TECHNOLOGY STACK

Date	
Team id	LTVIP2025TMID30722
Project name	Streamlining ticket assignment for efficient support operations

Service now Architecture

The image shows how data flows from a third-party system into the ServiceNow app, gets processed through import mechanisms, and ends up in the Incident Table, where it can trigger further actions or updates.

Third Party → REST API → ServiceNow

Data is sent from a third-party system via REST API.

REST API → Scheduled Import

API data is captured by a scheduled import job.

Scheduled Import → Import Sets

Data is loaded into temporary import tables.

Import Sets → Transform Map

Data is transformed to match the format of the target tables.

Transform Map → Incident Table

Transformed data is saved as incidents in ServiceNow.

Incident Table → Triggered Actions

Actions (like alerts, updates) are automatically triggered.

Incident Table ↔ CMDB Tables

Incidents are linked to Configuration Items (Cis) from the CMDB

ServiceNow App

App Configuration

APP

CMDB Tables

Import Sets

Third Party

REST API

DATA

Scheduled Import

Transform Map

Incident Table

Actions

Triggered Actions

Actions