

# Project Documentation: Importing & Securing Data in ServiceNow

## 1. Introduction

In today's digital workplace, managing and securing enterprise data is a foundational skill. This project aims to demonstrate the practical implementation of ServiceNow's data handling capabilities by building a secure and well-structured data management module. The hands-on tasks include creating custom tables, importing external data, configuring access controls, and leveraging dot-walking for relational insights.

## 2. Objective

The objective of this project is to understand and implement ServiceNow modules required for secure data storage and access. By working through real-time tasks, the project focuses on importing training data for employees, setting up role-based permissions, and enabling relational data access.

## 3. Why ServiceNow?

ServiceNow is not just an ITSM tool — it is a powerful low-code platform ideal for building data-centric, scalable applications. Its drag-and-drop interfaces, secure access controls, integration capabilities, and built-in reporting tools make it a preferred choice for enterprise application development.

## 4. Features Implemented

- **Custom Table Creation:** `Employee Training Records` table with custom fields
- **Data Import:** Uploaded external Excel data into ServiceNow
- **Field Mapping:** Mapped import data fields to table columns
- **Dot-Walking:** Used to fetch related data like department name
- **Access Control (ACL):** Restricted data access based on roles
- **Role Management:** Defined custom roles (`trainer_user`, `manager_user`) for data access

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## 5. Hands-on Development Experience

This project was developed using a ServiceNow developer instance. The core hands-on activities included:

- Creating a new table under System Definition
- Adding custom fields: `Training Name (String)`, `Completion Date (Date)`
- Importing data from an Excel file and mapping fields
- Using dot-walking to access employee department information
- Creating ACLs to define who can view or edit the data
- Assigning roles to users with different permissions

## 6. Behind the Scenes: Technical Approach

- **Table Design:** Created `u_employee_training_records` with appropriate field types
- **Form Design:** Added field hints and UI customizations
- **Data Import Set:** Uploaded Excel → Transform Map → Loaded records
- **Dot-Walking:** Displayed related `employee.department.name` on forms
- **Access Control:** Configured table-level and field-level ACLs
- **Roles:** Defined and assigned custom roles for access control

## 7. Real-Time Reporting: Insights at a Glance

Although this project did not focus on graphical dashboards, the table data and relational views (via dot-walking) provided a clear and organized insight into training completion across departments. These can later be visualized using ServiceNow's reporting engine.

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## **8. Scalability and Future Scope**

This project structure can easily be scaled to manage additional employee data like certifications, attendance, or performance. Future enhancements can include:

- Notification triggers
- Graphical dashboards
- Approval workflows
- Integration with external HR systems

## **9. Learning Outcomes**

- Understood ServiceNow table creation and data import
- Learned how to apply field-level security with ACLs
- Used dot-walking for relational field access
- Managed roles and user access
- Applied hands-on low-code development in a real-world scenario

## **10. Conclusion**

From designing a custom data structure to securely importing and managing employee training records, this project showcases the practical potential of ServiceNow as a low-code enterprise solution. It emphasizes not only technical configuration but also data governance and user management through ACLs and roles.

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## 11. Why ServiceNow is Ideal for Building Projects Like Family Expense Management

- **Low-Code Interface:** Allows building complex apps without heavy coding
- **Integrated Security:** Role-based and field-level access control
- **Relational Data Model:** Dot-walking and reference fields support relational logic
- **Extensibility:** Can evolve into complex apps with approvals, workflows, and APIs
- **Unified Platform:** Everything built under one platform with full audit and support

Compared to traditional methods, ServiceNow simplifies development and scales effortlessly.