Project Design Phase
Solution Architecture

Date	19 February 2025
Team ID	LTVIP2026TMIDS47361
Project Name	Importing and Securing Data in ServiceNow
Maximum Marks	4 Marks

Solution Architecture:

The proposed solution architecture focuses on securely importing data into ServiceNow, linking each record to the corresponding employee, and automatically retrieving employee details such as department for efficient reporting and management.

Architecture Components:

1. **Data Source Layer**
   Employee and record data are imported from external sources such as Excel or CSV files.
2. **Import Layer (Import Sets)**
   The imported data is first stored in staging tables to validate and prepare the data before processing.
3. **Transformation Layer (Transform Maps)**
   Transform Maps are used to map imported data fields to target tables and create references between records and employees.
4. **Business Logic Layer (Dot-Walking)**
   Dot-walking is used to automatically retrieve employee details such as department from the employee table into the record for easier reporting.
5. **Security Layer**
   Security is implemented using Roles and Access Control Lists (ACLs) to ensure only authorized users can view or modify the data.
6. **Database & Reporting Layer**
   The final processed data is stored securely in ServiceNow tables and used for reporting and analytics.
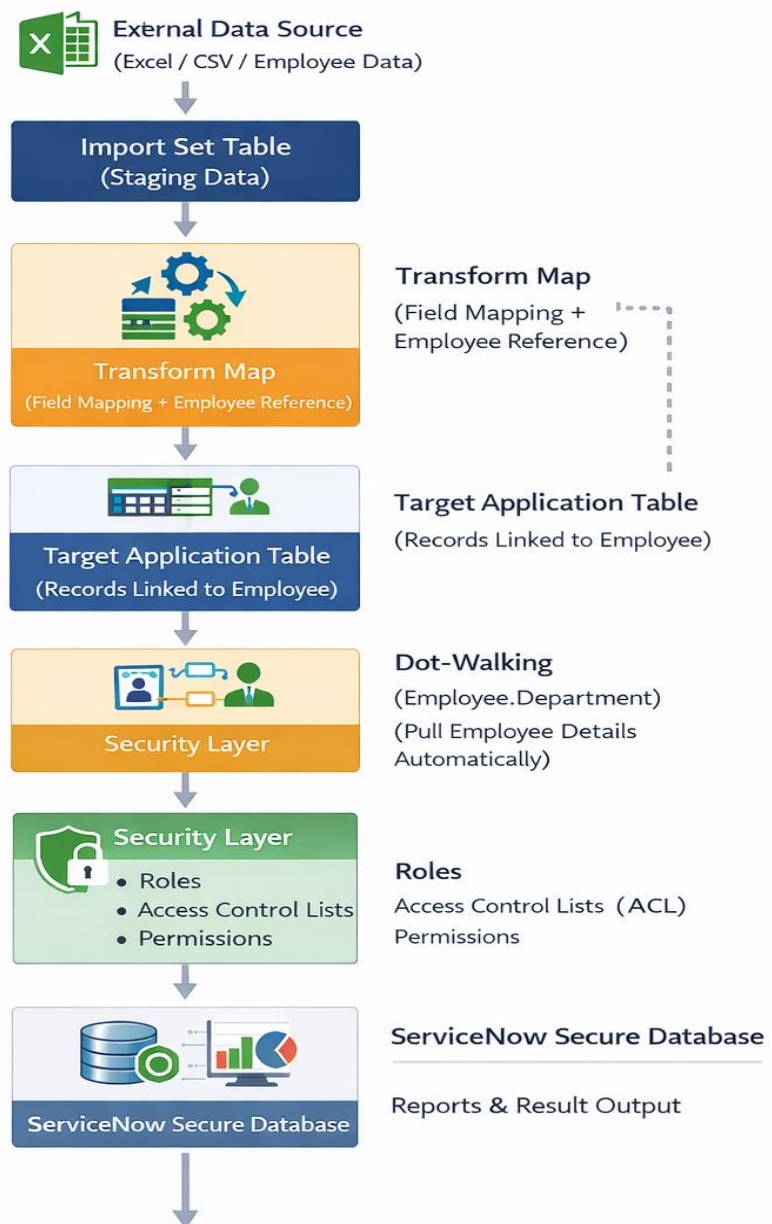
Example - Solution Architecture Diagram:

Figure 1: Solution Architecture for Importing and Securing Data in ServiceNow