

ServiceNow: - EVS Import

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Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3',

'value': 'acaf843397d74958f7e3bb8fe153afe3'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/5e325c48c38a1a100acd3300150131e3',

'value': '5e325c48c38a1a100acd3300150131e3'}

Please follow the steps to import EVS service based on the import template provided by the customer.

Sample incident : INC1114775

Pre-requisites:

Here we are going to use data source 14092020-evs-missing-in-snow.xlsx (Uploa. Transform Map Source Table - Imp CMDB CI Evs User [u_imp_cmdb_ci_evs_user] Transform Map Target Table - Enterprise Voice Service User [u_cmdb_ci_evs_user]

Step 1:

Review the import file provided by customer (attached to the Incident) and - if required - ask the customer for corrections:

Correct column names and sequencecheck whether all the User's email addresses are available in ServiceNow(not user names) both in test and prod instance provided by the end user.

Step 2:

On the TEST instance navigate to System Import Sets > Data Sources and select 14092020-evs-missing-in-snow.xlsx (Uploa.

Step 3:

Click on Manage Attachments, then remove any existing attachments and add the new one.

Step 4:

Click on the related link Load all records:

Step 5:

Click on "Run Transform":

Step 6:

The correct transform map is already preselected. Click Transform to start the transformation.

Step 7:

When transformation is complete, click on ISET0267826.

Step 8:

Click on the ISET***** to check whether all the inserts are done.

Step 9:

Export the filtered list to xlsx and attach it to the Incident.

For any email addresses that could not be found, check if these can be found on the PROD instance.

If all of them can be found on PROD, the respective errors on TEST can be ignored.

Provide an import summary as Additional comment (Customer visible) in the Incident.

Ask Caller to review the results on TEST by setting the status to Awaiting and Waiting for to User feedback.