SNOWMIRROR BACKUP | FLEXIBLE DATA BACKUP TOOL FOR SERVICENOW™

YOUR ENVIRONMENT

MAIN BENEFITS

Backup ServiceNow Data On-Premise

Backup individual tables from the cloud instance onto a filesystem in your data center. Store the backups in one of the default ServiceNow formats (XML and CSV) to be prepared for sudden data losses or alterations. Schedule both full and incremental backups and configure backup retention to be in-line with your corporate policies.

Export Data beyond Limits

It is a challenge to export data that exceeds the ServiceNow export limit settings. Create large data exports from a cloud instance by using SnowMirror Backup allowing you to export any number of rows from any of the database tables in ServiceNow.

Transfer Data between Instances

Use existing backups from your ServiceNow production instance to restore selected tables in the sub-production instances. No need to clone the whole instance if you need only a couple of tables to perform test or development tasks.

SELECTED CUSTOMERS

THE IT CHALLENGE

ServiceNow data is vital to your organization, and as the single system of record it contains valuable business critical data that should be backed up daily, and it should be easy to restore it in a case of a data loss. ServiceNow does a great job to ensure that the data is secure and that the instances run with a high availability. The environments are backed up every day which covers critical errors or major data loss. However, the restore procedure takes several days and it recovers the instance as a whole, so there is no partial restoration.

Your data can never be completely safe from human errors, malicious insiders, or errors in automated scripts and integrations. The following situations might be a real challenge for your ServiceNow operations:

● An error in a discovery script corrupting the whole configuration database preventing users from working with incidents.
● A power user importing data into a service catalog but incidentally overwriting hundreds of key items.
● An HR manager realizing that all data including documents of employees hired a year ago are missing and there is no way to recover these records.

THE SOLUTION

SnowMirror Backup is a smart data backup tool for ServiceNow. The data is retrieved from a ServiceNow instance and stored onto a filesystem in your local environment. SnowMirror Backup backs up individual tables or even columns, and you can specify a detailed filter query so the amount of data is low and the whole backup is focused on the data really needed. There are two data formats supported. The native ServiceNow XML which allows importing the data quickly back to the platform and a universal CSV export. The restore process is designed to be under your full control by using standard import sets and admin features in ServiceNow.

The data backups are easy to schedule with a wide range of scheduling options. You can schedule both full and incremental backups. The incremental backup runs are fast and the instance performance is not affected. SnowMirror Backup was designed and implemented as an agent deployed in customers' environment accessing the ServiceNow instance on one side and a filesystem of choice on the other side. The simple and user-friendly interface enables seamless configuration and operation.

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How It Works

The SnowMirror Backup agent is running as a service in your local environment. Both Windows and Linux operating systems are supported. According to the configured backup jobs, it downloads data changes from a ServiceNow instance and stores them as backup files onto a dedicated filesystem. No ServiceNow changes are needed; the backup uses out-of-the-box API available in every ServiceNow instance. The SnowMirror Backup service guarantees you to keep up with every new ServiceNow release. The only SnowMirror Backup installation requirements are a server to install the agent, and a ServiceNow user account with sufficient permissions as well as sufficient disk space for the backups.

Multiple Format Support

While configuring the backup jobs, users can select from two available data formats. The default format is the standard CSV file which is very similar to the ServiceNow CSV data exports. The advantages of CSVs are easy handling and a wide range of import possibilities into other applications. The other option is to use the native ServiceNow XML format. This format is very easy to import back into a ServiceNow instance using the "Import XML" feature. However, this low-level data import approach has to be used very carefully because it skips all the business rules and constraints in the platform. Another advantage is that it supports deleted records so the incremental backups can contain instructions to remove deleted rows.

Backup Only Data Needed

Simply define ServiceNow tables for backup, it is not necessary to back up all the tables available such as the system tables. Backup tables that are relevant. Specify a detailed filter query to restrict the amount of data for backup (e.g. backup open change requests only). SnowMirror Backup supports the ServiceNow encoded query notation so it is easy to copy-paste filter settings from ServiceNow into the backup setup. It is a good practice to limit the number of columns for data stored in CSV formats to reduce the space requirements. Each backup job has its own data retention policy to remove the backups automatically that are no longer needed.
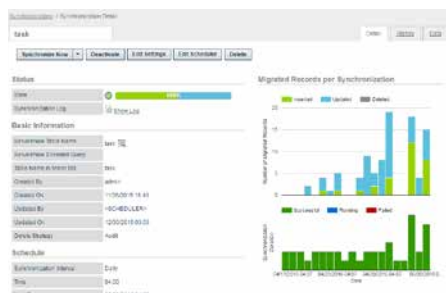
Backup Scheduling

Every backup run can be triggered manually at any time. However, the more common option is a scheduled backup job. The configurable scheduler allows you to define individual execution plans for every selected table so more critical tables can be scheduled for backup more often. It is possible to specify an interval between executions (e.g. every 60 minutes), schedule a daily replication, or use a cron expression. Both full backups and incremental backups can be configured separately. The first time a backup runs, it downloads all the data. However, every subsequent run is an incremental update adding only new records, updating changes and removing deleted items. These increments are usually small even for large ServiceNow instances so SnowMirror Backup proceeds fast.
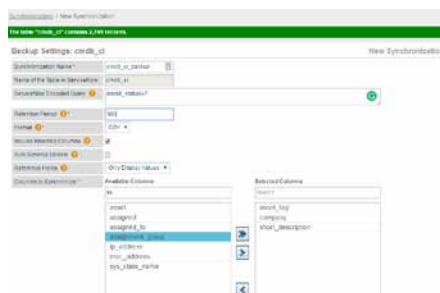
Performance

SnowMirror Backup supports both full as well as incremental backups. The incremental backups are usually very fast because only new and modified records are being downloaded. ServiceNow customers process millions of records every day. SnowMirror Backup takes this fact into account and was designed with a focus on performance. The backup algorithms were fine-tuned by skilled integration engineers and seasoned ServiceNow consultants. The performance has been tested on large ServiceNow instances proving that SnowMirror Backup can easily backup millions of records in less than an hour. SnowMirror Backup has no or very low impact on the ServiceNow instance performance.
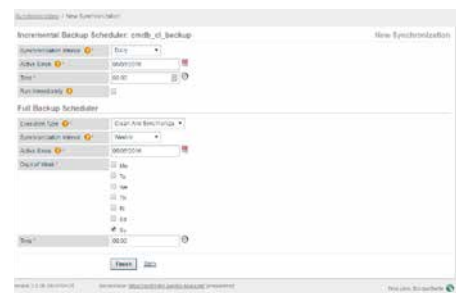
How to Restore a Backup?

SnowMirror Backup provides you full control over the data restoration process. It is strongly recommended to use the standard ServiceNow features to perform the data loads. SnowMirror Backup does not contain any automated restore feature to avoid serious incidents and data corruption in ServiceNow instances. To restore a ServiceNow table from a CSV backup use a standard procedure with import sets and transform maps. The more straightforward way is to use the XML format and its direct import into the ServiceNow database but this approach requires a special attention by a skilled ServiceNow administrator.

User interface enables simple backup configuration

Select tables and columns to backup

Schedule both incremental and full backups

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