

Project Design Phase

Proposed Solution Template

Date	20 February 2026
Team ID	LTVIP2026TMIDS64983
Project Name	Importing and Securing Data in ServiceNow
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Linking each imported record to the correct employee and automatically retrieving employee details such as department for easier reporting is challenging due to data mapping errors, manual effort, and security concerns.
2.	Idea / Solution description	The solution is to implement a structured and secure data import process in ServiceNow using Import Sets and Transform Maps. Employee records will be linked using reference fields, and employee details like department will be automatically populated into the target records. Security will be ensured through role-based access control, validation rules, and restricted permissions so that only authorized users can access or modify sensitive data.
3.	Novelty / Uniqueness	The system combines automated employee data linking with built-in security controls, reducing manual work while improving accuracy and data protection within a single workflow.
4.	Social Impact / Customer Satisfaction	The solution improves reporting accuracy, reduces administrative workload, and enhances data security, leading to better decision-making and higher user satisfaction.
5.	Business Model (Revenue Model)	The solution can be offered as a ServiceNow implementation service or customization package for organizations, generating revenue through consulting, deployment, and maintenance services.
6.	Scalability of the Solution	The solution can be scaled to handle large datasets, multiple departments, and additional employee attributes, making it suitable for organizations of any size.