

IDEATIONPHASE

Problem statement:

The goal of this project is to establish a seamless connection between each record and its corresponding employee. This includes pulling specific employee attributes (such as department, role, and other pertinent details) directly into the record. By doing this, we aim to enhance reporting capabilities, improve data accuracy, reduce manual effort, and enable better visibility into record trends across the organization based on employee demographics.

Challenges:

Data Quality Issues: External data sources may contain incomplete, inconsistent, or duplicate data requiring extensive cleansing.

Complex Transformations: Mapping diverse source formats into ServiceNow's data structure can be technically challenging.

Security Compliance: Ensuring strict access controls and compliance with data privacy regulations can be resource-intensive.

Objective:

The primary goal of this project is to design, implement, and validate a robust process for importing data into ServiceNow from multiple external sources, while ensuring that data security, integrity, and compliance requirements are met.