

Project Report

Project Title:

Importing & Securing Data in ServiceNow

Category:

ServiceNow

Skills Required:

Smart Contract, Java

Project Description:

This project involves importing data into ServiceNow, linking it to employee records, and using dot-walking to fetch related department details. It also applies ACLs to secure data.

Problem Statement:

Linking each record to an employee and pulling some employee details (like department) into the record for easier reporting.

Module 1: Tables

Duration: 1 Hr

Open ServiceNow

Search for Tables

Create new table - Employee Training Records

Set Name: u_employee_training_records

Module 2: Import Data

Duration: 1 Hr

Go to System Import Sets -> Load Data

Upload Employee Training.xlsx (fields: Training Name, Completion Date, Status, Employee)

Module 3: Map Fields

Duration: 1 Hr

Search for Transform Maps

Create new map from u_employee_training to Employee Training Records

Module 4: Using Dot-Walking

Duration: 1 Hr

Go to System Definition -> List Layouts

Add Employee.Department using dot-walking

Module 5: Access Control List (ACL)

Duration: 1 Hr

Create ACL for Employee table

Set Operation: Read

Module 6: Roles

Create Role: hr_manager

Add to sys_user

Elevate role to security_admin for ACL modifications

Module 7: Result - Testing

Impersonate sys_user with hr_manager role

Search for Employee Training Records

Verify fields are visible and editable: Training Name, Completion Date, Status, Employee, Department

Conclusion:

This project demonstrated the essential process of importing data into ServiceNow using Import Sets, leveraging dot-walking to access and utilize related table data efficiently, and applying Access Control Rules (ACLs) to enforce robust data security. By combining these core functionalities, we ensured accurate data integration, streamlined data relationships, and protected sensitive information through role-based access control.