

Common Documents

Common documents are XML schemas that represent the fields that can be mapped from one application to another.

Bonding a Perspectium-supported application with ServiceNow requires the use of Common Documents.

This page lays out instructions for the installation and implementation of Common Documents, with direct links to the various pages for each type of Common Document.

What's on this page?

- [Installation](#)
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- [Common Document Types](#)

Installation

In order to implement common document formats, you must install the following update sets, in the same order as they are listed below.

Contact [Perspectium Support](#) to request download links for the required update sets:

1. **Perspectium for ServiceNow <Release>** - This update set contains core Perspectium application functionality.
2. **Perspectium Common Endpoint <Release>** - This update set which includes embedded table maps and common script includes that are used by all common document formats. The Common Endpoint update set only needs to be installed once before installing any of the common document format update sets.
3. **Perspectium Common <Object> <Release>** - These update sets contain each of the different common document processes. After installing the first two update sets, you can install each common document format update set of interest one by one.

The update set you will install for this step will depend on which record type you will integrate.

For example, if you are integrating **incident** records, you will need to install **Perspectium Common Incident** update set.

Click on any of the links in the **Table** column below to go to the page for that Common Document page.

Table	Update Set
Attachment	Perspectium Common Attachment
Catalog Task	Perspectium Common Request (part of this set)
Change	Perspectium Common Change
Incident	Perspectium Common Incident
Knowledge	Perspectium Common Knowledge
Problem	Perspectium Common Problem
Request	Perspectium Common Request
Requested Item	Perspectium Common Request (part of this set)
Task	Perspectium Common Task
User	Perspectium Common User

4. Finally, you must [run the Perspectium Finish Install scripts](#).

Implementation

The implementation of any common attachment format is symmetrical which means that the output, when consumed, should produce the same or similar records at the target. The implementation should also exhibit idempotent behavior which means that when the same document is consumed and processed repeatedly, the same result appears or is ignored because the results already exists.

Common Document Types

Finally, if you haven't already, explore the following pages for all the information you'll need on each Common Document type.

[Common Endpoint](#)

[Common Attachment](#)

[Common Catalog Task](#)

[Common Change](#)

[Common Incident](#)

[Common Knowledge](#)

[Common Problem](#)

[Common Request](#)

[Common Requested Item](#)

[Common Task](#)

[Common User](#)

And finally, learn about how to use Common Documents with ServiceNow Transform Maps.