

Project Design Phase
Proposed Solution

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

| S.No. | Parameter | Description |
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| 1. | Problem Statement (Problem to be solved) | During bulk data imports in ServiceNow, inconsistent or insecure data can be brought in, leading to data corruption, security risks, and compliance violations. |
| 2. | Idea / Solution description | Design an import process with data validation scripts and transform maps enforcing strict field-level rules. Implement security controls that restrict who can perform imports and log every import action. |
| 3. | Novelty / Uniqueness | Uses native ServiceNow data import tools combined with custom validation to ensure data integrity and security, without the need for third-party plugins or tools. |
| 4. | Social Impact / Customer Satisfaction | Guarantees reliable, accurate data for ITSM processes, minimizing downtime and errors caused by bad imports. Builds customer trust by protecting sensitive data during imports |
| 5. | Business Model (Revenue Model) | Not directly revenue-generating, but reduces operational costs by preventing data issues that lead to manual corrections, incident escalations, and audit failures. |
| 6. | Scalability of the Solution | Easily adaptable to different tables and data sources; can be extended to include imports for CMDB, HR data, or other sensitive records, with scalable access controls for larger organizations. |