

ServiceNow Application Developer

Importing Data > Exercise: Import Historic NeedIt Data

In this module, you will import the records and four of the fields from the NeedItImportData.csv file:

- *Requested for*
- *Request type*
- *What needed*
- *Short Description*

Preparation

1. Download the **[NeedItImportData.csv \(/dev download.do?sysparm_filename=files/needitimportdata.csv&sysparm_project=app_store_learnv2](#)** file.
2. Open the file for viewing using any text editor or spreadsheet software.
3. Examine the column names, number of records, and data format.

Load Data

1. In the main ServiceNow browser window, use the Application Navigator to open **System Import Sets > Load Data**.

2. Configure the *Import set* table:

Create table: **Selected**

Label: **Historic NeedIt Data**

3. Configure the *Source* of the import:

File: **Selected**

Sheet number: **1**

Header row: **1**

4. Click the **Choose File** button.

5. In the file browser, navigate to where you downloaded the *NeedItImportData.csv* file. Select the **NeedItImportData.csv** file and click the **Open** button.

6. Click the **Submit** button to load the data into the staging table from the file.

7. On the *Progress* page you should see:

Progress	
Name	ImportProcessor
State	Complete
Completion code	Success
Message	Processed: 5, inserts 5, updates 0, errors 0, empty and ignored 0, ignored errors 0 (0:00:01.053)

8. In the *Next steps...* section, click the **Create transform map** link.

Create the Transform Map

1. Configure the Transform Map:

Name: **Import Historic NeedIt Data**













Source table: **Historic NeedIt Data [x_58872_needit_historic_needit_data]**

Run business rules: **Selected (checked)**

Enforce mandatory fields: **No**

Target table: **NeedIt [x_58872_needit_needit]**

2. Click the **Auto Map Matching Fields** Related Link.
3. When the mapping is complete, scroll to the **Field Maps** related list. Four fields should be mapped. The fields may be in a different order on your instance.

Field Maps (4)		Transform Scripts	
	Field Maps	New	  1 to 4 of 4   
	Source field	Target field	Coalesce
<input type="checkbox"/>	 <u>u_request_type</u>	u_request_type	false
<input type="checkbox"/>	 <u>u_requested_for</u>	u_requested_for	false
<input type="checkbox"/>	 <u>u_short_description</u>	short_description	false
<input type="checkbox"/>	 <u>u_what_needed</u>	u_what_needed	false
<input type="checkbox"/>	Actions on selected rows... 		  1 to 4 of 4  

Run the Transform

1. In the Related Links, click the **Transform** link.

2. On the *Specify Import set and Transform map* page, make sure the **Import Historic NeedIt Data** map is in the *Selected maps, run in order* slushbucket.

< Specify Import set and Transform map

* Import set ISET0010008 - x_58872_needit... ▼

Available maps

Selected maps, run in order

Import Historic NeedIt Data - x_58872_needit_needit

Add

>

<

Remove

Transform

3. Click the **Transform** button.

Determine if the Transform and Import Worked

1. On the *Progress* page, verify the transform was successful:

Progress

Name	Transforming: ISET0010002
State	Complete
Completion code	Success
Message	Transformation complete

2. In the *Next steps...* section, click the **Transform history** link.

3. The Transform History status should be *Complete with errors*.

Transform Histories		Search	Started	▼	Search	1 to 7 of 7					
	All			Started	State	Completed	Run time	Set	Import set table	Total	Inserts
	2018-11-27 18:41:01		Complete with errors	2018-11-27 18:41:01	0 Seconds	ISET0010001	needit_staging [x_58872_needit_needit_staging]	5	0		

4. Click the **timestamp** link to open the list of errors.

5. Scroll to the **Import Set Row Errors** related list.

6. Hover over the **Preview** icon () for one of the records. Examine the error.

7. Hover over the **Preview** icon () for a different record. Examine the error. The error should be the same for each record you attempted to import:

Import Set Row Errors (5)

Import Log (12)

Preview Operation against file 'x_58872_needit_needit' was aborted by Business Rule 'NeedIt When needed field date^30549de1db42a3007520f5861d9619ba'. Business Rule Stack:NeedIt When needed field date

Dealing with the Import Error

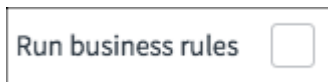
The error during the import is caused by the *NeedIt When needed field date* Business Rule. The Business Rule prevents users from submitting *NeedIt* requests with *When needed* field values in the past or on today. You did not map the date field, though, and are getting the error because the field has no value. To deal with the import you could temporarily make the Business Rule inactive. Doing so would allow users to submit *NeedIt* requests in the past and for today which is not the desired behavior. Instead, modify the Transform Map configuration.

1. Edit the Transform Map.

a. In the main ServiceNow browser window, use the Application Navigator to open **System Import Sets > Administration > Transform Maps**.

b. Open the **Import Historic NeedIt Data** Transform Map.

c. De-select (uncheck) the *Run business rules* option.

A screenshot of a checkbox labeled "Run business rules". The checkbox is currently unchecked, showing an empty square box.

d. Click the **Update** button.

2. Load the *needitimportdata.csv* file data into the staging table.

a. In the main ServiceNow browser window, use the Application Navigator to open **System Import Sets > Administration > Data Sources**.

b. Open the **needitimportdata.csv (Uploaded)** record for editing.

c. Scroll to the Related Links and click the **Load All Records** link.

3. In the *Next steps...* section on the *Progress* page, click the **Run Transform** link.

4. On the *Specify Import set and Transform map* page, make sure the *Import Historic NeedIt Data* map is in the *Selected maps, run in order* slushbucket.

< Specify Import set and Transform map

* Import set ISET0010008 - x_58872_needit... ▼

Available maps

Selected maps, run in order

Import Historic NeedIt Data - x_58872_needit_needit

Add

>

<

Remove

Transform

5. Click the **Transform** button.

► **QUESTION:** Why do you have to load data into the staging table to test again?

Determine if the Transform and Import Worked This Time

1. On the *Progress* page, verify the transform was successful:

Progress

Name	Transforming: ISET0010002
State	Complete
Completion code	Success
Message	Transformation complete

