

# WEEK 1 - 10

## Understanding Import Sets in ServiceNow

This document explores the process of creating import sets in ServiceNow, a powerful tool for transforming and mapping data into target tables.

## Import Set Creation Process

To create an import set, first navigate to the "Import Sets" module in the ServiceNow instance. From there, select the "New" button to initiate the creation of a new import set. Provide a descriptive name and a short description for the import set.

## Data Source Configuration

Define the source of your data within the import set.

You can choose from various options including file upload, URL, and database connection. For file uploads, specify the file type and location, while for URLs, provide the URL address. Database connections require configuring connection details, including database type, host, username, and password.

## Data Transformation

### Field Mapping

Map the fields from your data source to the corresponding fields in your target ServiceNow table.

### Data Cleansing

Cleanse the imported data by removing unnecessary characters, converting data types, and resolving inconsistencies.

### Data Validation

Validate the transformed data against defined rules and constraints to ensure data quality.

### Transform Script

Use the "Transform Script" option to execute custom scripts for more complex data transformations.

## Mapping Fields to Target Tables

The mapping process involves associating fields from your data source with the corresponding fields in your ServiceNow target table.

The field mapping screen allows you to drag and drop fields from your data source to the target table fields.

ServiceNow automatically suggests potential field mappings based on data type and field name similarity, facilitating efficient mapping.

Data Source Field	Target Table Field
Customer Name	Name
Email Address	Email
Phone Number	Phone

## Import Set Processing

Once the import set is configured, you can initiate the data import process.

ServiceNow retrieves data from the specified source and applies the defined transformations and field mappings.

The import set processing can be monitored in real time to track progress and identify any errors.

## Import Set Completion

Upon successful completion of the import process, the data is loaded into the target ServiceNow table.

Review the import log for any errors or warnings that occurred during the process.

Verify the imported data in the target table to ensure accuracy and completeness.

## Advanced Import Set Features

ServiceNow offers advanced features for import sets, enhancing flexibility and control.

These features include: scheduling imports, defining import thresholds, and using custom transform scripts for complex data manipulations.

Explore these advanced features to optimize your data import process for specific use cases and requirements.