

# Step by Step procedure of Project

## Step-1: creation of users

1. Open service now.
2. Click on All >> search for users
3. Select Users under system security
4. Click on new
5. Fill the following details to create a new user

This screenshot shows the 'User Manne Nirranjan' form in ServiceNow. The form is divided into two main sections. The left section contains fields for 'User ID' (manne.nirranjan), 'First name' (Manne), 'Last name' (Nirranjan), 'Title' (empty), and 'Department' (empty with a search icon). Below these are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. The right section contains fields for 'Email' (nirranjanreddymanne2507@gr), 'Language' (-- None --), 'Calendar integration' (Outlook), 'Time zone' (System (America/Los\_Angeles)), 'Date format' (System (yyyy-MM-dd)), 'Business phone', 'Mobile phone', and 'Photo' (Click to add...). At the top right, there are buttons for 'Update', 'Set Password', and 'Delete'.

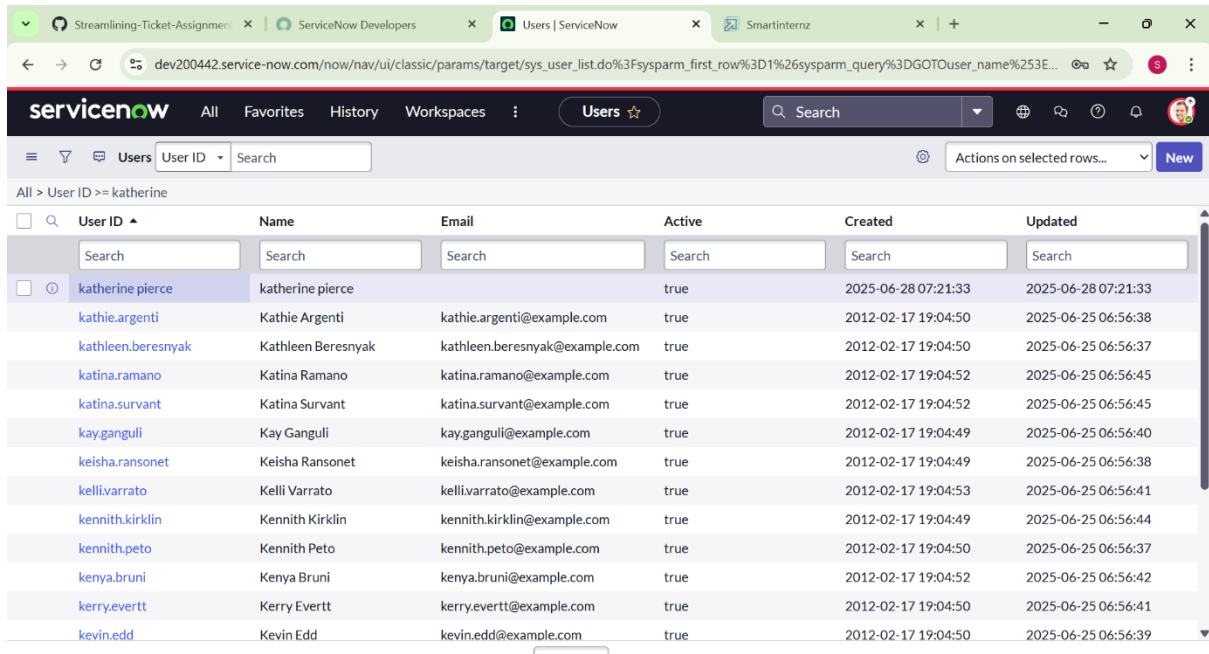
6. Click on submit  
Create one more user:

7. Create another user with the following details

This screenshot shows the 'User Katherine Pierce' form in ServiceNow. The form is divided into two main sections. The left section contains fields for 'User ID' (Katherine Pierce), 'First name' (Katherine), 'Last name' (Pierce), 'Title' (empty), and 'Department' (empty with a search icon). Below these are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. The right section contains fields for 'Email' (empty), 'Language' (-- None --), 'Calendar integration' (Outlook), 'Time zone' (System (America/Los\_Angeles)), 'Date format' (System (yyyy-MM-dd)), 'Business phone', 'Mobile phone', and 'Photo' (Click to add...). At the top right, there are buttons for 'Update', 'Set Password', and 'Delete'. The top navigation bar shows 'Favorites', 'History', 'Workspaces', 'Admin', and a search bar.

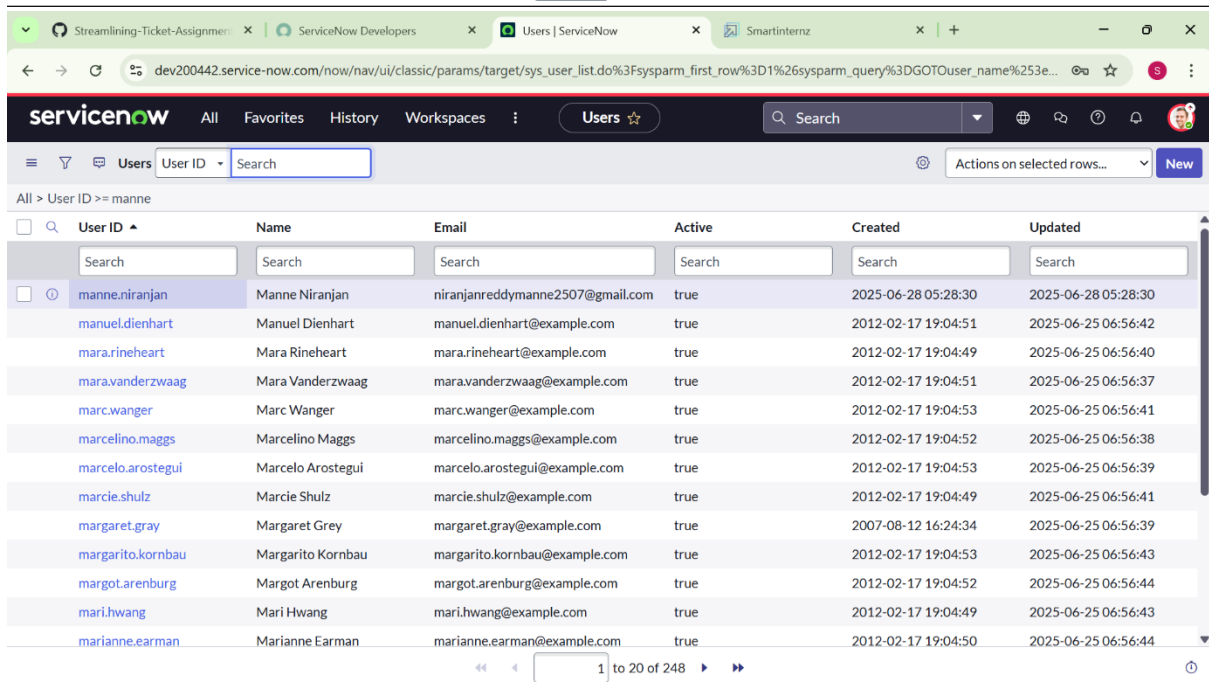
## 8. Click on submit

## Result:



The screenshot shows the ServiceNow Users list with a search filter applied: "All > User ID >= katherine". The table displays 15 users, all of whom have "katherine" in their User ID. The columns are: User ID, Name, Email, Active, Created, and Updated. The first user is katherine.pierce, and the last is kevin.edd. The pagination shows "1 to 20 of 318".

User ID	Name	Email	Active	Created	Updated
katherine.pierce	katherine pierce		true	2025-06-28 07:21:33	2025-06-28 07:21:33
kathie.argenti	Kathie Argenti	kathie.argenti@example.com	true	2012-02-17 19:04:50	2025-06-25 06:56:38
kathleen.beresnyak	Kathleen Beresnyak	kathleen.beresnyak@example.com	true	2012-02-17 19:04:50	2025-06-25 06:56:37
katina.ramano	Katina Ramano	katina.ramano@example.com	true	2012-02-17 19:04:52	2025-06-25 06:56:45
katina.survant	Katina Survant	katina.survant@example.com	true	2012-02-17 19:04:52	2025-06-25 06:56:45
kay.ganguli	Kay Ganguli	kay.ganguli@example.com	true	2012-02-17 19:04:49	2025-06-25 06:56:40
keisha.ransonet	Keisha Ransonet	keisha.ransonet@example.com	true	2012-02-17 19:04:49	2025-06-25 06:56:38
kellivarrato	Kelli Varrato	kellivarrato@example.com	true	2012-02-17 19:04:53	2025-06-25 06:56:41
kennith.kirklm	Kennith Kirklm	kennith.kirklm@example.com	true	2012-02-17 19:04:49	2025-06-25 06:56:44
kennith.peto	Kennith Peto	kennith.peto@example.com	true	2012-02-17 19:04:50	2025-06-25 06:56:37
kenya.bruni	Kenya Bruni	kenya.bruni@example.com	true	2012-02-17 19:04:52	2025-06-25 06:56:42
kerry.evertt	Kerry Evertt	kerry.evertt@example.com	true	2012-02-17 19:04:50	2025-06-25 06:56:41
kevin.edd	Kevin Edd	kevin.edd@example.com	true	2012-02-17 19:04:50	2025-06-25 06:56:39

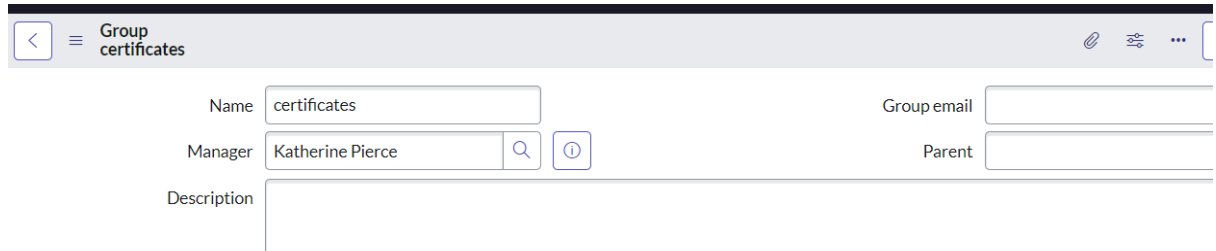
The screenshot shows the ServiceNow Users list with a search filter applied: "All > User ID >= manne". The table displays 15 users, all of whom have "manne" in their User ID. The columns are: User ID, Name, Email, Active, Created, and Updated. The first user is manne.niranjn, and the last is marianne.earman. The pagination shows "1 to 20 of 248".

User ID	Name	Email	Active	Created	Updated
manne.niranjn	Manne Niranjn	niranjnreddymanne2507@gmail.com	true	2025-06-28 05:28:30	2025-06-28 05:28:30
manuel.dienhart	Manuel Dienhart	manuel.dienhart@example.com	true	2012-02-17 19:04:51	2025-06-25 06:56:42
mara.rineheart	Mara Rineheart	mara.rineheart@example.com	true	2012-02-17 19:04:49	2025-06-25 06:56:40
mara.vanderzwaag	Mara Vanderzwaag	mara.vanderzwaag@example.com	true	2012-02-17 19:04:51	2025-06-25 06:56:37
marc.wanger	Marc Wanger	marc.wanger@example.com	true	2012-02-17 19:04:53	2025-06-25 06:56:41
marcelino.maggs	Marcelino Maggs	marcelino.maggs@example.com	true	2012-02-17 19:04:52	2025-06-25 06:56:38
marcelo.arostegui	Marcelo Arostegui	marcelo.arostegui@example.com	true	2012-02-17 19:04:53	2025-06-25 06:56:39
marcie.shulz	Marcie Shulz	marcie.shulz@example.com	true	2012-02-17 19:04:49	2025-06-25 06:56:41
margaret.gray	Margaret Grey	margaret.gray@example.com	true	2007-08-12 16:24:34	2025-06-25 06:56:39
margarito.kornbau	Margarito Kornbau	margarito.kornbau@example.com	true	2012-02-17 19:04:53	2025-06-25 06:56:43
margot.arenburg	Margot Arenburg	margot.arenburg@example.com	true	2012-02-17 19:04:52	2025-06-25 06:56:44
mari.hwang	Mari Hwang	mari.hwang@example.com	true	2012-02-17 19:04:49	2025-06-25 06:56:43
marianne.earman	Marianne Earman	marianne.earman@example.com	true	2012-02-17 19:04:50	2025-06-25 06:56:44

## Step-2: Creation of Groups

### 1. Open service now.

2. Click on All >> search for groups
3. Select groups under system security
4. Click on new
5. Fill the following details to create a new group



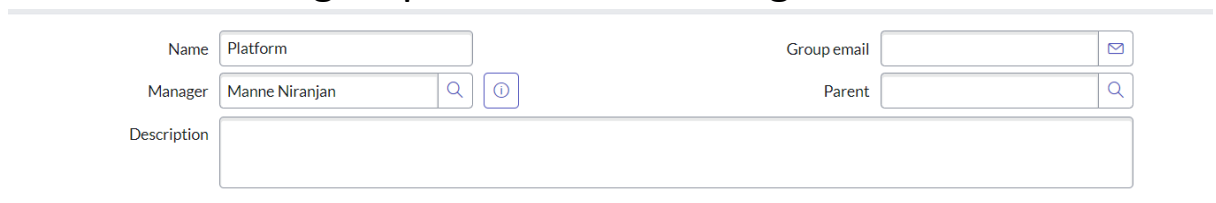
The screenshot shows a web interface for creating a new group. At the top, there is a header bar with a back arrow, a hamburger menu icon, the text 'Group certificates', and three icons: a link, a list, and a more options menu. Below the header, the form has the following fields: 'Name' with the value 'certificates', 'Group email' (empty), 'Manager' with the value 'Katherine Pierce' and a search icon, 'Parent' (empty), and 'Description' (empty). There is also an information icon next to the Manager field.

6. Click on submit

Create one more group:

Create one more group:

1. Create another group with the following details



The screenshot shows the same 'Group certificates' form as before, but with pre-filled details: 'Name' is 'Platform', 'Manager' is 'Manne Niranjana', and 'Group email' has an email icon. The 'Parent' field has a search icon. The 'Description' field is empty.

2. Click on submit

## Result:

The screenshot displays the ServiceNow Groups page. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Groups'. A search bar is present with the text 'Search'. Below the navigation bar, the page shows a list of groups. The first list is filtered by 'Name >= certificates' and shows 37 results. The second list is filtered by 'Name >= platform' and shows 14 results.

Name	Description	Active	Manager	Parent	Updated
certificates		true	katherine pierce	(empty)	2025-06-28 07:24:48
Change Management	Change Management Group	true	(empty)	(empty)	2015-06-09 22:35:12
Creator Studio Restricted Users	Provides access to the Creator Studio de...	true	(empty)	(empty)	2023-12-07 15:58:22
Creator Studio Users	Provides access to the Creator Studio de...	true	(empty)	(empty)	2023-12-07 15:48:42
Database		true	Don Goodliffe	(empty)	2022-06-08 19:02:18
Database Atlanta	Manages databases hosted in Atlanta	true	(empty)	Database	2023-06-26 11:47:18
Database San Diego	Manages databases hosted in San Diego	true	(empty)	Database	2023-06-26 11:46:37
eCAB Approval	eCAB Approvers	true	(empty)	(empty)	2011-09-30 01:46:44
Field Services		true	(empty)	(empty)	2020-09-02 18:11:34
Hardware	IT department responsible for all hardwa...	true	(empty)	(empty)	2020-09-06 18:54:14
Help Desk		true	ATF Change	(empty)	2025-04-08 02:50:32

Name	Description	Active	Manager	Parent	Updated
Platform		true	Manne Niranjan	(empty)	2025-06-28 07:25:29
Problem Analyzers	Group that works on analyzing and fixing...	true	(empty)	(empty)	2025-04-01 22:11:33
Problem Solving	Group that works on analyzing and fixing...	true	(empty)	(empty)	2025-04-01 22:10:15
Procurement	Responsible for ordering catalog items, ...	true	(empty)	(empty)	2020-09-06 18:50:16
Project Mgmt		true	(empty)	(empty)	2023-08-05 18:42:19
Recommendation Admin	Group used for Agent Assist Recommendation...	true	(empty)	(empty)	2019-02-14 16:39:04
Report Access Request Approvers	Default group for approvers of Report Ac...	true	(empty)	(empty)	2021-03-15 11:50:37
RMA Approvers	Responsible for Return Material Authoriz...	true	(empty)	(empty)	2025-04-02 14:12:50
Service Desk		true	Beth Anglin	(empty)	2025-04-01 17:14:56
IT department responsible for all					

## Step-3: Creation of Roles


1. Open service now.
2. Click on All >> search for roles

3. Select roles under system security

4. Click on new

5. Fill the following details to create a new role

---

Name	Certification_role	Application	Global	
Requires Subscription	Unspecified	Elevated privilege	<input type="checkbox"/>	
Description	Can deal with certification issues			

---

6. Click on submit

Create one more role:

Create another role with the following details

Name	Platform_role	Application	Global	
Requires Subscription	Unspecified	Elevated privilege	<input type="checkbox"/>	
Description	Can deal with platform related issues			

Click on submit

## Result:

The top screenshot shows the ServiceNow Roles page with the 'Certification role' selected. The table below lists the roles and their descriptions.

Name	Description	Elevated privilege
certification	Can work Certification tasks	false
certification_admin	Can manage the Certification application	false
certification_filter_admin	Can manage Certification Filters	false
<b>Certification role</b>	Can deal with certification issues	false
change_manager	Role For Change Manager.	false
chat_admin	Administers chat tables (read/write)	false
chat_analytics_admin	Chat Analytics Admin	false
chat_analytics_viewer	Chat Analytics Viewer	false
chat_survey_admin	Chat Survey administrator	false
client_script_admin	Can manage Client Scripts	false
clone_admin	Can read, write, and configure all elements of the Instance Clone Application	false
clone_profile_admin	Can read, write, and configure Clone Profiles	false
cloud_admin	Responsible for the overall setup and administration of the cloud management environment.	false

The bottom screenshot shows the ServiceNow Roles page with the 'Platform role' selected. The table below lists the roles and their descriptions.

Name	Description	Elevated privilege
Platform role	Can deal with platform related issues	false
playbook.activity_def_read	Allow user to read all activity definitions.	false
playbook.admin	Admin role for Process Automation Designer.	false
playbook.write	Allow user to create, update and delete process definitions and access PAD, but without any access to activity definitions.	false
playbook_experience.admin	Role required to configure tables used to render the Playbook Experience.	false
portal_analytics_admin		false
portal_analytics_viewer	Role for viewing the web analytics	false
portfolio_admin	Can manage the Service Portfolio, related commitments and availability	false
portfolio_editor	This role provides access to update portfolios, taxonomy layers, taxonomy nodes, services, and reparent services.	false
portfolio_viewer	This role provides access to view portfolios, taxonomy layers, taxonomy nodes, and services.	false
problem_admin	A Problem Manager who can also delete Problems and Problem Tasks	false
problem_coordinator	Works on a Problem or Problem Task and manages it through its lifecycle	false
	Responsible for the overall Problem Management process and can configure Problem Management settings as well as act as a	false

## Step-4: Creation of Tables

### 1. Open service now.

2. Click on All >> search for tables
3. Select tables under system definition
4. Click on new
5. Fill the following details to create a new table  
 Label : Operations related  
 Check the boxes Create module & Create mobile module
6. Under new menu name : Operations related
7. Under table columns give the columns

Column label	Type	Reference	Max length	Default value	Display
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
✗ Assigned to group	Reference	Group	40		false
✗ Assigned to user	Reference	User	32		false
✗ Comment	String	(empty)	40		false
✗ Issue	String	(empty)	40		false
✗ Name	String	(empty)	40		false
✗ Priority	String	(empty)	40		false
✗ Service request No	String	(empty)	40	javascript:getNextObjNumberPadded();	false
✗ Ticket raised Date	Date/Time	(empty)	40		false
+	Insert a new row...				

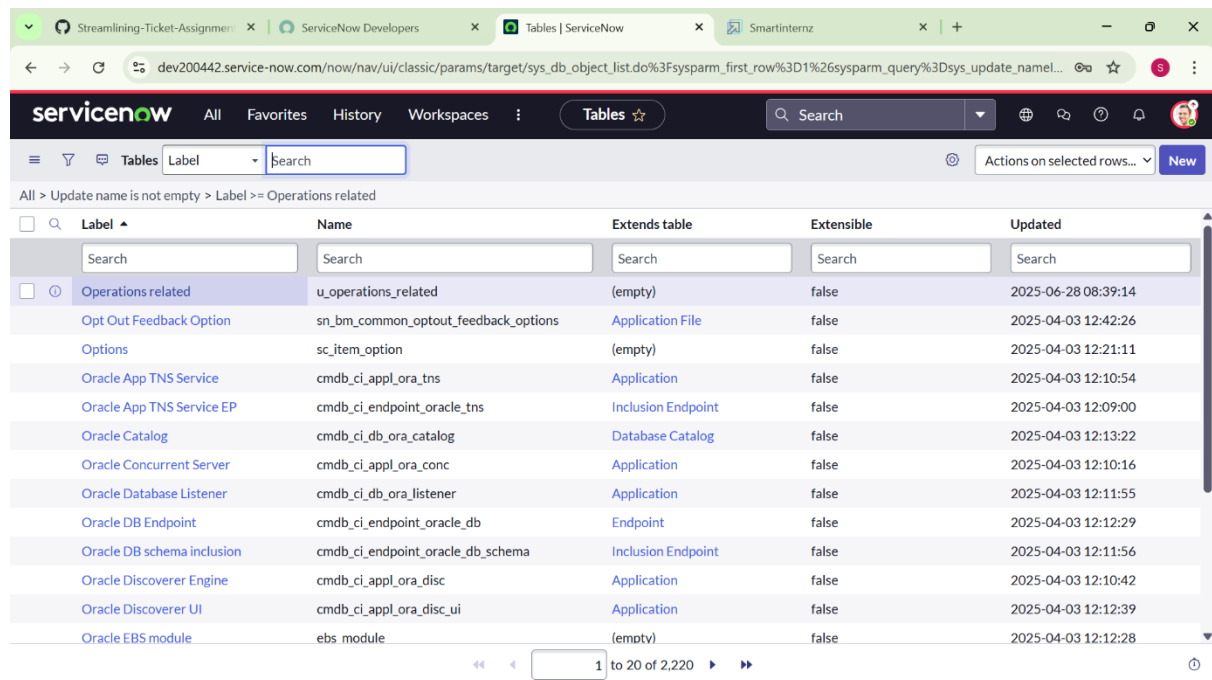
8. Click on submit

Create choices for the issue filed by using form design

Choices are

- unable to login to platform
- 404 error
- regarding certificates
- regarding user expired

## Result:



The screenshot shows the ServiceNow 'Tables' page. The breadcrumb trail is 'All > Update name is not empty > Label >= Operations related'. The table has five columns: Label, Name, Extends table, Extensible, and Updated. The first row is 'Operations related' with Name 'u\_operations\_related'. Subsequent rows include 'Opt Out Feedback Option', 'Options', 'Oracle App TNS Service', 'Oracle App TNS Service EP', 'Oracle Catalog', 'Oracle Concurrent Server', 'Oracle Database Listener', 'Oracle DB Endpoint', 'Oracle DB schema inclusion', 'Oracle Discoverer Engine', 'Oracle Discoverer UI', and 'Oracle EBS module'.

Label	Name	Extends table	Extensible	Updated
Search	Search	Search	Search	Search
Operations related	u_operations_related	(empty)	false	2025-06-28 08:39:14
Opt Out Feedback Option	sn_bm_common_optout_feedback_options	Application File	false	2025-04-03 12:42:26
Options	sc_item_option	(empty)	false	2025-04-03 12:21:11
Oracle App TNS Service	cmdb_ci_appl_ora_tns	Application	false	2025-04-03 12:10:54
Oracle App TNS Service EP	cmdb_ci_endpoint_oracle_tns	Inclusion Endpoint	false	2025-04-03 12:09:00
Oracle Catalog	cmdb_ci_db_ora_catalog	Database Catalog	false	2025-04-03 12:13:22
Oracle Concurrent Server	cmdb_ci_appl_ora_conc	Application	false	2025-04-03 12:10:16
Oracle Database Listener	cmdb_ci_db_ora_listener	Application	false	2025-04-03 12:11:55
Oracle DB Endpoint	cmdb_ci_endpoint_oracle_db	Endpoint	false	2025-04-03 12:12:29
Oracle DB schema inclusion	cmdb_ci_endpoint_oracle_db_schema	Inclusion Endpoint	false	2025-04-03 12:11:56
Oracle Discoverer Engine	cmdb_ci_appl_ora_disc	Application	false	2025-04-03 12:10:42
Oracle Discoverer UI	cmdb_ci_appl_ora_disc_ui	Application	false	2025-04-03 12:12:39
Oracle EBS module	ebs_module	(empty)	false	2025-04-03 12:12:28

## Step-5:

### Assign roles & users to certificate group

1. Open service now.
2. Click on All >> search for groups
3. Select groups under system definition
4. Select the certificates group
5. Under group members
6. Click on edit
7. Select Katherine Pierce and save
8. Click on roles
9. Select Certification\_role and save

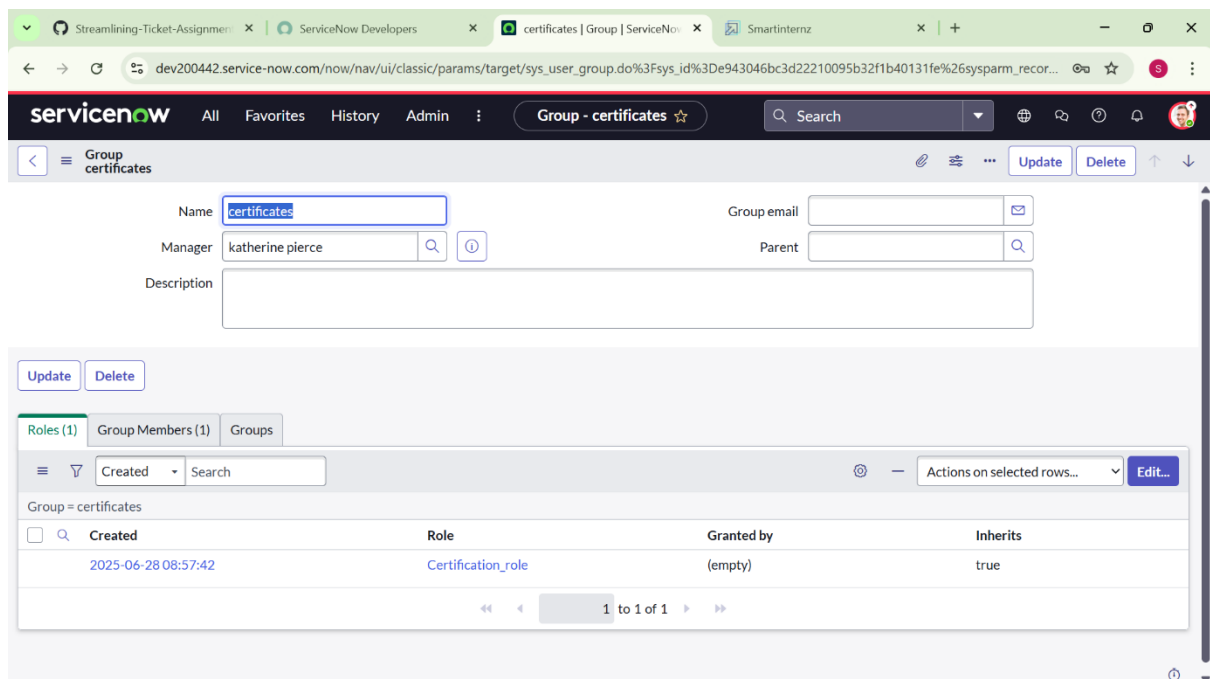
## Step-6:



## Assign roles & users to platform group

1. Open service now.
2. Click on All >> search for groups
3. Select groups under system definition
4. Select the platform group
5. Under group members
6. Click on edit
7. Select Manne Niranjana and save
8. Click on roles
9. Select Platform\_role and save

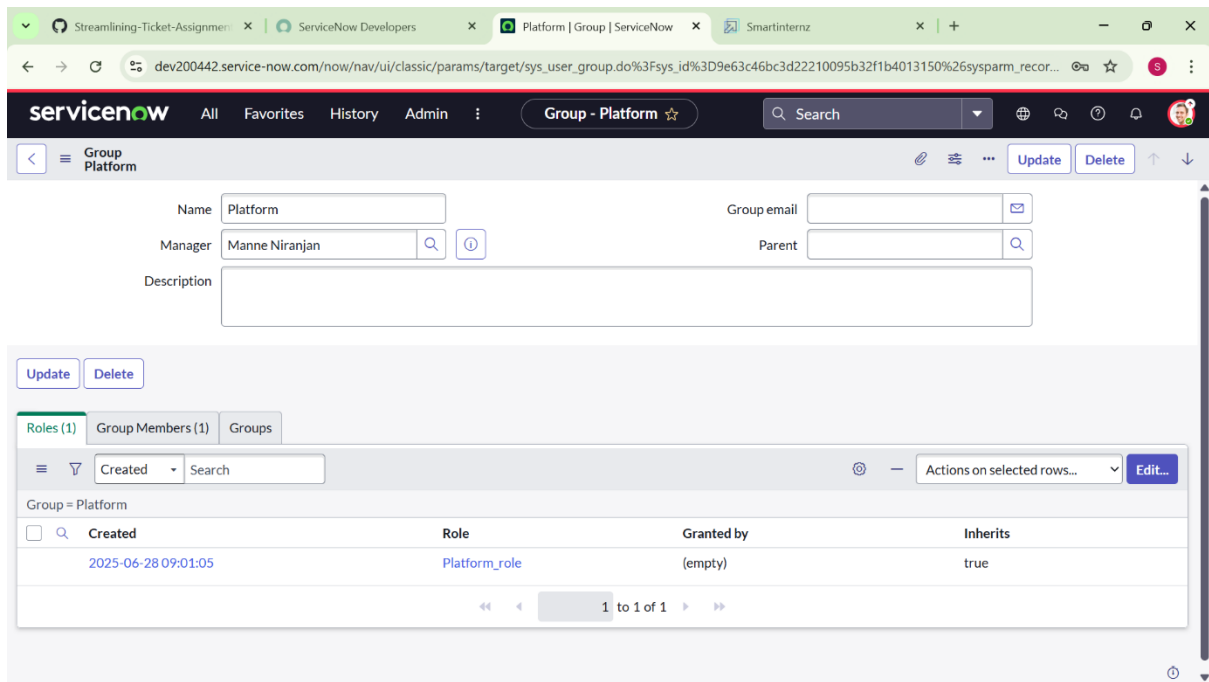
### Result:



The screenshot shows the ServiceNow interface for the 'certificates' group. The 'Roles' tab is active, displaying a table with one role assigned: 'Certification\_role'.

Created	Role	Granted by	Inherits
2025-06-28 08:57:42	Certification_role	(empty)	true

The table shows 1 of 1 rows. The 'Created' column displays the timestamp '2025-06-28 08:57:42'. The 'Role' column displays 'Certification\_role'. The 'Granted by' column displays '(empty)'. The 'Inherits' column displays 'true'.



Step-7:

## Assign role to table

1. Open service now.
2. Click on All >> search for tables
3. Select operations related table
4. Click on the Application Access
5. Click on u\_operations\_related read operation
6. Click on the profile on top right side
7. Click on elevate role
8. Click on security admin and click on update
9. Under Requires role
10. Double click on insert a new row
11. Give platform role

12. And add certificate role

13. Click on update

Access Control  
u\_operations\_related

Definition

Access Control Rules allow access to the specified resource if *all three* of these checks evaluate to true:

1. The user has one of the roles specified in the **Role** list, or the list is empty.
2. Conditions in the **Condition** field evaluate to true, or conditions are empty.
3. The script in the **Script** field (advanced) evaluates to true, or sets the variable "answer" to true, or is empty.

The three checks are evaluated independently in the order displayed above.

[More Info](#)

Requires role

Role
u_operations_related_user
Platform_role
Certification_role
Insert a new row...

1 to 3 of 3

14. Click on u\_operations\_related write operation

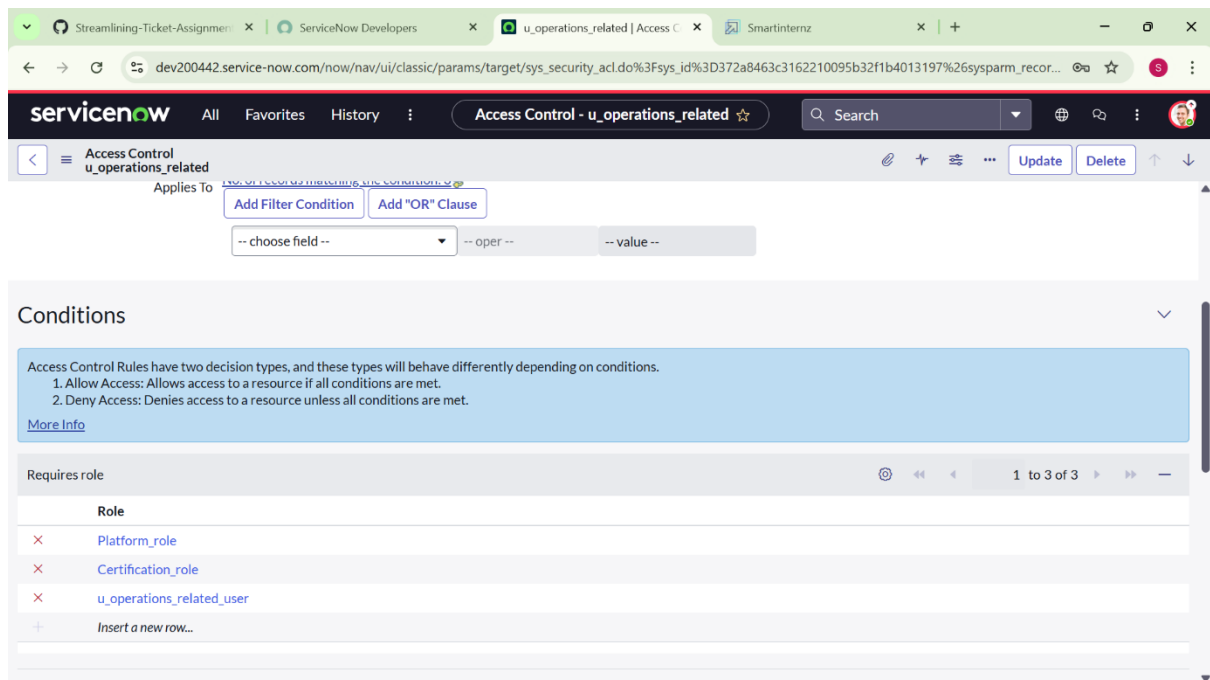
15. Under Requires role

16. Double click on insert a new row

17. Give platform role

18. And add certificate role

## Result:



## Step-8:

### Create ACL

1. Open service now.
2. Click on All >> search for ACL
3. Select Access Control(ACL) under system security
4. Click on new

## 5. Fill the following details to create a new ACL

Access Control

u\_operations\_related.u\_service\_request\_no

UpdateDelete

\* Type

record

Application

Global

\* Operation

write

Active

☒

Admin overrides

☒

Advanced

☐

Protection policy

-- None --

\* Name

Operations related [u\_operations\_related]

Service request No

Description

Condition

4 records match condition

Add Filter Condition

Add "OR" Clause

-- choose field --

-- oper --

-- value --

## 6. Scroll down under requires role

## 7. Double click on insert a new row

## 8. Give admin role

9. Click on submit

10. Similarly create 4 acl for the following fields

<input type="checkbox"/>	<input type="radio"/>	u_operations_related.u_priority	write	record	true	admin	2024-04-16 22:32:12
		u_operations_related.u_ticket_raised_date	write	record	true	admin	2024-04-16 22:30:22
		u_operations_related.u_name	write	record	true	admin	2024-04-16 22:29:00
		u_operations_related.u_issue	write	record	true	admin	2024-04-16 22:23:31
		u_operations_related.u_service request no	write	record	true	admin	2024-04-16 22:17:14

### Result:

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related	Allow If	write	record	true	admin	2025-06-28 07:54:29
u_operations_related	Allow If	delete	record	true	admin	2025-06-28 07:54:30
u_operations_related	Allow If	create	record	true	admin	2025-06-28 07:54:29
u_operations_related	Allow If	read	record	true	admin	2025-06-28 07:54:29
u_operations_related.u_issue	Allow If	create	record	true	admin	2025-06-28 09:43:06
u_operations_related.u_name	Allow If	create	record	true	admin	2025-06-28 09:42:17
u_operations_related.u_priority	Allow If	read	record	true	admin	2025-06-28 09:40:06
u_operations_related.u_service_request_no	Allow If	create	record	true	admin	2025-06-28 09:44:00

**Access Control - u\_operations\_related**

\* Type: record

\* Operation: write

Decision Type: Allow If

Admin overrides: ☒

Protection policy: -- None --

\* Name: Operations related [u\_operations\_related]

Description: Default access control on u\_operations\_related

Applies To: No. of records matching the condition: 3

Buttons: Add Filter Condition, Add "OR" Clause

Fields: -- choose field --, -- oper --, -- value --

Buttons: Update, Delete

Conditions

Access Control Rules have two decision types, and these types will behave differently depending on conditions.

Access: Allows access to a resource if all conditions are met.

Step-8:

## Create a Flow to Assign operations ticket to group

1. Open service now.
2. Click on All >> search for Flow Designer

3. Click on Flow Designer under Process Automation.
4. After opening Flow Designer Click on new and select Flow.
5. Under Flow properties Give Flow Name as “ Regarding Certificate”.
6. Application should be Global.
7. Select Run user as “ System user ” from that choice.
8. Click on Submit.

**Now add Trigger:**

1. Click on Add a trigger
2. Select the trigger in that Search for “create or update a record” and select that.
3. Give the table name as “ Operations related ”.
4. Give the Condition as  
Field : issue

Operator : is

Value : Regrading Certificates

5. After that click on Done.
6. Now under Actions.
7. Click on Add an action.
8. Select action in that search for “ Update Record ”.

9. In Record field drag the fields from the data navigation from left side
10. Table will be auto assigned after that
11. Give the field as “Assigned to group ”
12. Give value as “Certificates ”
13. Click on Done.
14. Click on Save to save the Flow.
15. Click on Activate.

## Result:

The screenshot shows the ServiceNow Workflow Studio interface. The browser address bar displays the URL: `dev200442.service-now.com/now/workflow-studio/builder%3Ftable%3Dsys_hub_flow%26sysId%3D11e36823c3962210095b32f1b40131ee`. The workflow is titled "Regarding Certificate" and is in an "Active" state. The interface is divided into three main sections: TRIGGER, ACTIONS, and ERROR HANDLER. The TRIGGER section contains one trigger: "Operations related Created or Updated where (Issue is Regarding Certificates)". The ACTIONS section contains one action: "Update Operations related Record". Below the actions is a button to "Add an Action, Flow Logic, or Subflow". The ERROR HANDLER section is currently disabled. On the right side, there is a "Data" panel with an "Expand All" button, showing a list of data items: "Flow Variables", "Trigger - Record Created or Updated", and "1 - Update Record". At the bottom of the interface, there is a status bar showing "Status: Published" and "Application: Global".

## Step-9:

### Create a Flow to Assign operations ticket to Platform group



1. Open service now.
2. Click on All >> search for Flow Designer
3. Click on Flow Designer under Process Automation.
4. After opening Flow Designer Click on new and select Flow.
5. Under Flow properties Give Flow Name as “ Regarding Platform ”.
6. Application should be Global.
7. Select Run user as “ System user ” from that choice.
8. Click on Submit.

**Now add Trigger:**

1. Click on Add a trigger
2. Select the trigger in that Search for “create or update a record” and select that.
3. Give the table name as “ Operations related ”.
4. Give the Condition as  
Field : issue

Operator : is

Value : Unable to login to platform

5. Click on New Criteria

Field : issue

Operator : is

Value : 404 Error

6. Click on New Criteria

Field : issue

Operator : is

Value : Regrading User expired

7. After that click on Done.

8. Now under Actions.

9. Click on Add an action.

10. Select action in that search for “ Update Record ”.

11. In Record field drag the fields from the data navigation from left side

12. Table will be auto assigned after that

13. Give the field as “ Assigned to group ”.

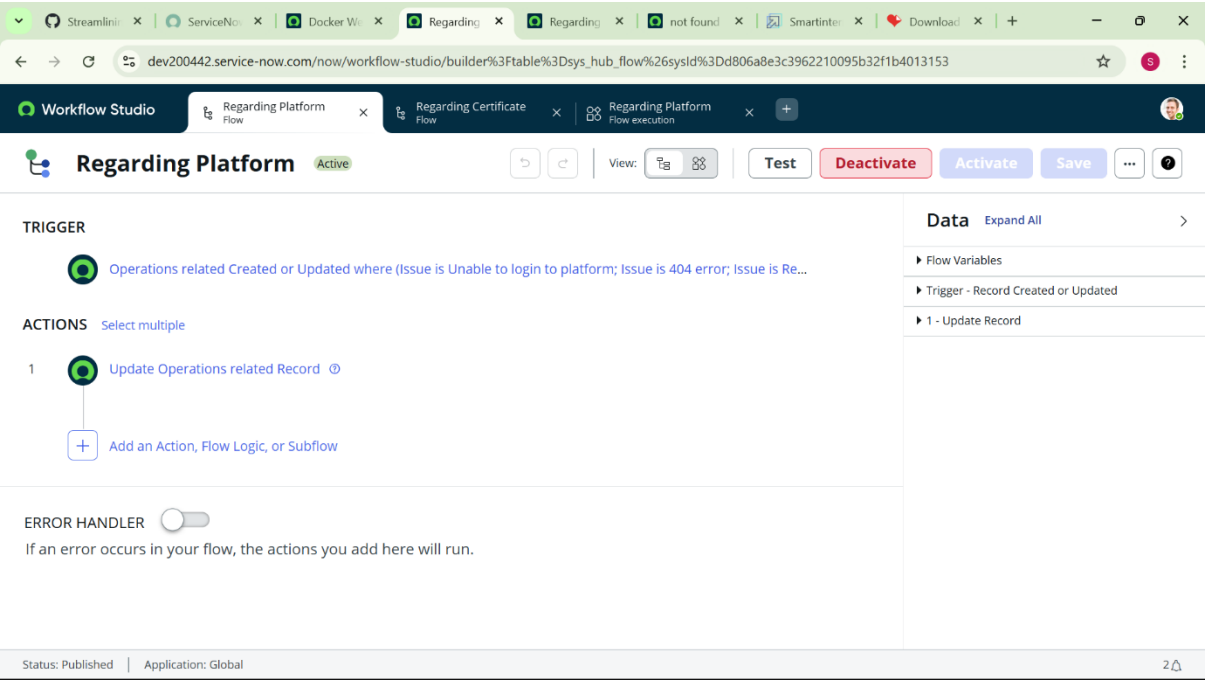
14. Give value as “ Platform ”.

15. Click on Done.

16. Click on Save to save the Flow.

17. Click on Activate.

Result:



Conclusion:

The implementation of the automated ticket routing system at ABC Corporation has been a significant success. By leveraging the capabilities of ServiceNow, we have streamlined the process of assigning support tickets to the appropriate teams, addressing the challenges of manual routing, and ensuring timely resolution of issues