

Ideation Phase

Empathize & Discover

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

Empathy Map – Importing & Securing Data in ServiceNow

Person: System Administrator / IT Operations Manager

Context: Responsible for importing external data into ServiceNow, ensuring data accuracy, security, and compliance with organizational policies.

Empathy Map

