Import Sets - Import Sets and Transform Maps

1 message

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Import Sets

Import Sets is a powerful tool used to import data from various data sources, and then map that data into ServiceNow tables.

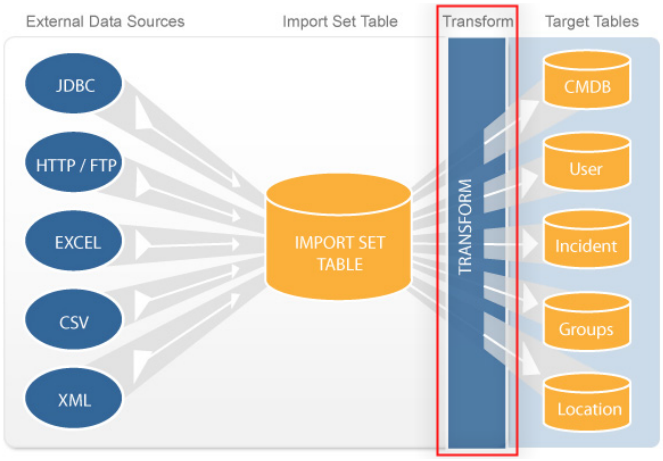
The Import Sets table acts as a staging area for records imported from a data source.

> **Note:** Data should not be imported in extremely large chunks. Creating an extremely large import set can cause delays and system outages.

A transform map determines the relationships between fields displaying in an Import Set table and fields in an existing ServiceNow table, such as the Incidents or Users table.

A transform map is a set of field maps that determine the relationships between fields in an import set and fields in an existing ServiceNow table, such as Incident [incident] or User [sys_user].

Import process transform



Importing sets will skip records when the data in the instance matches the data being imported.

Note: Import Sets run as user System. Therefore, Import Sets cannot add data to encrypted fields.

After creating a transform map, you can reuse it to map data from another import set to the same table.

The **Transform Maps** module enables an administrator to define destinations for imported data on any tables. Transform mapping can be as simple as a drag and drop operation to specify linking between source fields on an import set table and destination fields on any table. Use transform mapping to map source and destination fields dynamically.

Terminology

Key terms

Term	Definition
Import Set table	A table that acts as a staging location for records imported from a data source prior to transforming those records. Fields on these tables are generated automatically based on imported data and should not be modified manually.
Data source	A record that defines where to get the data to import. A data source may point to a file, a JDBC-compatible database, or an LDAP organizational unit.
Transformation	The conversion of data from an import set table to another table according to the rules defined in a transform map.
Transform map	A set of field maps that define the relationships between fields in an import set and fields on a table, such as Incident. During transformation, data is copied from the Import Set table to the destination table based on the transform map. A single import set field may be mapped to multiple fields on other tables.
Foreign record insert	A foreign record insert occurs when an import makes a change to a table that is not the target table for that import. This happens when updating a reference field on a table. For example when updating a value for the caller on an incident the import is actually updating the sys_user table.

Supported import formats

You can import data from several different file formats or external data sources.

File formats

Format	Limitations
CSV	CSV files must comply with the proposed CSV standard in RFC4180 . In particular, this means that double quotes may not appear inside fields. The first row of data in an imported CSV file becomes the header row and defines the columns for that import set.
Excel	Excel files must have the XLS or XLSX extension.
XML	XML files must have a consistent XPath for each data row.
JSON	For JSON arrays, the path for each row must specify the array root element twice, such as `/incidents/incidents` . JSON files should follow RFC-4627. For example, a single comma should separate a value from the following name. Names within an object should be unique. Predicates such as `@element` , `[index]` , or `text()` , as well as Axis such as children, siblings, or ancestors are not supported.

ServiceNow can import data from the following external data sources.

External data sources

Data Source	Limitations
JDBC	Some network configurations may require a MID Server.
LDAP	LDAP imports require a valid transform map.