# Customer Journey Map

## Cheryl
### HR Representative
*Importing & Securing Data in ServiceNow with Employee Mapping*

| Import Data | Validate | Generate Reports | Manage Records | Continuously Secure |
|---|---|---|---|---|
| Uploads a CSV/Excel file | Checks if department is assigned for new employees | Applys department filters and views reports | Corrects any incorrect or mismatched employee records | Reviews overall access logs & policies |

| Cheryl Experience | ServiceNow Admin Dashboard | Reports section in AppNow | Sys_user Anun Empploy-Now | Security ACL Settings a ServiceNow |
|---|---|---|---|---|
| Uploads a CSV Excel file | ServiceNow Admin Dashboard | Reports section in Dashboard on the u | sys_user & Employee Records in ServiceNow | Security ACL Settings in ServiceNow |

| Import Data | Validate | Generate Reports | Manage Records | Continuously Secure |
|---|---|---|---|---|
| Cheryl uploads a CSV/Excel file | Checks if department is assigned for new employees | Applics reports lills charts and reports to dee reports | Corrects any incorrect or mismatched intst ttaldes | Reviews overall access logs and policies |
| **Positive moments** | | | | |
| • Easy import <br> • Data! uploase: import io nastreristics | • CSV formating errors & import issues | • Useful orlarts help to keep track of employee stats | • Feeling empowered & supportive employeereits | • Confident knowing policies are enforced |
| **Negative moments** | | | | |
| • CSV formatting errors & import issues <br> Deseting inreget issues peccefits anchust • Tacling records at esy | CSV formatting errors & import issues <br> • highlighting misarcting orenuta rnoter accuraing • scheiling report generars. • generat for realict oinet geater tecabss aiheri or seespatsrs. | • Useful charts atd to keop to tadiniciual inb) to sory. track & reconstation eoguired retjrtis ta autaubrecturc. • New bettered in excurres per interrerr-sesepatent.. | • Doubts over accuracy if data is incomplete • Concerns over unauthorized access | • Knows I knows what policies are saks <br> Vllost chave others • tAnoy aut hourne whien. • Data chase at table ot ise |
| **Goals & Motivations** | Dlaces and Home | Office or Home | Place or 8t Home | Office or Home |
| • Help me upload employee data accuraty | • ServiceNow Admin Dashboard | • ServiceNow Admin Dashboard | • ServiceNow Admin Dashboard | • ServiceNow System • Employee Data CSV |
| **Goals & People & Things** | • Reports section in ServiceNow | • Reports section in ServiceNow-Dashboard | • Reports section in ServiceNow Dashboard | • ServiceNow orfoone foatals ServiceNow |
| Thing; for cane other for live room. | • Computer | • Computer & rompuiter | • Security ACL Settings | • Service-vica-riceNow |
| | • ServiceNow System | • ServiceNow System | • ServiceNow System | • ServiceNow System |
| ☑ Orconps-areass ☑ Imployer ipsa ☑ Ox//Excel File | • ServiceNow Data CSV/fical • ServiceNow- IFIsbarse • ServiceNow Admin Dashtard | • ServiceNow Admin Dashbaard • ServiceNow THlsbarse • ServiceNow Lattaneb.aleti | • ServiceNow Admin Dashbaard • Reporica deviceNow • ServiceNow Admin Dashibard | • ServiceNow Admin Dashboard • Secong atta fentibyete fiec • ServiceNow Adminebladati |