



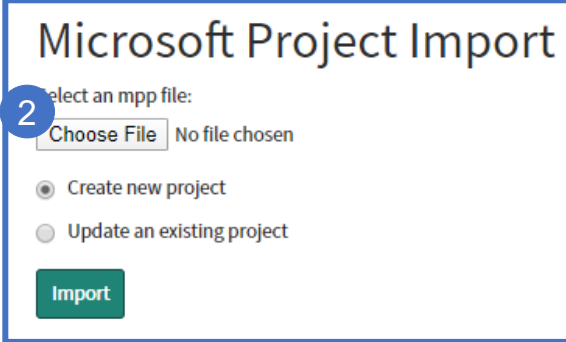
# MS Project Import/Export

Quick Reference Guide

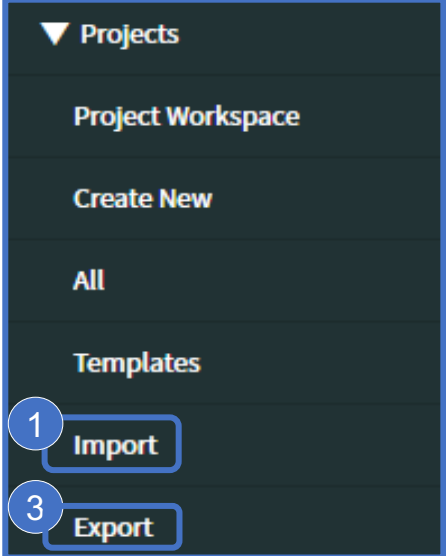
# MS Project Import/Export

You can import/export projects with Microsoft Project 2003 and higher with ServiceNow.

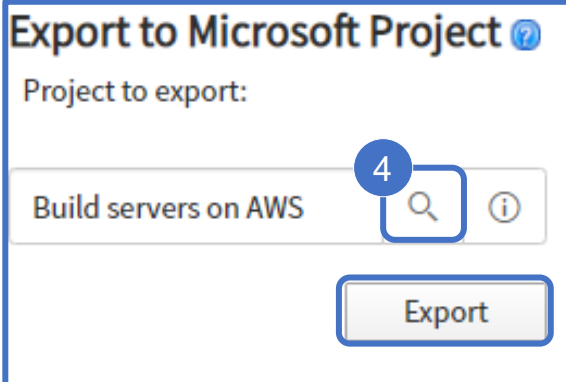
1. To import a Project from Microsoft Project into ServiceNow, click **Import** under **Projects**.
2. Click **Choose File**, find your .mpp file, select **Create new project**, then click **Import**. You will be taken directly to your newly imported/created project. Note: Ensure all durations are in "days" (not minutes, weeks or months).
3. To export a Project from ServiceNow into Microsoft Project, click **Export** under **Projects**.
4. Find your project, then click **Export**.
5. In Microsoft Project, click **Open**, change the format in the bottom right to **XML Format (\*.xml)**, location your recently downloaded .xml file, then click Open.



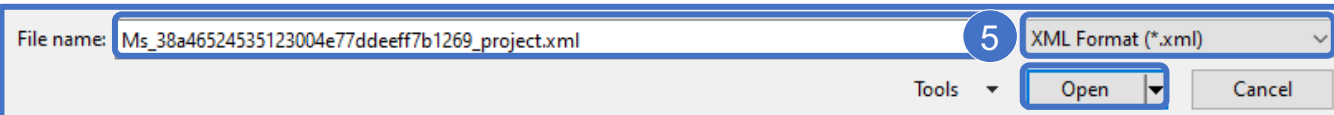
The screenshot shows the 'Microsoft Project Import' dialog box. It has a title bar and a main area with the following elements: a label 'Select an mpp file:' with a blue circle '2' next to it; a 'Choose File' button; a 'No file chosen' status text; two radio buttons: 'Create new project' (selected) and 'Update an existing project'; and a green 'Import' button at the bottom.



The screenshot shows the 'Projects' sidebar menu in ServiceNow. It has a dark blue background with white text. The menu items are: 'Projects' (with a dropdown arrow), 'Project Workspace', 'Create New', 'All', 'Templates', 'Import' (with a blue circle '1' next to it), and 'Export' (with a blue circle '3' next to it).



The screenshot shows the 'Export to Microsoft Project' dialog box. It has a title bar and a main area with the following elements: a title 'Export to Microsoft Project' with a help icon; a label 'Project to export:'; a search bar containing the text 'Build servers on AWS' with a blue circle '4' next to it; a magnifying glass icon; an information icon; and a large 'Export' button at the bottom.



The screenshot shows the 'Open' dialog box in Microsoft Project. It has a title bar and a main area with the following elements: a 'File name' field containing the text 'Ms\_38a46524535123004e77ddeeff7b1269\_project.xml'; a file type dropdown menu set to 'XML Format (\*.xml)' with a blue circle '5' next to it; a 'Tools' dropdown menu; an 'Open' button; and a 'Cancel' button.

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## Additional Microsoft Project Import/Export Notes

- If you import a Microsoft Project into the instance as a new Project, a new Project is created and tasks associated with the Project are added as Project Tasks. Only the fields that are common or mapped between the applications are imported.
- If you import a Microsoft Project file to an existing project, it will fail if any of the following conditions are true:
  - ✓ If the project has tasks that were created in ServiceNow prior to import.
  - ✓ If you create new tasks in ServiceNow in a project which was imported from Microsoft Project earlier, and then reimport. Note: If you want to retain the project tasks that were created in the ServiceNow project, then you must export the ServiceNow project into a Microsoft Project file. Then, reimport the file into ServiceNow.
  - ✓ If the values for lag or lead time dependencies are not in supported format. Positive lag time dependency values for days, hours and minutes are allowed. Negative lag time dependencies are allowed only for days.
  - ✓ All other elapsed duration types from MS Project such as days, mins, weeks, and lead or lag in percentage are not allowed for import.
- Recalculation does not happen on project tasks when they are imported from the Microsoft Project file. Once the project is in the ServiceNow system, it would be treated as a manual project.
- The WBS order of imported tasks is regenerated after import.

# MS Project Import/Export

Below is a mapping of common fields from Microsoft Project to ServiceNow. Only the fields that are common or mapped between the applications are imported.

Microsoft Project Fields	ServiceNow Project Fields
Task Name	Short description
Note	Description
Start	Planned start date
Finish	Planned end date
Duration	Planned duration
Actual Start	Actual start date
Actual Finish	Actual end date
Actual Duration	Actual duration
% Complete	Percent complete
Predecessor Lag	Lag time between predecessor and successor
WBS	WBS
Critical	Critical path
Rollup	Rollup
Text10 (Field used for syncing purposes)	Task Sys_Id
Project Header Title	Project Name
Project Header Subject (Field used for syncing purposes)	Top Task Sys_Id
Resource	Assigned to
Resource (if more than one)	Additional assignee list
Resource Group	Assignment Group