

## DN 3.0 SERVICE NOW

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Import Set Table

Data Source

Staging Area

Transform Map

Field Mapping

One-to-One Mapping

One-to-Many Mapping

Transformation Rules

Data Transformation

Scripts

Target Table

Error Handling

Rollback

Data Integrity

Scalability

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### The Import Set [sys\_import\_set] Table

In order to keep the imported records in our Staging table organized, ServiceNow provides an out-of-box table named **Import Set [sys\_import\_set]**. Each time an import run is executed, the platform adds a record to the Import Set table. That record represents the import run, or the **set** of data. As the imported rows are added to the Staging table, each record is marked with a reference to the Import Set record. The **Set** attribute is used to store that reference. This allows us to organize and identify that our 40 staged records are distributed between 2 Import Sets.

Understanding Import Sets in ServiceNow

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#### Incident Management

- Incident Record
- Service Disruption
- Priority
- Resolution

#### Problem Management

- Root Cause Analysis
- Known Errors
- Problem Record
- Workaround

#### Change Management

- Change Request
- Risk Assessment
- CAB (Change Advisory Board)

- **Change Approval**

#### **Task Creation**

- **Task Record**
- **Template**
- **Task Workflow**
- **Parent/Child Tasks**

#### **Task Assignment Rules**

- **Assignment Groups**
- **Auto-Assignment**
- **Skills Matching**
- **Workload Balancing**

#### **Task Collaboration**

- **Work Notes**
- **Comments**
- **Notifications**
- **Activity Log**

#### **Visual Task Boards**

- **Kanban Boards**
- **Drag-and-Drop**
- **Real-Time Updates**
- **Task Visualization**



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### Reporting Capabilities

- **Data Visualization**
- **Custom Reports**
- **Performance Metrics**
- **Interactive Dashboards**

### Types of Reports

- **List Reports:** Display data in a tabular format.
- **Chart Reports:** Visualize data using bar, pie, or line charts.
- **Pivot Table Reports:** Summarize and analyze data with multi-dimensional views.
- **Heat Maps:** Show data density and trends geographically or in other dimensions.

### Creating Reports

- **Report Designer:** Use the built-in Report Designer for custom report creation.
- **Data Source Selection:** Choose tables or data sources to include in the report.
- **Filters and Conditions:** Apply filters to refine the data displayed.
- **Report Layout:** Customize layout, columns, and aggregation settings.

## Managing Reports

- **Report Scheduling:** Set up schedules to run reports automatically at specified intervals.
- **Report Permissions:** Manage access controls and permissions for viewing or editing reports.
- **Report Templates:** Create and use templates for consistent report design.

## Sharing Reports

- **User Sharing:** Share reports directly with specific users or groups.
- **Email Distribution:** Set up email notifications to send reports to recipients.
- **Dashboards:** Add reports to dashboards for consolidated views and easy access.
- **Public or Restricted Access:** Define visibility settings for public or restricted access based on user roles

The diagram illustrates the relationships between various ServiceNow report components:

- Report Source [sys\_report\_source]** connects to the central **Report [sys\_report]**.
- Scheduled Email of Report [sysauto\_report]** connects to the central **Report [sys\_report]** via the **Schedule** relationship.
- Report Users and Groups [sys\_report\_users\_groups]** connects to the central **Report [sys\_report]** via the **Share** relationship.
- Dashboard [pa\_dashboards]** connects to the central **Report [sys\_report]** via the **Add to Dashboard** relationship.

The diagram is presented in a video player interface for a **ServiceNow Reporting Tutorial** by **ServiceNowSimple** (17.8K subscribers). The video player shows a progress bar at 22:01 / 23:27 and includes standard controls like play, pause, volume, and full screen. Below the video, there are engagement buttons for likes (469), comments, shares, and a subscribe button.

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- **Visual Interface**
- **Drag-and-Drop**
- **Pre-Built Components**
- **Templates**
- **Automation**
- **Integration**
- **Deployment**
- **Rapid Development**
- **Accessibility**
- **Cost-Effective**
- **Scalability**
- **Vendor Lock-In**
- **Security Risks**
- **Performance**
- **Low Code Developer**
- **Business Analyst**
- **Application Support**
- **Automation Specialist**
- **Consultant**