

Project Design Phase

Problem – Solution Fit Template

Team ID: [Add Team ID]

Project Name: Importing and Securing Data in ServiceNow

Team Members: Sarat Chandra Cheekatla, Devaki V, Vallu Mahendra

Date: 15 February 2025

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Maximum Marks: 2 Marks

Problem – Solution Fit Template:

The Problem-Solution Fit simply means that you have found a critical issue your users are facing and that the solution you propose within ServiceNow effectively addresses it.

Purpose:

- ☐ Solve the complexity of importing data from diverse sources into ServiceNow in a secure and compliant manner.
- ☐ Accelerate ITSM/ITOM workflows by leveraging IntegrationHub, Transform Maps, and Import Sets securely.
- ☐ Improve stakeholder trust and adoption by ensuring data privacy through encryption, access control, and validation mechanisms.
- ☐ Enhance compliance and audit readiness for regulations like GDPR, HIPAA, and internal security policies.
- ☐ Understand existing data handling gaps in order to design a more secure and reliable import process.

Example Problem-Solution Fit:

Problem: Administrators face challenges importing bulk sensitive data into ServiceNow without risking data leaks or violating compliance requirements.

Solution: A secure import framework using Import Sets and Transform Maps combined with ACLs, MID Server, and automated validation scripts ensures that data is imported efficiently, securely, and meets compliance standards.

References:

1. <https://www.ideahackers.network/problem-solution-fit-canvas/>
2. <https://medium.com/@epicantus/problem-solution-fit-canvas-aa3dd59cb4fe>