Project Title: **Optimizing User, Group, and Role Management with Access Control And Workflows.**

Team Id: NM2025TMID15002

Team Members: 4

Team Leader: AFROSE BANU S

Team Member 1: ALVIN ANTONY X

Team Member 2: GAJENDIRAN R

Team Member 3: RENUKA R

Problem Statement: Optimize user, group, role, and access control management by eliminating redundancies, enforcing least privilege, and automating workflows to enhance security, efficiency, and compliance.

Objective: To streamline and secure the management of users, groups, and roles by implementing effective access controls and automated workflows, reducing manual effort and ensuring compliance.

Skills:

TASK INITIATION

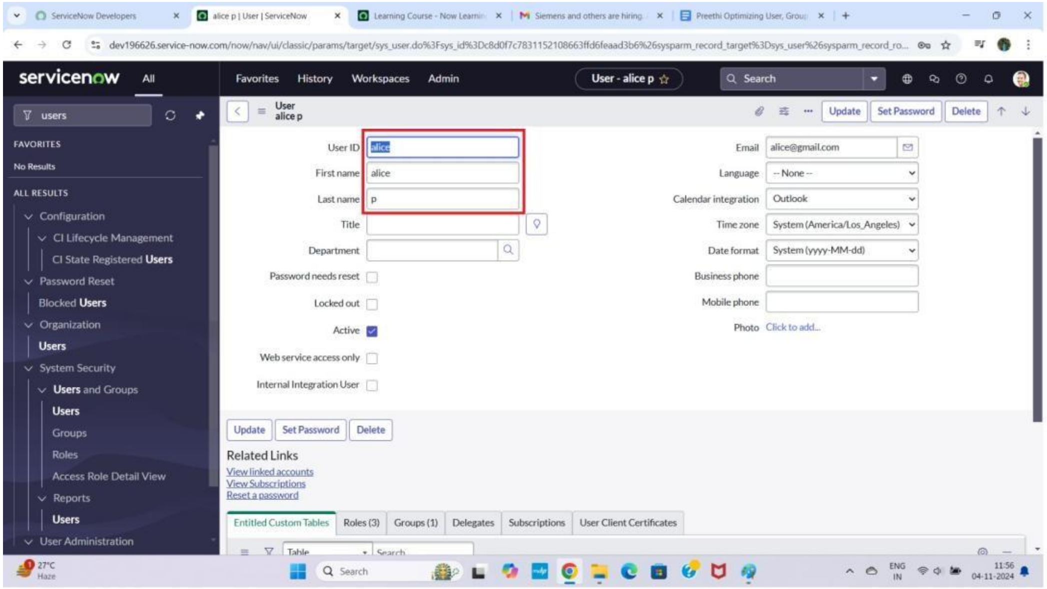
Milestone 1: Users

Activity 1: Creating a User in ServiceNow

1. Open ServiceNow.
2. Navigate to All and search for Users.
3. Under System Security, select Users.
4. Click on the New button to create a user record.
5. Enter the required user details in the form.
6. Click Submit to save the new user.

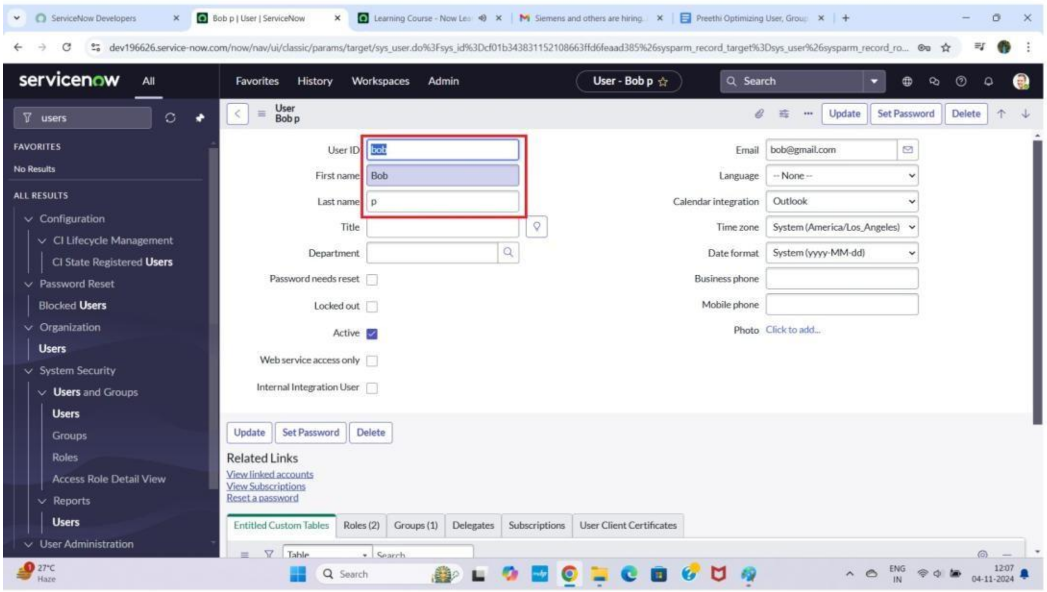
Smart Internz

SMARTBRIDGE
Let's Bridge the Gap



7. **To create another user, click New again and enter the following details for the second user:**
- **User ID: bob**
- **First Name: Bob**

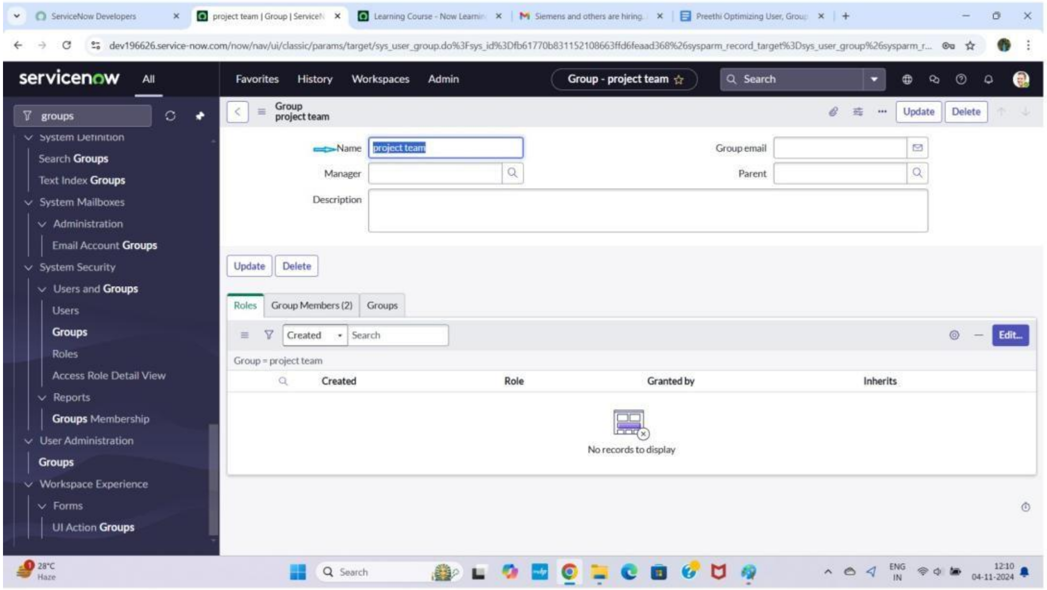
8. **Click Submit to complete the creation.**



Milestone 2 : Groups

Activity 1: Creating Groups in ServiceNow

1. Open ServiceNow.
2. Navigate to All, then search for Groups.
3. Under System Security, select Groups.
4. Click on New to create a new group.
5. Enter the required group details in the form.
6. Click Submit to save the group.



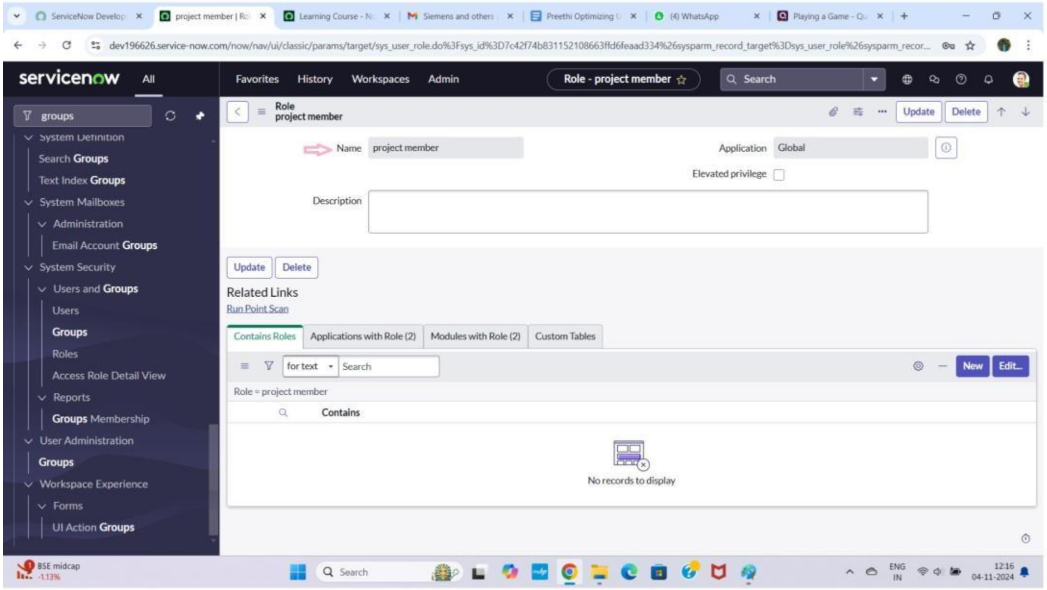
Milestone 3: Roles

Activity 1: Creating Roles in ServiceNow

1. Open ServiceNow.
2. Go to All and search for Roles.
3. Under System Security, select Roles.
4. Click New to create a new role.
5. Fill in the required role details in the form.
6. Click Submit to save the new role.

7. To create another role, click New and enter the following details:
- Name: [Enter Role Name]
- Description: [Optional – Enter description if needed]
- Fill in any other required fields.

8. Click Submit to save the new role.

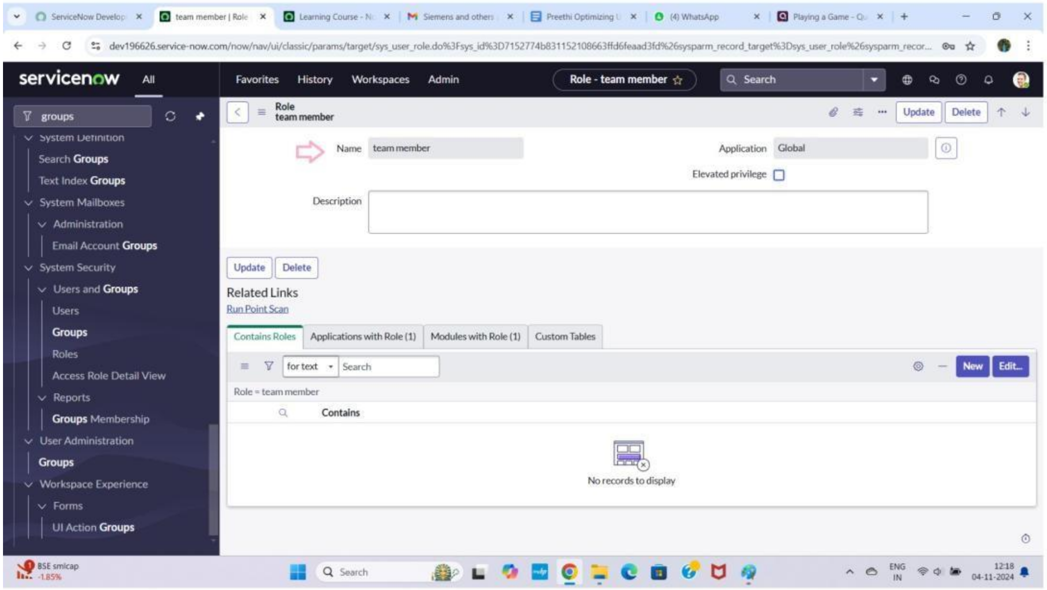


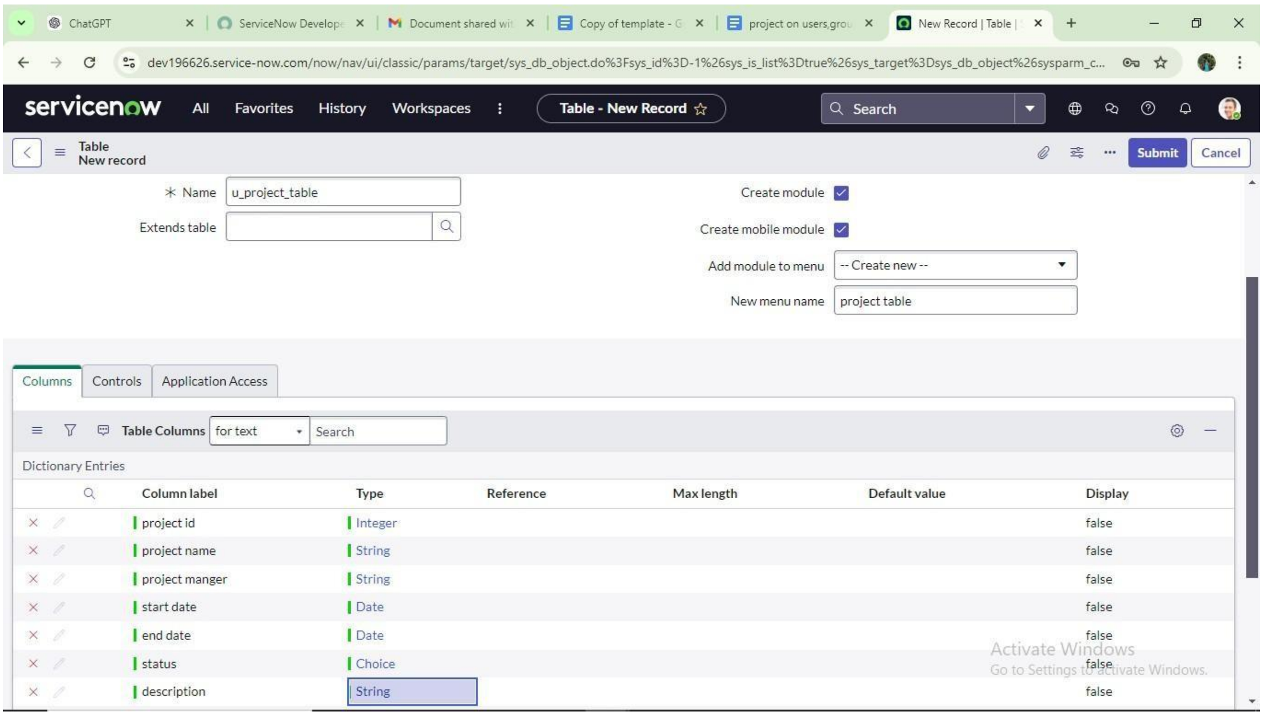
Milestone 4: Table

Activity 1: Creating a Table in ServiceNow

1. Open ServiceNow.
2. Navigate to All and search for Tables.
3. Under System Definition, select Tables.
4. Click New to create a new table.
5. In the form, enter the following details:
   - Label: Project Table
   - Check the boxes for Create module and Create mobile module.
6. Under New Menu Name, enter: Project Table.
7. In the Table Columns section, define the required columns for the table.

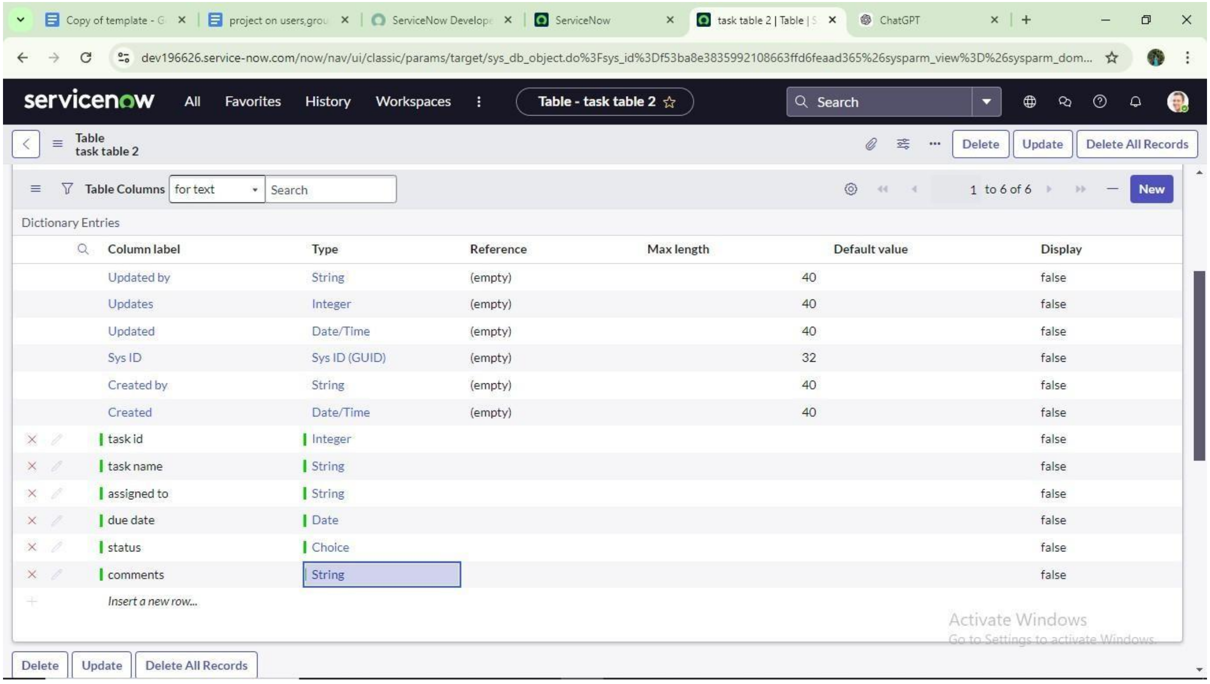
8. **Click on Submit.**





Activity 1: Creating Tables in ServiceNow *(continued)*

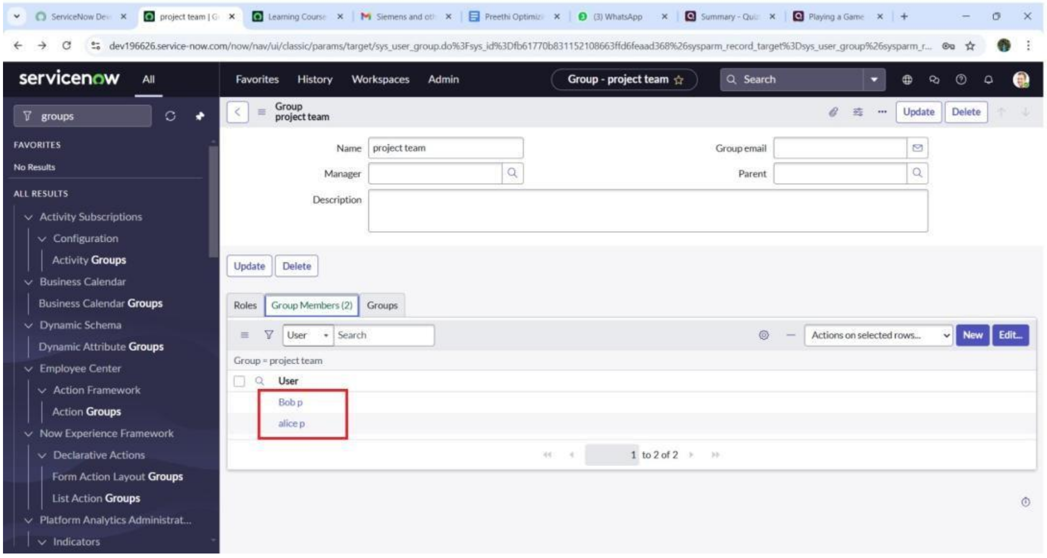
9. **To create another table, click New and enter the following details:**
   - **Label: Task Table 2**
   - **Complete all required fields accordingly.**
10. **Click Submit to save the new table.**



Milestone 5: Assign Users to Groups

Activity 1: Assign Users to the Project Team Group

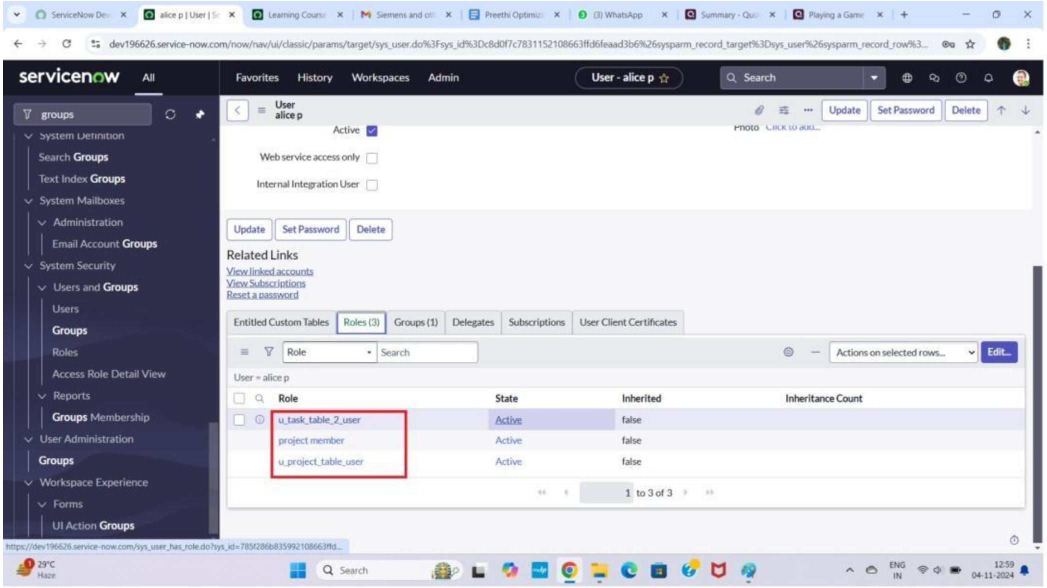
1. Open ServiceNow.
2. Navigate to All and search for Groups.
3. Under System Security, select Groups.
4. Locate and select the Project Team group.
5. In the Group Members section, click Edit.
6. Select Alice P and Bob P from the available users.
7. Save the changes to update the group members.



Milestone 6: Assign Roles to Users

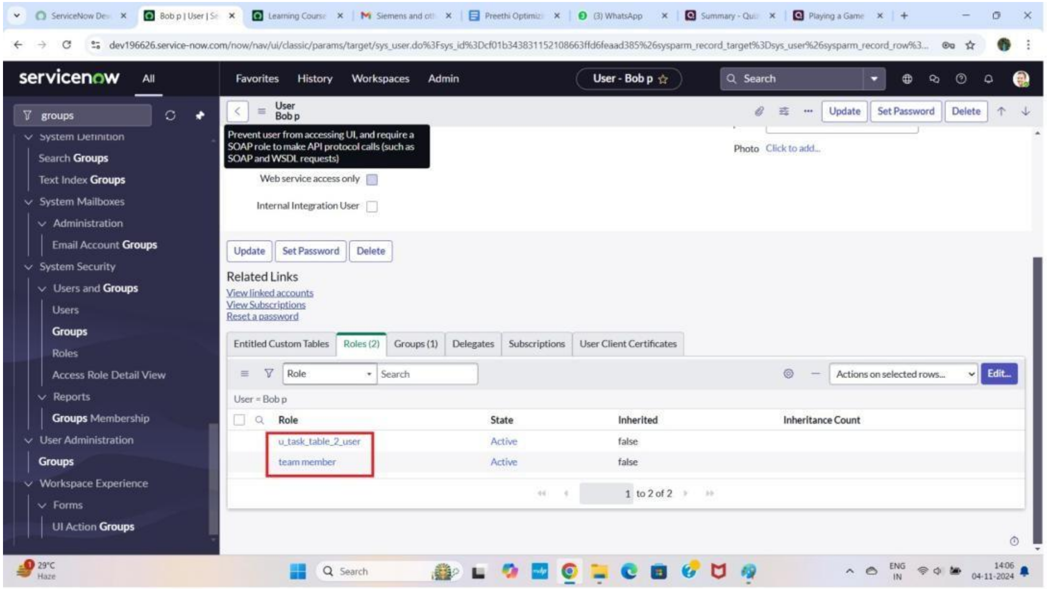
Activity 1: Assign Roles to Alice User

1. **Open ServiceNow.**
2. **Navigate to All and search for Users.**
3. **Select the user Alice from the list.**
4. **In Alice's user profile, click Edit under the Roles section.**
5. **Add the Project Member role and save the changes.**
6. **Click Edit again and add the roles u_project_table and u_task_table.**
7. **Click Save to update and finalize the changes.**



Activity 2: Assign Roles to Bob User

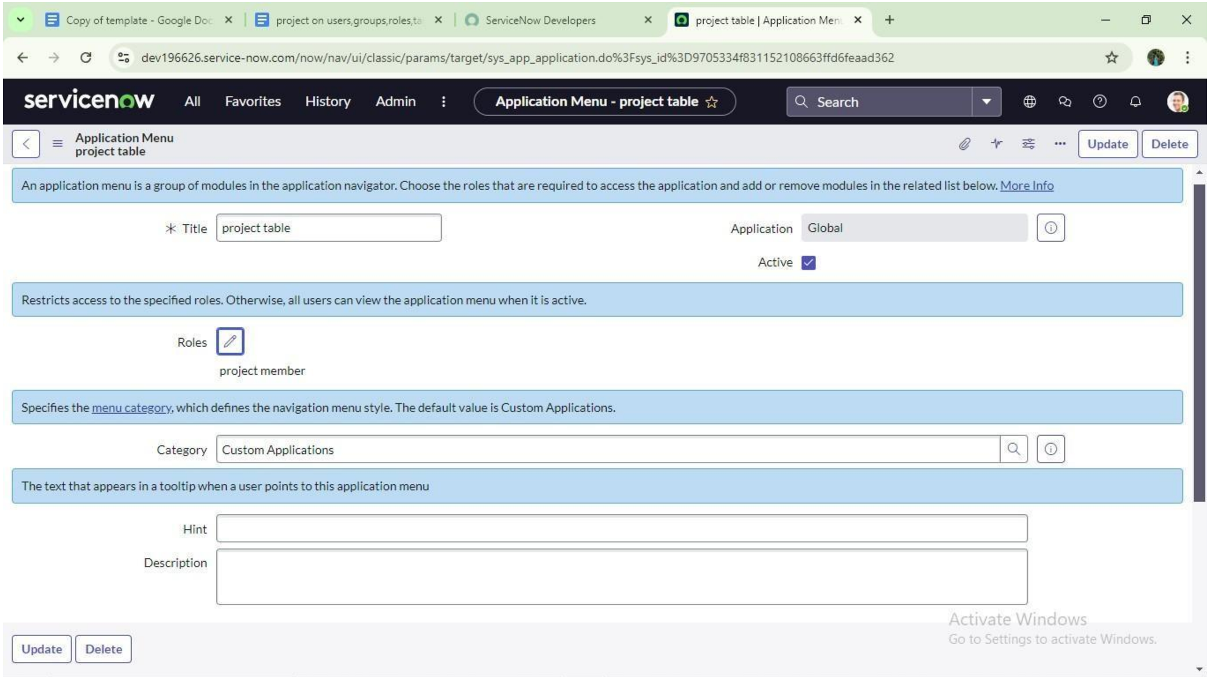
1. **Open ServiceNow.**
2. **Navigate to All and search for Users.**
3. **Select the user Bob P from the list.**
4. **In Bob’s profile, go to the Team Member section and click Edit.**
5. **Assign the Team Member role along with the necessary table roles, then save the changes.**
6. **Click on the profile icon and select Impersonate User to log in as Bob.**
7. **Verify that Task Table 2 is visible in Bob’s interface.**



Milestone 7: Application Access

Activity 1: Assign Table Access to Applications

1. When creating a table, an application and module are automatically created for that table.
2. In the Application Navigator, search for the Project Table application.
3. Click Edit Module for the Project Table application.
4. Assign the Project Member role to this application.
5. Search for Task Table 2 in the Application Navigator and click Edit Application.
6. Assign both the Project Member and Team Member roles to the Task Table 2 application.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project on users,groups,roles,ta
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project table | Application Men
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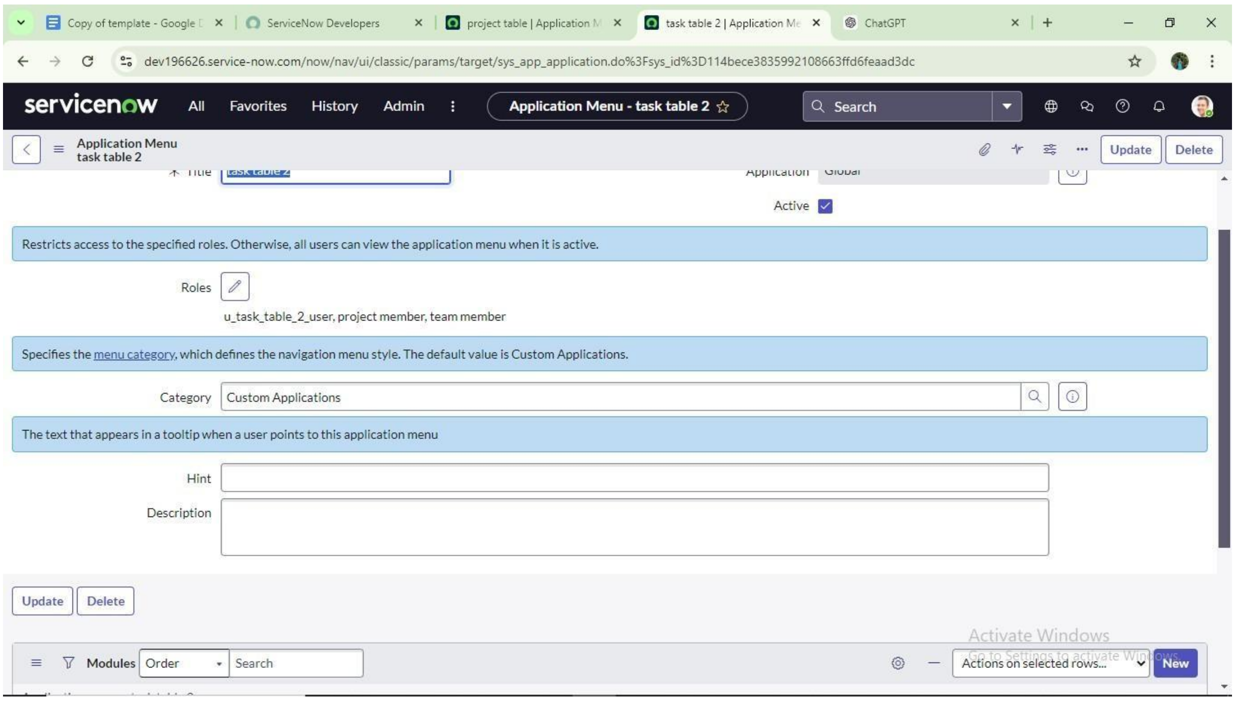
servicenow
All
Favorites
History
Admin
Application Menu - project table
Search
Application Menu
project table
Update
Delete
An application menu is a group of modules in the application navigator. Choose the roles that are required to access the application and add or remove modules in the related list below. More Info
Title
project table
Application
Global
Active
Restricts access to the specified roles. Otherwise, all users can view the application menu when it is active.
Roles
project member
Specifies the menu category, which defines the navigation menu style. The default value is Custom Applications.
Category
Custom Applications
The text that appears in a tooltip when a user points to this application menu
Hint
Description
Activate Windows
Go to Settings to activate Windows.
Update
Delete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ServiceNow Developers
project table | Application M
task table 2 | Application Me
ChatGPT
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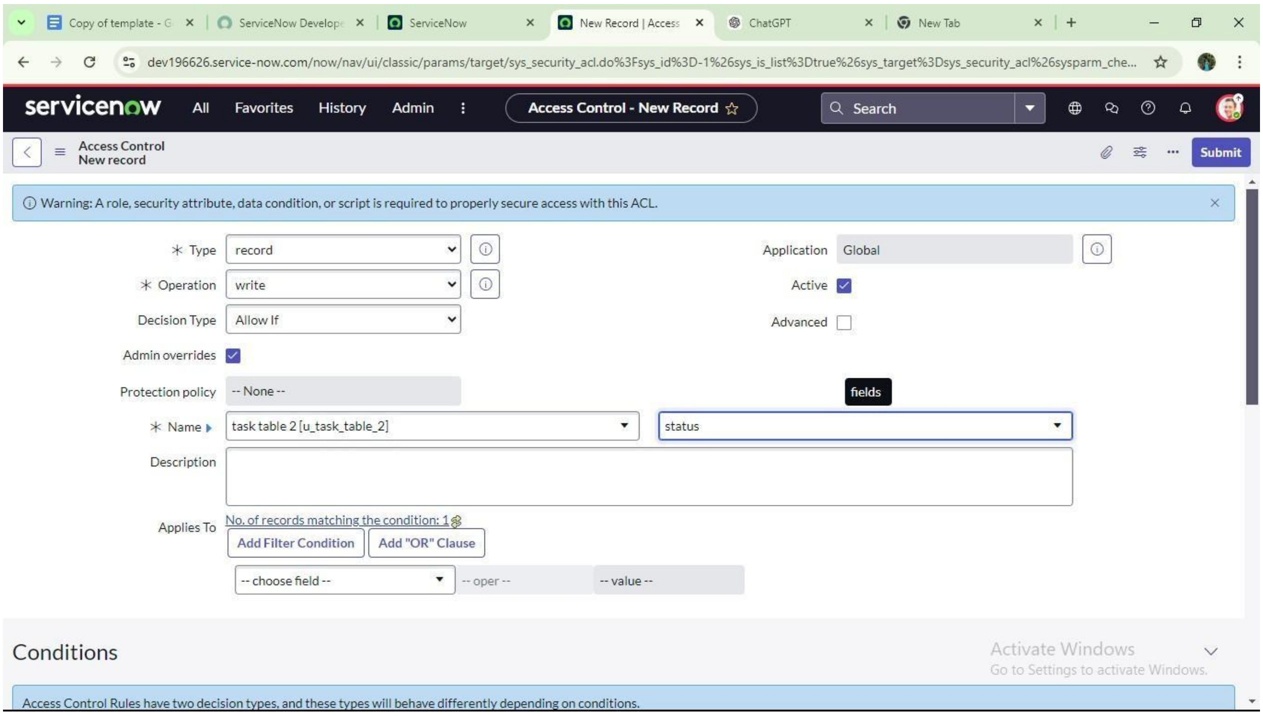
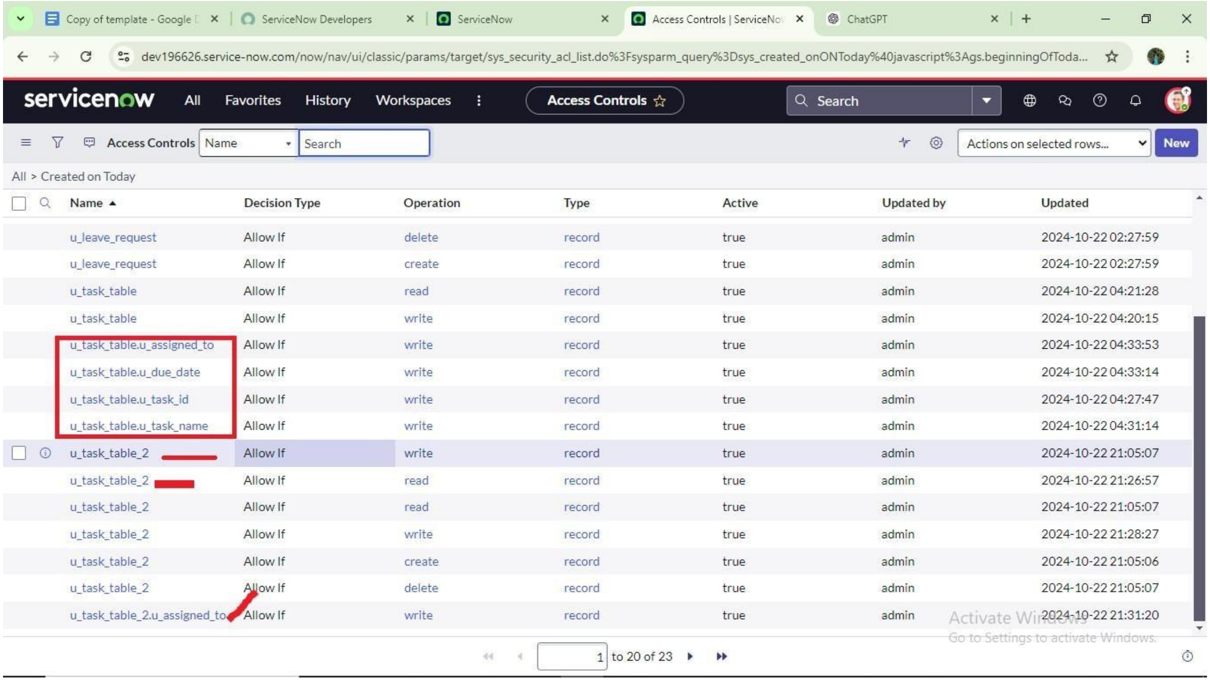
servicenow
All
Favorites
History
Admin
Application Menu - task table 2
Search
Application Menu
task table 2
Update
Delete
Active
Restricts access to the specified roles. Otherwise, all users can view the application menu when it is active.
Roles
u_task_table_2_user, project member, team member
Specifies the menu category, which defines the navigation menu style. The default value is Custom Applications.
Category
Custom Applications
The text that appears in a tooltip when a user points to this application menu
Hint
Description
Update
Delete
Modules
Order
Search
Actions on selected rows...
New
Activate Windows

Milestone 8: Access Control List (ACL)
Activity 1: Creating an ACL

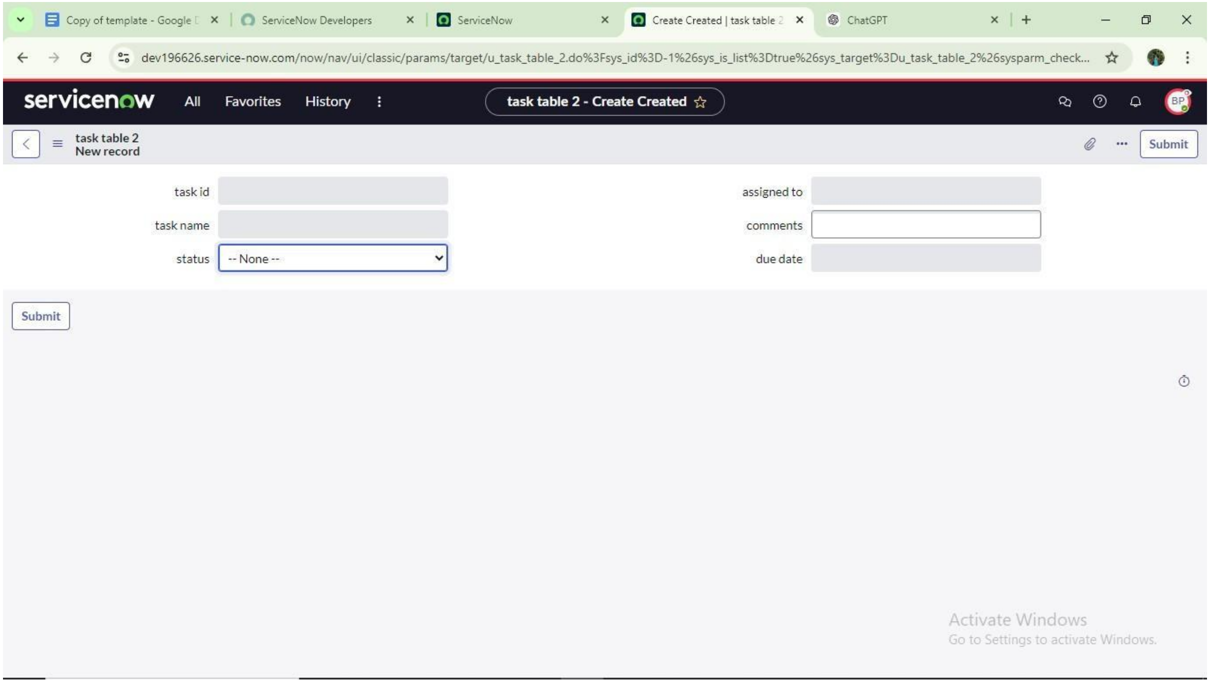
1. **Open ServiceNow.**
2. **Navigate to All and search for ACL.**
3. **Under System Security, select Access Control (ACL).**
4. **Click on elevate Role**
5. **Click new.**



6. **Fill in the required details to create a new ACL.**
7. **Scroll down to the Requires Role section.**
8. **Double-click to insert a new row.**
9. **Enter Task Table and assign the Team Member role.**
10. **Click Submit to save the ACL.**
11. **Repeat the process to create four additional ACLs for the specified fields.**



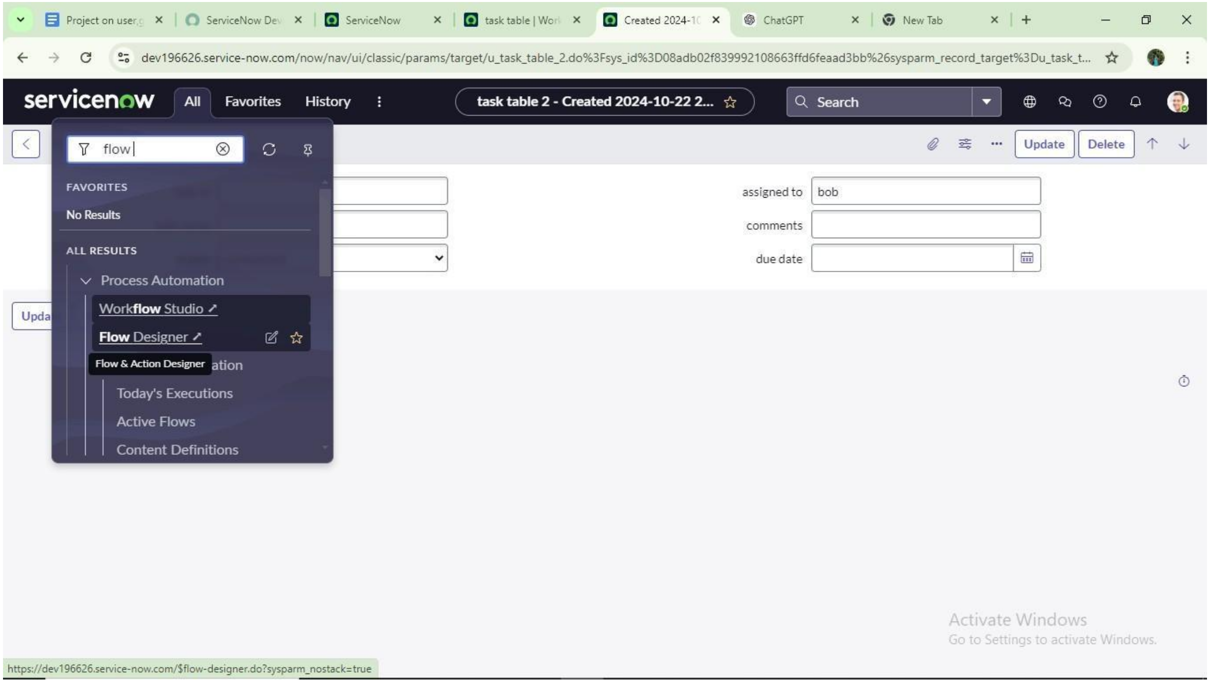
12. Click on your profile icon at the top right corner.
13. Select Impersonate User from the dropdown.
14. Choose Bob as the user to impersonate.
15. Navigate to All and select Task Table 2 from the application menu.
16. Verify that the Comment and Status fields have edit access.



Milestone 9: Flow

Activity 1: Create a Flow to Assign Operations Ticket to Group

1. **Open ServiceNow.**
2. **Navigate to All and search for Flow Designer.**
3. **Select Flow Designer under Process Automation.**
4. **Click New and choose Flow.**
5. **In the Flow Properties, enter the flow name as "Task Table".**
6. **Set the Application to Global.**
7. **Click Build Flow to start designing the flow.**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servicenow
All
Favorites
History
task table 2 - Created 2024-10-22 2...
Search
flow
Update
Delete
FAVORITES
No Results
ALL RESULTS
Process Automation
Workflow Studio
Flow Designer
Flow & Action Designer
Today's Executions
Active Flows
Content Definitions
assigned to
bob
comments
due date
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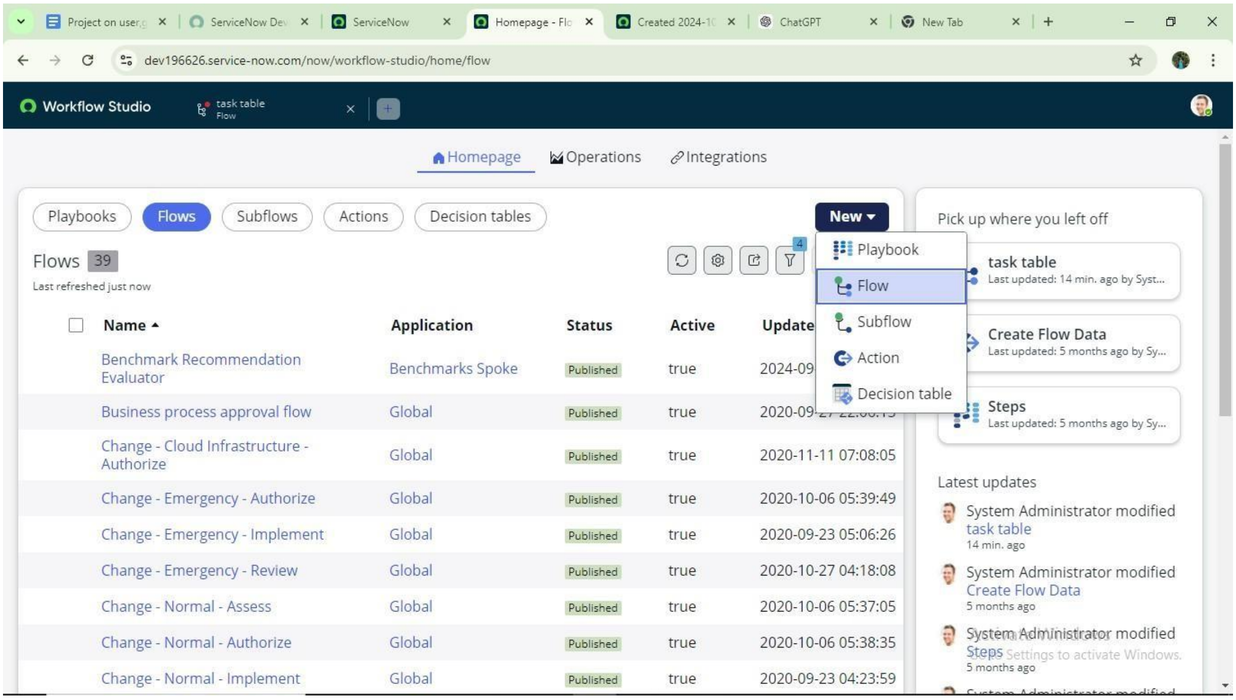
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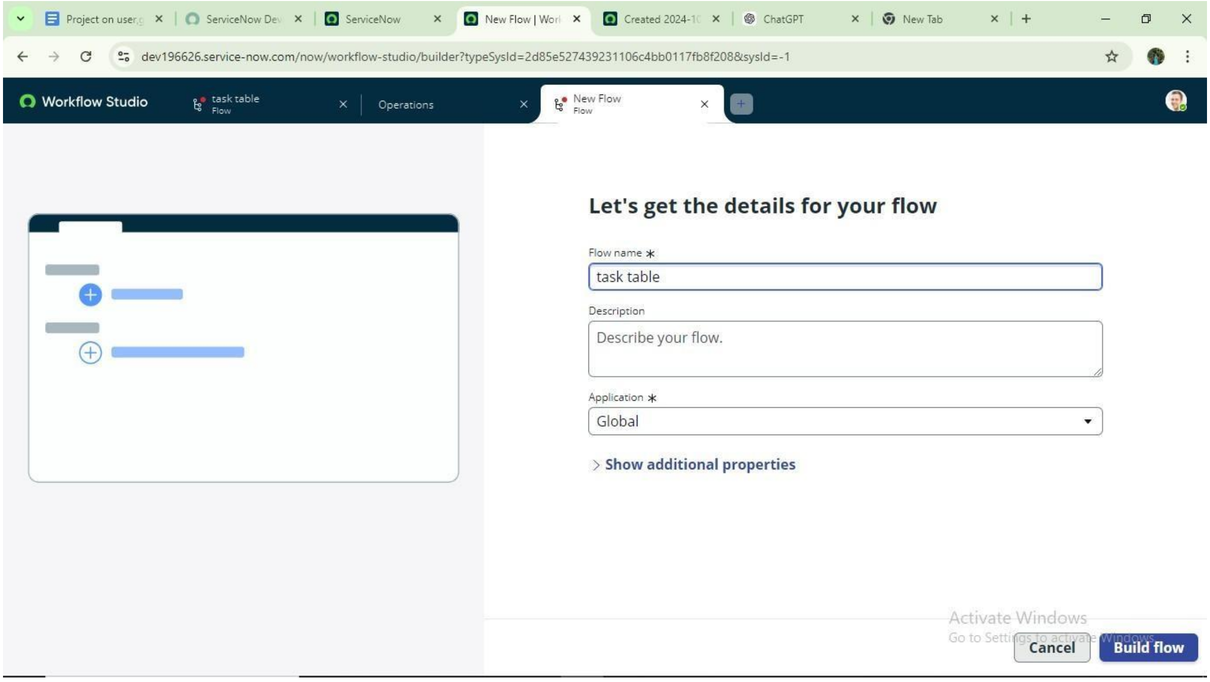
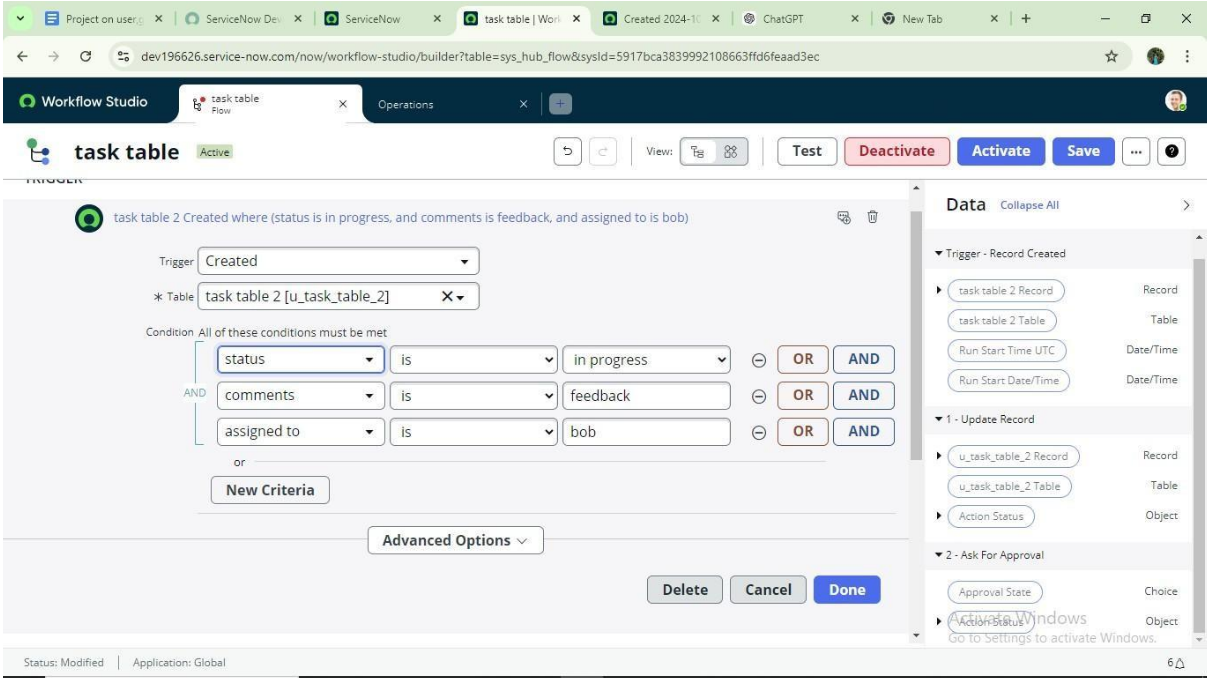
Workflow Studio
task table
Flow
Homepage
Operations
Integrations
Playbooks
Flows
Subflows
Actions
Decision tables
New
Playbook
Flow
Subflow
Action
Decision table
Flows 39
Last refreshed just now
Name
Application
Status
Active
Benchmark Recommendation Evaluator
Benchmarks Spoke
Published
true
Business process approval flow
Global
Published
true
Change - Cloud Infrastructure - Authorize
Global
Published
true
2020-11-11 07:08:05
Change - Emergency - Authorize
Global
Published
true
2020-10-06 05:39:49
Change - Emergency - Implement
Global
Published
true
2020-09-23 05:06:26
Change - Emergency - Review
Global
Published
true
2020-10-27 04:18:08
Change - Normal - Assess
Global
Published
true
2020-10-06 05:37:05
Change - Normal - Authorize
Global
Published
true
2020-10-06 05:38:35
Change - Normal - Implement
Global
Published
true
2020-09-23 04:23:59
Pick up where you left off
task table
Last updated: 14 min. ago by Syst...
Create Flow Data
Last updated: 5 months ago by Sy...
Steps
Last updated: 5 months ago by Sy...
Latest updates
System Administrator modified
task table
14 min. ago
System Administrator modified
Create Flow Data
5 months ago
System Administrator modified
Steps
5 months ago



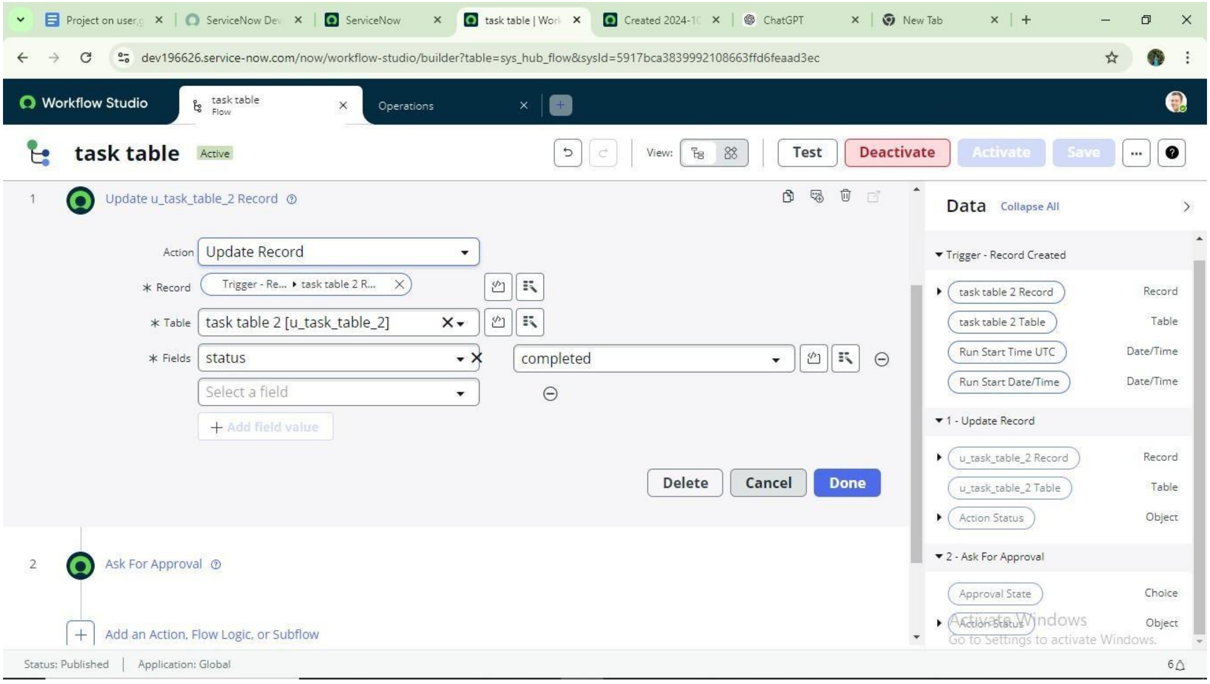
Next Step:

1. **Click Add a Trigger.**
2. **Search for Create Record and select it.**
3. **Set the Table Name to Task Table.**
4. **Add the following conditions:**
5. **Field: Status | Operator: is | Value: In Progress**
6. **Field: Comments | Operator: is | Value: Feedback**
7. **Field: Assigned To | Operator: is | Value: Bob**
8. **Click Done.**



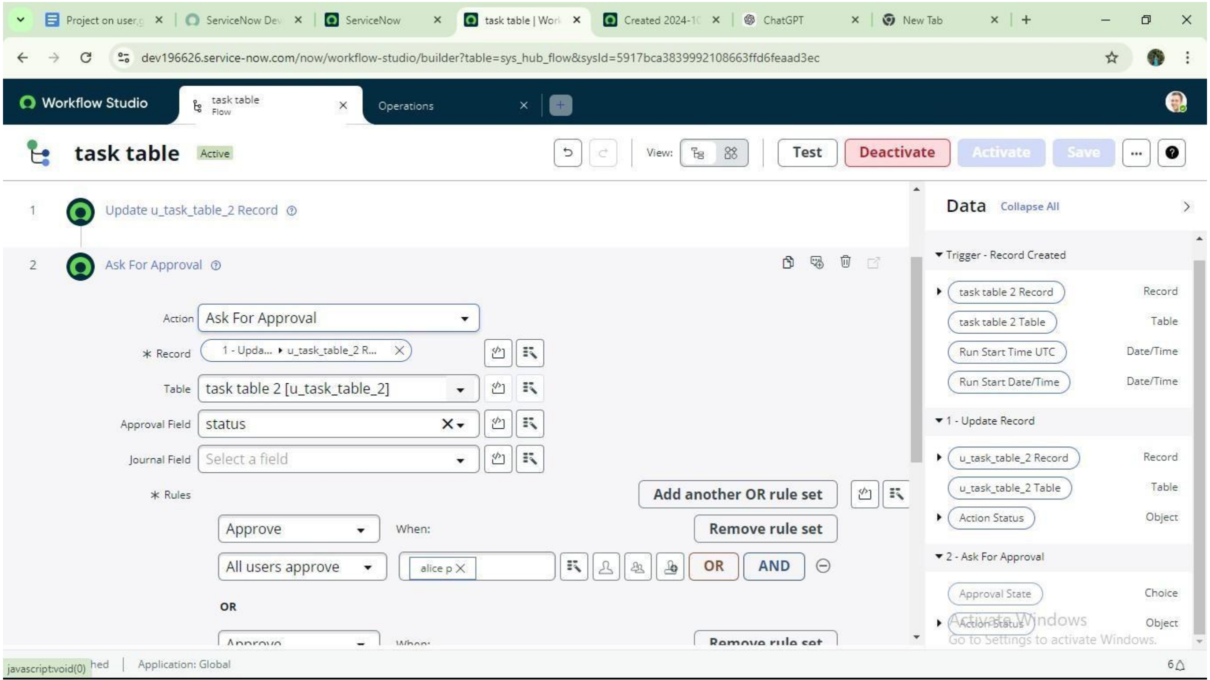
Next Step:

1. **Click Add an Action.**
2. **Search for and select Update Records.**
3. **In the Record field, drag the appropriate data pills from the data navigator on the right side.**
4. **The Table will be auto-assigned.**
5. **Add the field Status and set its value to Completed.**
6. **Click Done to save the action.**

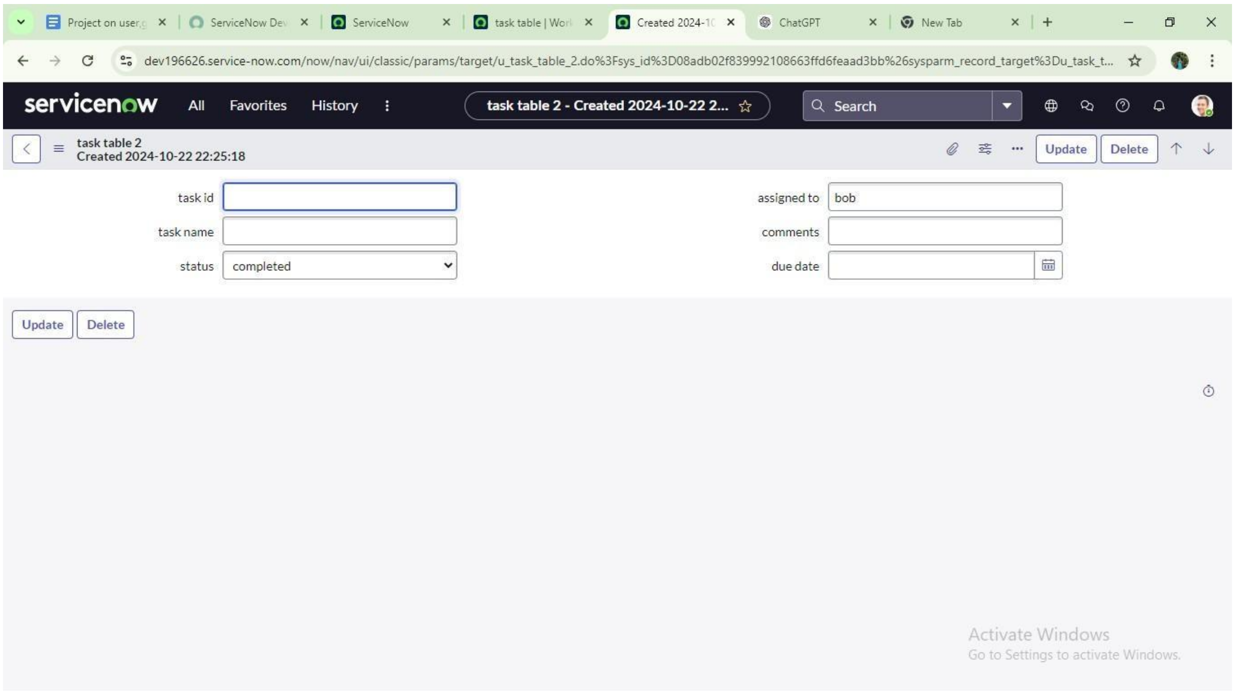


Next Step:

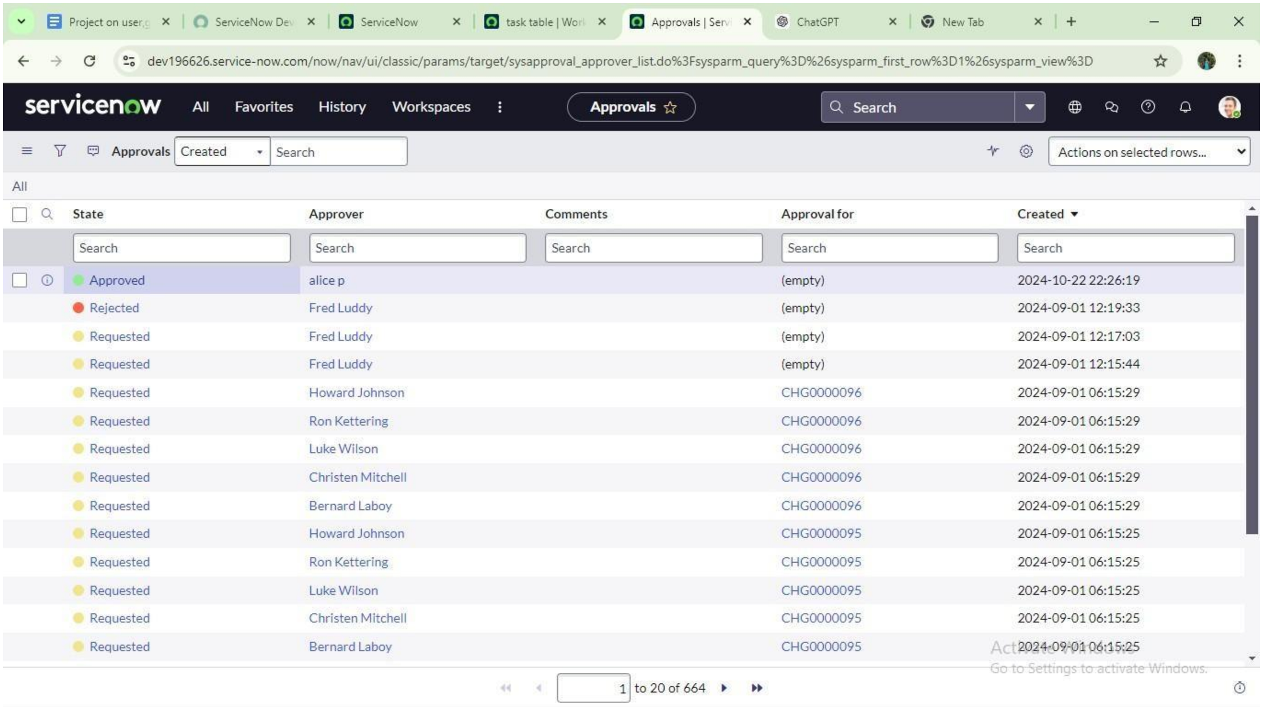
1. **Under Actions, click Add an Action.**
2. **Search for and select Ask for Approval.**
3. **In the Record field, drag the relevant data pills from the data navigator on the right side.**
4. **The Table will be auto-assigned.**
5. **Set the Approve Field to Status.**
6. **Assign Alice P as the approver.**
7. **Click Done to save the action.**



8. In the Application Navigator, search for Task Table.
9. Verify that the Status field is updated to Completed.



10. In the Application Navigator, search for My Approvals.
11. Select My Approvals under Service Desk.
12. When Alice P receives the approval request, right-click on the request and select Approve.



Conclusion:

This documentation outlines the streamlined process for managing users, groups, roles, access controls, and automated workflows within ServiceNow. By implementing these steps, organizations can enhance security, improve operational efficiency, and ensure proper governance of application access and task management.