TECHNOLOGY STACK

DATE	
TEAM ID	LTVIP2025TMID30677
PROJECT NAME	Cafeteria Menu Display

Service Now Architecture Steps

This outlines the flow of data from a third-party system into Service Now, showing how it gets processed and results in actions or updates.

1. **Third Party → REST API → Service Now**
   - Data is sent from a third-party system to Service Now using a REST API.
2. **REST API → Scheduled Import**
   - The data received via the REST API is captured using a scheduled import job.
3. **Scheduled Import → Import Sets**
   - Data is loaded into temporary **Import Set** tables.
4. **Import Sets → Transform Map**
   - The data is transformed to match the format required by the target tables.
5. **Transform Map → Incident Table**
   - The transformed data is saved in the **Incident Table** in Service Now.
6. **Incident Table → Triggered Actions**
   - Actions such as alerts or updates are automatically triggered based on the incident data.
7. **Incident Table ↔ CMDB Tables**
   - Incidents are linked to **Configuration Items (CIs)** from the **CMDB (Configuration Management Database)**.

Architecture of Service Now

ServiceNow App