

Full Stack Development with ServiceNow

Project Documentation Format – Importing and Securing Data in ServiceNow

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1. Introduction

- Project Title: Importing and Securing Data in ServiceNow
- Team Members: [List team members and their roles]

2. Project Overview

- Purpose: To securely import, validate, and control access to external data within ServiceNow using native features like Import Sets, Transform Maps, ACLs, and MID Server.
- Features: Secure file and API data import, data validation scripts, access control via ACLs, audit logging, monitoring dashboards, compliance checks.

3. Architecture

- Frontend: ServiceNow UI Pages, Catalog Items, Service Portal Widgets.
- Backend: ServiceNow Business Rules, Script Includes, Scheduled Jobs.
- Database: ServiceNow custom tables, CMDB, related records.

4. Setup Instructions

- Prerequisites: ServiceNow instance, MID Server (for external source), appropriate roles.
- Installation: Configure Import Set table, create Transform Map, set up MID Server, and ACLs.

5. Folder Structure (ServiceNow Scoped App)

- Client Scripts / UI Policies / Catalog Client Scripts
- Server Scripts: Script Includes, Business Rules, Flow Designer actions.

6. Running the Application

- Upload data via Import Set or IntegrationHub.
- Use Data Sources and Transform Maps to process data.
- Monitor logs and dashboards for verification.

7. API Documentation

- REST APIs for data import and validation.

- Example: POST /api/now/import/<table>

8. Authentication

- Authentication via OAuth2, Basic Auth, or MID Server trusted connections.
- ACLs for role-based data visibility.

9. User Interface

- Data Import Dashboard
- Audit Log Viewer for Compliance Officers

10. Testing

- Unit Testing: Script Includes and Business Rules
- Integration Testing: Data Import and Validation Chains

11. Screenshots or Demo

- [Add screenshots of dashboards, ACL tests, and transform maps]

12. Known Issues

- Some edge-case validation errors need manual review.
- MID Server setup can be complex in restricted environments.

13. Future Enhancements

- Add AI-assisted validation for imported records.
- Integration with external compliance systems for real-time audit alerts.