Ideation Phase
Empathize & Discover

Date	19 February 2026
Team ID	LTVIP2026TMIDS64983
Project Name	Importing and Securing Data in ServiceNow
Maximum Marks	4 Marks

Empathy Map Canvas:

An empathy map for our "Importing and Securing Data in ServiceNow" project helps us understand the needs of users such as HR managers and administrators who handle employee data. They need a system that is secure, accurate, and easy to use while importing records. Users think about data privacy, quick access, and error-free reporting, and feel concerned about data security and manual workload. Their main challenge is managing large datasets safely, so the solution focuses on automated import, secure access through roles and ACLs, and reliable data linking for better management and reporting.

Example: Importing and Securing data in ServiceNow