IMPORT SETS

TRANSFORMS, AND COALESCE FIELDS

OVERVIEW

- Import Sets
- Transform Map
- Coalesce Fields
- Scheduled Imports
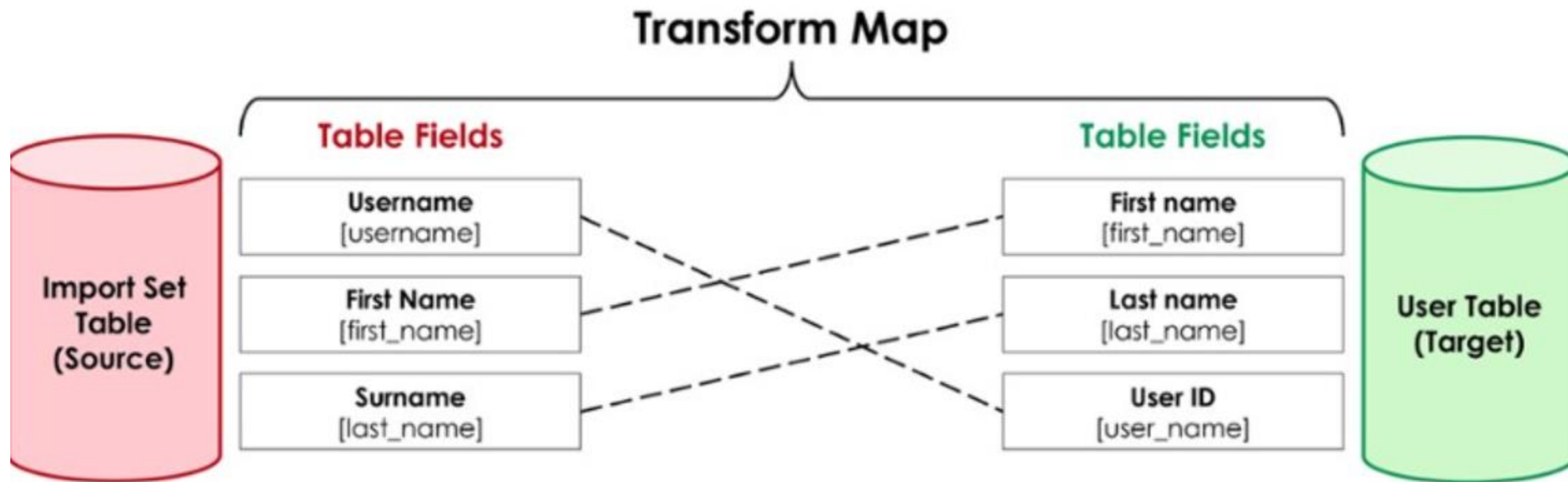- Transform Map Script

IMPORT SETS

- An import set is a tool used to import data from various data sources and map that data into ServiceNow tables

- Import sets lets us pull data into a ServiceNow instance without the need to manually add records one at a time

- Import Sets require admin or import_admin roles

- Data Sources are records that contain information regarding an import set data source

  o Ex: XML, CSV, Excel, a network server, etc.

- The Import Set Table acts as a staging area for records imported from a data source

TRANSFORM MAPS

- Transform Maps provide a guide for moving data from Import Set (staging) tables to our Target tables
  - Target table refers to the new or existing table in our ServiceNow instance that the incoming data will be placed in
- A transform map is a set of field maps that determine the relationships between fields in an import set and fields in a target table
- Once a transform map is defined, it can be reused for mapping data from an import set to a target table

TRANSFORM MAP

Transform Map

Table Fields — Table Fields

Import Set Table (Source)
- Username [username]
- First Name [first_name]
- Surname [last_name]

User Table (Target)
- First name [first_name]
- Last name [last_name]
- User ID [user_name]

COALESCE FIELDS

- What happens if we have a record in our existing table that is a duplicate of a record in our import set?

- Coalesce field(AKA Coalescing a field) is when we use a field as a unique key during imports

- This lets us detect if data in a coalesce field is the same as an existing record and we can choose how to deal with the conflict
  - If a match is found using the coalesce field(s), the existing record will be updated with the imported information
  - If a match is not found using the coalesce field(s), a new record will be inserted into the table
  - Without a coalesce field defined, the import set always creates new records for each transformation

- Coalesce fields allow us to ensure that we don't import duplicate data records

SCHEDULED IMPORTS

- A scheduled import allows admins to import data on a regular schedule

- Import operations can be run daily, weekly, or monthly based on business requirements

- System import sets > Administration > Scheduled Imports

TRANSFORM MAP SCRIPT

- Transform Map Scripts allow you to customize import operations using advanced logic

- Transform map scripts execute as events occur while an import set is being transformed onto a ServiceNow table

- We have 2 types of transform map scripts:

  - Explicit transform map scripts – explicitly define mapping relationships

  - Transformation event scripts – modifies the processing of events at different stages of a transformation

- Transform maps

DEMO

- Let's import some data!

TERMINOLOGY

- Import Set - a tool used to import data from various data sources and map that data into ServiceNow tables

- Import Set Table – a staging area for records imported from a data source

- Transform Map - a set of field maps that determine the relationships between fields in an import set and fields in a target table

- Target Table – a new or existing table in our ServiceNow instance that the incoming data will be placed in

- Coalesce Field – a field(s) defined as a unique key during imports to prevent the creation of duplicate records