A close-up of a logo

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**Classroom Session: Using Environment Variables and CSV Data in Postman for Chaining Collections**

**Learning Objective:** The objective of this session is to learn how to use environment variables and CSV data in Postman to create a chaining process for handling incidents in ServiceNow.

**Expected Completion Time:**

* Best Case: 25 minutes
* Average Case: 35 minutes

**Session Details:**

**Creating Environment Variables**

**Step-by-Step Guide:**

**Step 1: Create an Environment**

1. Click on the **Environment** menu in Postman.
2. Click on "Add" to create a new environment.
3. Name your environment appropriately, e.g., "ServiceNow Environment".

**Step 2: Create a Variable BaseUri**

1. In the environment, create a new variable:
   * Key: **BaseUri**
   * Initial Value: https://dev200784.service-now.com
   * Current Value: https://dev200784.service-now.com

**Step 3: Select the Environment**

1. At the top right corner of Postman, select the newly created environment from the dropdown menu.

**Step 4: Replace the BaseUri in the Request with the Environment Variable**

1. In your requests, replace the hardcoded base URI with the environment variable:

{{BaseUri}}/api/now/table/change\_request

**Steps to Create a CSV File**

**Step-by-Step Guide:**

**Step 1: Create a New Excel File**

1. Open Microsoft Excel or any spreadsheet application.

**Step 2: Add Values for Short Description and Description**

1. Add headers for your data:
   * Column A: Short\_Desc
   * Column B: Desc
2. Fill in the data below the headers with your short descriptions and descriptions.

**Step 3: Save the Excel File as CSV**

1. Save the file with the name incident\_data.csv.
2. Choose the CSV (Comma delimited) option when saving.
3. 

**Using CSV Data in Chaining Collections**

**Part 1: Create an Incident**

**Step 1: Create an Environment Variable for BaseUri**

1. Follow the steps mentioned above to create and set the BaseUri variable in your environment.

**Step 2: Create a Collection Variable for Incident**

1. Create a new collection or select an existing one.
2. Click on the collection name and go to the "Variables" tab.
3. Add a new variable:
   * Key: incidentSysId
   * Initial Value: (leave empty)
   * Current Value: (leave empty)

**Step 3: Set Up the Create Incident Request**

1. Create a new request in your collection named "Create Incident".
2. Set the request type to POST.
3. Set the URL to:

{{BaseUri}}/api/now/table/incident

1. Go to the "Authorization" tab and set up your authentication.
2. Go to the "Body" tab, select raw, and choose **JSON**.
3. Enter the JSON payload, using the CSV variables
4. {  "short\_description": "*{{Short\_Desc}}*",

  "description": "*{{Desc}}*"

}

**Step 4: Save the Response as a Collection Variable**

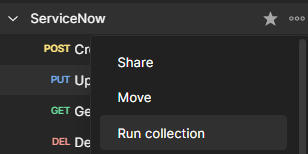
1. Go to the "Tests" tab and add the following script to save the response sys\_id as a collection variable:
2. *var* resp = pm.response.json();

*var* sysid = resp.result.sys\_id;

pm.collectionVariables.set("incidentSysId", sysid);

**Step 5: Read Data from CSV File**

**Step 6: Import CSV Data into Postman**



1. In Postman, click on the More option of Your collection.
2. Select **Run Collection**.
3. Click on "Select File" and upload the incident\_data.csv file.
4. Ensure that your collection is set to run using the data from the CSV file.

**Expected Outcome:**

Upon completion, you should be able to:

* Create an environment and environment variables in Postman.
* Replace hardcoded values with environment variables.
* Create a CSV file with data for incidents.
* Import CSV data into Postman and use it in requests.
* Chain requests in Postman by saving and using collection variables.

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