

TECHNOLOGY STACK

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| TEAM ID | LTVIP2025TMID30733 |
| PROJECT NAME | Asset Management Portal |

Architecture of ServiceNow

1. Third-Party Systems

- External tools or platforms that send data into ServiceNow
- Data is transferred using **REST APIs** or other integration methods

2. Scheduled Import

- Automatically pulls data from third-party sources at set intervals
- Ensures consistent and timely updates to ServiceNow

3. Import Sets

- Temporary staging tables that hold incoming data
- Prepares data for transformation before it enters core tables

4. Transform Map

- Converts and maps data from import sets to target tables
- Ensures correct formatting and field alignment

5. Incident Table

- Stores processed data as structured records (e.g., incidents, assets)
- Acts as the operational database for workflows and reporting

6. Triggered Actions

- Business rules or scripts that respond to changes in the Incident Table
- Can initiate notifications, updates, or external actions

7. CMDB Tables

- Configuration Management Database holds detailed asset and service data
- Supports relationships between configuration items (CIs)

ServiceNow App

