

Get started with DataSync for Snowflake

DataSync for Snowflake is a single-direction (ServiceNow to Snowflake) integration that Bulk Shares and Dynamic shares to synchronize data for the collection of ServiceNow data into a Snowflake data warehouse.

⚠ WARNING:

- If you will be setting up the [DataSync Agent](#) to also connect to the same database, you will want to configure the Agent to use the same [column cases](#). By default, the Snowflake Bulk Load Meshlet uses **lowercase** for the column names. Also, the [QUOTED IDENTIFIERS_IGNORE_CASE](#) setting in Snowflake should be kept with its default value of **false**.
- The meshlet uses the [TIMEZONE](#) session parameter to connect to Snowflake in order to save all timestamps in UTC . By default, [glide_date_time](#) field is mapped to the [TIMESTAMP_LTZ\(9\)](#) column type. This allows you to query using a local timezone as needed.

What's on this page?

- [Prerequisites](#)
- [Set up a DataSync for Snowflake Integration](#)
- [Create a ServiceNow bulk/dynamic share for Snowflake](#)

Prerequisites

⚠ Request the databaseConfig.json file for your meshlet by contacting [Perspectium Support](#).

⚠ Database, Warehouse, and Schema will not be created by the meshlet and are expected to be supplied on use.

⚠ The meshlet connects to Snowflake using a [JDBC driver](#) with a specified [<user>](#) and [<password>](#). The user must have the role of **SYSADMIN** or a custom role of equivalent privileges in order to create objects (tables) and write records.

See [Snowflake's list of default roles here](#).

Related to the meshlet's minimum [database user requirements](#), the following Snowflake [access control privileges](#) are needed by the Snowflake role /user configured in the meshlet:

Object	Privileges
Virtual Warehouse	USAGE
Database	USAGE
Schema*	USAGE, CREATE TABLE, CREATE FILE FORMAT, CREATE STAGE
Table^	SELECT, INSERT, UPDATE, DELETE, TRUNCATE
Stage	WRITE
File Format	USAGE

*The meshlet will executed the [SHOW <objects>](#) command. As long as the role/user has one privilege on the Schema (and it needs the ones listed above), then it will have the ability to execute this command.

^The meshlet will use the [ALTER TABLE](#) command to add new columns to tables when a new column is created in ServiceNow. The INSERT privilege allows executing this command. The meshlet uses [MERGE](#) for inserting, updating and deleting records from a table and having the above privileges allows it to run this command.

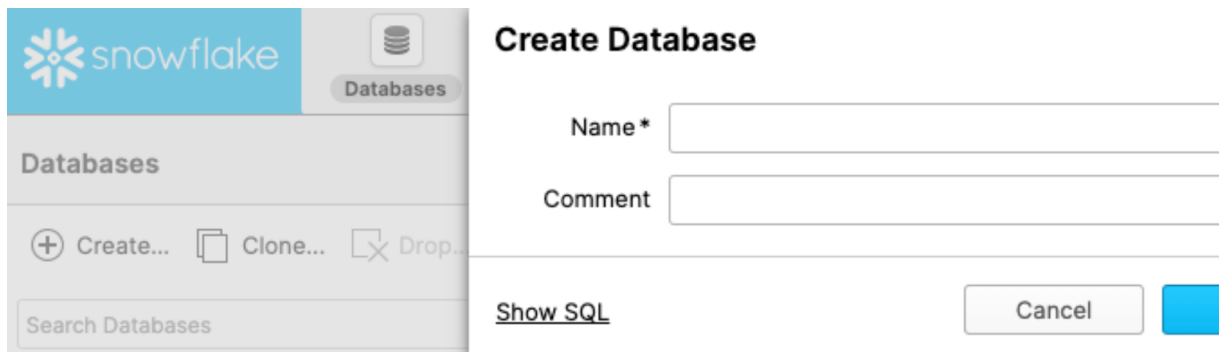
Set up a DataSync for Snowflake Integration

1

[Create a ServiceNow bulk/dynamic share for Snowflake](#)

2

In the [Databases](#) page in Snowflake, click **Create...** to create a new database. Then, fill in the **Name** field and click **Finish**.



3

[Install and Run the Snowflake Bulk Load Meshlet as a Service](#)

[Go to top of page](#)

Create a ServiceNow bulk/dynamic share for Snowflake

To enable the sharing of ITSM data from your ServiceNow instance to your Snowflake instance, you will need to create a ServiceNow bulk share and/or dynamic share. A ServiceNow bulk share is a one-time transfer of data from your ServiceNow instance. A ServiceNow dynamic share allows for real time sharing of ServiceNow records as they are created, updated, and deleted. Creating a bulk share and/or dynamic share will share out your ServiceNow data immediately as well as share out subsequent data that is collected as ServiceNow records are created, updated, and deleted.

Prerequisites

⚠ You will first need to [install the Perspectium Core update set](#). You can request a download link for this update set by contacting [Perspectium Support](#).

⚠ You will also need to have a [ServiceNow shared queue](#) that points to your Snowflake instance. This queue should have been created by [Perspectium Support](#) upon initial configuration of your ServiceNow instance.

Procedure

To create a bulk share, follow these steps:

1

Go to your ServiceNow instance. Then, navigate to **Perspectium > DataSync > Bulk Share** or simply type **Bulk Share** in the Filter Navigator on the upper left-hand side of the screen.

2

Click the **New** button next to Bulk Shares. In the resulting form's **Cipher** dropdown, select an encryption type to be used. Then, follow the remaining steps to [create a ServiceNow bulk share for DataSync for ServiceNow \(DataSync\)](#).

To create a dynamic share, follow these steps:

1

Go to your ServiceNow instance. Then, navigate to **Perspectium > DataSync > Dynamic Share** or simply type **Dynamic Share** in the Filter Navigator on the upper left-hand side of the screen.

2

Click the **New** button next to Bulk Shares. In the resulting form's **Cipher** dropdown, select an encryption type to be used. Then, follow the remaining steps to [create a ServiceNow dynamic share](#) for **DataSync for ServiceNow (DataSync)**.

[Go to top of page](#)