

Automated car catalog system for enhanced showroom management Technology stack

Team id	LTVIP2025TMID30643
Project name	Automated car catalog system for enhanced showroom management

Architecture of service now

ServiceNow Architecture Overview

1. Third Party (Left side)

External systems or applications (e.g., monitoring tools, databases, CMDBs) are referred to as "Third Party".

These systems send data to ServiceNow through **REST APIs**.

2. REST API & DATA

The third-party system communicates with ServiceNow using **REST APIs**.

Data is pushed or pulled via APIs and is then passed to the next processing stage in ServiceNow.

3. Scheduled Import

The incoming data is managed using **Scheduled Import jobs**.

These jobs are configured in the **ServiceNow App Configuration** and determine when and how data should be imported.

4. Import Sets

Once data reaches ServiceNow, it goes into **Import Sets**, which act as staging tables to temporarily hold the data.

5. Transform Map

Transform Maps define how data in the Import Sets should be mapped to the target tables.

It transforms and processes raw input data to align with the structure of target tables (like Incident or CMDB tables).

6. Target Tables

These are the final destinations for processed data:

CMDB Tables (Configuration Management Database): Used for storing configuration items and their relationships.

Incident Table: For storing incident records.

Other relevant business-specific tables.

7. Triggered Actions

Once data reaches these tables, **Triggered Actions** can take place.



