

## Ideation Phase

### Define the Problem Statements

Date	29 June 2025
Team ID	LTVIP2025TMID31063
Project Name	Importing and securing Data in servicenow
Maximum Marks	2 Marks

#### Customer Problem Statement :

Customers face issues with importing data into ServiceNow when inconsistencies, incorrect mappings, or missing security controls lead to inaccurate records or exposure of sensitive information. These problems can disrupt workflows by introducing unreliable data into incident, request, or asset records. Errors in imports can create confusion among team members who depend on precise, up-to-date data for effective incident management, service delivery, and compliance reporting.

They need a reliable and secure data import process that includes validation checks, automated error handling, and strict access controls to ensure imported data is accurate, complete, and protected. A clear notification system or automatic rollback for failed imports would help avoid accidental data corruption or exposure. This solution will improve operational efficiency, ensure compliance with data governance standards, and build user confidence in the integrity of data within ServiceNow

### problems and solutions table

PROBLEM	DESCRIPTION	SOLUTION
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Dry hair	Lorem ipsum sit amet consectetur elit vehicula gravida id, aliquam placerat bibendum non egestas eu natoque aliquam consectetur egestas quam.	Lorem ipsum sit amet consectetur elit vehicula gravida id, aliquam placerat bibendum non egestas eu natoque aliquam consectetur egestas quam.
Hair loss	Lorem ipsum sit amet consectetur elit vehicula gravida id, aliquam placerat bibendum non egestas eu natoque aliquam consectetur egestas quam.	Lorem ipsum sit amet consectetur elit vehicula gravida id, aliquam placerat bibendum non egestas eu natoque aliquam consectetur egestas quam.
Damaged hair	Lorem ipsum sit amet consectetur elit vehicula gravida id, aliquam placerat bibendum non egestas eu natoque aliquam consectetur egestas quam.	Lorem ipsum sit amet consectetur elit vehicula gravida id, aliquam placerat bibendum non egestas eu natoque aliquam consectetur egestas quam.

**Example:**

<b>Problem Statement (PS)</b>	<b>I am (Customer)</b>	<b>I'm trying to</b>	<b>But</b>	<b>Because</b>	<b>Which makes me feel</b>
PS-1	A ServiceNow Admin	import data accurately into the system	the import process often fails or imports incorrect data	data formats and mappings are inconsistent or incomplete	frustrated and uncertain
PS-2	a Security Officer	secure sensitive data during and after import	unauthorized users sometimes access imported records	insufficient access controls and audit trails	concerned and vulnerable

**✔ Problem Statement PS 1:**

As a ServiceNow admin, I am trying to import critical data accurately into the system, but the import process often fails or introduces errors due to inconsistent data formats and incomplete mappings. This limitation makes me feel frustrated and stuck, as I cannot ensure data integrity or maintain reliable records. It disrupts workflows and delays service delivery, especially during peak operations. I need a better way to validate and resolve data issues before or during import to prevent corrupted or incomplete data from entering the system.

**✔ Problem Statement PS 2:**

As a security manager, I want to ensure that sensitive data imported into ServiceNow remains protected and access-controlled. However, the current import process does not enforce sufficient access restrictions or generate alerts when unauthorized access occurs. This causes potential data exposure and compliance risks, affecting team trust and service quality. A built-in validation, alert system, and automated enforcement of access policies during and after data import would reduce errors and maintain data security and accountability.