

## Final Report

Project: Importing and Securing Data in ServiceNow

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### 1. INTRODUCTION

#### 1.1 Project Overview

This project focuses on enabling secure and scalable data import into ServiceNow from external sources using Import Sets, Transform Maps, ACLs, MID Server, and encryption.

#### 1.2 Purpose

To ensure data entering ServiceNow is validated, secured, and compliant with privacy standards.

### 2. IDEATION PHASE

#### 2.1 Problem Statement

ServiceNow administrators face challenges importing external data securely while maintaining data quality and compliance.

#### 2.2 Empathy Map Canvas

Developed to understand the perspective of system administrators, developers, and compliance officers.

#### 2.3 Brainstorming

Explored methods like secure file uploads, MID Server integration, validation scripts, and audit logging.

### 3. REQUIREMENT ANALYSIS

#### 3.1 Customer Journey Map

Mapped the process from data acquisition to validation, import, and access.

#### 3.2 Solution Requirement

Functional: Data import, validation, secure access, compliance logs.

Non-functional: Usability, availability, scalability, security.

#### 3.3 Data Flow Diagram

Data enters via CSV/API → Import Sets → Transform Maps → Secured Tables → Audit Logs.

### 3.4 Technology Stack

ServiceNow (Import Sets, ACLs), MID Server, IntegrationHub, REST APIs, Dashboards.

## 4. PROJECT DESIGN

### 4.1 Problem Solution Fit

Validated the pain point of insecure imports and mapped a role-specific secure workflow.

### 4.2 Proposed Solution

Scoped app to ingest, validate, restrict, and audit imported data securely.

### 4.3 Solution Architecture

Frontend (ServiceNow UI) – Backend (Business Rules, ACLs) – Database (ServiceNow Tables)  
– Integrations (MID Server, APIs).

## 5. PROJECT PLANNING & SCHEDULING

### 5.1 Project Planning

2 Sprints: Setup, Validation, Access Controls, and Testing.

## 6. FUNCTIONAL AND PERFORMANCE TESTING

### 6.1 Performance Testing

Bulk data import, ACL testing, response time analysis, MID Server load testing.

## 7. RESULTS

### 7.1 Output Screenshots

Screenshots of Import Sets, ACL configurations, dashboards, and audit logs.

## 8. ADVANTAGES & DISADVANTAGES

- + Enhanced data governance and security
- + Compliant with regulations (e.g. GDPR, HIPAA)
- MID Server setup requires initial effort

## 9. CONCLUSION

The solution ensures secure and validated data import into ServiceNow, reducing risks of exposure or inconsistency.

## 10. FUTURE SCOPE

- AI-based auto-validation of import data
- Integration with compliance monitoring tools

## 11. APPENDIX

Source Code (Scoped App Scripts)

Dataset Link

GitHub & Project Demo Link