



Plug-ins

Plug-ins

What is Plug-ins

- Service-Now provides functionalities or features in the form of system modules. Usually,
- Modules are activated by default, but if you want to add additional functionality,
- Then you can consider system plugins. Plugins are like small software components that Provide features and functionality as an option. Let's better understand this.



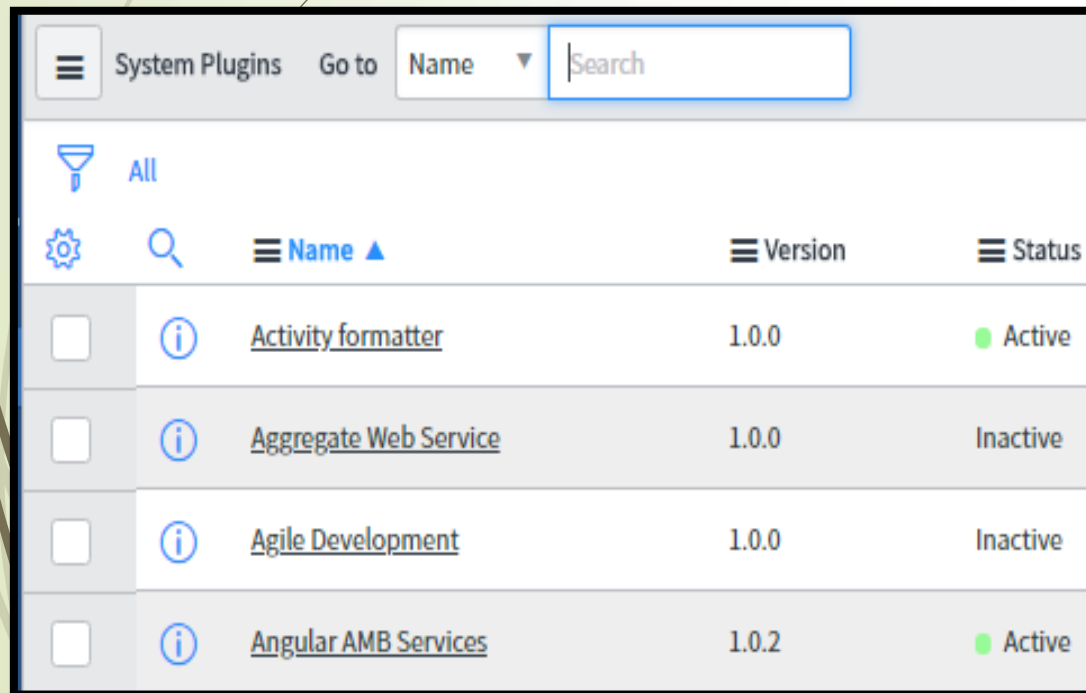
What is Plug-ins (Contd.)

- **Example: Data Archive is a plugin that is not activated by default.**
- **The size of the data Increases in Service-Now according to the time that has passed**
- **For example, an incident More than a year old is less significant as compared to a current incident, and old data may**
- **Affect the performance of queries and reports.**



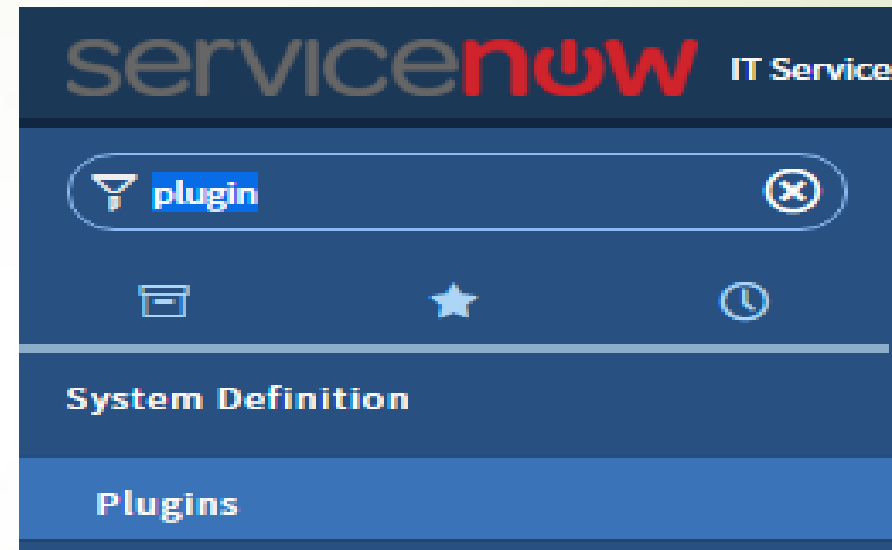
What is Plug-ins (Contd.)

- Activate plugins at anytime
- May require subscriptions
- Hundreds of plugins
- Demo data



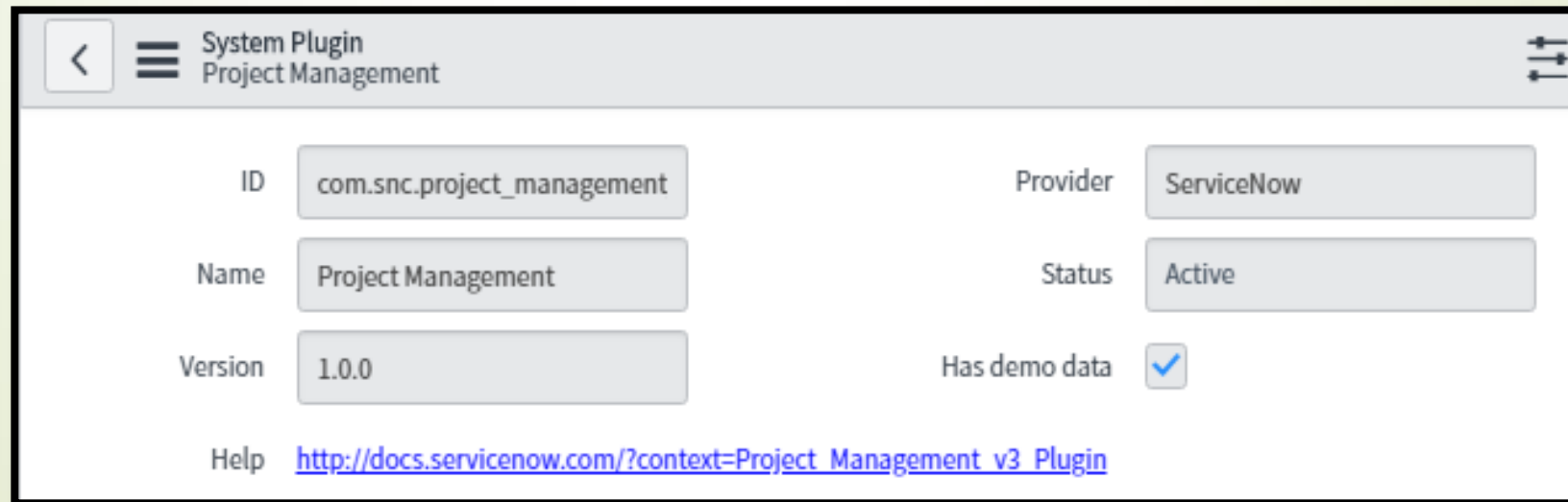
The screenshot shows the 'System Plugins' page in ServiceNow. At the top, there is a header with 'System Plugins' and a 'Go to' dropdown menu set to 'Name', followed by a search bar. Below the header, there is a filter icon and the text 'All'. The main content is a table with columns for 'Name', 'Version', and 'Status'. The table lists four plugins: 'Activity formatter' (Active), 'Aggregate Web Service' (Inactive), 'Agile Development' (Inactive), and 'Angular AMB Services' (Active). Each row has a checkbox on the left and an information icon (i) next to the plugin name.

	Name	Version	Status
<input type="checkbox"/>	Activity formatter	1.0.0	Active
<input type="checkbox"/>	Aggregate Web Service	1.0.0	Inactive
<input type="checkbox"/>	Agile Development	1.0.0	Inactive
<input type="checkbox"/>	Angular AMB Services	1.0.2	Active



Activating Plug-ins

- If you want to activate any plug-in, you can look for that plug-in using the search box.
- For an instance, if you want to create and manage communications related to major
- Business issues or incidents, you can activate the Project Management plug-in.
- Search for and click on it. After that, you will be able to view the plug-in details, as shown here



The screenshot shows the 'System Plugin Project Management' page in ServiceNow. The page has a header with a back arrow, a hamburger menu, and the title 'System Plugin Project Management'. On the right side of the header, there are two vertical arrows. The main content area displays the following details:

ID	com.snc.project_management	Provider	ServiceNow
Name	Project Management	Status	Active
Version	1.0.0	Has demo data	<input checked="" type="checkbox"/>
Help	http://docs.servicenow.com/?context=Project Management v3 Plugin		



User Administration



User Administration

User Administration



- Users are a critical part of any organization, and application access should be smooth, so
- for streamlined access to applications, you can integrate Service-Now with your company's
- LDAP server. Out of the box, Service-Now provides an LDAP server and user
- administration modules for configuration.

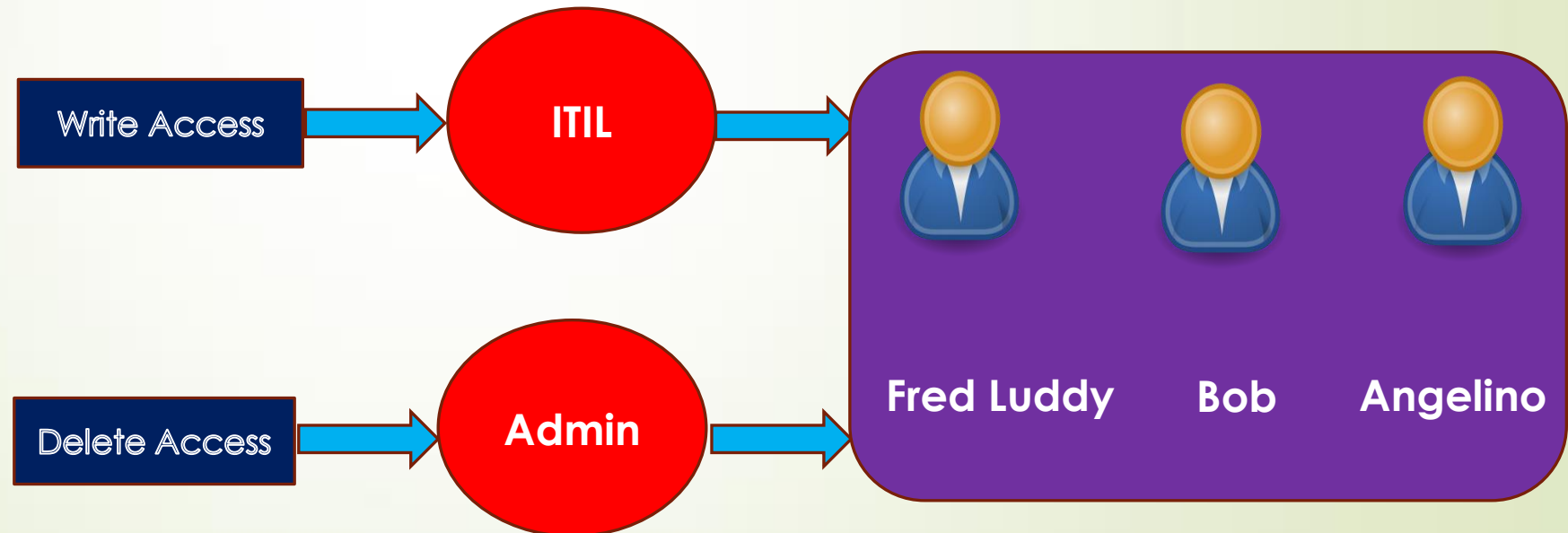
Note :-

One can manage the individuals who can access the Service Now instance by adding them as users in the system and assigning appropriate roles to them.

Overview

Access Controls → Roles → Groups → Users

- Users,
- Groups,
- Roles,
- Access Controls,
- LDAP,
- And SSO



Users

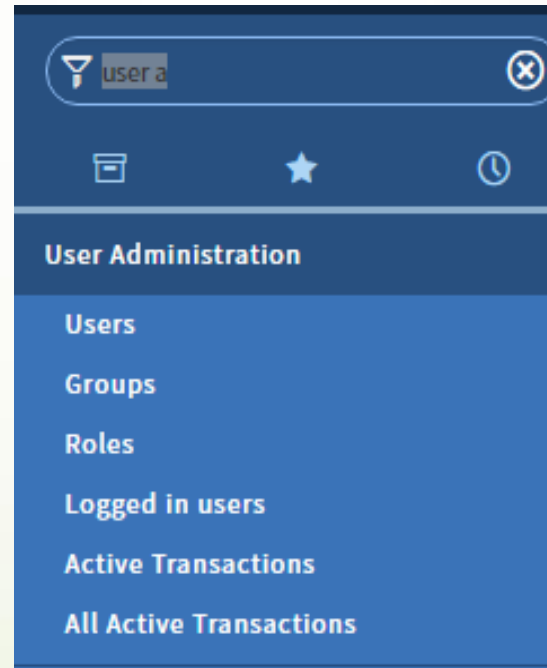
- A record in the `sys_user` table
- Users may be apart of 0 or more groups
- Users may have 0 or more roles
- Delegates
- The Users module is the place where Service-Now holds all Service-Now user accounts.



User

Creating Users

- Navigate to User Administration > Users
- Click New
- Enter all mandatory user information
- Click Submit



User

Angelino

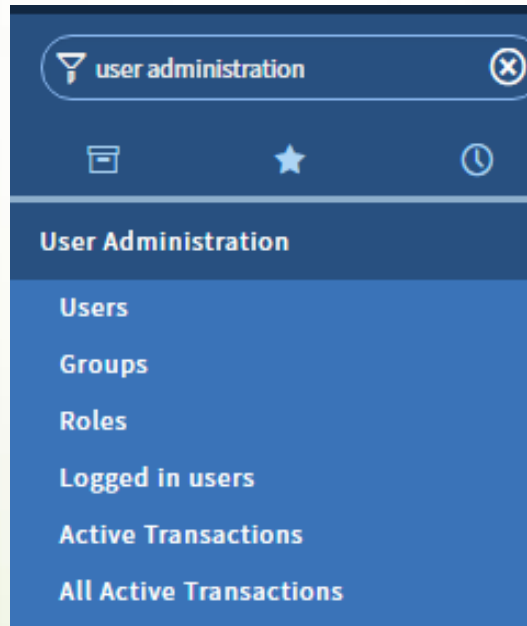
Groups

- A record in the **sys_user_group** table
- Buckets which hold users who share a common purpose
- Roles are assigned to groups
- Groups contain 0 or more roles
- Inherit other groups
- Group is a set of users who share a common purpose.
- **Any business rules, assignment rules, system roles or attributes** that refer to the group apply to all group members automatically



Creating Groups

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- Click Submit



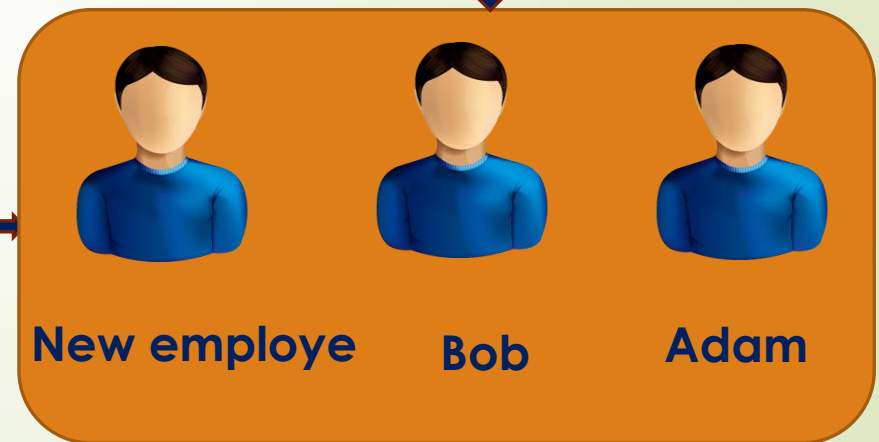
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Roles

- Grants permissions to parts of system
- A record in the `sys_user_role` table
- Assign 1 or more roles to groups
- Contain 1 or more access control rules
- Many OOB roles

Service Now platform supports the following types of users:

- End User
- IT User (`ITIL` or `itil_admin`)
- Approver (`sys_approver`)
- System Administrator (`admin`)



Roles



Out-Of-The-Box Roles

- Admin
- Security_Admin
- Asset
- Ecmdb_Admin
- ITIL
- ITIL_Admin
- Impersonator
- Knowledge_Admin
- Report_Admin
- Catalog_Admin
- Security_Admin



Assigning roles to the User

Roles can be assigned to the user in 2 ways:



Directly

- Navigate to User Administration > Users
- Open the user's record
- Click "Edit" in the "Roles" related list
- Select the roles in the Collection list, click "Add"
- Click Save



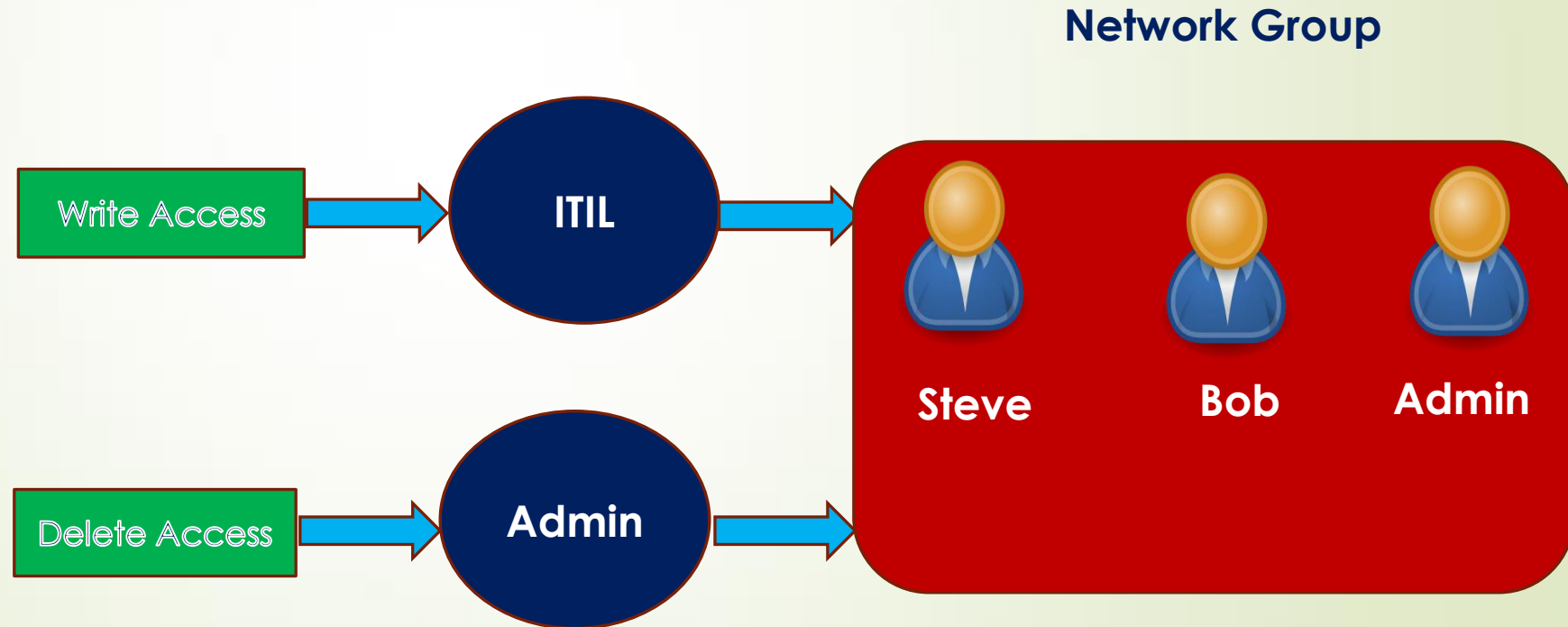
Inherit roles from all the groups the user is associated to. These roles cannot be deleted from the user's record. They can only be deleted from the group's record.

Access Controls

- A record in the sys_security_acl table
- Used to grant access
- Specifies
 - Object and operation
 - Permissions required
- * wildcard
- Thousands of OOB access controls

Access Controls Overview

- Users, Groups, Roles, Access Controls, LDAP, and SSO
- Access Controls → Roles → Groups → Users

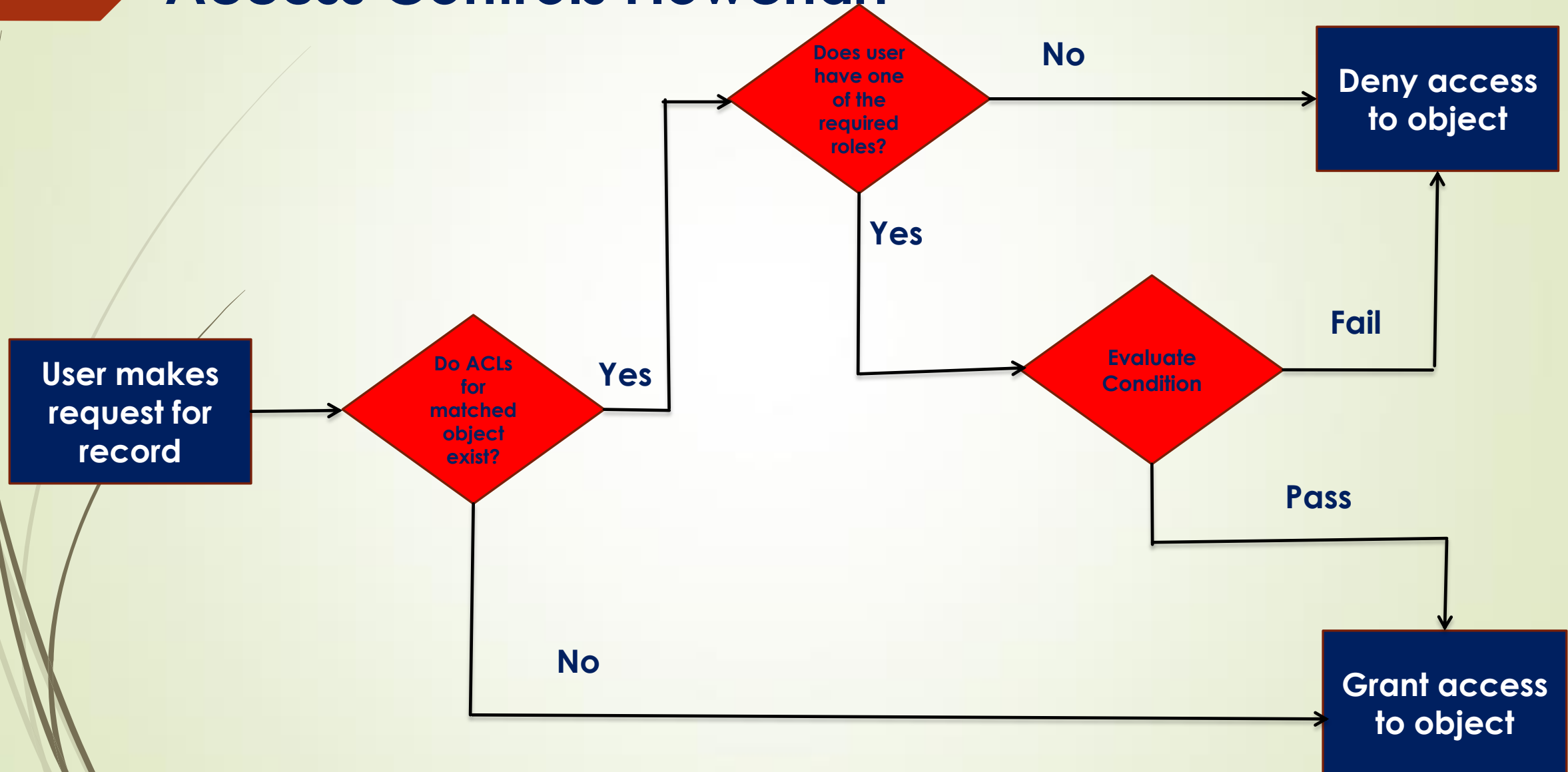


Access Operations

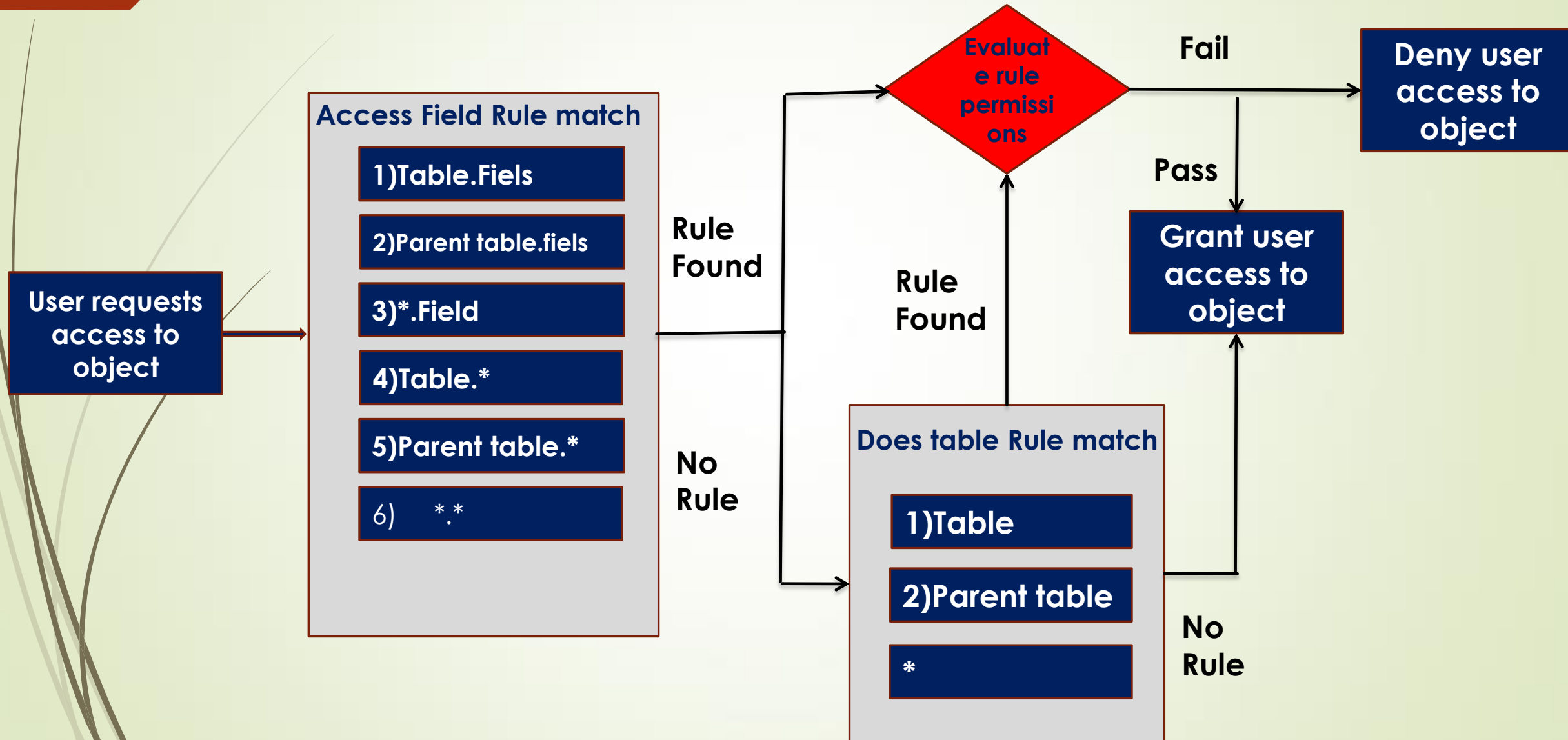
- Users, Groups, Roles, Access Controls, LDAP, and SSO
- Access Controls → Roles → Groups → Users

Execute	Run app or Script
Create	Insert Record
Read	Display Records
Write	Update Records
Delete	Remove Records
List_Edit	Update Records from list
Report_On	Create Reports

Access Controls Flowchart

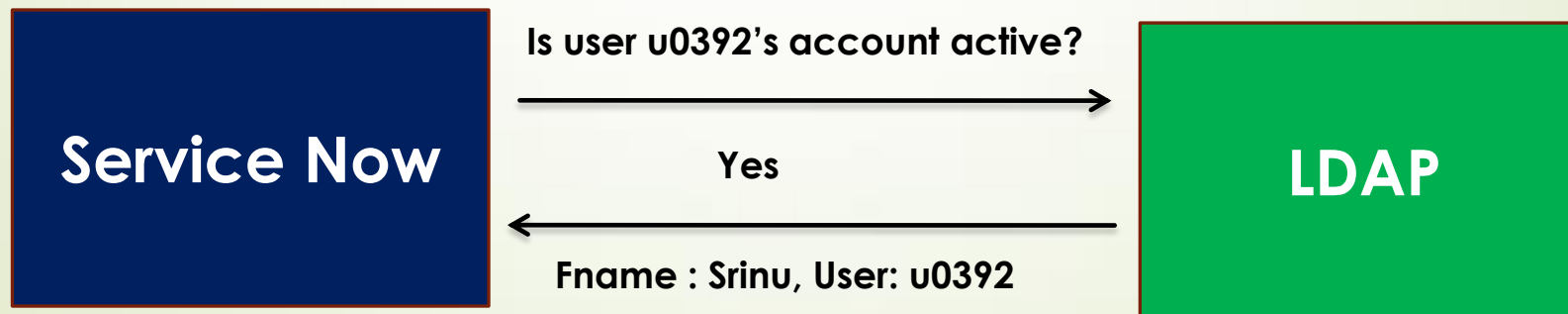
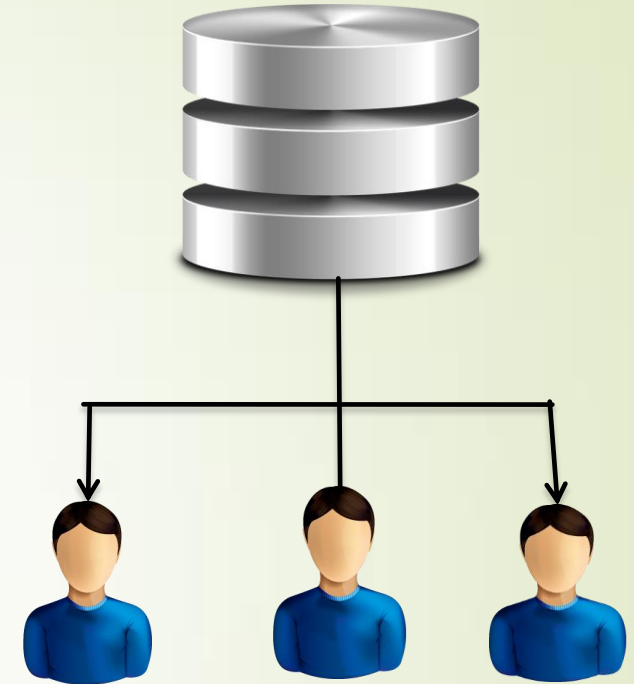


Access Control Execution Flowchart



LDAP

- Lightweight Directory Access Protocol
- Industry standard for directory services
- Active Directory
- Defines structure for users & groups
- 2 Parts
 - Authentication
 - Data population



LDAP

- 3rd party (provider)
- Single account for all systems
- SSO provider communicates with Service Now
- Used for authentication

