Project Design Phase

Solution Architecture

Date: 15 February 2025

Team ID: LTVIP2025TMID28567

Project Name: Importing and Securing Data in ServiceNow

Maximum Marks: 4 Marks

Solution Architecture:

This solution architecture focuses on enabling secure, compliant, and efficient data import workflows into ServiceNow.

It integrates multiple components including Import Sets, Transform Maps, MID Server, and ACLs to provide a complete and scalable data ingestion solution.

Goals of the Architecture:

- Find the best tech solution to solve existing business problems.

- Describe the structure, characteristics, behavior, and other aspects of the software to project stakeholders.

- Define features, development phases, and solution requirements.

- Provide specifications according to which the solution is defined, managed, and delivered.

Example - Solution Architecture Diagram:

Architecture and data flow for secure data import in ServiceNow:

- External data sources (CSV, APIs, databases)

- Secure transmission using HTTPS or MID Server

- Import Sets and Transform Maps for data processing

- Validation scripts to ensure data integrity

- ACLs and Encryption to enforce security and access control

- Monitoring dashboards and audit logs for compliance tracking

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Reference:

https://aws.amazon.com/blogs/industries/voice-applications-in-clinical-research-powered-by-ai-on-aws-part-1-architecture-and-design-considerations/