

TECHNOLOGY STACK

Date	
Team id	NM2025TMID00191
Project name	Streamlining ticket assignment for efficient support operations

Service now Architecture

The 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

