

ServiceNow Application Developer

Importing Data > Preparing Data for Import

Before importing data into ServiceNow, it is recommended you take the time to:

- Understand what data you are bringing in
- Create a plan to map the source file columns to the target table columns
- Decide what to do with incomplete or erroneous data

It is much harder to remove unwanted data than it is to create a plan in advance.

In this example, requests for services from the Legal, Human Resources, and Facilities departments were tracked in a spreadsheet. The historic data needs to be imported into the *NeedIt* application to preserve all request data in a single location. A duplicate record and an incomplete record have been struck out and will be deleted from the source file before importing.

	A	B	C	D	E
1	Requested for	Request type	What needed	Short description	Must have by
2	Adela Cervantsz	Legal	Legal 2	Imported record 1	1/14/17
3	Aileen Mottern	Human Resources	Other	Imported record 2	2/4/17
4	Bryan Rovell	Facilities	Facilities 1	Imported record 3	12/18/16
5	Danny Dales	Legal	Legal 1	Imported record 4	11/11/16
6	Nathanial Phoenix	Human Resources	Human Resources 2	Imported record 5	3/20/17
7	Nathanial Phoenix	Human Resources	Human Resources 2	Imported record 5	3/20/17
8		Facilities	Facilities 2	Imported record 6	