Project Report: Importing & Securing Data in ServiceNow

Project Title:

Importing & Securing Data in ServiceNow

Project Description:

This project focuses on automating the process of importing training data into ServiceNow, establishing relationships with employee records for efficient reporting, and implementing access control mechanisms to secure sensitive information. The project highlights core ServiceNow functionalities including data import, table creation, dot-walking, role-based access, and ACLs.

Modules & Implementation Steps

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1. Table Creation

1. Open service now.

2. Click on All >> search for Tables

3. Select Tables under system security

4. Click on new

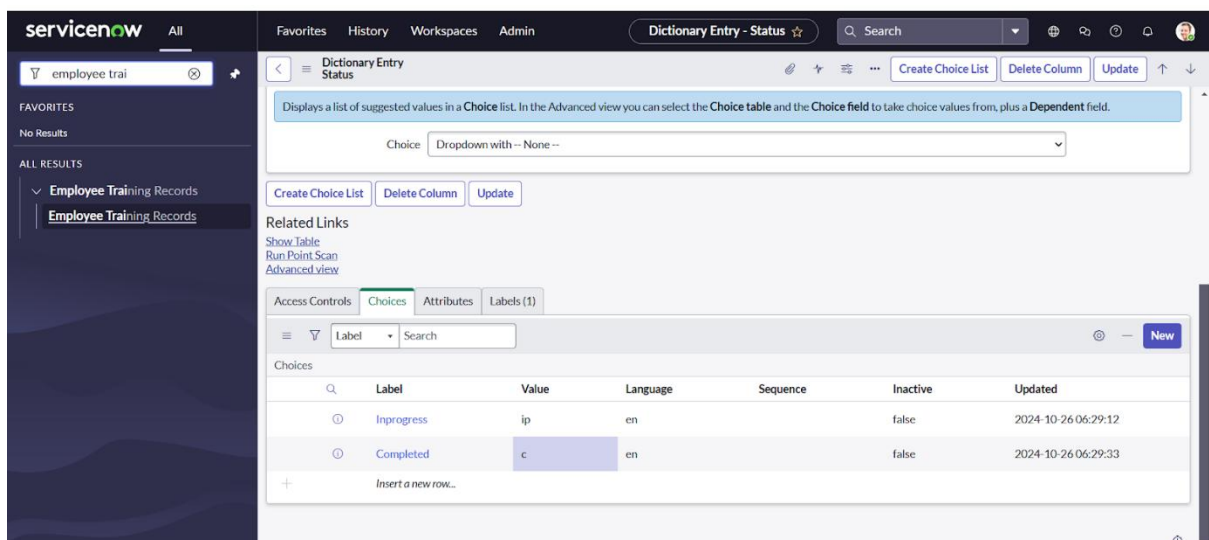5. Fill the following details to create a new Table

6. Add the following fields:

7. Training Name (Type: String)

8. Completion Date (Type: Date)

9. Status (Type: Choice)

10. Employee(Type: Reference), (Reference field to sys_user table)
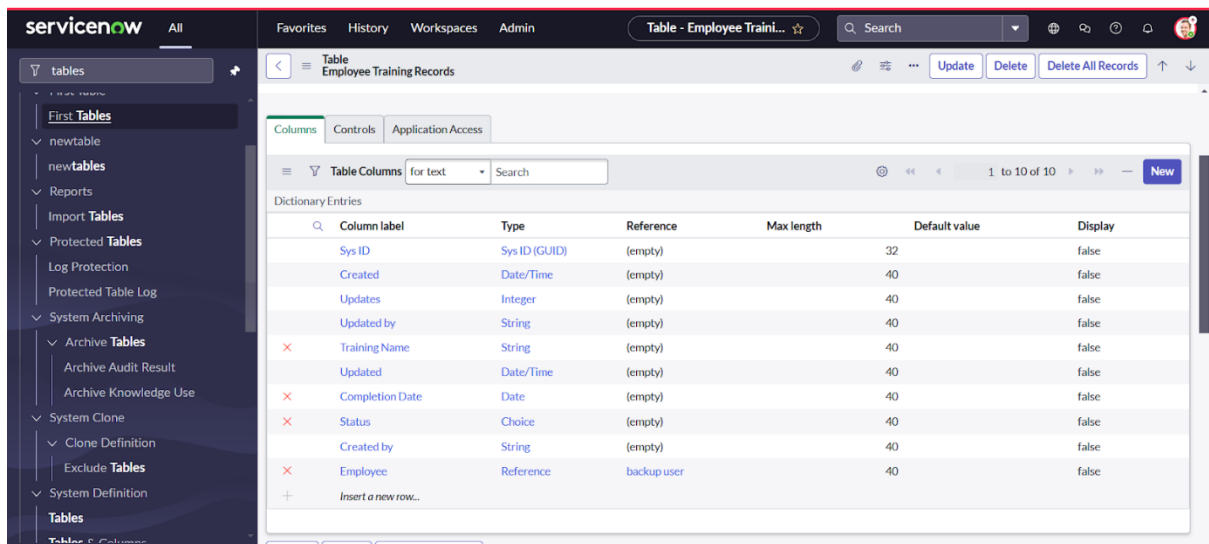
11. Click on submit

12. Click on Choice and Add to choices in the Dictionary Entry Status

2. Import Data

1. Open service now.

2. Click on All >> search for System Import Sets

3. Select Load Data and Upload File that you have already created with four fields that are:(Training Name, Completion Date, Status and Employee)

4. Label: Employee Training

5. Name: u_employee_training

6. Click on submit.

7.

3. Map Fields with Transform Map

1. Open Service Now
2. Click on All >> search for Transform Maps
3. Fill the following details to create a new Table

4. Click on Submit.
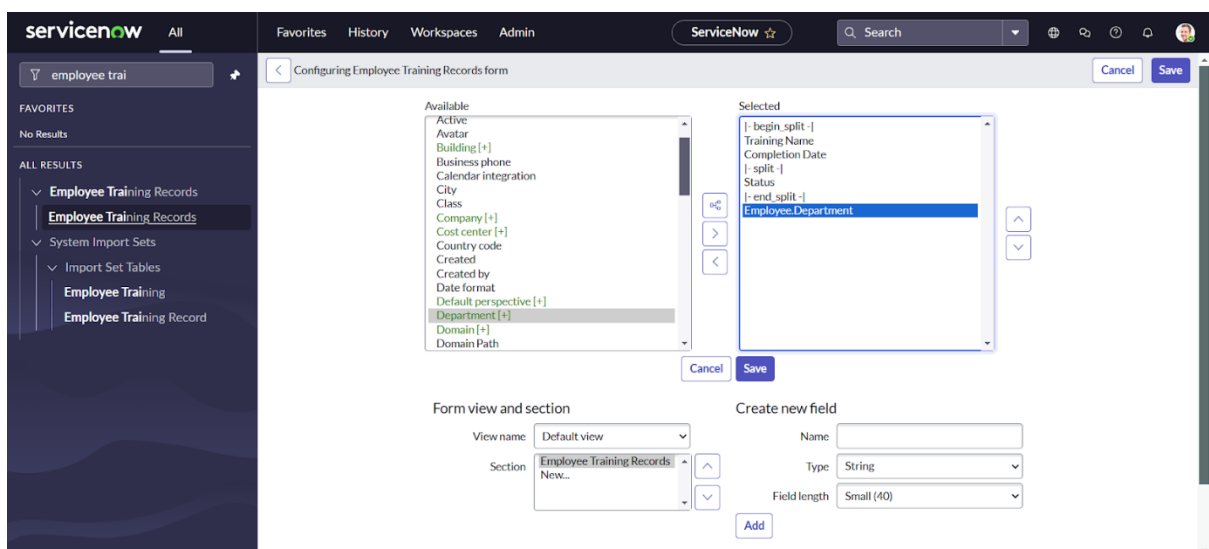

5.

6. Add Field Maps as Shown
7. Click Transform to run the import.

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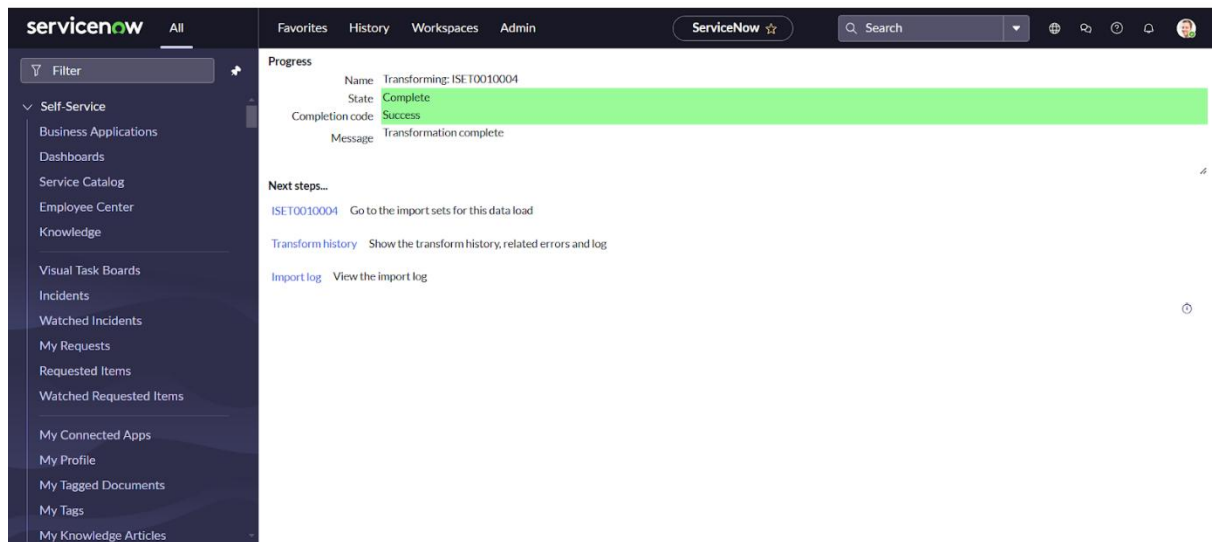
4. Using Dot-Walking to Access Employee Department

1. Open service now.

2. Click on All >> system definition>>List Layouts

3. Search for customer orders

4. Add the "Employee Department" field by using dot walking

5. Select the field and Save changes
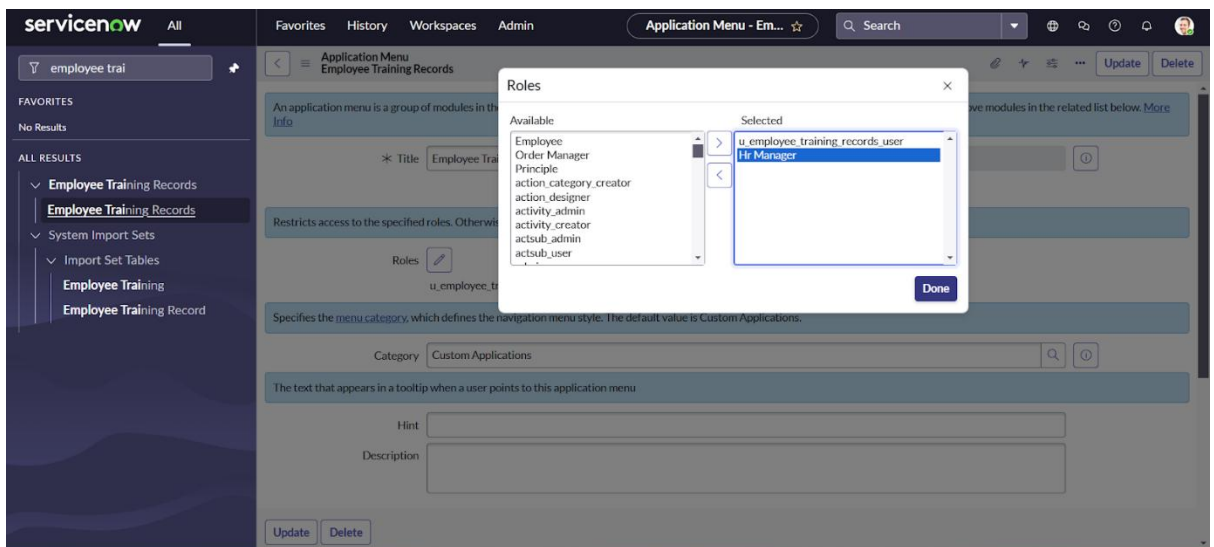

6. Now you can see the field in the List view.

5. Access Control (ACL)

1. Open Service now
2. Click on all>>ACL>>Create New ACL
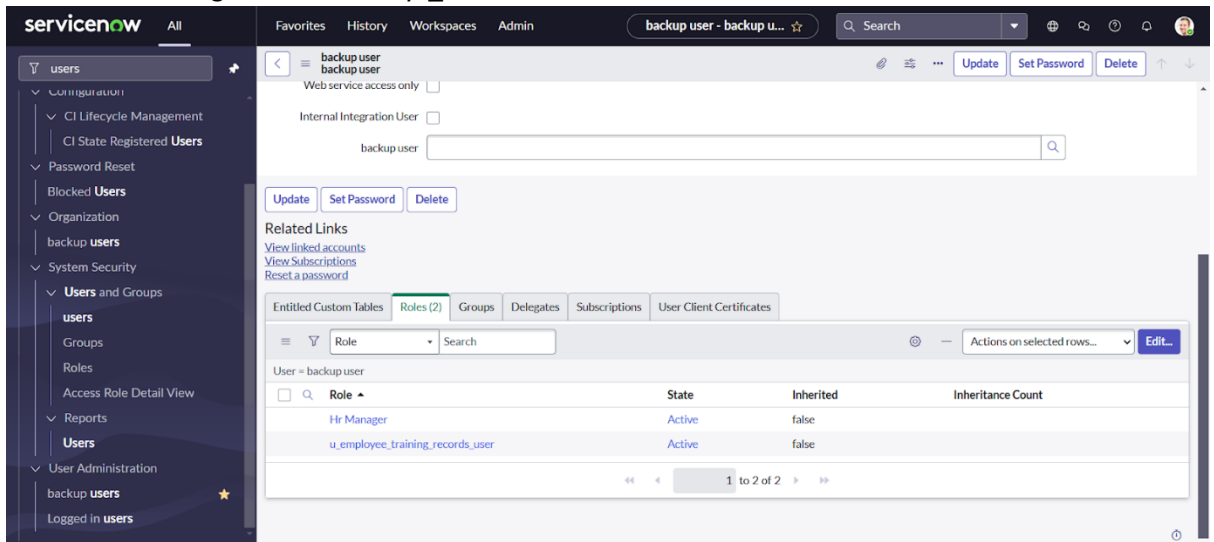3. Define ACL (Employees)
4. Operation: Read

6. Role Management

1. Open ServiceNow

2. Click on all>>Roles>> create a new role : Hr Manager

3. Add in the sys_user

4.

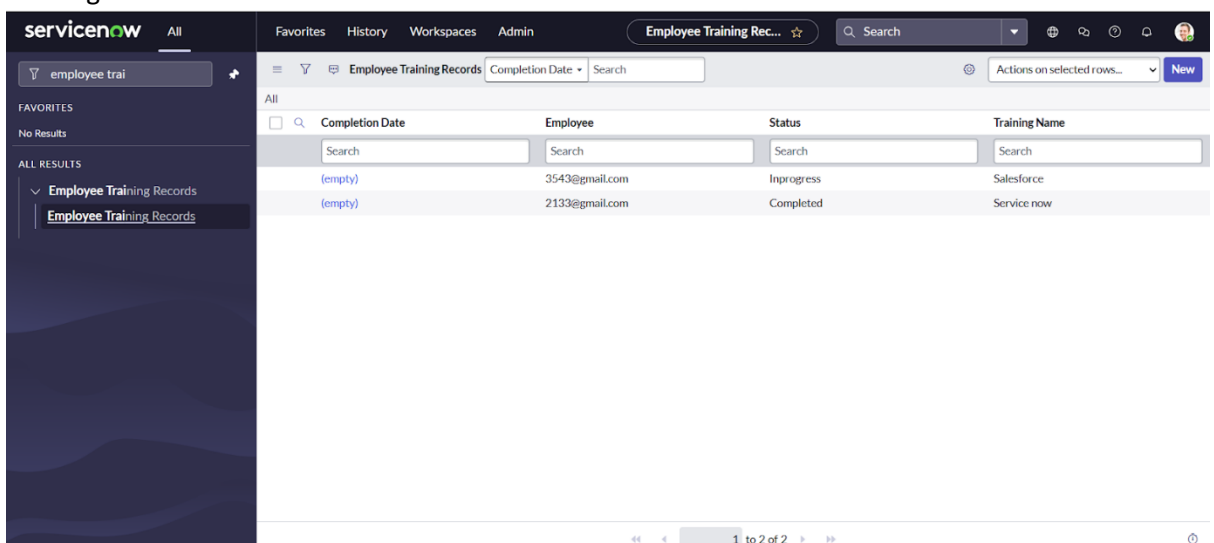5. Add this role to the Tables Application and Module
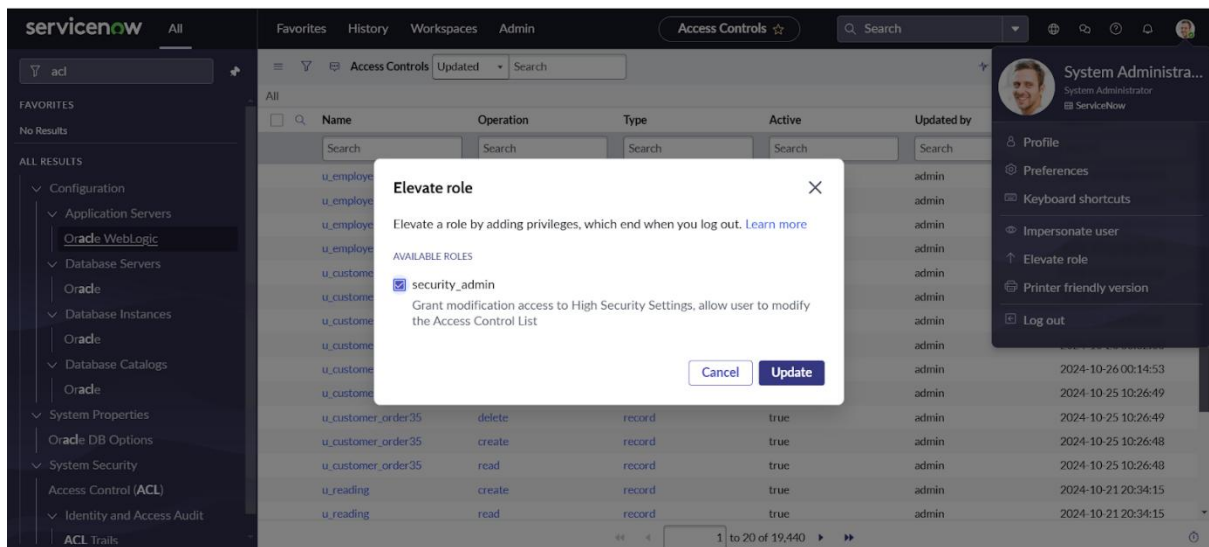
6. Add the Hr Manager Role to the sys_user

Now, you can view each employee's department information directly in the Employee
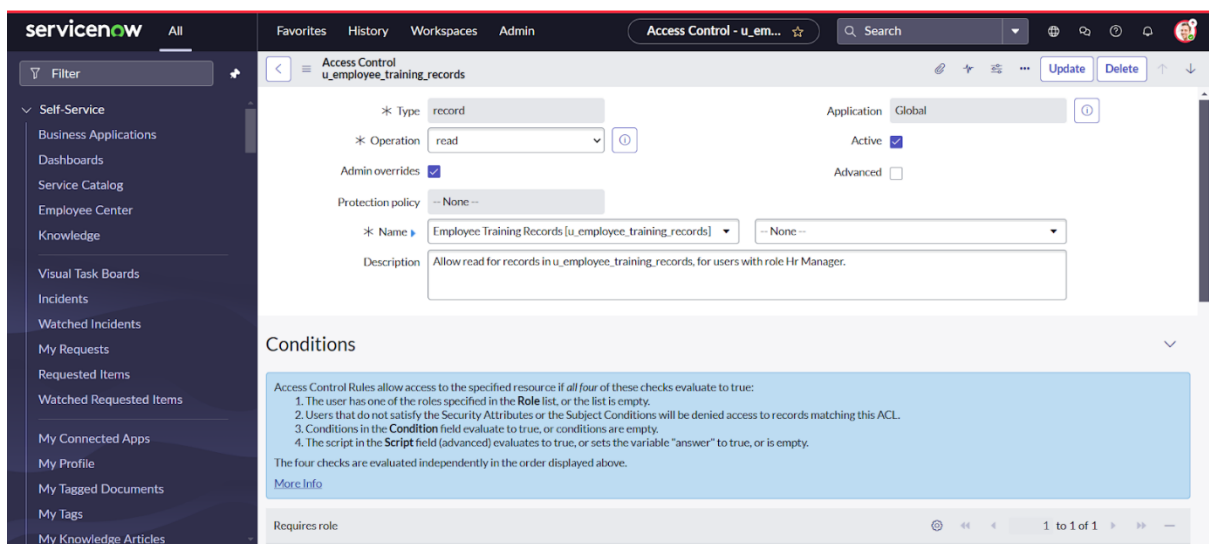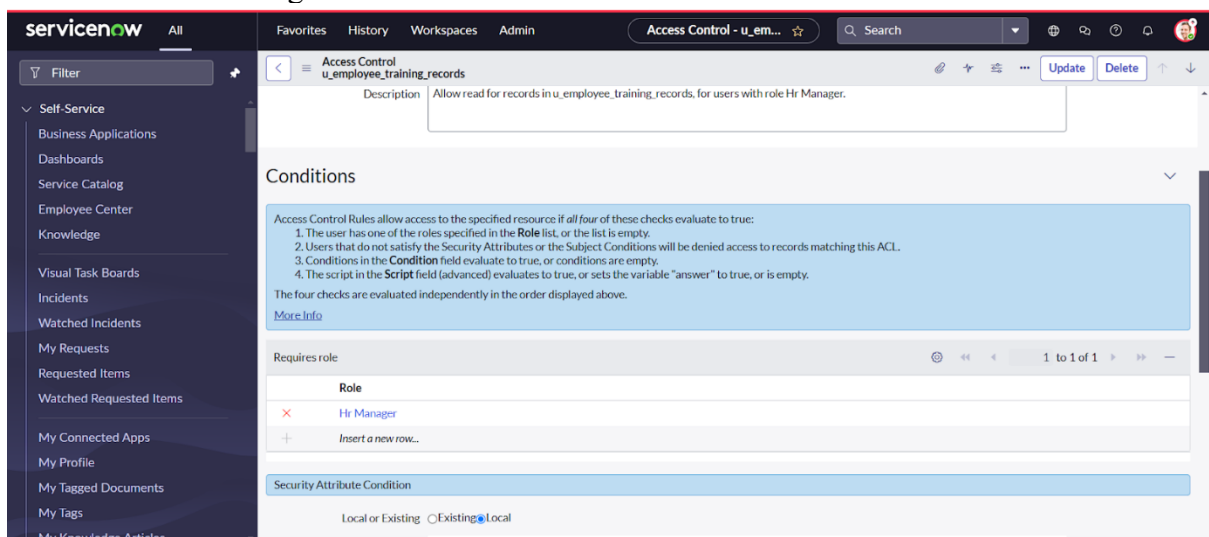7. Training Records list view

7. Elevating Role for ACL Configuration

1. Create New ACL and give Read Access to Employee Training Records Table

2. Give Hr Manager Role to the ACL

3. Create Another New ACL and Repeat the same Process to the Write Access

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8. Testing Results

1. Impersonate the sys_user and Search Employee Training Records
2. Now You can see and edit the Fields

3. Impersonate the other User you cannot See the Table
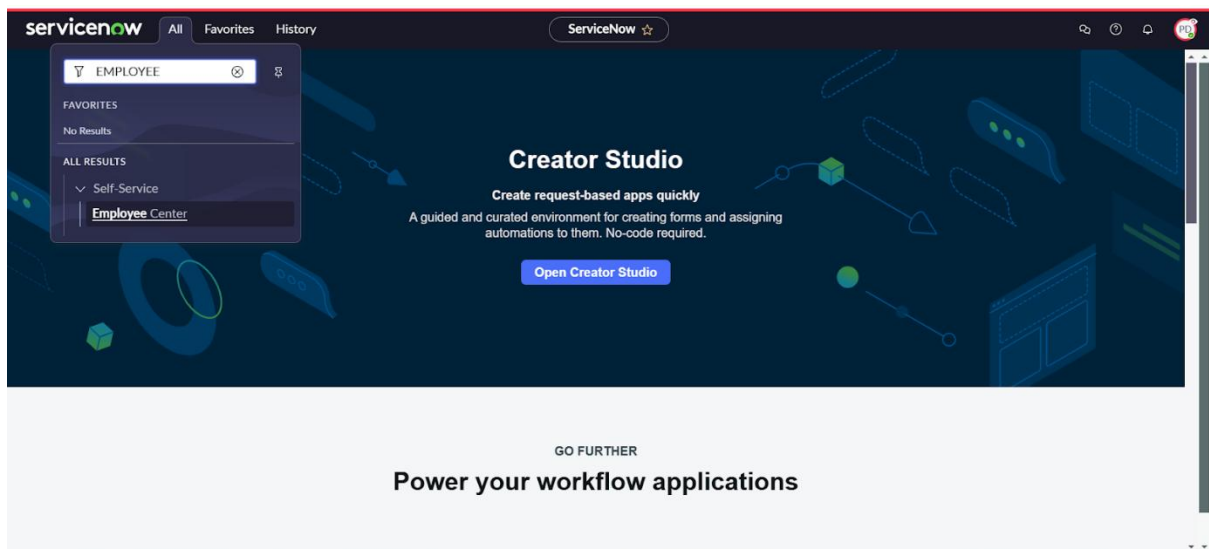
Conclusion

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.