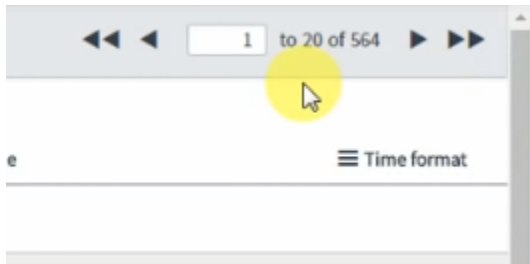


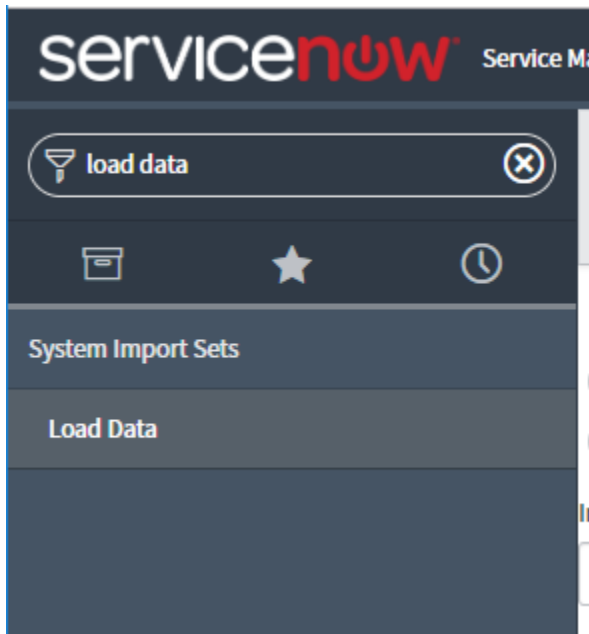
Scenario: let's say we accidentally deleted 20 users from ServiceNow. Oh, no!

There are now 564 users:



Luckily, there is a solution...

Step One: System Import Sets > Load Data



Step Two: Select whether to create a new Table or use an existing Table:

< Load Data

Import set table ☐ Create table
☒ Existing table

Import set table User [imp_user] ▼

Source of the import ☒ File
☐ Data source

File No file chosen

Sheet number 1


Header row 1

... it is more convenient to use an existing table, ie, User table.

Step Three: Select the file:

Name	Date modified	Type	Size
ServiceNow Admin Training Group	1/26/2018 7:29 PM	Microsoft Word D...	17 KB
ServiceNow Users	4/29/2018 12:26 AM	Microsoft Excel W...	34 KB
Training Content High Level	1/28/2018 1:21 PM	Microsoft Excel W...	9 KB
Training Schedule	1/26/2018 7:37 PM	Microsoft Excel W...	10 KB
USER Group Role	1/26/2018 6:23 PM	PNG image	17 KB

Step Four: Click on Submit:

 Load Data

Import set table ☐ Create table
☒ Existing table


Import set table

Source of the import ☒ File
☐ Data source

File ServiceNo...sers.xlsx

Sheet number

Header row



... the file will load ...

Progress


Name ImportProcessor

State **Complete**

Completion code **Success**

Message Processed: 584, inserts 584, updates 0, errors 0, empty and ignored 0, ignored errors 0 (0:00:03.018)

Next steps...

[Import sets](#) Go to the import sets 

[Loaded data](#) Go to the newly imported table: imp_user

[Create transform map](#) A transform map links the imported data and fields

[Run Transform](#) Transform a loaded import set using an existing transform map

[Import log](#) View the import log

Step Five: Create Transform Map:

Progress

Name	ImportProcessor
State	Complete
Completion code	Success
Message	Processed: 584, inserts 584, updates 0, errors 0, empty and ignored 0, ignored errors 0

Next steps...

- [Import sets](#) Go to the import sets
- [Loaded data](#) Go to the newly imported table: imp_user
- [Create transform map](#) A transform map links the imported data and fields
- [Run Transform](#) Transform a loaded import set using an existing transform map
- [Import log](#) View the import log

Step Six: name the Transform Map (ie, data load user) and select the Target table (ie, User):

Table Transform Map
New record

Name	data load user	Application	Global
Source table	User [imp_user]	Created	
Active	<input checked="" type="checkbox"/>	Target table	User [sys_user]
Run business rules	<input checked="" type="checkbox"/>	Order	100
Enforce mandatory fields	No	Run script	<input type="checkbox"/>
Copy empty fields	<input type="checkbox"/>		

Submit

Related Links

- [Auto Map Matching Fields](#)
- [Mapping Assist](#)

Step Seven: Select **Auto Map Matching Fields**:

Table Transform Map
New record

* Name: data load user

* Source table: User [imp_user]

Application: Global

Created:

* Target table: User [sys_user]

Order: 100

Run script: ☐

Active: ☒

Run business rules: ☒

Enforce mandatory fields: No

Copy empty fields: ☐

Submit

Related Links

[Auto Map Matching Fields](#)

[Mapping Assist](#)

Step Eight: Click on **Transform** under Related Links:

Table Transform Map
data load user

Run business rules: ☒

Enforce mandatory fields: No

Copy empty fields: ☐

Order: 100

Run script: ☐

Update Copy Delete

Related Links

[Auto Map Matching Fields](#)

[Mapping Assist](#)

[Transform](#)

[Index Coalesce Fields](#)

Field Maps (12) Transform Scripts

Field Maps New

1 to 12 of 12

Source field	Target field	Coalesce
u_title	title	false

Step Nine: Click on **Transform** :

Specify Import set and Transform map

* Import set: ISET0010001 - imp_user (2018-04-28 19:09:19)

Available maps

data load user - sys_user

Add

Remove

Selected maps, run in order

User - sys_user

Transforming...

Step Ten: Go to the Import Set

Progress

Name Transforming: ISET0010001

State Complete

Completion code Success

Message Transformation complete

Next steps...

[ISET0010001](#) Go to the import set

[Transform history](#) Show the transform history, related errors and log

[Import log](#) View the import log

Step Eleven: System Import Sets > Data Sources > Create New :

Data Sources [New](#) Go to Name Search

All

Search Search

<input type="checkbox"/>	Example CSV FTP SSL test	File
<input type="checkbox"/>	Example CSV FTP test	File
<input type="checkbox"/>	Example CSV TAB Test Users on Path	File
<input type="checkbox"/>	Example CSV Test Users on Path	File
<input type="checkbox"/>	Example CSV Test Users zipped on Path	File
<input type="checkbox"/>	Example HTTP CSV Zip users	File
<input type="checkbox"/>	Example JDBC MySQL Glide.sys user	JDBC

Define: Name (Test) Table: u_imp_user Format: (Excel)

Sheet: 1 Header row: 1

< Data Source New record

* Name Test Application Global ⓘ

Import set table label IMP User File retrieval method Attachment ▼

* Import set table name u_imp_user

Type File ▼

Format Excel (.xlsx/.xls) ▼

☐ Zipped

Sheet number 1

Header row 1

Submit

Attach the File:

< Data Source New record ⓘ

* Name Test Application Global ⓘ

Import set table label IMP User File retrieval method Attachment ▼

* Import set table name u_imp_user

Type File ▼

Format Excel (.xlsx/.xls) ▼

☐ Zipped

Sheet number 1

Header row 1



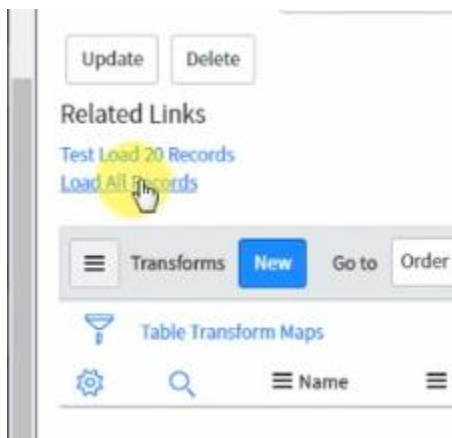
Name	Date modified	Type	Size
ServiceNow Admin Training Group	1/26/2018 7:29 PM	Microsoft Word D...	17 KB
ServiceNow Users	4/29/2018 12:26 AM	Microsoft Excel W...	34 KB
Training Content High Level	1/28/2018 1:21 PM	Microsoft Excel W...	9 KB
Training Schedule	1/26/2018 7:37 PM	Microsoft Excel W...	10 KB
USER Group Role	1/26/2018 6:23 PM	PNG image	17 KB





... and then Save.

Next, go to **Load All Records** :



... and check the **Loaded Data** :



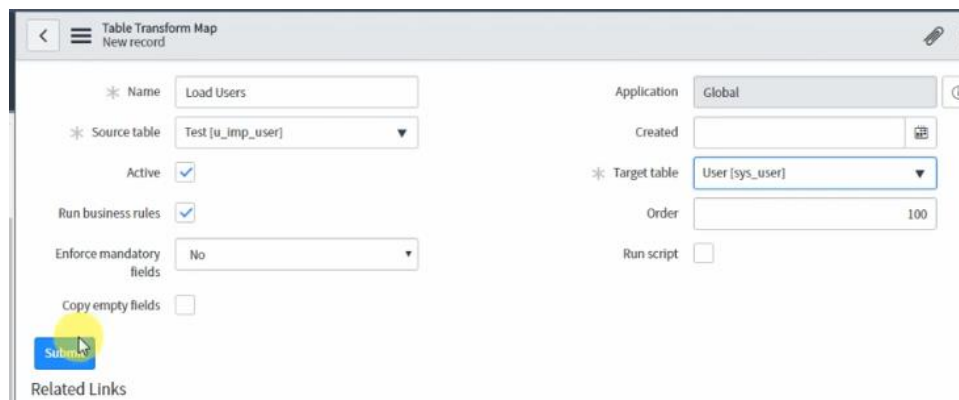
... next, go to **Transform Map** :



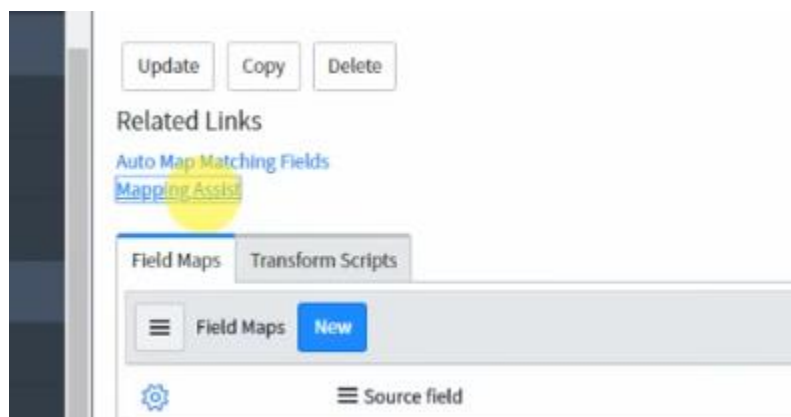
... next, set **Name** to Load Users

And **Target table** to User.

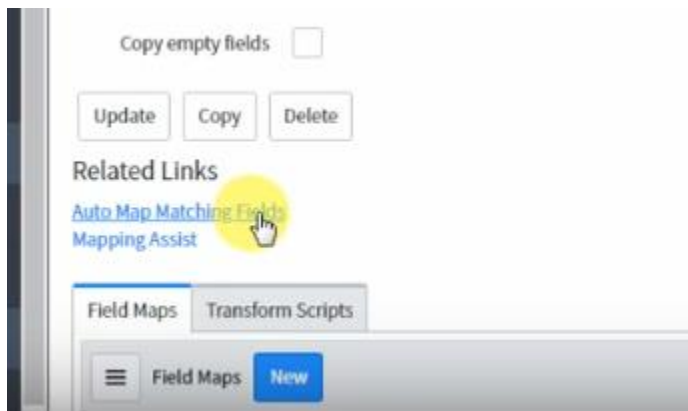
Then Save:



Next, click on **Mapping Assist** :



... select **Auto Map Matching Fields** :



Next, select the fields you want to coalesce by setting to True :

A screenshot of a web interface titled 'Table Transform Map' with the subtitle 'Load Users'. It shows a 'Field Maps (8)' tab. Below the tab is a table with four columns: 'Source field', 'Target field', and 'Coalesce'. The table lists eight mappings. A yellow circle highlights the 'false' value in the 'Coalesce' column for the 'u_user_id' row, with a mouse cursor pointing at it.

	Source field	Target field	Coalesce
<input type="checkbox"/>	u_active	active	false
<input type="checkbox"/>	u_email	email	false
<input type="checkbox"/>	u_name	name	false
<input type="checkbox"/>	u_mobile_phone	mobile_phone	false
<input type="checkbox"/>	u_title	title	false
<input type="checkbox"/>	u_time_format	time_format	false
<input type="checkbox"/>	u_user_id	user_name	false
<input type="checkbox"/>	u_location	location	false

... in this case, we chose **u_user_id** .

Next click, Transform.

And also click on Transform in the new page:

< Specify Import set and Transform map

* Import set ISET0010002 - u_imp_user (2018-04-28 19:18:58) ▼

Available maps

Selected maps, run in ord

Load Users - sys_user

Add

>

<

Remove

Transform Transforming...



Progress

Name Transforming: ISET0010002

State Complete

Completion code Success

Message Transformation complete

Next steps...

[ISET0010002](#) Go to the import set

[Transform history](#) Show the transform history, related errors and log

[Import log](#) View the import log

... next, go to the Import Set:

Progress

Name Transforming: ISET0010002

State Complete

Completion code Success

Message Transformation complete

Next steps...

- [ISET0010002](#) Go to the import set
- [Transform history](#) Show the transform history, related errors and log
- [Import log](#) View the import log

... and see that we added back the 20 records. The SET got UPDATED from 564 to 584 :

Import Set Runs (1) Import Set Rows (584)

Import Set Runs Go to Started Search

Set = ISET0010002

	Started	State	Completed	Run time	Total	Inserts	Updates	Ignored	Skipped	Errors	Transform Map
<input type="checkbox"/>	2018-04-28 12:20:28	Complete	2018-04-28 12:20:30	2 Seconds	584	20	6	558	0	0	Load Users

Actions on selected rows...



1 to 20 of 584

Time format

Search