

**Project Design Phase**  
**Problem – Solution Fit Template**

Date	19 February 2026
Team ID	LTVIP2026TMIDS47361
Project Name	Importing and Securing Data in ServiceNow
Maximum Marks	2 Marks

**Problem – Solution Fit Template:**

The Problem–Solution Fit in this project focuses on identifying the challenges faced by organizations when importing data into ServiceNow and ensuring that each record is properly linked to the respective employee. In many cases, imported records do not contain complete employee information such as department or designation, which creates difficulties in reporting and analysis. Users often spend additional time manually updating records, which leads to inefficiency and errors.

The proposed solution addresses this issue by implementing a secure data import process that automatically links records with employee information using unique identifiers. The system retrieves relevant employee details and populates them into the records, making reporting easier and more accurate. This solution effectively meets user needs by reducing manual work, improving data quality, and ensuring secure handling of information.

**Purpose:**

- ☐ Solve data import and employee linkage problems in a way that fits the needs of users working with ServiceNow records.
- ☐ Improve efficiency and increase solution adoption by automating the process of linking records with employee details.
- ☐ Enhance communication and reporting strategies by ensuring accurate employee information (such as department) is available in each record.
- ☐ Increase user trust in the system by reducing manual errors and providing secure data handling mechanisms.
- ☐ Understand the existing challenges in importing data and improve the process for better reporting, decision-making, and operational performance.

## Template:

Define CS, fit into CC	<b>1. CUSTOMER SEGMENT(S)</b> <b>CS</b> ServiceNow administrators and developers IT support teams and HR departments Organizations managing employee records related operational	<b>6. CUSTOMER CONSTRAINTS</b> <b>CC</b> Limited technical knowledge in automation Data privacy and security concerns Inconsistent employee identifiers across systems	<b>5. AVAILABLE SOLUTIONS</b> <b>AS</b> Manual entry or spreadsheet mapping Scripts without proper automation framework External reporting tools to combine data	Explore AS, differentiate
	<b>2. JOBS-TO-BE-DONE / PROBLEMS</b> <b>J&amp;P</b> Import external data into ServiceNow securely. Link each imported record with the correct employee. Retrieve employee details such as department, designation, and manager	<b>9. PROBLEM ROOT CAUSE</b> <b>RC</b> Imported records are not automatically linked to employee reference tables. Lack of automation in retrieving related employee attributes	<b>7. BEHAVIOUR</b> <b>BE</b> Import data using basic tools Manually update employee fields Cross-check data with HR systems Spend time correcting reports	
Focus on J&P, tap into BE, understand RC	<b>3. TRIGGERS</b> <b>TR</b> Need for accurate reporting and analytics	<b>10. YOUR SOLUTION</b> <b>SL</b> Develop a secure data import process in ServiceNow using Import Sets and Transform Maps that: Automatically links records to employees using unique identifiers (Employee ID or email) Retrieves employee details like department and manager into the record Applies role-based access control for data	<b>8. CHANNELS of BEHAVIOUR</b> <b>CH</b> ServiceNow platform usage	Extract online & offline CH of BE
	<b>4. EMOTIONS: BEFORE / AFTER</b> <b>EM</b> <b>Before:</b> Confusion due to incomplete records <b>After:</b> Confidence in data accuracy		Team meetings for data correction	
Identify strong TR & EM				