

Ideation Phase

Brainstorm & Idea Prioritization Template

Date	31 January 2026
Team ID	LTVIP2026TMIDS78015
Project Name	Importing & Securing Data in Servicenow
Maximum Marks	4 Marks

Brainstorm & Idea Prioritization (Project-Specific)

Brainstorming Overview


Brainstorming for the project “Importing & Securing Data in ServiceNow” was conducted to identify effective ways to manage data import processes while ensuring data confidentiality, integrity, and access control within the ServiceNow platform.

The goal was to explore multiple approaches for secure data handling, automation, and role-based access, keeping real-time enterprise requirements in mind.

During this phase, all possible ideas related to data import, validation, security, and monitoring were encouraged without restrictions. This helped in identifying scalable and secure solutions suitable for organizational use.


Step-1: Team Gathering, Collaboration and Select the Problem Statement

The team gathered to discuss real-world challenges related to data handling in enterprise platforms. After analyzing multiple problem statements, the team finalized “Importing & Securing Data in ServiceNow” as it addresses data security, automation, and access control issues commonly faced by organizations.



Brainstorm & idea prioritization

The brainstorming and idea prioritization phase was carried out to identify secure and efficient approaches for importing external data into ServiceNow. Multiple ideas related to data import, validation, access control, and monitoring were discussed and evaluated. Based on feasibility, security, and real-time applicability, the most suitable solution was finalized for implementation.




BRAIN STROMING

- Team gathering**
The team members discussed real-time data management challenges in ServiceNow and shared relevant knowledge related to data import and security.
- Set the goal**
The primary goal was defined as implementing a secure and automated mechanism for importing data into ServiceNow while ensuring data integrity and access control.
- Learn how to use the facilitation tools**
ServiceNow features such as Import Sets, Transform Maps, Roles, ACLs, and Audit Logs were identified as key components to achieve the project objectives.

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Define your problem statement

Problem Statement:
Organizations face challenges in securely importing external data into ServiceNow while maintaining data integrity, confidentiality, and controlled access. Manual imports often lead to errors, unauthorized access, and data inconsistencies. This project focuses on designing a secure and automated data import mechanism in ServiceNow.

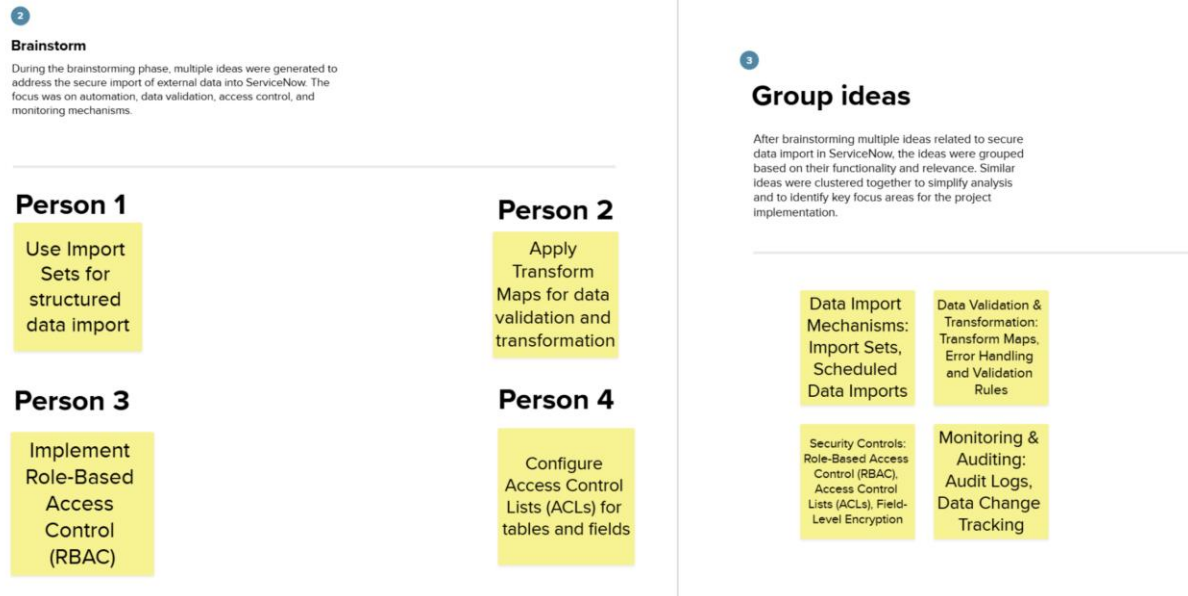


PROBLEM

How might we securely and efficiently import external data into ServiceNow while ensuring data integrity, confidentiality, and role-based access control?

Step-2: Brainstorm, Idea Listing and Grouping

Various ideas related to secure data import were brainstormed, including import sets, transform maps, role-based access control, data validation, encryption, and audit logging. The ideas were grouped into categories such as data import mechanisms, security controls, automation, and monitoring.



Step-3: Idea Prioritization

After grouping the ideas, they were prioritized based on **importance**, **feasibility**, and **relevance to real-time ServiceNow implementation**. Ideas that offered higher security, automation, and practical applicability were given higher priority.

Prioritization Criteria:

- Importance to data security and integrity
- Ease of implementation in ServiceNow
- Scalability and maintainability

Prioritized Ideas:

- **High Priority:** Import Sets, Transform Maps, Role-Based Access Control (RBAC), Access Control Lists (ACLs)
- **Medium Priority:** Field-Level Encryption, Audit Logs, Scheduled Imports
- **Low Priority:** Advanced customization and optional monitoring enhancements

This prioritization helped in selecting the most effective and feasible solution for secure data import and management in ServiceNow.