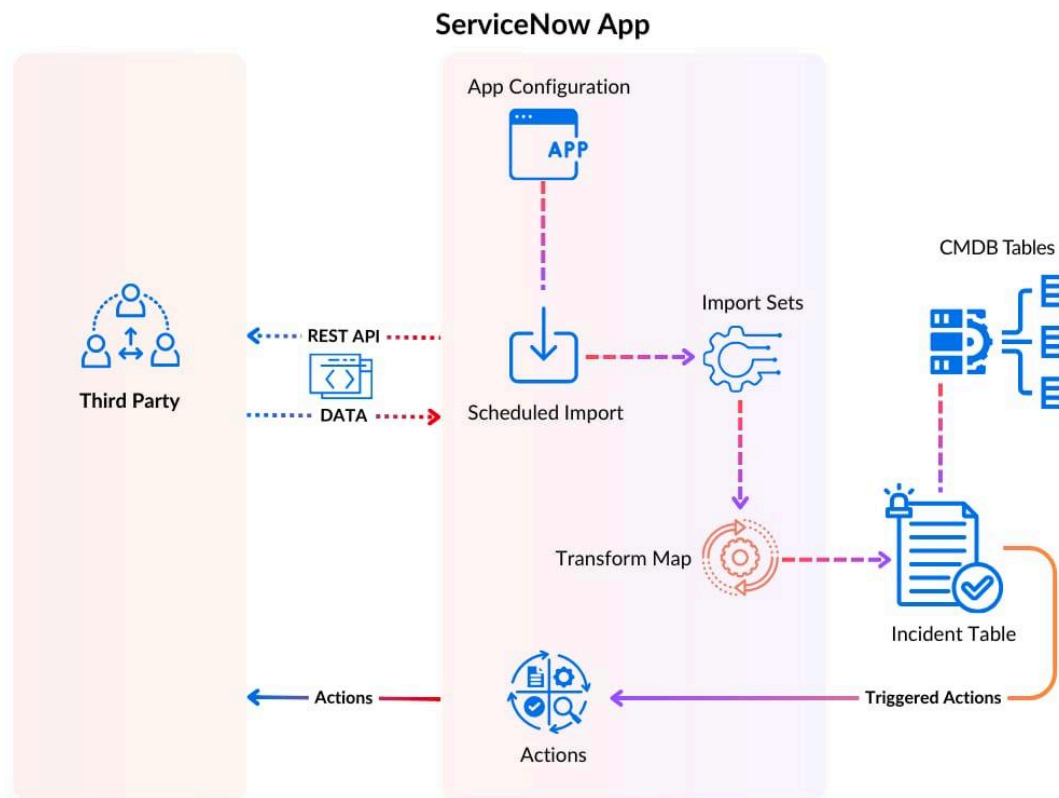# Technology stack:

- Scheduled imports automate the process of importing data into the platform at specified intervals.
- An import set is a staging table that temporarily holds data imported from an external source before it's mapped and inserted into target ServiceNow tables.
- A transform map defines how data from an import set (a staging area for external data) is mapped and transformed into a target ServiceNow table.
- CMDB (Configuration Management Database) tables are used to store information about all configuration items (CIs) within an organization's IT environment.
- The incident table (incident) is the core table used for managing incidents within the Incident Management application.