IDEATION PHASE

DATE	
TEAM ID	LTVIP2025TMID31357
PROJECT NAME	Importing and Securing Data in ServieNow

PROBLEM STATEMENT:

Linking each record to an employee and pulling some employee details (like department) into the record for easier reporting

CHALLENGES:

1. Data Quality and Consistency

- Inconsistent or duplicate data can be introduced during imports.
- Lack of data validation in source files (e.g., Excel, CSV) can lead to polluted records.

2. Complex Data Mapping

- Complex or nested data structures require custom transform scripts.
- Mistakes in mapping fields or coalescing logic can lead to data loss or duplication.

OBJECTIVE:

To efficiently import, validate, and manage data within the ServiceNow platform while implementing robust security practices to ensure the confidentiality, integrity, and availability of data throughout its lifecycle.