

Technology stack

<i>Data</i>	
<i>Team ID</i>	
<i>Project Name</i>	<i>Streamlining ticket assignment for efficient support operation</i>

Service now Architecture

Image shows how data flows from a third-party system into the ServiceNow app, gets processed through import mechanisms, and ends up in the Incident Table, where it can trigger further actions or updates.

Third Party → REST API → ServiceNow

- Data is sent from a third-party system via REST API.

REST API → Scheduled Import

- API data is captured by a scheduled import job.

Scheduled Import → Import Sets

- Data is loaded into temporary import tables.

Import Sets → Transform Map

- Data is transformed to match the format of the target tables.

Transform Map → Incident Table

- Transformed data is saved as incidents in ServiceNow.

Incident Table → Triggered Actions

- Actions (like alerts, updates) are automatically triggered.

Incident Table ↔ CMDB Tables

- Incidents are linked to Configuration Items (Cis) from the CMDB

ServiceNow App

