Final Report

Project: Importing and Securing Data in ServiceNow

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1.INTRODUCTION

* 1. Project Overview

This project focuses on enabling secure and scalable data import into ServiceNow from external sources using Import Sets, Transform Maps, ACLs, MID Server, and encryption.

* 1. Purpose

To ensure data entering ServiceNow is validated, secured, and compliant with privacy standards.

1. IDEATION PHASE
   1. Problem Statement

ServiceNow administrators face challenges importing external data securely while maintaining data quality and compliance.

* 1. Empathy Map Canvas

Developed to understand the perspective of system administrators, developers, and compliance officers.

* 1. Brainstorming

Explored methods like secure file uploads, MID Server integration, validation scripts, and audit logging.

1. REQUIREMENT ANALYSIS
   1. Customer Journey Map

Mapped the process from data acquisition to validation, import, and access.

* 1. Solution Requirement

Functional: Data import, validation, secure access, compliance logs.

Non-functional: Usability, availability, scalability, security.

* 1. Data Flow Diagram

Data enters via CSV/API → Import Sets → Transform Maps → Secured Tables → Audit Logs.

* 1. Technology Stack

ServiceNow (Import Sets, ACLs), MID Server, IntegrationHub, REST APIs, Dashboards.

1. PROJECT DESIGN
   1. Problem Solution Fit

Validated the pain point of insecure imports and mapped a role-specific secure workflow.

* 1. Proposed Solution

Scoped app to ingest, validate, restrict, and audit imported data securely.

* 1. Solution Architecture

Frontend (ServiceNow UI) – Backend (Business Rules, ACLs) – Database (ServiceNow Tables) – Integrations (MID Server, APIs).

1. PROJECT PLANNING & SCHEDULING
   1. Project Planning

2 Sprints: Setup, Validation, Access Controls, and Testing.

1. FUNCTIONAL AND PERFORMANCE TESTING
   1. Performance Testing

Bulk data import, ACL testing, response time analysis, MID Server load testing.

1. RESULTS
   1. Output Screenshots

Screenshots of Import Sets, ACL configurations, dashboards, and audit logs.

1. ADVANTAGES & DISADVANTAGES

+ Enhanced data governance and security

+ Compliant with regulations (e.g. GDPR, HIPAA)

- MID Server setup requires initial effort

1. CONCLUSION

The solution ensures secure and validated data import into ServiceNow, reducing risks of exposure or inconsistency.

1. FUTURE SCOPE

* AI-based auto-validation of import data
* Integration with compliance monitoring tools

11. APPENDIX

Source Code (Scoped App Scripts)

Dataset Link

GitHub & Project Demo Link