

## TECHNOLOGY STACK

Date	07 NOV 2025
Team id	NM2025TMID09101
Project	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.

1. **Third Party → REST API → ServiceNow**

Data is sent from a third-party system via REST API.

2. **REST API → Scheduled Import**

API data is captured by a scheduled import job.

3. **Scheduled Import → Import Sets**

Data is loaded into temporary import tables.

4. **Import Sets → Transform Map**

Data is transformed to match the format of the target tables.

5. **Transform Map → Incident Table**

Transformed data is saved as incidents in ServiceNow.

6. **Incident Table → Triggered Actions**

Actions (like alerts, updates) are automatically triggered.

7. **Incident Table ↔ CMDB Tables**

Incidents are linked to Configuration Items (Cis) from the CMDB

## ServiceNow App

