

Ideation Phase

Brainstorm & Idea Prioritization Template

Date	19 February 2026
Team ID	LTVIP2026TMIDS47361
Project Name	Importing and Securing Data in ServiceNow
Maximum Marks	4 Marks


Brainstorm & Idea Prioritization Template:

Brainstorming for the “Importing and Securing Data in ServiceNow” project involves generating ideas to securely import employee training records and manage access effectively. Key ideas include using Import Sets and Transform Maps for automated data import, creating a custom table linked to employees via reference fields, and using dot-walking to auto-fetch details like department and email. Security can be ensured through role-based access control, field and row-level ACLs, and restricted visibility for authorized roles. This collaborative approach helps design a system where data is accurately imported, securely stored, and properly linked to employees for better reporting and data management.

Reference: <https://www.mural.co/templates/brainstorm-and-idea-prioritization>

Step-1: Team Gathering, Collaboration and Select the Problem Statement

Template



Brainstorm & idea prioritization

Link imported records to the correct employee in ServiceNow by mapping Employee ID or Email during data import. Automatically fetch related employee details such as Department into the record to simplify reporting and improve data accuracy. Ensure secure access using proper roles and access controls.

🕒 10 minutes to prepare
🗓️ 1 hour to collaborate
👤 2-8 people recommended

●

Before you collaborate

Prepare by clearly understanding the data import requirements, identifying the employees involved, and defining how records should be linked. Ensure necessary access, sample data, and objectives are ready before starting the session.

🕒 10 minutes

➤

Team gathering

Identify key stakeholders such as HR, IT admins, and reporting users. Share the problem statement and sample data in advance to ensure everyone understands the objective.

➤

Set the goal

Define the goal to successfully import data, link each record to the correct employee, and auto-populate details like department for accurate reporting.

➤

Learn how to use the facilitation tools

Review ServiceNow tools such as Import Sets, Transform Maps, Reference Fields, and ACLs to ensure smooth implementation and secure data handling.

[Open article](#) →

1

Define your problem statement

How might we efficiently import external data into ServiceNow, link each record to the correct employee, and automatically fetch employee details like department for accurate and secure reporting?

🕒 5 minutes

PROBLEM

use efficiently import external data into ServiceNow, accurately link each record to the correct employee, and automatically populate employee details like department to ensure reliable and secure reporting

2

Key rules of brainstorming

To run a smooth and productive session

🕒 Stay focused on the problem.

🗓️ Avoid judging ideas early.

👂 Listen and build on other's ideas.

💡 Encourage creative solutions.

🗨️ Generate multiple approaches.

🗣️ Keep ideas simple and clear.

Step-2: Brainstorm, Idea Listing and Grouping

2

Brainstorm

This brainstorming focuses on importing data into ServiceNow and linking each record to the correct employee. It aims to automatically fetch employee details like department for better reporting while ensuring data security and accuracy.

10 minutes

Person 1

Use Import Set to load external data

Create Transform Map to map fields correctly

Validate and clean data before insertion

Person 2

Use Reference field to link to Employee table

Match using unique Employee ID (coalesced)

Auto-associate employee during import

Person 3

Use Dot-walking to fetch department

Business Rule to auto-populate department field

Use GlideRecord for dynamic data retrieval

Person 4

Apply ACLs to restrict record visibility

Implement role-based access

Protect sensitive employee information

Person 5

Store department in record for easy reporting

Create custom report/dashboard

Monitor import logs and handle errors

3

Group ideas

Group similar or related ideas together to identify common themes and patterns. Assign a clear label to each cluster that summarizes the main concept. Break larger groups into smaller sub-groups for better clarity and organization.

20 minutes

Create Transform Map for field mapping

Validate mandatory fields before insert

Auto-link record during import

Business Rule to auto-populate department

Use Dot-walking to fetch department

Restrict sensitive employee data

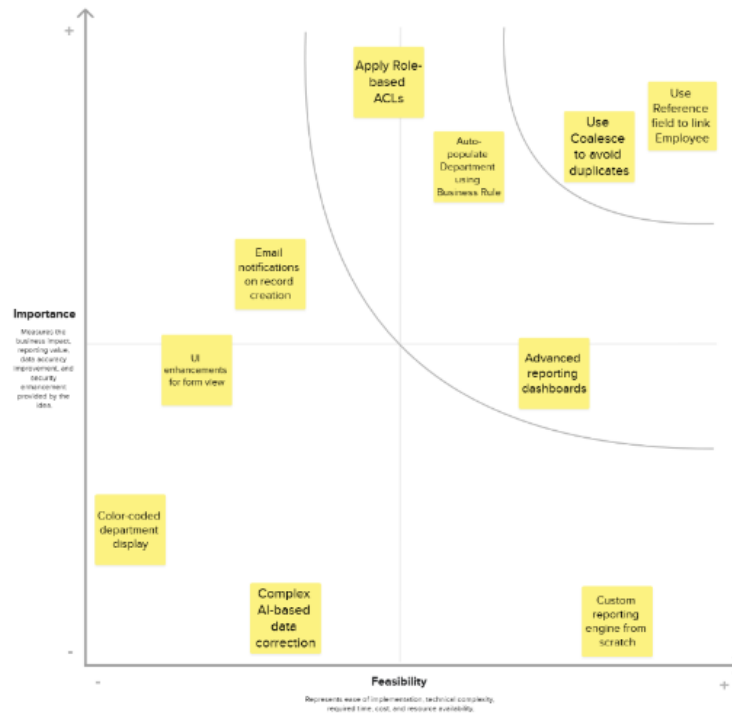
Step-3: Idea Prioritization

4

Prioritize

Evaluate all generated ideas based on their importance and feasibility. Focus on selecting ideas that provide maximum impact while being practical to implement. This helps identify quick wins and long-term strategic improvements.

20 minutes



After you collaborate

Once the brainstorming session is complete, consolidate the finalized ideas and share the outcomes with relevant stakeholders. Export the mural to ensure transparency, documentation, and future reference.

Quick add-ons

- 1 **Share the mural**
Share a view-only link with team members and stakeholders to keep them informed about the discussion outcomes and selected priorities.
- 2 **Export the mural**
Export the mural as a PNG or PDF to attach in emails, include in presentations, or store for documentation and reporting purposes.

Keep moving forward

- Strategy blueprint**
Define the key components, objectives, and execution plan for implementing the selected solution effectively.
[Open the template →](#)
- Customer experience journey map**
Analyze user interactions, needs, and pain points to ensure the implemented solution enhances overall experience.
[Open the template →](#)
- Strengths, weaknesses, opportunities & threats**
Identify strengths, weaknesses, opportunities, and threats to evaluate risks and create a well-informed implementation strategy.
[Open the template →](#)