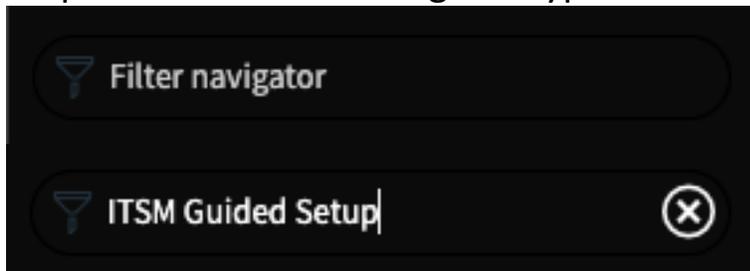
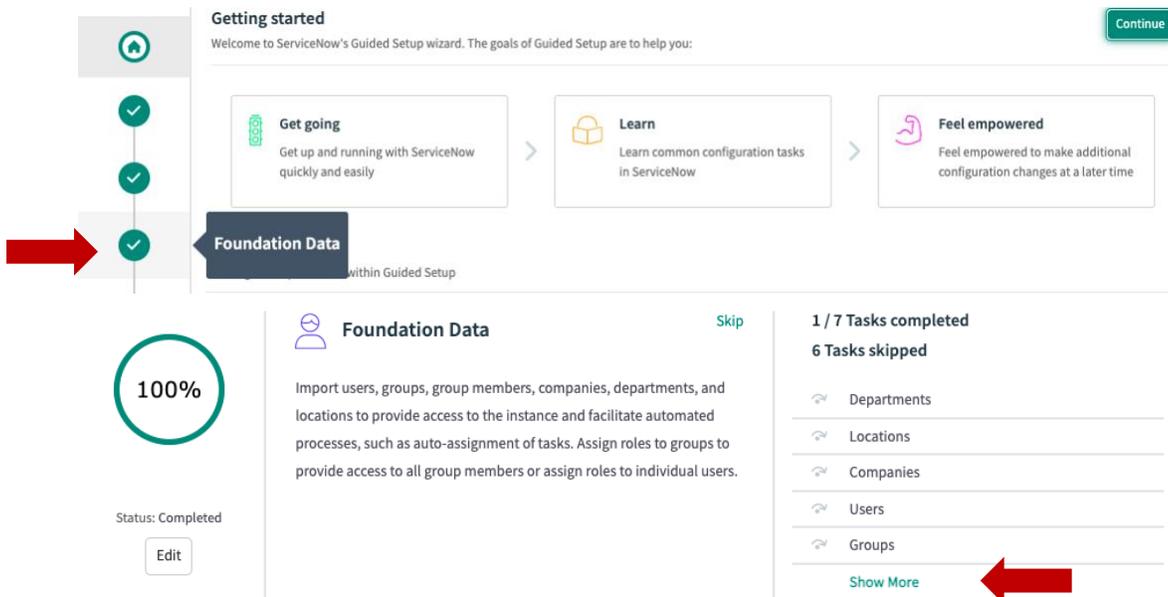


How to Guide: Assign Roles to Groups/Provide access to Group Members

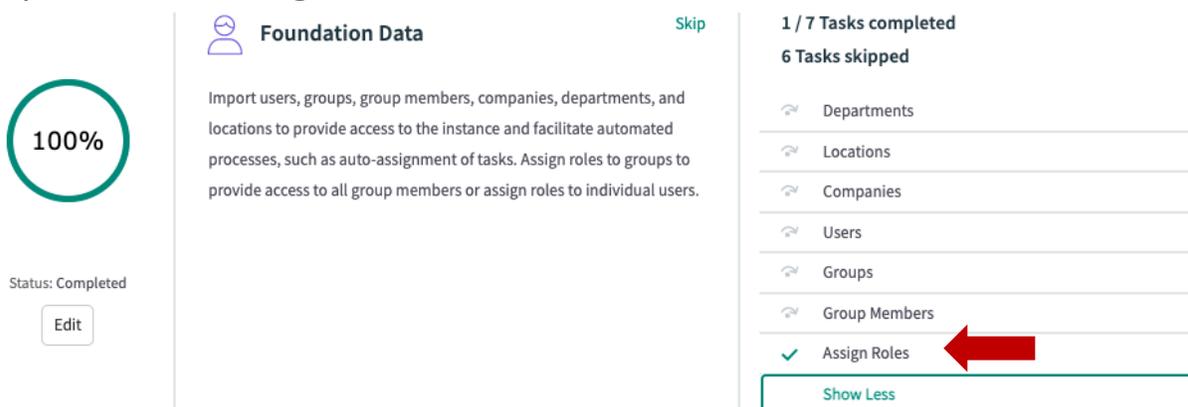
Step 1 – In the filter navigator type “ITSM Guided Setup”



Step 2 – Click “Foundation Data”, Click “Show more”



Step 3 – Click “Assign roles”



Step 4 – Click “Configure”

1 / 7 Tasks completed
6 Tasks skipped

- Departments
- Locations
- Companies
- Users
- Groups
- Group Members
- Assign Roles

Assign Roles Skip Add Notes
Completed 3d ago by System Administrator

Mark as Incomplete **Configure**

Roles control access to features and capabilities in applications and modules. Grant your IT team members roles that give them access to the functionality they require to perform their jobs. Many roles are provided in the base system to help you get started.

Roles can be applied to individual users or groups. Apply roles to groups and members of those groups can then inherit them.

Step 5 – Click “New”, next select the group then select the role you would like to assign to that specific group. Click Submit

Group Roles **New** Search Group Search

All

Group	Role	Granted by
Role: admin (3)		
<input type="checkbox"/> Help Desk	admin	(empty)
<input type="checkbox"/> Hardware Assets	admin	(empty)
<input type="checkbox"/> Incident Management	admin	(empty)
Role: analytics_admin (3)		
<input type="checkbox"/> Incident Management	analytics_admin	(empty)
<input type="checkbox"/> Help Desk	analytics_admin	(empty)
<input type="checkbox"/> Hardware Assets	analytics_admin	(empty)

Group Role New record

* Group

* Role

Submit

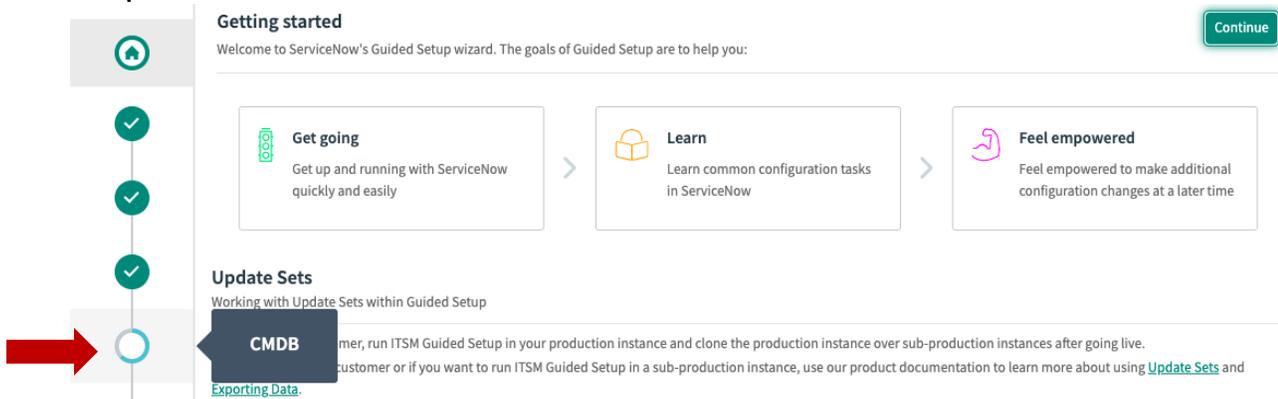
Step 6 – Mark as complete

How to Guide: Populate information on CIs in your CMDB:

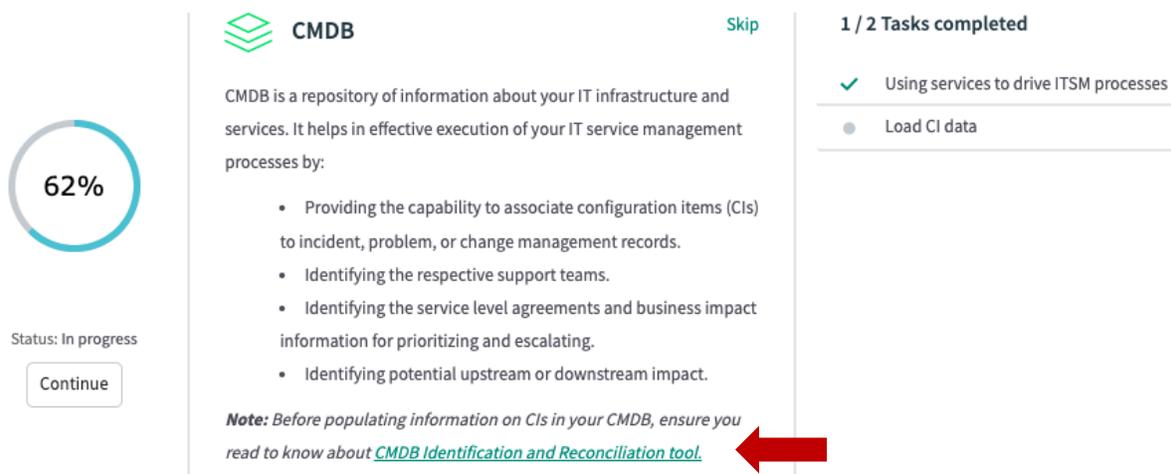
Step 1 - In the filter navigator type “ITSM Guided Setup”



Step 2 – Click “CMDB”



Step 3 – Click link “CMDB Identification and Reconciliation tool”



Step 4 – Scroll down until you see “Using the Scripted IRE”

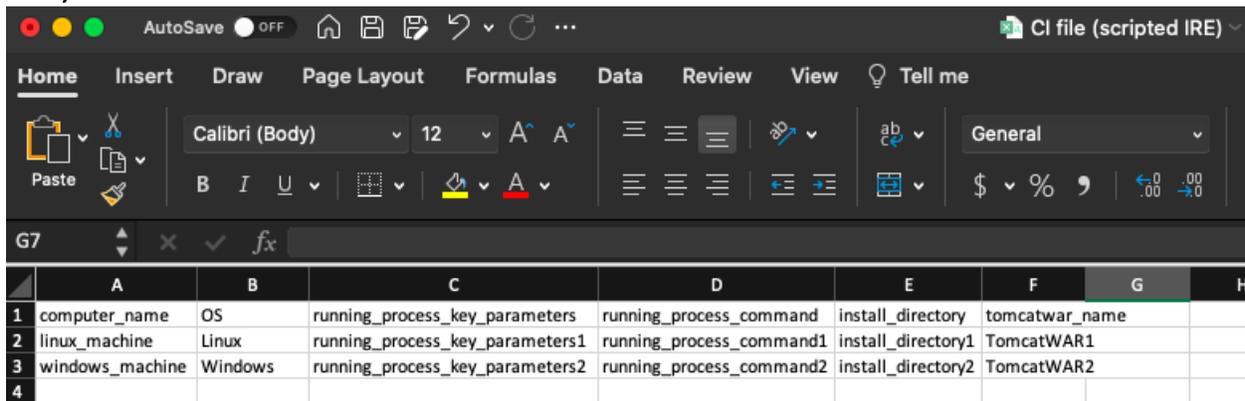
Using the Scripted IRE

Scripted IRE is intended for cases to insert more complex data set which may include relationships. I will walk you through an example below of a source that contains a Server but requires leveraging CI references as well as creating multiple classes and adding a relationship.

Create a .csv file with the Original Data mentioned below:

A	B	C	D	E	F
computer_name	OS	running_process_key_parameters	running_process_command	install_directory	tomcatwar_name
linux_machine	Linux	running_process_key_parameters1	running_process_command1	install_directory1	TomcatWAR1
windows_machine	Windows	running_process_key_parameters2	running_process_command2	install_directory2	TomcatWAR2

Step 5 – Create a .csv file in excel of the Original data set listed under the “Using the Scripted IRE” section (NOTE: Save your excel file as a .csv file)



Step 6 – Return back to the CMDB section of the ITSM guided setup page

Step 7 – Select “Load CI data”, Select configure on step 1

CMDB Skip

CMDB is a repository of information about your IT infrastructure and services. It helps in effective execution of your IT service management processes by:

- Providing the capability to associate configuration items (CIs) to incident, problem, or change management records.
- Identifying the respective support teams.
- Identifying the service level agreements and business impact information for prioritizing and escalating.
- Identifying potential upstream or downstream impact.

Note: Before populating information on CIs in your CMDB, ensure you read to know about [CMDB Identification and Reconciliation tool](#).

1 / 2 Tasks completed

- ✓ Using services to drive ITSM processes
- Load CI data

1 / 2 Tasks completed

✓ Using services to drive ITSM processes

● Load CI data

Load CI data [Skip](#) [Add Notes](#)

Last visited 2h ago by System Administrator

When a CMDB is created from the beginning, it is common for customers to have lists of their more easily identified CIs, such as computers, servers, printers, applications, and so on. These can be quickly imported into the ServiceNow CMDB to form the starting point.

The following fields are mandatory to facilitate certain automation features within the ITSM processes

CI Fields	Description
Name	Must exist for the CI record to be easily referenced by other processes.
Approval group	Required to drive automated approvals in the change management process.
Support group	Required to drive automated assignment in the incident management process.

Complete the four steps in this activity to perform a bulk import from an external data source and populate data in the target CMDB [cmdb_ci] table of the instance through an import set (a temporary table in the instance).

✓ Step 1 ● Step 2 🔒 Step 3 🔒 Step 4

Completed a day ago by System Administrator

[Mark as Incomplete](#)

[Configure](#)

Upload data from an external data source into an import set. You can use a CSV, XLS, or XML file as the external data source.

Step 8 – Select option “existing table”, next select “file”

Load Data

Import set table

Create table

Existing table

Import set table

User [imp_user]

Source of the import

File

Data source

File

[Choose File](#) CI fil...).csv

Sheet number

1

Header row

1

[Submit](#)

Step 9 – Click “Choose file” and upload the .csv file that was created in excel. Click Submit

Load Data

Import set table Create table
 Existing table

Import set table

Source of the import File
 Data source

 File C:\fil...\csv

Sheet number

Header row



Step 10 – The .csv file will show in “Import Sets”

Progress

Name ImportProcessor
State **Complete**
Completion code **Success**
Message Processed: 2, inserts 2, updates 0, errors 0, empty and ignored 0, ignored errors 0 (0:00:00.108)

Next steps...



- [Import sets](#) Go to the import sets for this data load
- [Loaded data](#) Go to the newly imported data inside the staging table: imp_user
- [Create transform map](#) Create a transform map for the newly staged data
- [Run Transform](#) Transform a loaded import set using an existing transform map
- [Import log](#) View the import log

Step 11 – Click the CSV file that was imported

Import Sets Search Created 1 to 3 of 3

All > Data source Import set table name = imp_user

Number	Short description	State	Import set table	Data source	Created
 ISET0010003	Type: File Format: CSV	● Loaded	User [imp_user]	ci file (scripted ire).csv (Uploaded)	2022-03-12 14:57:46
 ISET0010002	Type: File Format: CSV	● Loaded	User [imp_user]	ci file (scripted ire).csv (Uploaded)	2022-03-11 09:57:48

Import Set ISET0010003    Update Delete

Number	<input type="text" value="ISET0010003"/>	Created	<input type="text" value="2022-03-12 14:57:46"/>
Mode	<input type="text" value="Asynchronous"/>	Load completed	<input type="text" value="2022-03-12 14:57:46"/>
State	<input type="text" value="Loaded"/>	Load run time	<input type="text" value="0 Seconds"/>
Data source	<input type="text" value="ci file (scripted ire).csv (Upload)"/>		
Import set table	<input type="text" value="User [imp_user]"/>		
Short description	<input type="text" value="Type: File
Format: CSV"/>		