

Ideation Phase

Define the Problem Statements

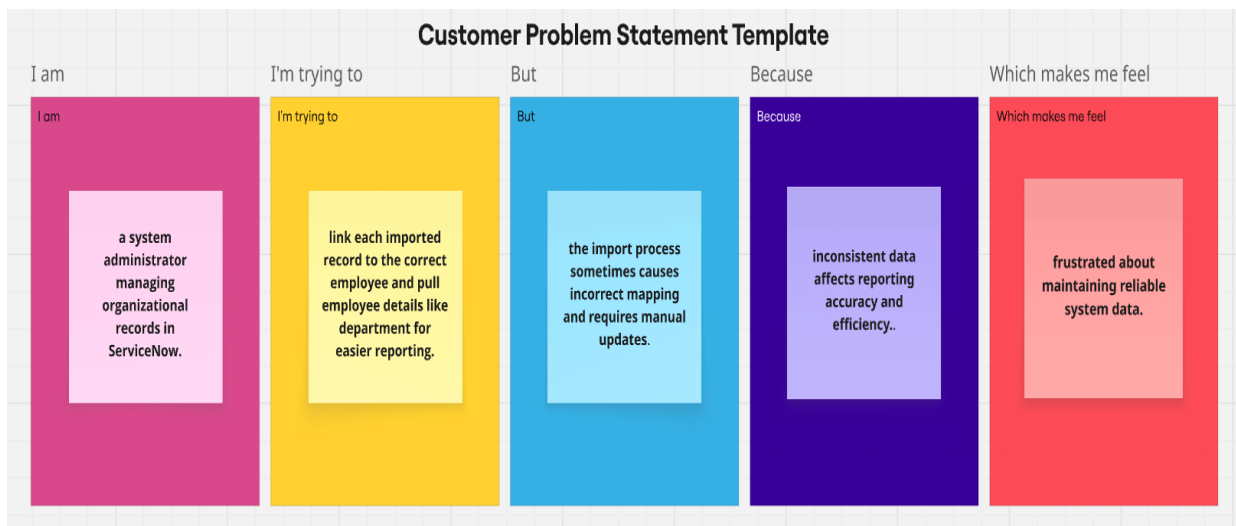
Date	19 February 2026
Team ID	LTVIP2026TMIDS64983
Project Name	Importing And Securing Data In ServiceNow
Maximum Marks	2 Marks

Customer Problem Statement Template:

Organizations using ServiceNow often need to import records from external sources and link them with employee information for better tracking and reporting. However, during the import process, associating each record with the correct employee and automatically retrieving related details such as department can be challenging due to data inconsistencies, mapping errors, and lack of automation. Additionally, ensuring that the imported employee data remains secure and accessible only to authorized users is a critical concern.

These challenges can lead to inaccurate reports, manual effort, potential data exposure, and reduced trust in the system, highlighting the need for an efficient and secure data import and linking solution.

Example:



Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	a system administrator managing organizational records in ServiceNow.	link each imported record to the correct employee and pull employee details like department for easier reporting.	the data import process does not always correctly associate employee information, and manual updates are time-consuming and prone to errors.	inconsistent or missing employee details reduce reporting accuracy and affect business decision-making.	frustrated about maintaining reliable and well-organized data in the system.
PS-2	An IT/security administrator responsible for protecting employee and organizational data.	ensure that employee information linked to records is securely imported into ServiceNow and accessible only to authorized users.	Implementing proper access controls, validation, and monitoring during the import and linking process is challenging.	sensitive employee data could be exposed, leading to privacy issues and compliance risks.	concerned about data privacy, compliance, and system security.