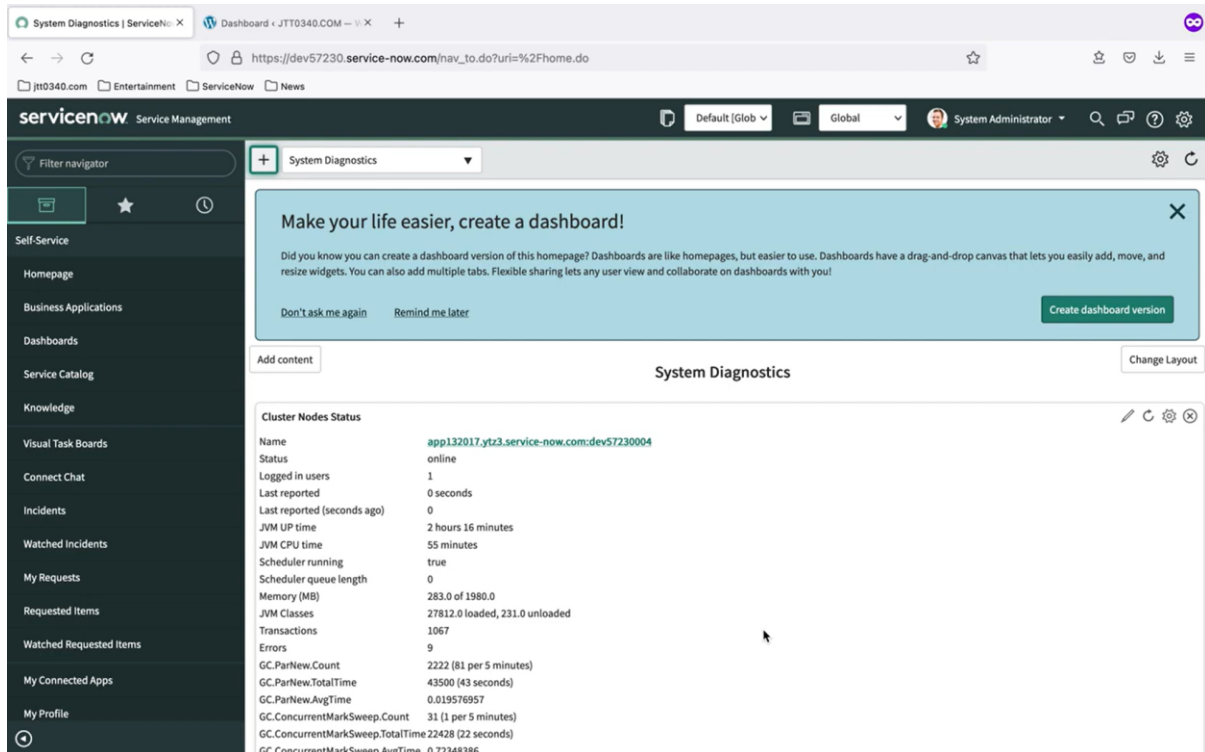


Week_1 - ServiceNow – Hands _ On

TOPIC : 10

Understanding Import Sets in Service Now :

How import sets are created and how they provide the ability to transform data and map individual fields to target tables.



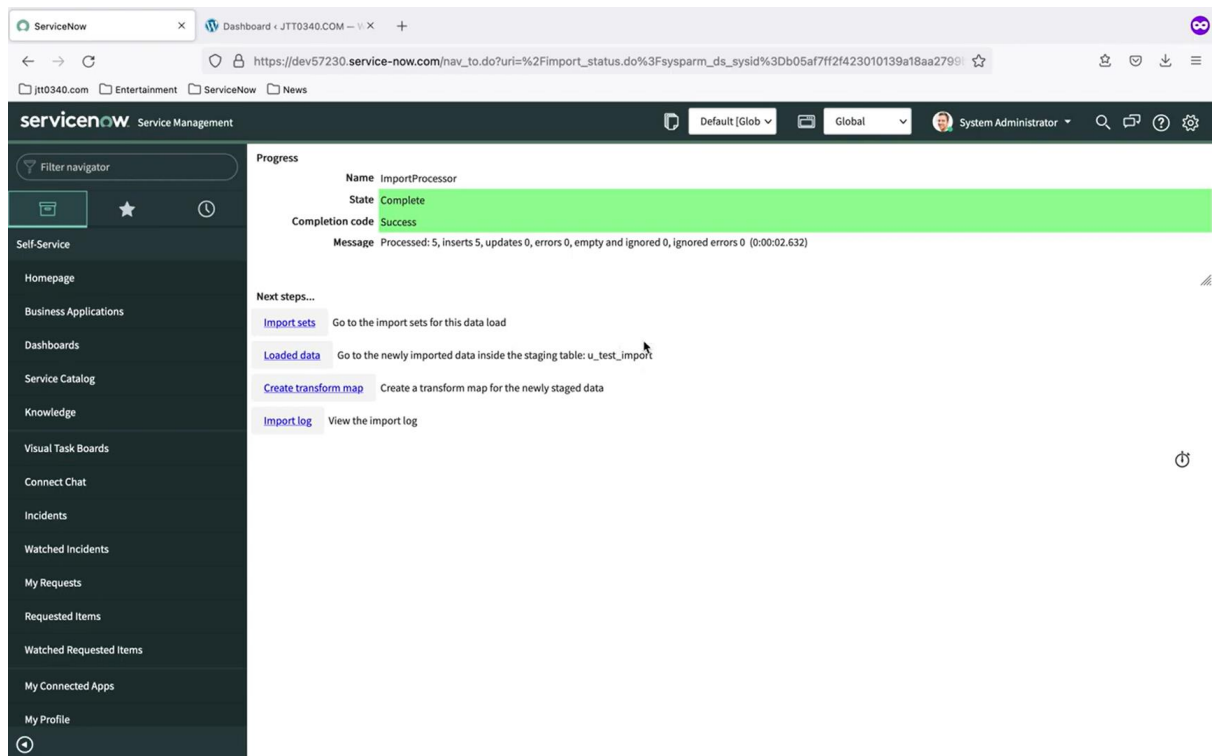
The screenshot shows the ServiceNow interface. The left sidebar contains navigation links: Self-Service, Homepage, Business Applications, Dashboards, Service Catalog, Knowledge, Visual Task Boards, Connect Chat, Incidents, Watched Incidents, My Requests, Requested Items, Watched Requested Items, My Connected Apps, and My Profile. The main content area is titled 'System Diagnostics' and displays a 'Cluster Nodes Status' table. A banner at the top of the main area says 'Make your life easier, create a dashboard!' with a 'Create dashboard version' button. Below the banner, there is an 'Add content' button and a 'Change Layout' button. The 'Cluster Nodes Status' table lists various system metrics for a specific node.

Cluster Nodes Status	
Name	app132017.ytz3.service-now.com:dev57230004
Status	online
Logged in users	1
Last reported	0 seconds
Last reported (seconds ago)	0
JVM UP time	2 hours 16 minutes
JVM CPU time	55 minutes
Scheduler running	true
Scheduler queue length	0
Memory (MB)	283.0 of 1980.0
JVM Classes	27812.0 loaded, 231.0 unloaded
Transactions	1067
Errors	9
GC.ParNew.Count	2222 (81 per 5 minutes)
GC.ParNew.TotalTime	43500 (43 seconds)
GC.ParNew.AvgTime	0.019576957
GC.ConcurrentMarkSweep.Count	31 (1 per 5 minutes)
GC.ConcurrentMarkSweep.TotalTime	22428 (22 seconds)
GC.ConcurrentMarkSweep.AvgTime	0.72348386

Creating Import Sets

To create an Import Set in ServiceNow, follow these steps:

1. **Navigate to the Import Sets module:** Go to **System Import Sets > Import Sets**.
2. **Click on New:** Click on the **New** button to create a new Import Set.
3. **Choose a data source:** Select the data source type (e.g., CSV, Excel, JSON, etc.) and provide the necessary connection details.
4. **Define the import set:** Provide a name and description for the Import Set, and specify the target table in ServiceNow where the data will be imported.
5. **Configure the import:** Choose the import method (e.g., append, update, or delete) and set any additional import options.



Transforming Data and Mapping Fields

One of the key benefits of Import Sets is the ability to transform and map data from the external source to the target table in ServiceNow. This is achieved through the use of **Transform Maps**.

A Transform Map is a set of rules that define how to transform and map the data from the external source to the target table. Transform Maps can be used to:

- **Rename fields:** Map fields from the external source to fields in the target table.
- **Perform data transformations:** Apply transformations to the data, such as converting data types or performing calculations.
- **Filter data:** Filter out unwanted data or apply conditional logic to the import process.

To create a Transform Map, follow these steps:

1. **Navigate to the Transform Maps module:** Go to **System Import Sets > Transform Maps**.
2. **Click on New:** Click on the **New** button to create a new Transform Map.
3. **Define the transform map:** Provide a name and description for the Transform Map, and specify the source and target fields.
4. **Configure the transform rules:** Define the transform rules using a drag-and-drop interface or by writing scripts.

Benefits of Import Sets

Import Sets provide several benefits, including:

- **Flexibility:** Import Sets can be used to import data from a wide range of sources, including CSV, Excel, JSON, and more.

- **Data transformation:** Import Sets enable data transformation and mapping, making it easy to integrate data from external sources into ServiceNow.
- **Automation:** Import Sets can be scheduled to run automatically, making it easy to keep data in sync between systems.

The Import Set [sys_import_set] Table

In order to keep the imported records in our Staging table organized, ServiceNow provides an out-of-box table named **Import Set [sys_import_set]**. Each time an import run is executed, the platform adds a record to the Import Set table. That record represents the import run, or the **set** of data. As the imported rows are added to the Staging table, each record is marked with a reference to the Import Set record. The **Set** attribute is used to store that reference. This allows us to organize and identify that our 40 staged records are distributed between 2 Import Sets.

