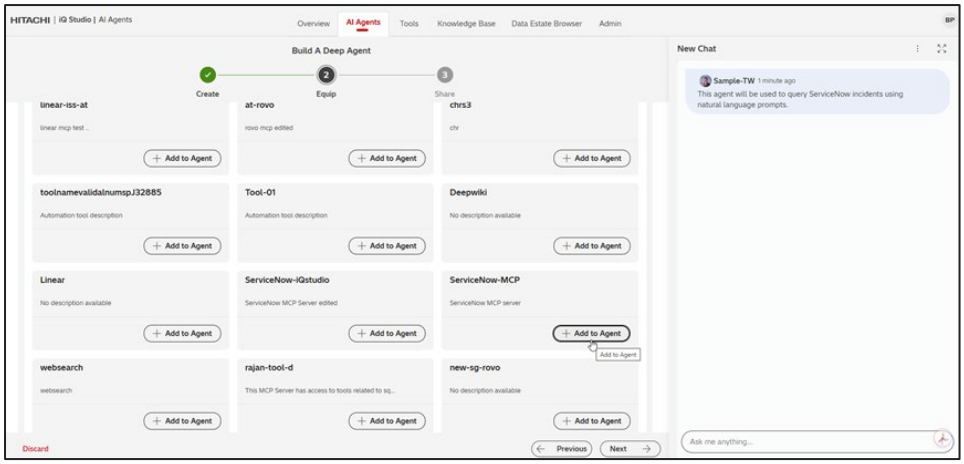
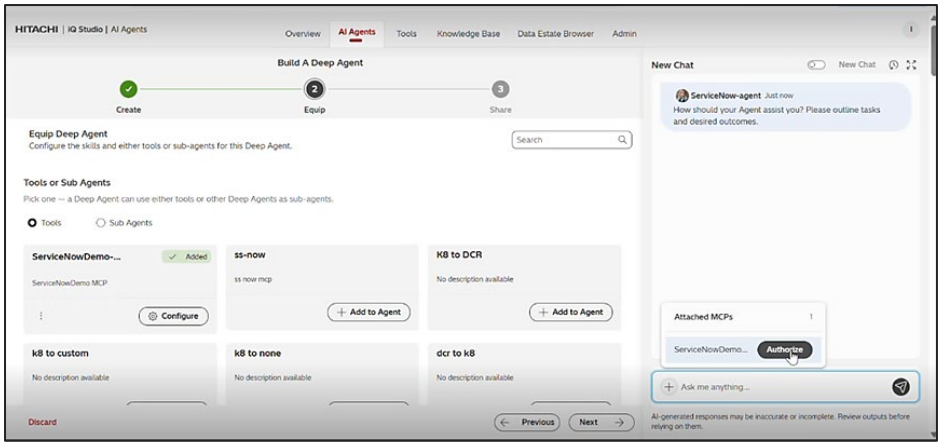



5. In the **Configure Tool** window, select only the tools that the agent requires and adjust the operation control setting as needed. It is recommended to set read-only tools such as `get_case_detail` and `get_incident_detail` to **Always Allow**, since they only perform read operations.

   Tools that create, add, update, or delete must remain at **Ask Before Running**.

6. Click **Apply** to add the ServiceNow MCP server to the agent.
7. Click the **+** sign in the **Ask me anything** field, and then click **Authorize** to start the ServiceNow MCP authorization process.




8. Click **Allow** to connect to the ServiceNow account.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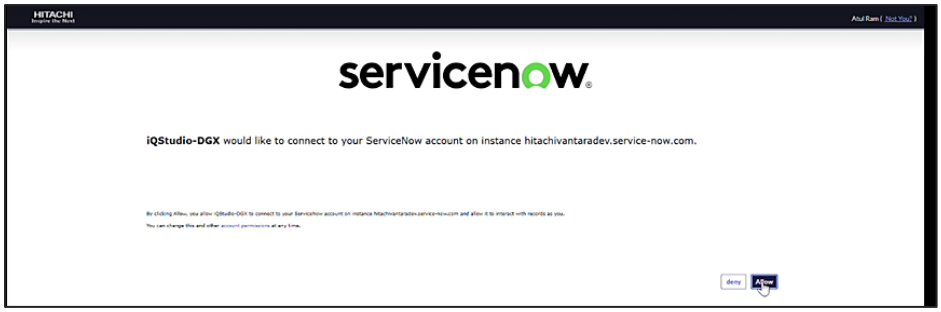


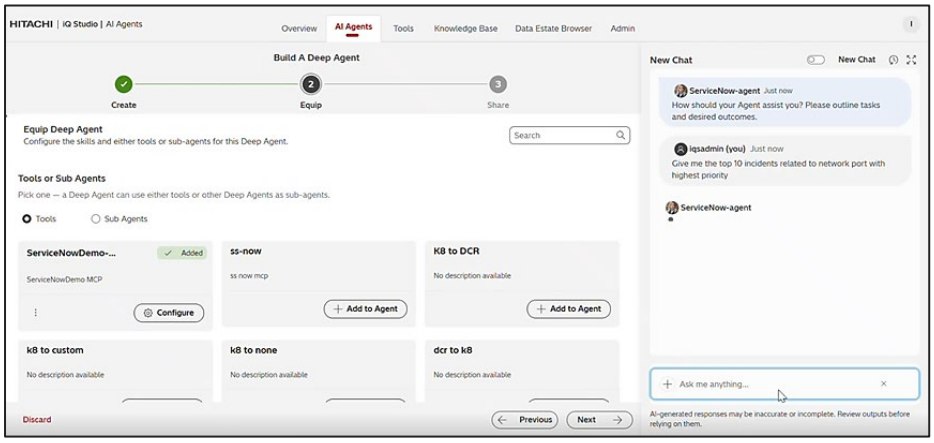

9. Navigate to the **AI Agents** section and click **Chat** for the agent that has the ServiceNow MCP server attached to enter your queries.

## Step 5: Use the iQ Studio Agent to perform ServiceNow operations

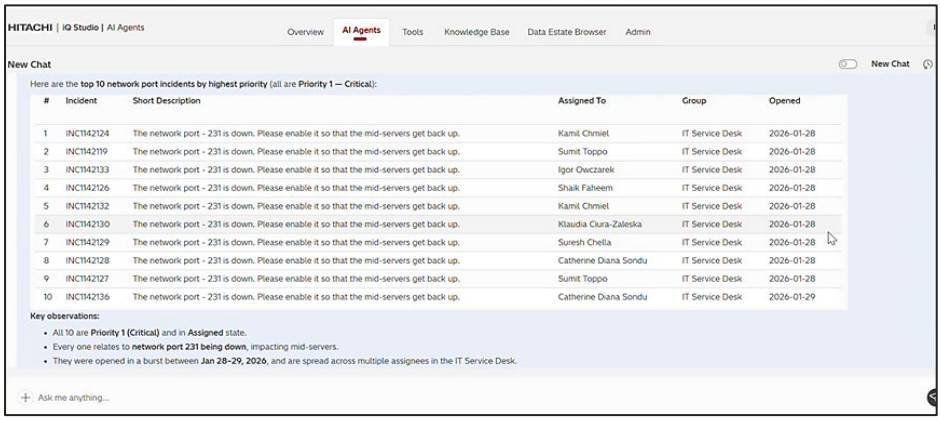
Enter a natural-language prompt in the agent chat. The following are example prompts you can use. The exact prompts vary depending on the type of data stored in ServiceNow.

### View incidents

Enter “Give me the top 10 incidents related to network ports with the highest priority.”




The agent uses the `lookup_incident_records` tool to retrieve matching incidents.





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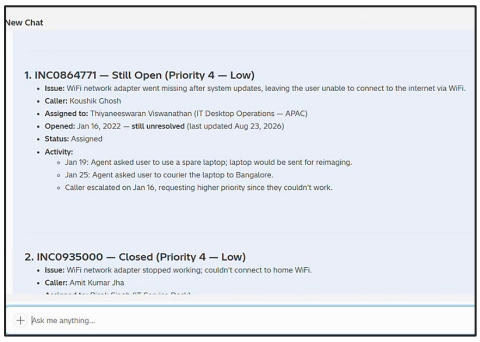
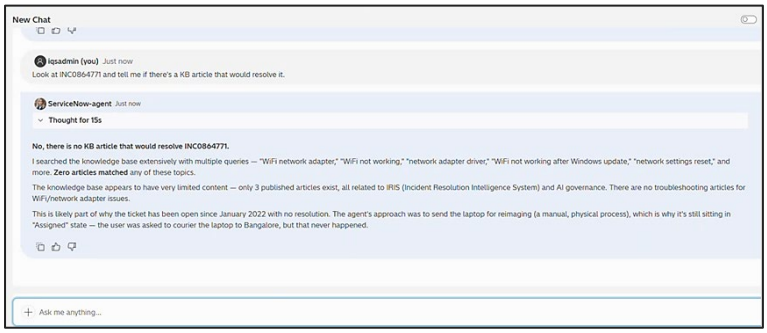
## Check the status of an incident

Enter a query to check the status of a network adapter incident.



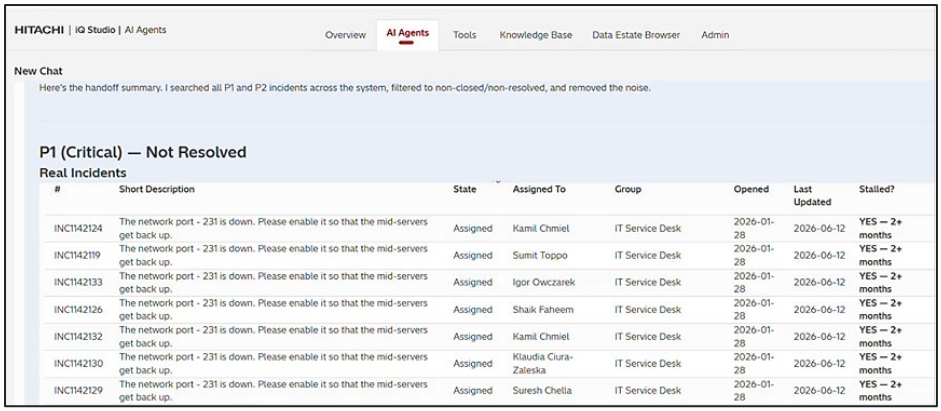

## View a knowledge article

Enter a query to search for a knowledge article to resolve a specific incident.




## Summarize incidents by assignee

Enter “Summarize the P1 and P2 incidents by assignee, along with their status.”





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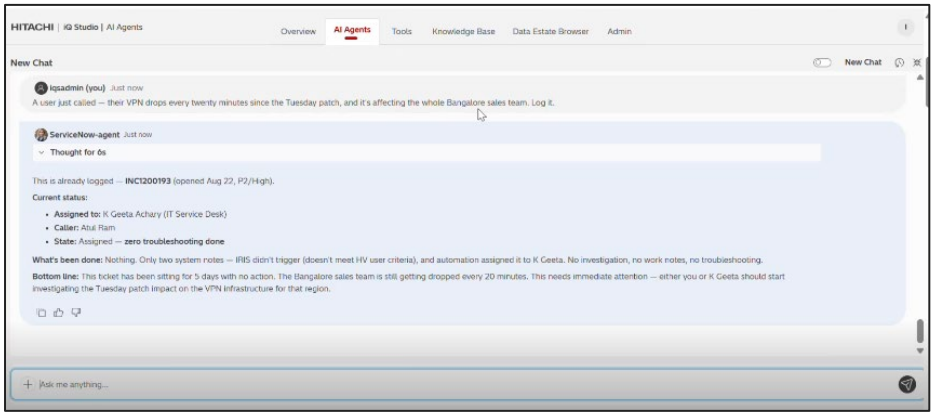
### Create an incident

Enter “A user reported that the VPN disconnects every 20 minutes since the Tuesday patch, affecting the entire Bangalore sales team. Create an incident.”




## Summary

Hitachi iQ Studio integrates with MCP servers, enabling users to retrieve, analyze, and act on information from connected enterprise systems such as ServiceNow through natural language interactions.

## Reference

Hitachi iQ Studio documentation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