PROJECT DESIGN

Proposed solution template

Project team shall fill the following information in the proposal solution template

S No	Parameters	Description
1.	Problem statement	Linking each record to an employee and pulling some employee details (like department) into the record for easier reporting
2.	Ideal / solution description	Multi step process using important maps for data loading combined with robot security measures to protect sensitive information
3.	Novelty / uniqueness	Ensure should Data integrity and confidently during the import process and within the platform

4.	Social impact / customer satisfaction	Ensure that I is handled and securely leading to increase customer satisfaction and positive social impact
5.	Business model (revenue model)	Customer pay for the right to use service now and that includes the ability to import data from various source
6.	Scalability of the solution	Service now can handle growing that of volumes and maintain Data integrity and confidently

Milestone 1: tables

Purpose:

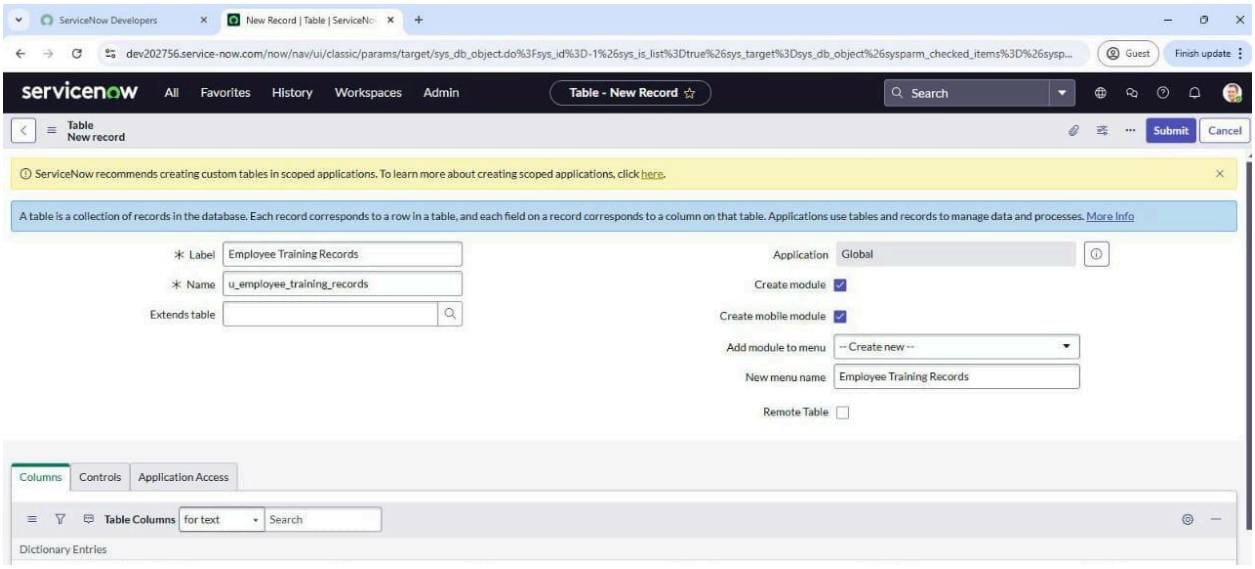
- Store imported data.
- Ensure data accuracy.
- Control data access.

Uses:

- Store and organize data
- Control secure access
- Link related information

Steps:

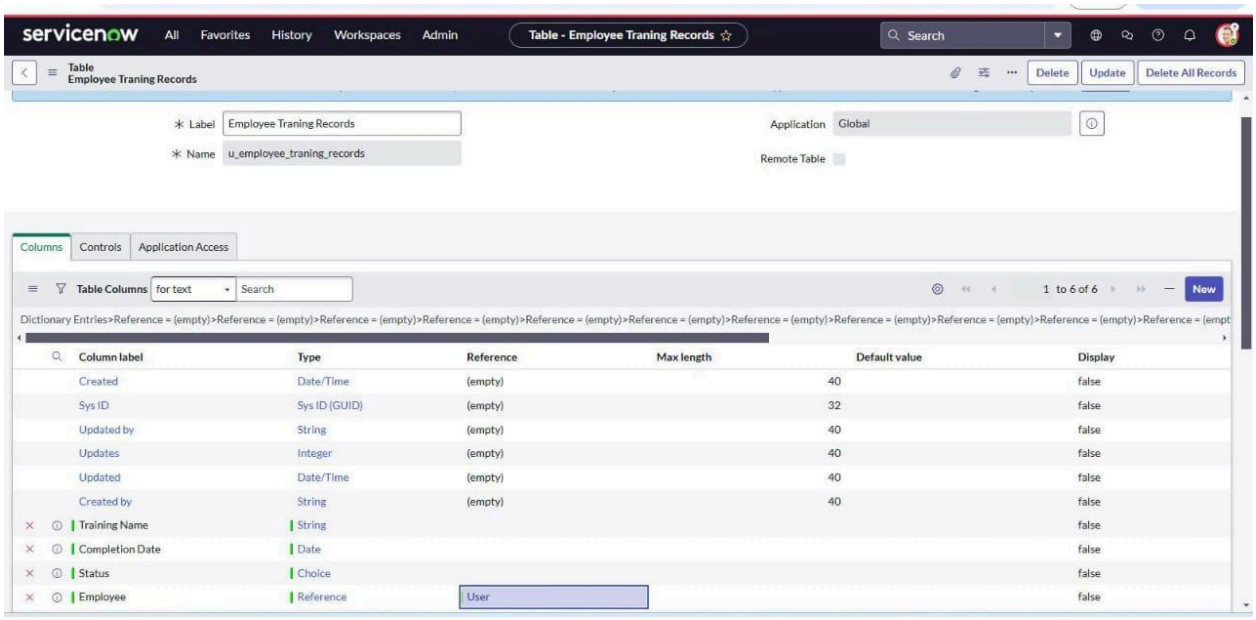
1. Open service now
2. Click on all > >search for tables
3. Select tables under system security
4. Click on new
5. Fill the following details to create a new table



6. Add the following fields:
7. Training name (type: string)
8. Completion date (type: date)

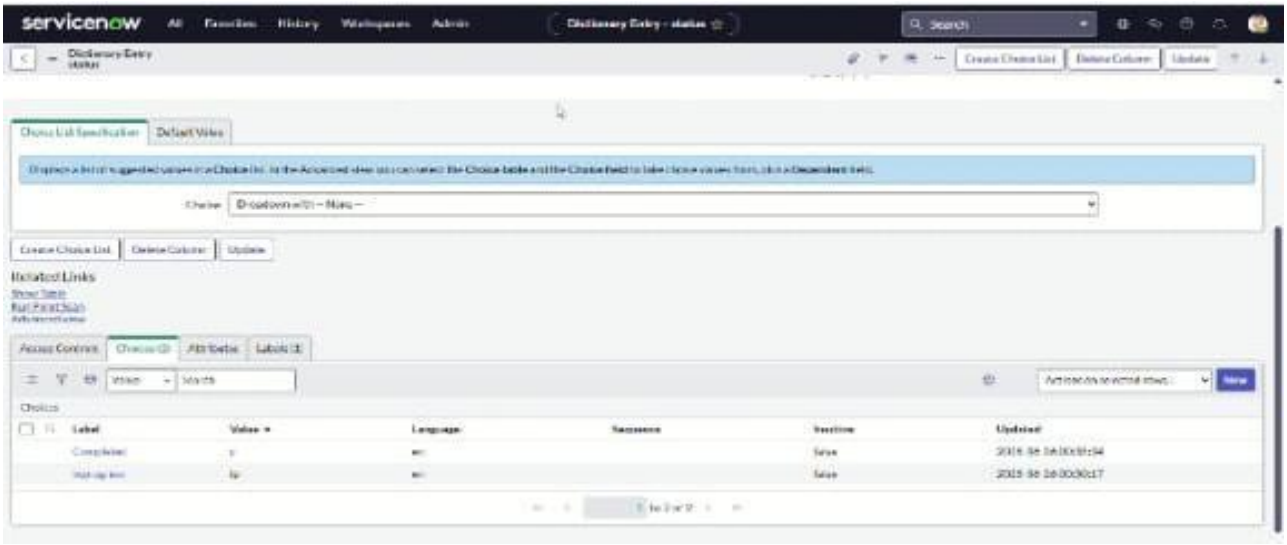
9. Status (type: choice)

10. Employee(type: reference),(reference field to system user table)



11. Click on submit

12. Click on choice and add to choices in the dictionary entry status



Milestone 2: import data

Purpose:

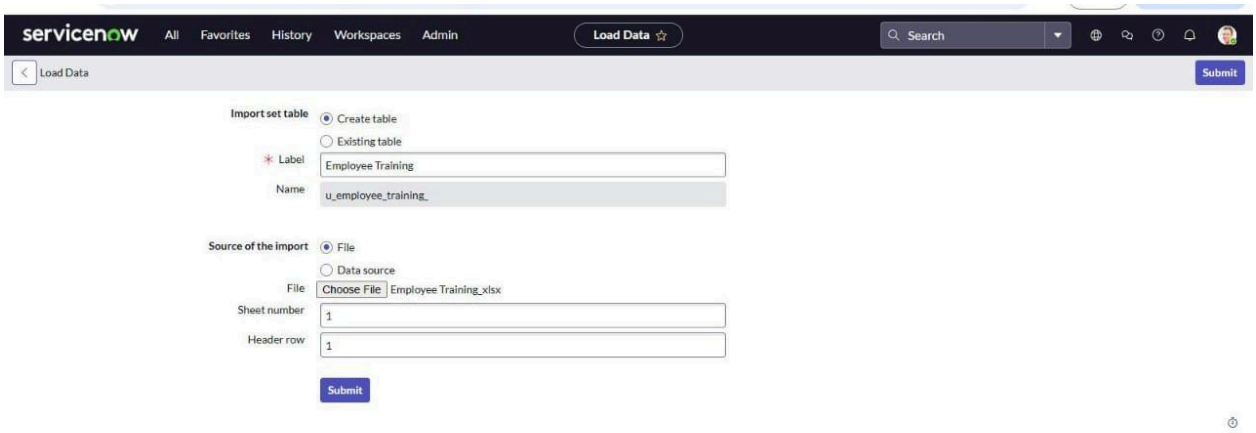
- Bring data into ServiceNow.
- Map data to correct tables.
- Enable secure access control.

Uses:

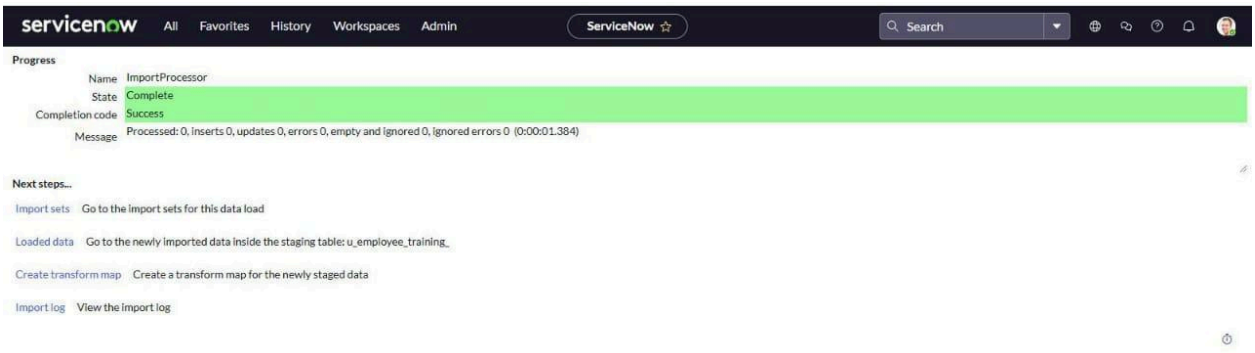
- Load external data
- Ensure data consistency
- Control secure access

Steps

1. Open service now
2. Click on all > >search for system import s Select
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



Map fields

Purpose:

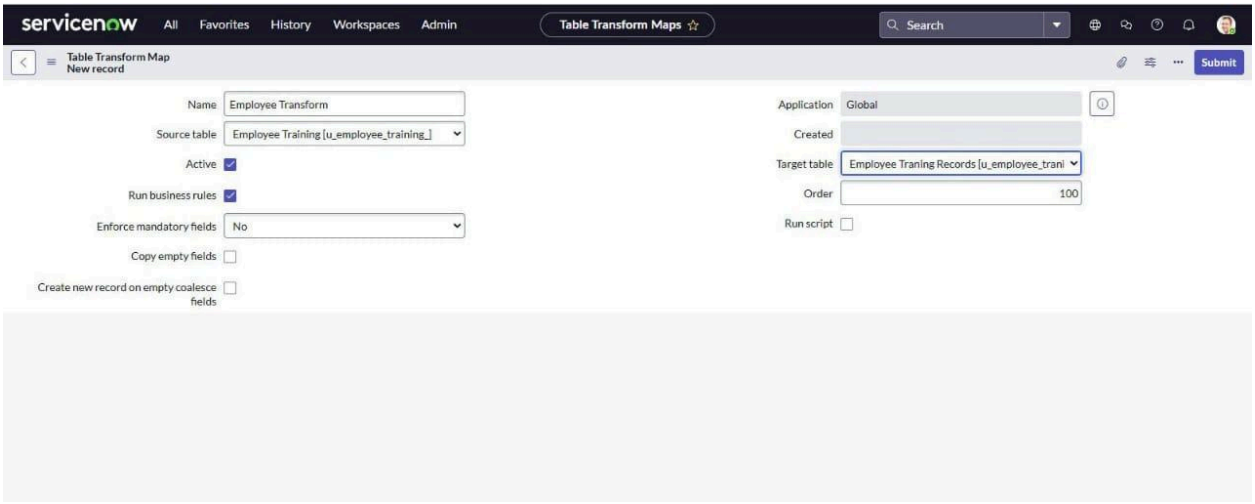
- Match source to target fields
- Enforce data security rules
- Ensure accurate data transfer

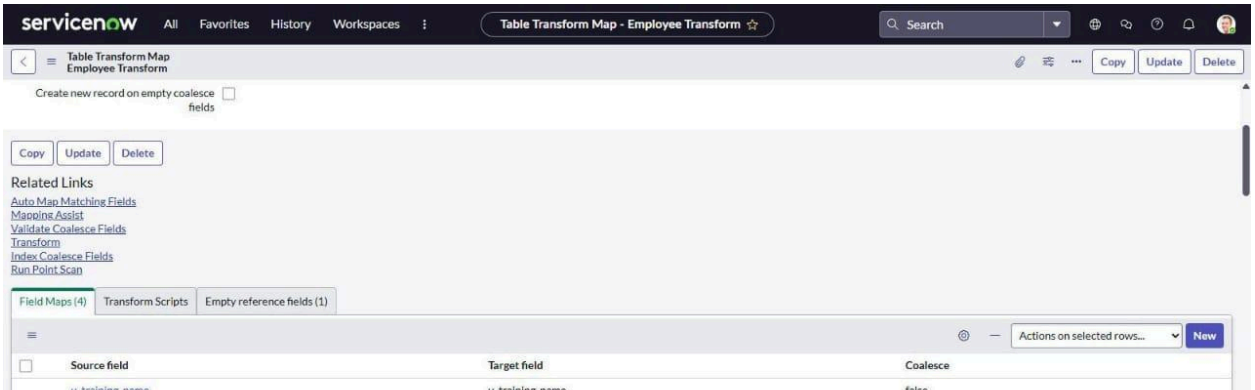
Uses:

- Match fields
- Place data correctly
- Prevent errors

Steps:

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. Add field maps as shown
6. Click transform to run the import

Milestone 3: using dot walking to access employee department information

Purpose:

- Retrieve related record data
- Display linked information easily
- Build reports and conditions using referenced fields

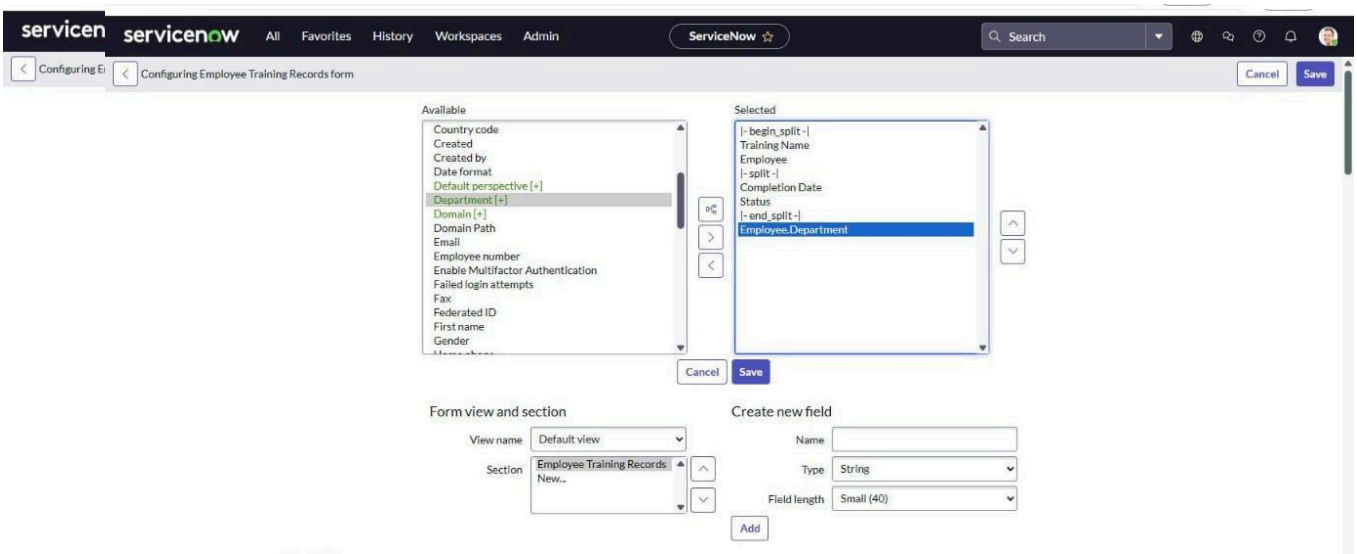
Uses:

- Retrieve related department data
- Apply security rules via ACLs
- Keep department info consistent

Steps:

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



Milestone 4:Access control list (ACL)

Purpose:

- Restricts data access
- Secures sensitive info
- Controls user permissions

Uses:

- Restrict data access
- Protect sensitive fields
- Control user permissions

Steps:

1. Open service now
2. Click on all>>ACL>>create new ACL
3. Define ACL (Employees)
4. Operation: Read

Milestone 5: Roles

Purpose:

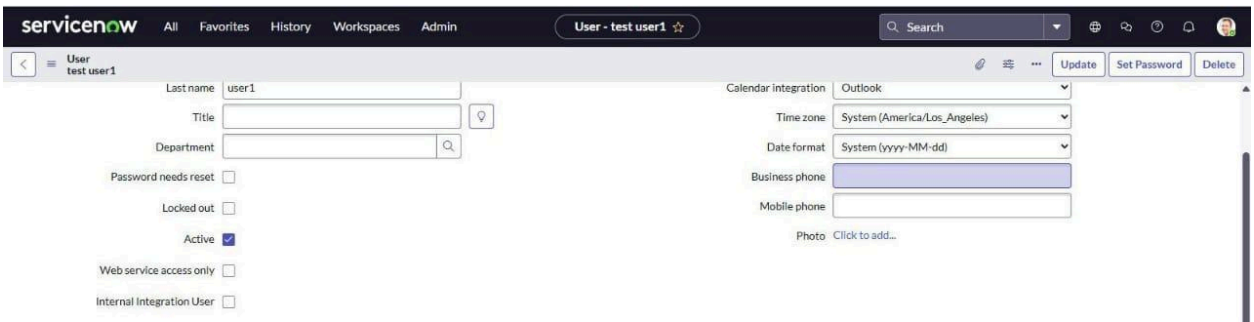
- Assign permissions to users
- Control access to imported data
- Enforce data security policies

Uses:

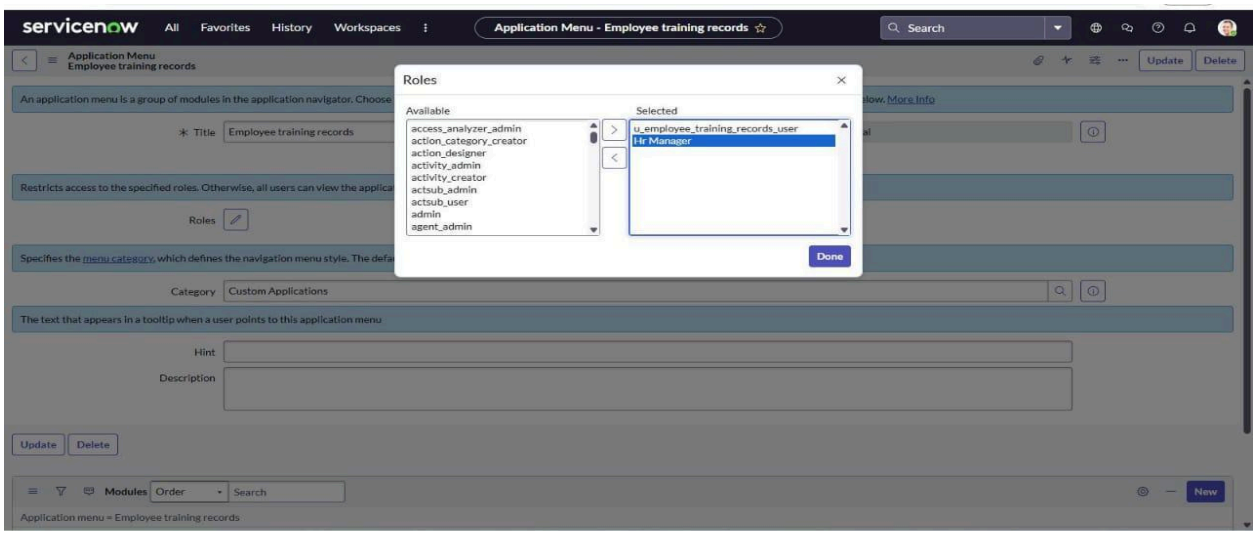
- Grant specific access rights to users
- Control who can import or modify data
- Secure sensitive data during import processes

Steps:

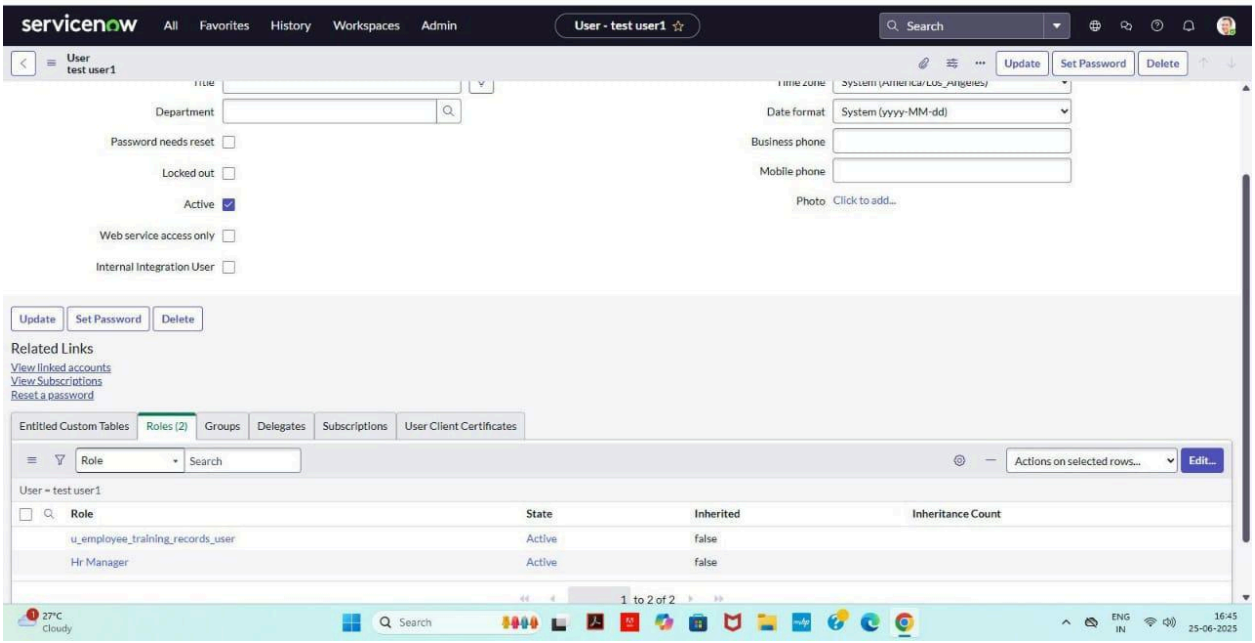
1. Open service now
2. Click on all>>roles>>create a new role:Hr manager
3. Add in the sys_user



4. Add this roll to the tables application and module



5. At the HR manager role to the sys_user



6. Now you can view each employees department information directly in the employee training records list view

Update to elevate role

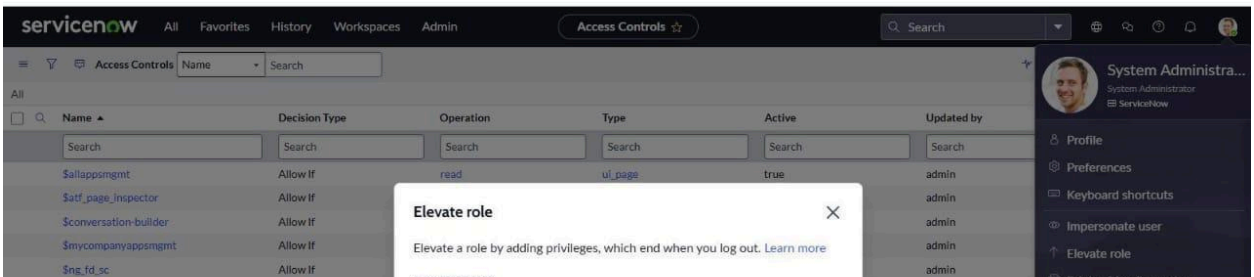
Purpose:

- Grant higher permissions for data import.
- Access restricted data and tables.
- Configure security controls during import.

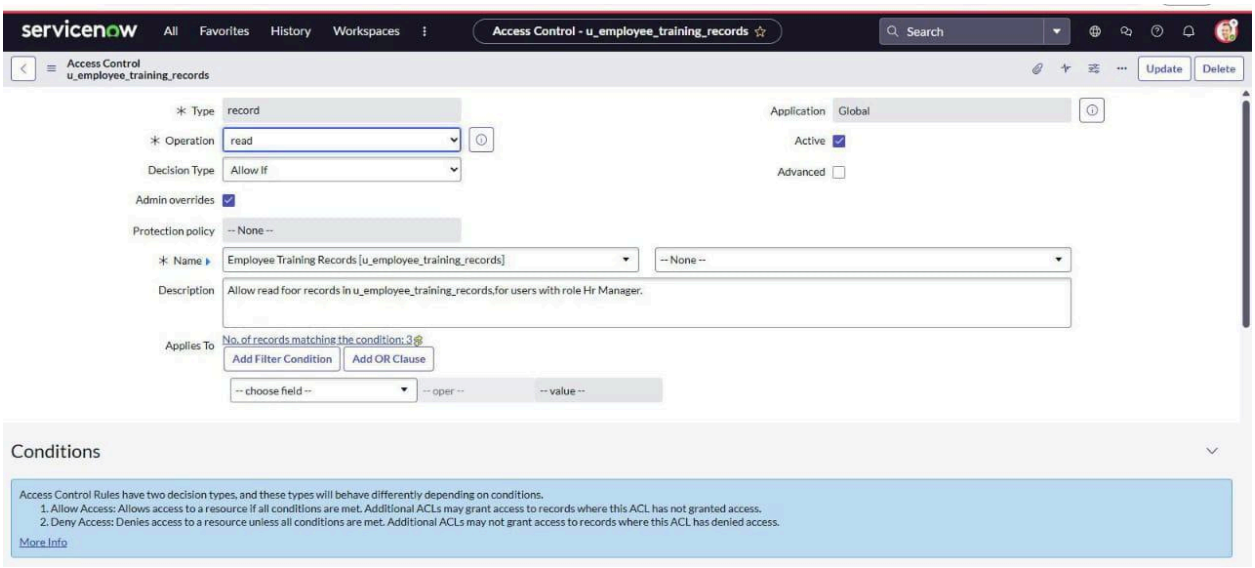
Uses:

- Modify roles for data import.
- Approve imported data securely.
- Strengthen data access controls.

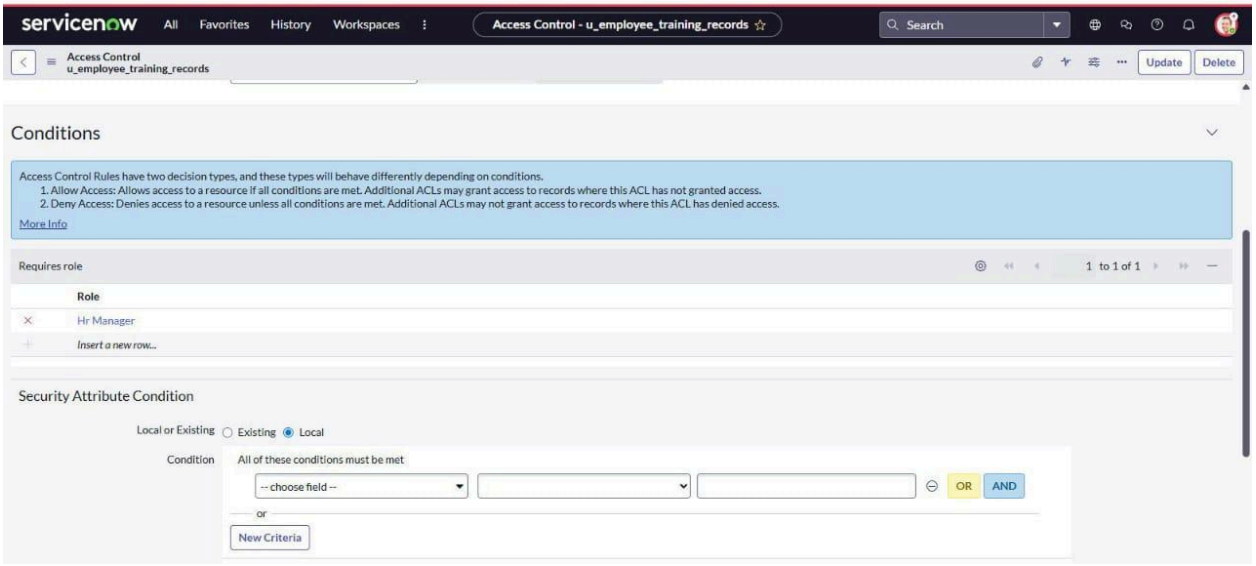
Steps:



1. Create new ACL and give read access to employee training records table

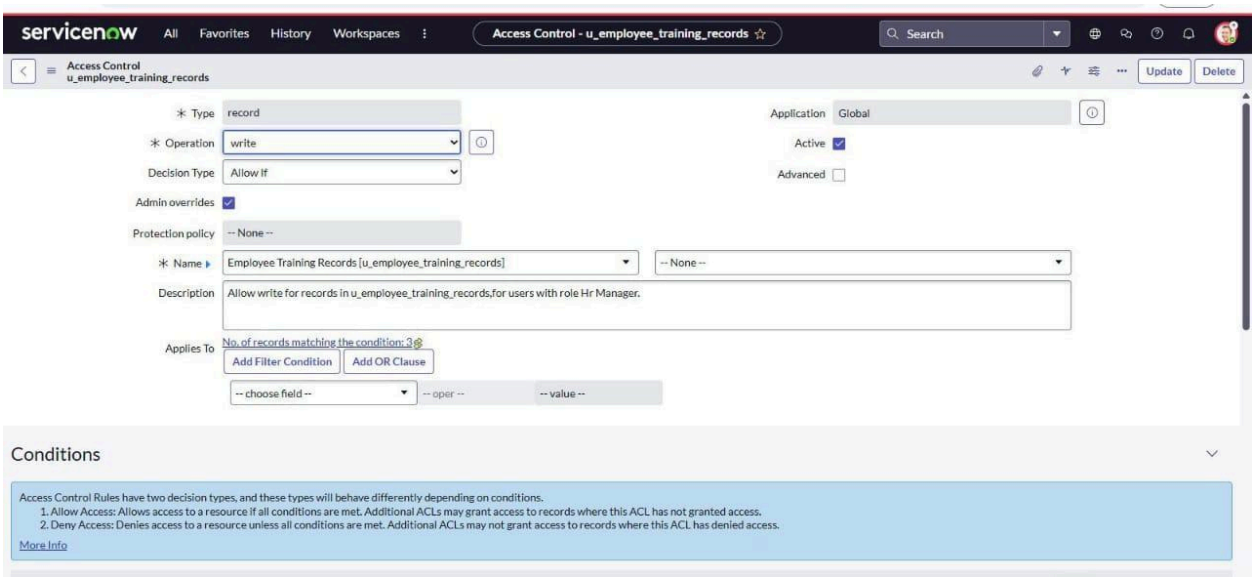


2. Give HR manager role to the ACL



3. Create another new ACL and repeat the same process to the write access

Milestone 6: result



Purpose:

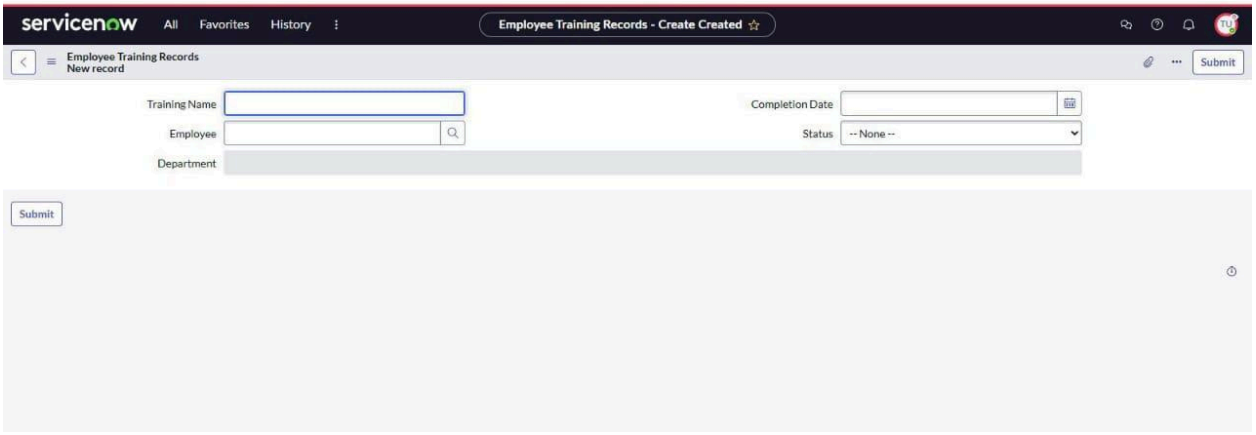
- Confirms data imported correctly
- Identifies errors or issues
- Ensures security and compliance

Uses:

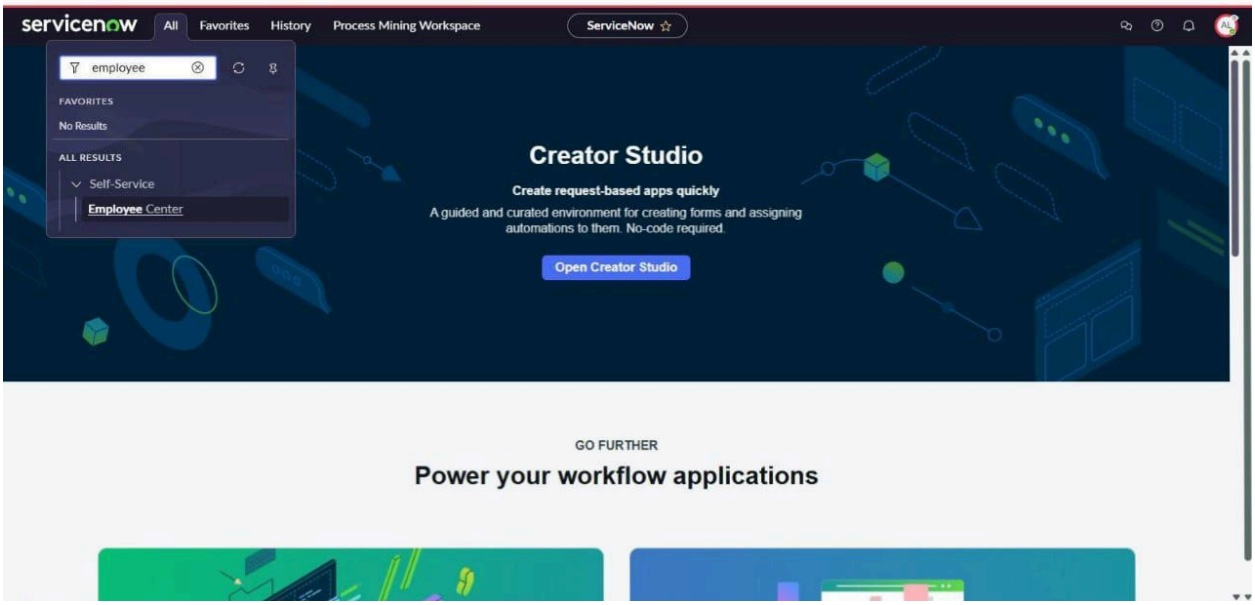
- Confirms data accuracy
- Tracks import status
- Validates security controls

Steps :

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


servicenow
All
Favorites
History
Process Mining Workspace
ServiceNow
employee
FAVORITES
No Results
ALL RESULTS
Self-Service
Employee Center
Creator Studio
Create request-based apps quickly
A guided and curated environment for creating forms and assigning automations to them. No-code required.
Open Creator Studio
GO FURTHER
Power your workflow applications