



PIE Tech

POLLACHI INSTITUTE OF ENGINEERING AND TECHNOLOGY

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NAANMUDHALAVAN

ServiceNow Administrator Project

AUTOMATING DATA POPULATION IN SERVICENOW: STREAMLINING PROGRAM MANAGEMENT

Name : Sureka v

Register No : 723621104044

Year : IV

Semester : 07

AUTOMATING DATA POPULATION IN SERVICENOW: STREAMLINING PROGRAM MANAGEMENT

ABSTRACT :

USER STORY :

As an IT administrator at a company using ServiceNow, you have been tasked with setting up a data lookup mechanism. This mechanism will help automatically populate certain fields in a custom table called "Program" based on predefined values in another table called "testing lookups". The "Program" table includes fields for technology, tracker, and trainer. The "testing lookups" table contains the same fields and will provide the values used for the lookup.

PRE-REQUISITES :

1. Knowledge on: Applications, Tables, Fields.
2. Knowledge on: Data lookup Definitions.

SKILLS USED TO SOLVE THE PROBLEM STATEMENT :

1. Service Now Administration.

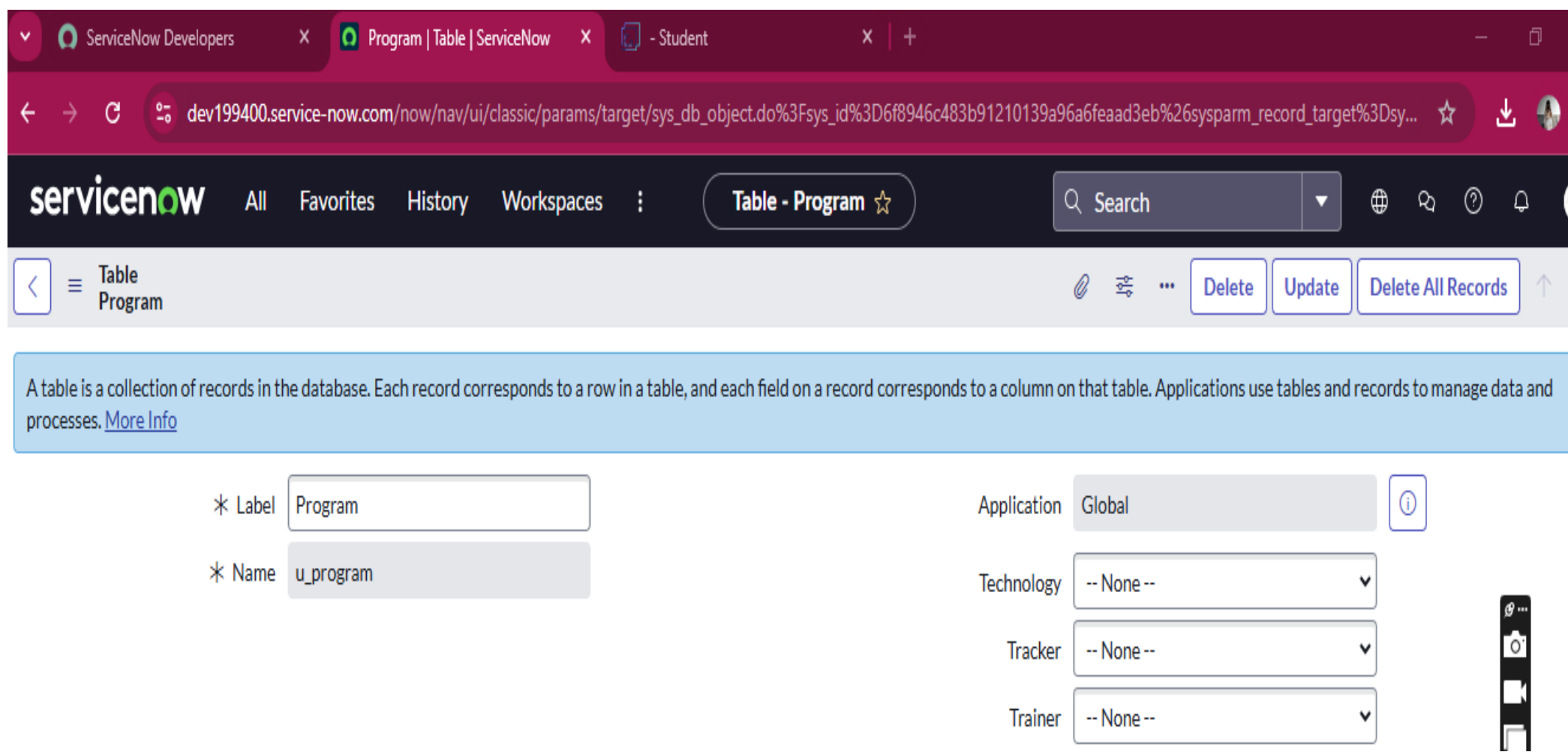
TWO MAJOR METHOD :

- Implementation
- Result

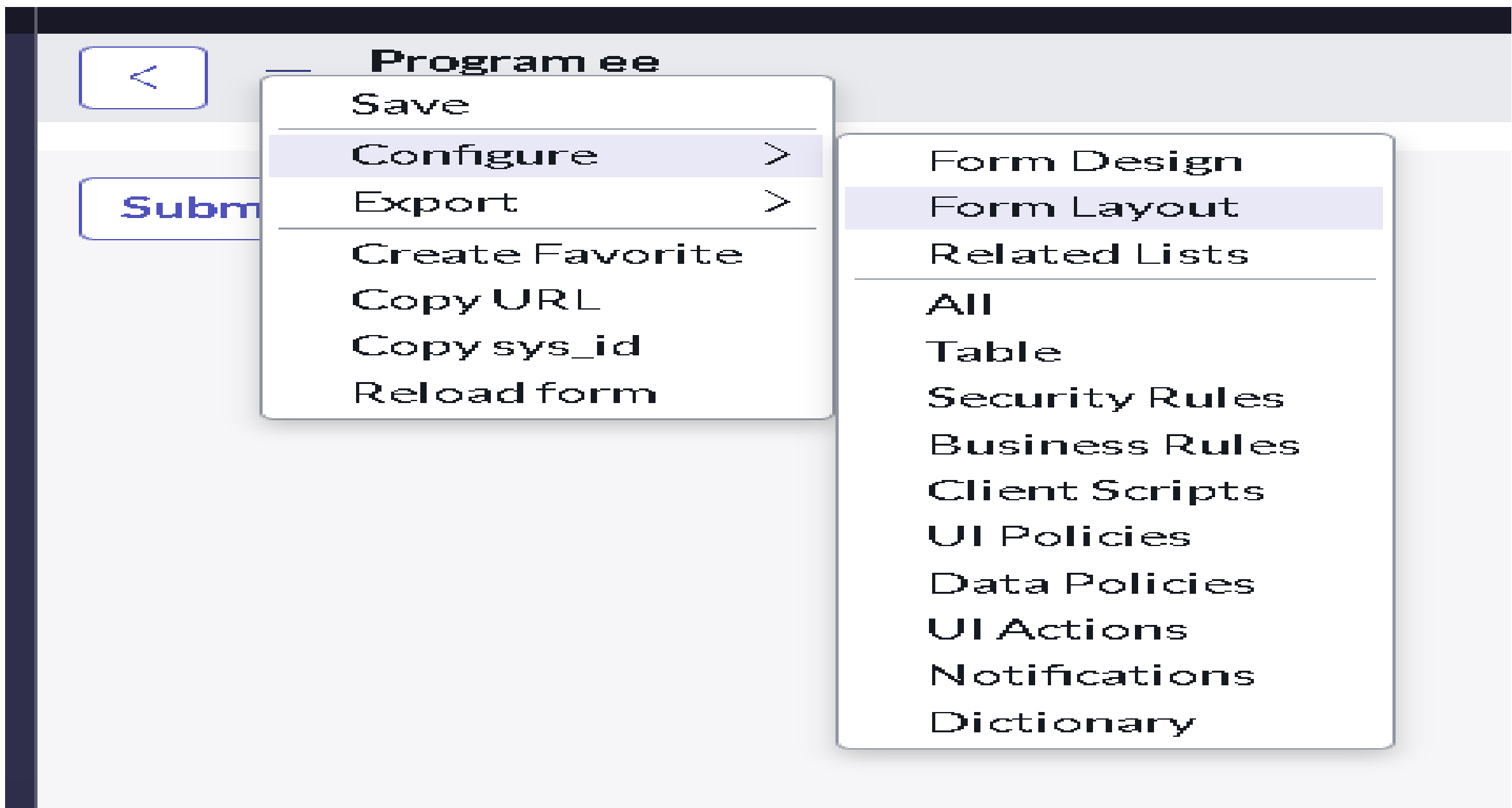
IMPLEMENTATION:

Step 1 : Creating Custom Table

- 1. Open “Tables” >> New.
- 2. Give the label name as “ program ”.
- 3. Click on Submit



- 4. Click on new to open record, click on the Additional Actions and go to configure >> select Form Layout



- 5. Create fields as
 - a. Name : Technology
 - b. Type : choice
- 6. Click on Add
- 7. And follow the same instructions
- 8. For two more fields are
 - a. Tracker
 - b. Trainer
- 9. Add them and click on save

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program
New record

Submit

technology

-- None--

▼

tracker

-- None--

▼

tranier

-- None--

▼

Submit

- 0. Now right click on “ technology ” field click on Configure Choices.
- 1. Enter the item as “ Salesforce ” and click on Add.
- 3. Add two more items
 - a. ServiceNow
 - b. Testing
- 3. Click on save.

< Configuring Technology Choices

ailoring: sys_db_object.u_technology
Table

Available

Selected

Add

Remove

Move up

Move down

Save Cancel

Enter new item: Add

0. Follow the same steps from 9 to 13 for remaining two fields.
2. Tracker values are:
 - a. Admin
 - b. Developer
2. Trainer values are:
 - a. Rakesh
 - b. Tarakesh
 - c. Ajay
 - d. Phani
 - e. Shivam
3. Click on save.

Step 2 : Creating a custom matcher table.

1. Open “Tables” >> New.
2. Give the label name as “ testing lookup ”.
3. Add “ Matcher Field Definition ” in the Extends table field.
4. Click on Submit.

Table testing lookup

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage processes. [More Info](#)

* Label testing lookup

* Name u_testing_lookup

Extends table Matcher Field Definitions

Application Global

Technology -- None --

Tracker -- None --

Trainer -- None --

Buttons: Delete, Update, Delete All F

0. Follow the same steps from 4 to 17 from “ step - 1 ”.
1. And add another field from the Form Layout that is “ order ”.
2. Click on save.

Step 3 : Create records in matcher table

1. Follow the below figure to create a record.

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Table
testing lookup

Delete

Update

Delete All Records

↑

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label

testing lookup

* Name

u_testing_lookup

Extends table

Matcher Field Definitions

Application

Global

Technology

-- None --

▼

Tracker

-- None --

▼

Trainer

-- None --

▼

Technology

-- None --

▼

Tracker

-- None --

▼

Trainer

-- None --

▼

order

-- None --

▼

0. Follow the figure to create more records as shown in below figure.

processes.

[More Info](#)

* Label

testing lookup

* Name

u_testing_lookup

Extends table

Matcher Field Definitions

i

Application

Global

i

Technology

Salesforce

▼

Tracker

Admin

▼

Trainer

Rakesh

▼

Technology

Salesforce

▼

Tracker

Developer

▼

Trainer

Tarakesh

▼

order

-- None --

▼

Technology

ServiceNow

▼

Tracker

Admin

▼

Trainer

Ajay

▼

Technology

ServiceNow

▼

Tracker

Developer

▼

Step 4 : Create Data Lookup Definition to automate the trainer

1. Search for Data Lookup Definition in All navigation.
2. Click on new.
3. Give name as “ program data lookup ”
4. Select the source table as “ program ”.
5. Select the matcher table as “ testing lookup ”.
6. Click on submit.

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Data Lookup Definitions
New record

* Name
program data lookup

* Source Table
program[u_program]

* Matcher Table
testinglookup[u_testing]

Application
Global

Active
☒

Run on form change
☒

Run on insert
☒

Run on update
☐

Submit

0. Again open the “ program data lookup ” record.
1. Scroll down under matcher field definitions and click on new.
2. Select the source table field : technology
3. And select the matcher table field : technology
4. Exact lookup match : checked.
5. Click on Submit.

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Matcher Field Definitions
New record

Data Lookup
program data lookup

* Source table field
technology

* Matcher table field
technology

Application
Global

Exact lookup match
☒


Submit


0. And create another Matcher field definitions for another field : tracker
1. Click on Setter field definition and click on new
2. Select the source table field : trainer
3. And select the matcher table field : trainer
4. Always replace the field : checked.
5. Click on Submit.


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program
Newrecord







Submit

technology

serviceNow

▼

tracker

admin

▼

tranier

shivam

▼

Submit

CONCLUSION:

The automation of data population in ServiceNow significantly enhances the efficiency and effectiveness of program management. By eliminating manual data entry, organizations can reduce human error, save time, and improve the accuracy of critical information. Automation also fosters real-time data integration, allowing program managers to make more informed decisions based on up-to-date insights.

Moreover, streamlining the process through automated data population empowers teams to focus on higher-value activities, such as strategic planning and proactive issue resolution, rather than time-consuming administrative tasks. This leads to improved collaboration, faster response times, and a more agile program management environment.

Ultimately, automating data population in ServiceNow not only boosts operational productivity but also contributes to overall program success, enabling organizations to deliver projects on time, within scope, and with greater alignment to business goals. As companies continue to embrace digital transformation, such automation will remain a critical enabler of seamless program management in the future.