servicenow.

**Get Started with Reports**
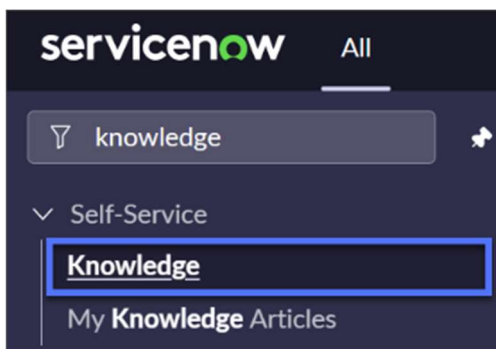# External Data

## Lab 1.3                    15 minutes

In this lab, you use an external data file as the source for a new report.

## A. Working with External Data Import

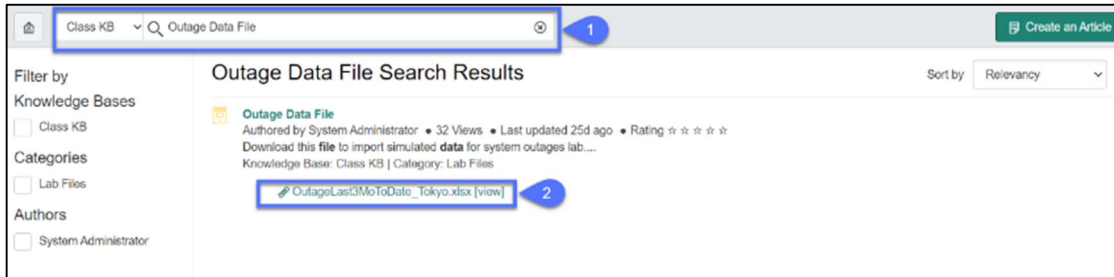In this section, you download and review an external Excel file.

1.  Navigate to **Self-Service > Knowledge.**



2.  Open the **Class KB** Knowledge Base.

3. Search the **Outage Data File** article and download the **OutageLast3MoToDate_Tokyo.xlsx** file.



4. Open the file from your local drive and validate the following requirements:

- The file has the **\*.xlsx** extension
- All data is contained in the **first worksheet**
- The **first row** of the file contains all **column names**
- The file size is **less than 2Mb**
- There are **fewer than 10,000 rows**
- There are **less than 25 columns**

*Note: All these requirements must be met in order for the upload to be successful.*

# B. Create a Report based on External Data

In this section, you create a new report based on the external source file.

1. Navigate to **Reports** > **Create New**.

2. While on the **Data** tab, define the report as follows:

Report name: **Outages by Root Cause**
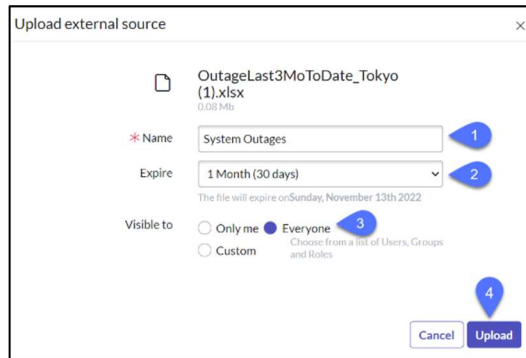Source type: **External import**

servicenow.

3. Click the **Upload a file** button.

4. Define the **Upload external source** properties as follows:

Name: **System Outages**

Expire: **1 Month (30 days)**

Visible to: **Everyone**

Upload external source

OutageLast3MoToDate_Tokyo (1).xlsx
0.08 Mb

\* Name    System Outages    1

Expire    1 Month (30 days)    2

The file will expire onSunday, November 13th 2022

Visible to    ○ Only me ● Everyone    3
              ○ Custom          Choose from a list of Users, Groups and Roles

4

Cancel    Upload

5. Click **Upload** to complete the file upload.

6. When the **Import Successful** message appears, click **Done.**

7. Click **Next** or select the **Type** tab to open the **Type** section.

8. Type **Bar** in the **Filter the visualizations** text box and select the **Bar** type.

Data    >    Type    > Configure >    Style

▽ Bar    1

Bars
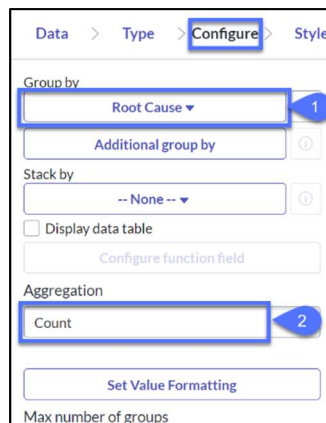Co A vertical bar graph. egate scores across data
dimensions

Bar    2

9. Click **Next** or select the **Configure** tab to open the **Configure** section.
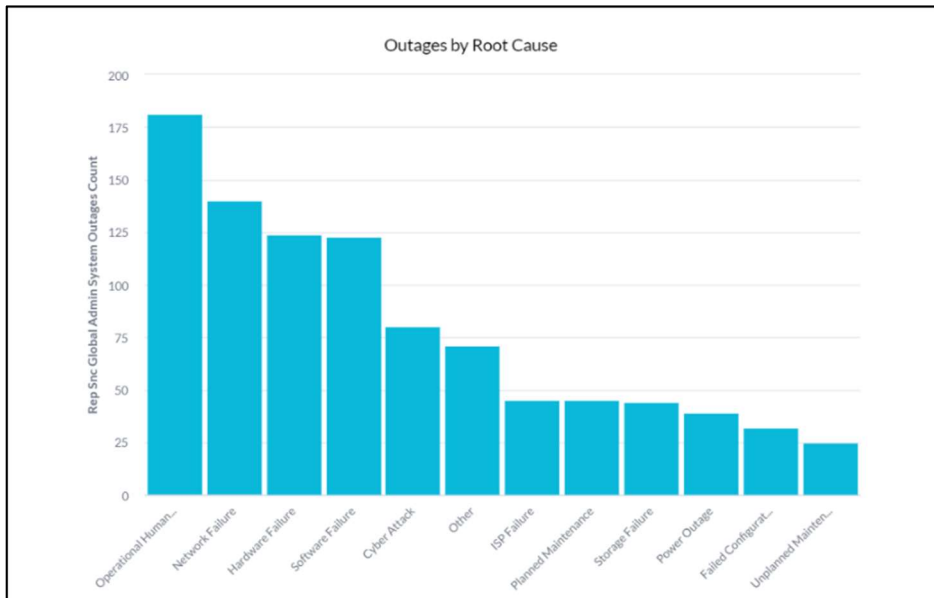
10. Configure the report as follows:

Group by: **Root Cause**
Aggregation: **Count**

Data    >    Type    > Configure >    Style

Group by
Root Cause ▾    1

Additional group by    ⓘ

Stack by
-- None -- ▾    ⓘ

☐ Display data table

Configure function field

Aggregation
Count    2

Set Value Formatting

Max number of groups

11. Click **Run** and preview your report to answer the following questions:

    a. What can you tell about the root cause of report outages?
    b. Which is the most common cause?
    c. Which is the least common cause?



12. **Save** the report.

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**Congratulations!**
**You completed the External Data Lab.**