Importing and securing data in ServiceNow

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To solve the problem of *importing and securing data in ServiceNow* while *linking records to employees* and *pulling employee details* (like department) for easier reporting, here's a step-by-step guide that breaks down the process:

You want to:

1. Import records into ServiceNow.
2. Link each imported record to an employee.
3. Automatically populate employee details like *department* into the record.
4. Ensure data is *secured* (only the right users can view/edit it).
5. Make reporting easier using this linked data.

Step 1: Prepare the Data Source

Ensure your imported data (CSV, Excel, or external DB) includes a unique employee identifier (e.g., User ID, Email, or Employee Number) to match ServiceNow users.

C:\Users\likhi\OneDrive\Documents\Book.xlsx

Step 2: Create the Target Table or Use an Existing One

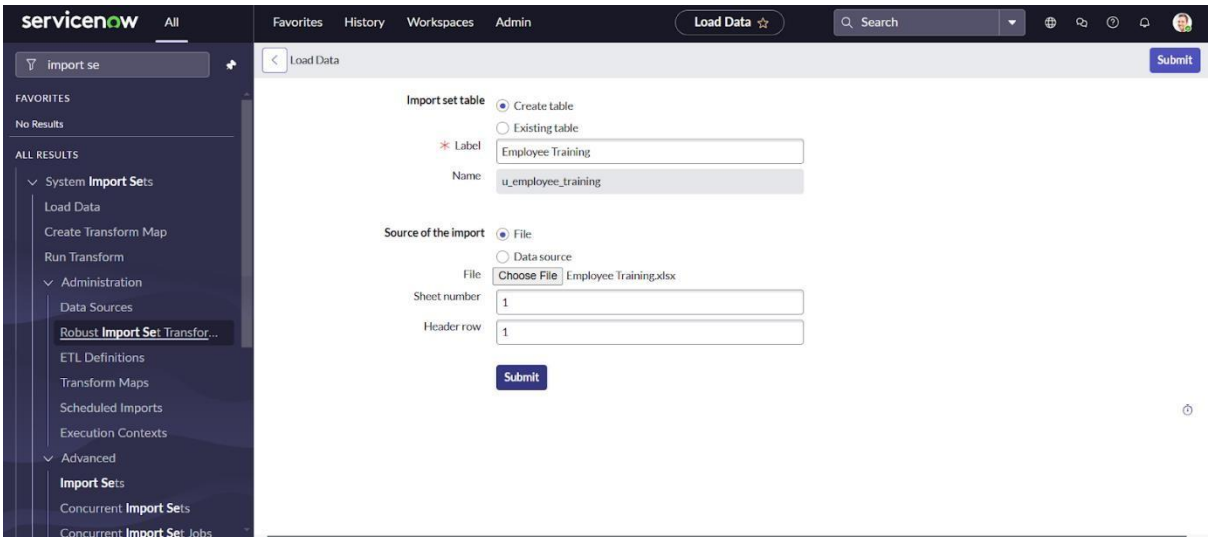
If you’re importing into a custom table (e.g., u_custom_record):

-Navigate to System Definition > Tables

-Create a custom table if needed.

-Add a reference field: Employee (Reference to sys_user table)

-Add other fields, like Department (String or Reference to cmn_department)



Step 3: Use Transform Maps to Import and Link Employee

1. Go to System Import Sets > Load Data

2. Load your data source (CSV or external)

3. Create a *Transform Map*:

    Target Table: your custom table

    Map fields like:

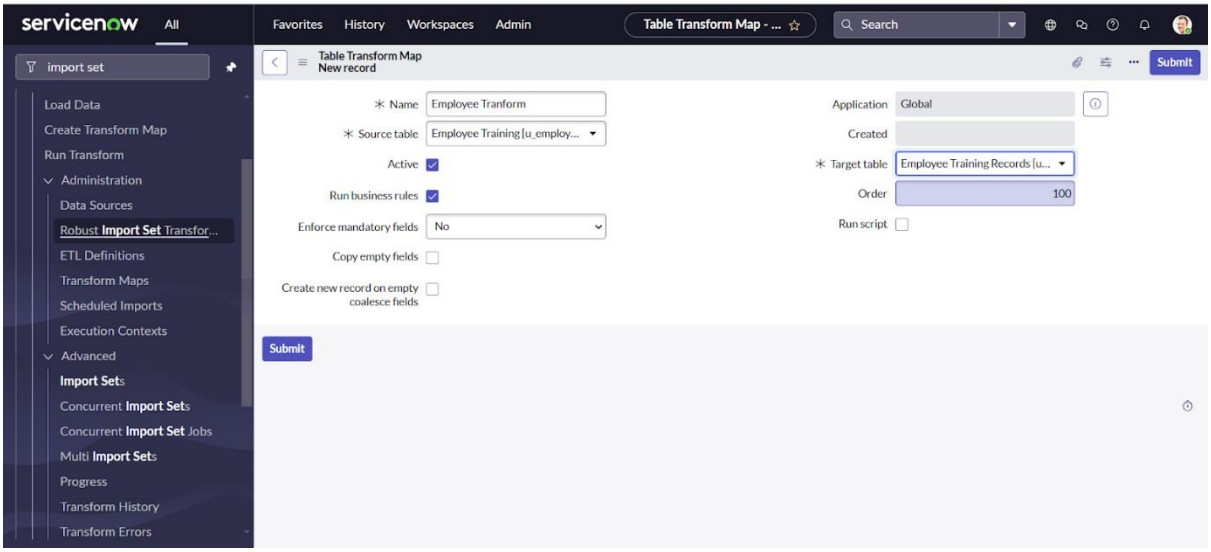
    Source field employee_email → Target field Employee (use a reference lookup to sys_user)

    Auto-populate Department using a *Scripted Field Map*:

javascript

// Scripted field map for Department field var user = new GlideRecord('sys_user'); user.addQuery('email', source.employee_email); user.query(); if (user.next()) { target.department = user.department.name; // or user.department for reference

}



4. Run Transform.

Step 4: Auto-Populate Fields with Business Rules (Optional for Future Updates)

If you want the department to stay in sync when the Employee changes:

-Create a *Business Rule* on your custom table

-Trigger on *Insert/Update*

-Script:

javascript

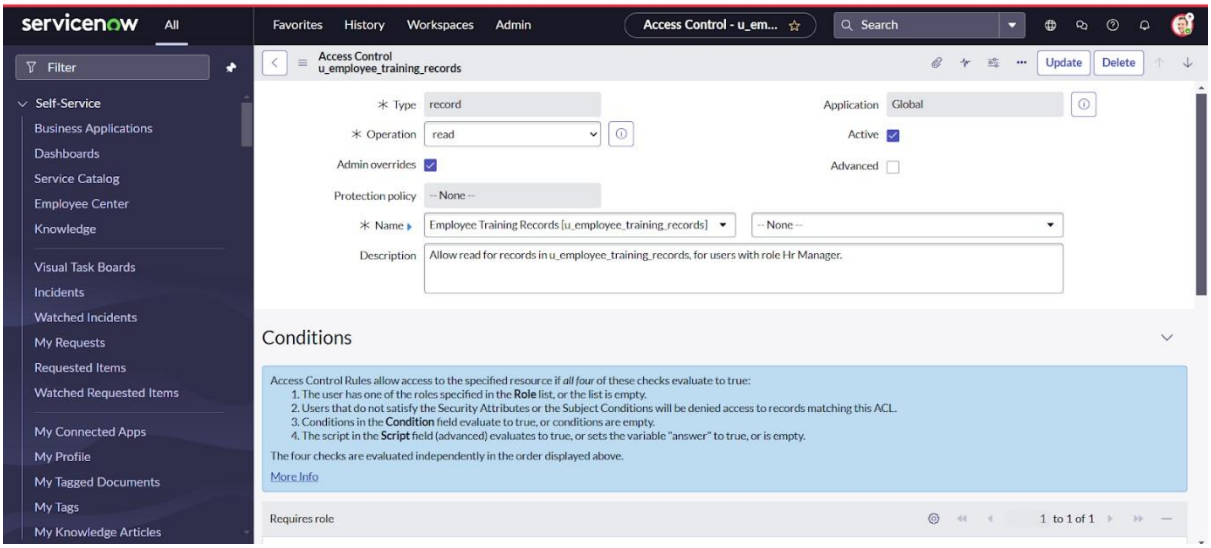
```
(function executeRule(current, previous /*null when async*/) {
if (current.employee) {       var user = new
GlideRecord('sys_user');       if (user.get(current.employee)) {
        current.department = user.department.name; // or user.department for reference
field
     }
  }
})(current, previous);
```

Step 5: Secure the Data

Use Access Control Rules (ACLs):

-Navigate to System Security > Access Control (ACL)

-Create ACLs on the table (e.g., u_custom_record):



-Record ACLs (read, write, delete)

-Field-level ACLs (hide department if needed)

-Conditions based on roles or ownership:

javascript gs.hasRole('admin') || current.employee == gs.getUserID();

Step 6: Use Reporting/Performance Analytics

Now that department is stored in the record:

-Use Reports to group by Department

-Use Dashboards to visualize employee-linked metrics

✅ Example Use Case Summary:

-Imported Record: Helpdesk survey, training completion, asset assignment

-Employee Linked By: Email or Employee ID

-Pulled Info: Department (from sys_user.department)

-Secured By: ACLs (only employee or manager can view)