

Importing & Securing Data in ServiceNow - Project Report

1. INTRODUCTION

1.1 Project Overview

This project automates the import and secure access of employee training data in ServiceNow.

1.2 Purpose

To simplify training data entry, link it to employees, and protect it using roles and ACLs.

2. IDEATION PHASE

2.1 Problem Statement

Manual training data entry lacks security and efficiency.

2.2 Empathy Map Canvas

Users need a simple, secure system for managing training records.

2.3 Brainstorming

Use Import Sets, Transform Maps, dot-walking, and ACLs.

3. REQUIREMENT ANALYSIS

3.1 Customer Journey Map

From data import to secured access for HR.

3.2 Solution Requirement

Training table, import function, access control.

3.3 Data Flow Diagram

Excel → Import Set → Transform → Table → ACL

3.4 Technology Stack

ServiceNow, Excel, ACLs, Roles

4. PROJECT DESIGN

4.1 Problem Solution Fit

ServiceNow solves data handling and access issues.

4.2 Proposed Solution

Custom table + secure import + ACL setup.

4.3 Solution Architecture

CSV → Import Set → Table → Linked User → ACL

5. PROJECT PLANNING & SCHEDULING

5.1 Project Planning

Team created the table, imported data, set up ACLs, and tested access.

6. FUNCTIONAL AND PERFORMANCE TESTING

6.1 Performance Testing

Tests passed: HR access, data import, restricted access for others.

7. RESULTS

7.1 Output Screenshots

Included table setup, import, ACL, and dot-walked fields.

8. ADVANTAGES & DISADVANTAGES

****Advantages:**** Easy, secure, automated.

****Disadvantages:**** Initial setup time.

9. CONCLUSION

Efficient and secure training data handling achieved in ServiceNow.

10. FUTURE SCOPE

Add auto-import, notifications, and audit logging.

11. APPENDIX

- Dataset Link: [employee_training_data.xlsx](#)
- Source Code: Inside ServiceNow instance