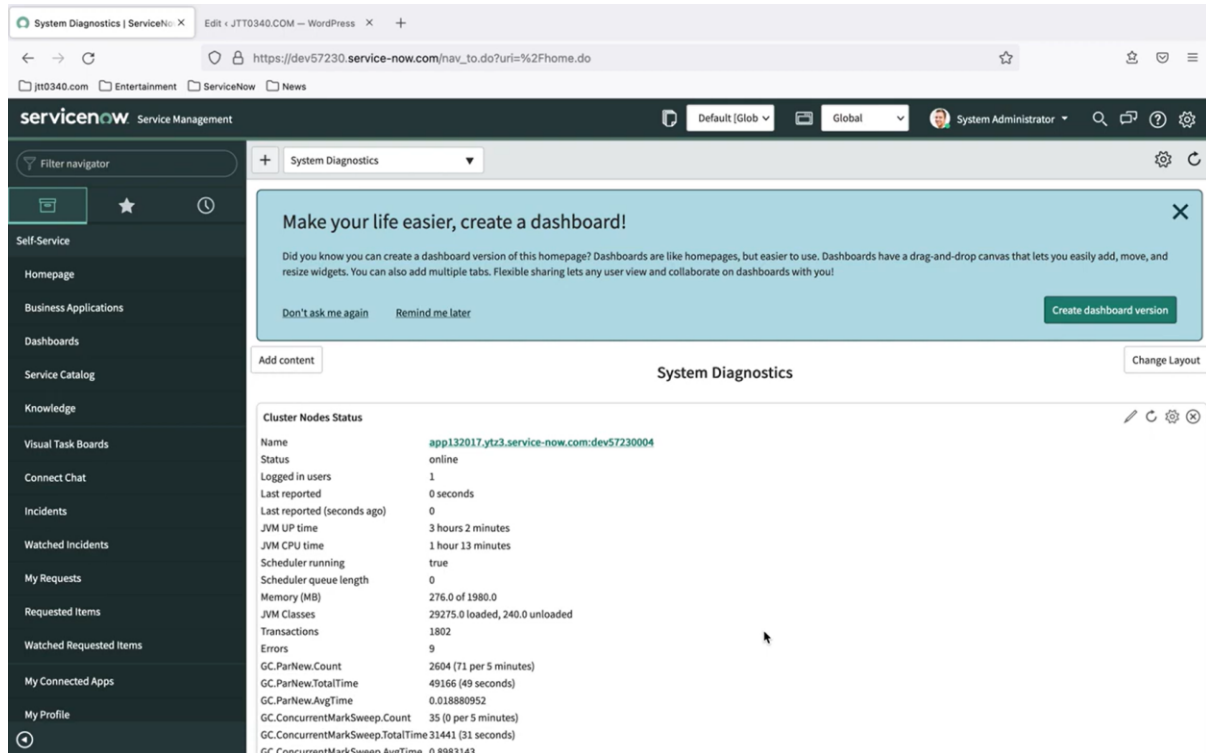


Week_1 - ServiceNow – Hands _ On

TOPIC : 9

Creating a Data Source in ServiceNow:

Integrations in ServiceNow start with the creation of a Data Source, creating a Data Source record in ServiceNow to load data from some external data, collection and importing into the ServiceNow platform.



Creating a Data Source Record

To create a Data Source record in ServiceNow, follow these steps:

- Navigate to the Data Sources module in your ServiceNow instance.
- Click New to create a new Data Source record.
- Fill in the required fields, such as Name, Description, and Data Source Type.
- Configure the Connection settings, depending on the type of external system you are connecting to.
- Define the Data Format, specifying the structure and format of the incoming data.
- Click Submit to save the Data Source record.

Data Source Types

ServiceNow supports various Data Source types, including:

- Database: Connect to a relational database, such as MySQL or Oracle.
- File: Import data from a file, such as a CSV or JSON file.

- Web Service: Connect to a web service, such as a RESTful API.
- Message Queue: Import data from a message queue, such as RabbitMQ or Apache Kafka.

Benefits of Creating a Data Source

Creating a Data Source in ServiceNow provides several benefits, including:

Centralized data management: Consolidate data from multiple external systems into a single platform.

Improved data accuracy: Ensure data consistency and accuracy by defining a standardized data format.

Enhanced reporting and analytics: Leverage imported data to generate reports and perform analytics.

Define the Data Source: Create a Data Source record in ServiceNow to define what data an import set should import.

Choose the Data Source Type: Select the type of data source, such as a database, file, web service, or message queue.

Configure the Connection: Set up the connection to the external system, including the URL, credentials, and other settings.

Define the Data Format: Specify the structure and format of the incoming data, such as CSV, JSON, or XML.

Test the Connection: Verify that the connection to the external system is successful and data can be imported.

Create an Import Set: Use the Data Source to create an import set, which defines how the data should be imported and transformed . Schedule the Import: Set up a schedule to import the data at regular intervals, such as daily or weekly.