Ideation Phase
Define the Problem Statements

Date	31 January 2026
Team ID	LTVIP2026TMIDS78015
Project Name	Importing & Securing Data in Servicenow
Maximum Marks	2 Marks

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	System Administrator	Import external data into ServiceNow securely	The data import process sometimes allows incorrect or unauthorized data	There are insufficient validation and access control mechanisms during import	Concerned about data security risks and system integrity
PS-2	IT Support Staff	Manage and update records efficiently	Manual data handling leads to errors and duplicate records	There is no automated validation and transformation process	Frustrated due to repetitive corrections and data inconsistencies
PS-3	Compliance / Security Officer	Ensure sensitive data is protected	Users may access restricted data during or after import	Proper role-based access control and encryption are not fully implemented	Worried about security breaches and compliance violations
PS-4	Business Manager	Monitor imported data and track changes	There is limited visibility into who modified or imported data	Audit logs and tracking mechanisms are not effectively configured	Uncertain about accountability and reporting accuracy