DENALI ADVANCED
IMPORTING DATA – CONFIGURATION ITEMS IN CHERWELL
CHERWELL SERVICE MANAGER

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Minimum Data Needed For Importing Configuration Items To Cherwell

To import data to Cherwell there is a new process that has been developed. This allows a user to import any CSV file where the fields in the CSV have been agreed upon with the Cherwell development staff and a special One-Step has been created to process the data into the relevant location within Cherwell.

Each file to be imported will be associated with a one-step that understands the file layout and what must be done to process the information into the relevant record(s) in Cherwell. There is a development cost associated with creating the one-steps, so it is to everyone's benefit to try and standardise, where possible, on file layouts to be uploaded to allow efficient reuse of existing one-steps. It is expected that over time, a library of one-steps will be created to accommodate repeated uploads of data using the same file layout.

The actual data to be uploaded and the resulting objects in Cherwell can be anything from customer records, configuration items, locations, requests etc. There is no limit to what can be imported providing the basic rules are followed.

FILE SPECIFICATION

The file must contain, at a minimum, one field that uniquely identifies the record to be imported. This would normally be a serial number or perhaps the ICCID or IMEI in case of a mobile cellular device, a customer's location ID or contact ID etc.

If the file contains information relating to different device types, then the device type must also be provided.

The file to be uploaded must be in the industry standard CSV format. Fields may be quoted with the double quote character and should be delimited with a single ASCII character which by default is the comma (,) but can be substituted for any other single character except for CR or LF. If fields contain either a double quote or the field delimiting character (defaults to comma) their values must be quoted.

Field heading should be unique in the file and consistent between files of similar data to be used with the same One-Step. The field name should be limited to 25 characters and contain only alphabetical and numeric characters.

Data fields can contain any data that is appropriate for the record. This will vary according to where the data should eventually reside so will have to be established on a case-by-case basis.

There should be no blank lines although it is possible to provide a character or string that indicates a that the line should be ignored and treated as a comment.
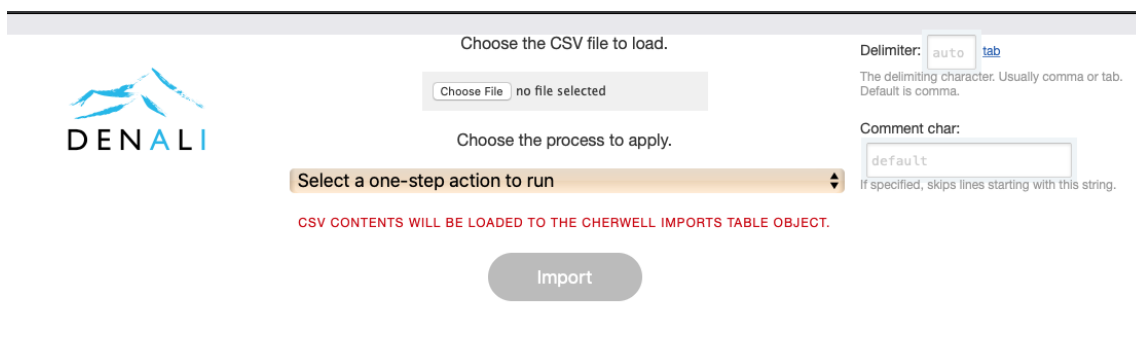
PROCEDURE FOR SETTING UP THE IMPORT.

After negotiating with the customer and obtaining a sample data file to be uploaded the Cherwell development team can be engaged to develop the necessary one-step. This will require a request to be created in Jira for the import specifying, in as much detail as possible, what field in the import file is to be used to fill what field or fields in the relevant Cherwell object. If there are fixed values to be set these too should be detailed. Upon request, the Cherwell team can supply the list of required fields for any object to aid in specifying the mapping and in turn, will work with the requester to ensure that the data can be successfully imported.

Once the one-step is created and tested it will appear in the import tool in the drop-down list of actions when importing the file. The actual import of the file can be done by any Denali operator by browsing to https://selfservice.denaliai.com/import, logging in to Cherwell using their own credentials and completing the simple import form.

LOGIN FORM:

IMPORT FORM:

Once a file has been selected by clicking the 'Choose File' button and the appropriate one-step has been selected from the drop list the 'Import' button will turn green and can be clicked to begin the import process. The number of rows imported will be displayed above the import button and will be updated every 10 records until the file has been uploaded.

Each record will be processed in order by the automation services as a background task and the results will be monitored by the Cherwell development team. The person performing the upload will be notified, by the development team, of any errors encountered.

Uploading of data can proceed at any time and by multiple people with independent uploads simultaneously.

Every care will be taken by the Cherwell development team to ensure that duplicate data is not created by running the same import multiple times, but this may not always be possible. It is thus essential that the operators try to minimise the likelihood of duplicates by ensuring that each file is only processed once.