

STREAMLINING TICKET

Team Id:NM2025TMID1517

Team Leader:ANBUMANI A

Team Member:DAKSHINAMOORTHY D

Team Member NAVEEN RAJ P

Team Member KARTHIKEYAN M

Open service now.

Click on All >> search for users

Select Users under system security

Click on new

Fill the following details to create a new use

<

≡

User
Manne Niranjan

✉

⚙

⋮

Update

Set Password

Delete

↑

↓

User ID

manne.niranjan

First name

Manne

Last name

Niranjan

Title

💡

Department

🔍

Password needs reset

☐

Locked out

☐

Active

☒

Web service access only

☐

Internal Integration User

☐

Email

niranjanreddymanne2507@gr

✉

Language

-- None --

▼

Calendar integration

Outlook

▼

Time zone

System (America/Los_Angeles)

▼

Date format

System (yyyy-MM-dd)

▼

Business phone

Mobile phone

Photo

Click to add...

Click on submit

Create one more user:

Create another user with the following details

The screenshot shows the Microsoft 365 Admin Center interface for managing a user named Katherine Pierce. The top navigation bar includes 'Favorites', 'History', 'Workspaces', and 'Admin'. A search bar and a globe icon (highlighted with a red circle) are also present. The main header shows 'User - Katherine Pierce' with a star icon. Below this, there are buttons for 'Update', 'Set Password', and 'Delete'. The user details are organized into two columns. The left column 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 column contains fields for 'Email' (empty with an envelope icon), 'Language' (-- None --), 'Calendar integration' (Outlook), 'Time zone' (System (America/Los Angeles)), 'Date format' (System (yyyy-MM-dd)), 'Business phone' (empty), and 'Mobile phone' (empty). At the bottom right, there is a 'Photo' field with a 'Click to add...' link.

User ID	Katherine Pierce	Email	
First name	Katherine	Language	-- None --
Last name	Pierce	Calendar integration	Outlook
Title		Time zone	System (America/Los Angeles)
Department		Date format	System (yyyy-MM-dd)
Business phone		Mobile phone	
Photo	Click to add...		

Active ☒

Click on submit

Create Groups

Open service now.

Click on All >> search for groups

Select groups under system security

Click on new

Fill the following details to create a new group

<

≡

Group certificates

🔗

⚙️

⋮

Name

certificates

Group email

Manager

Katherine Pierce

🔍

ℹ️





Parent

Description

Click on submit

Create one more group:

Create another group with the following details

Name	<input type="text" value="Platform"/>	Group email	<input type="text"/>	
Manager	<input type="text" value="Manne Niranjana"/>  	Parent	<input type="text"/>	
Description	<input type="text"/>			

Click on submit

Create roles

Open service now.

Click on All >> search for roles

Select roles under system security

Click on new

Fill the following details to create a new role

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

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

Assign role to table
Open service now.

Click on All >> search for tables

Select operations related table

Click on the Application Access

Click on u_operations_related read operation

Click on the profile on top right side

Click on elevate role

Click on security admin and click on update

Under Requires role

Double click on insert a new row

Give platform role

And add certificate role

Click on update

<

≡

Access Control

u_operations_related

Update

Delete

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

1 to 3 of 3

Scroll down under requires role

Double click on insert a new row

Give admin role

Click on submit

Similarly create 4 acl for the following fields

<input type="checkbox"/>	①	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

Create a Flow to Assign operations ticket to group
Open service now.

Click on All >> search for Flow Designer

Click on Flow Designer under Process Automation.

After opening Flow Designer Click on new and select Flow.

Under Flow properties Give Flow Name as " Regarding
Certificate".

Application should be Global.

Select Run user as " System user " from that choice.

Click on Submit.

servicenow Flow Designer

Home

Flows Subflows Actions Executions Connections Help

Search Updated Search

All

Flow Subflow Action Data Stream

	Name	Internal name	Application	Status	Active	Updated	Updated by
<input type="checkbox"/>	Standard Laptop task	standard_laptop_task	Global	Published	true	2024-04-16 23:33:53	admin
<input type="checkbox"/>	Email Sending For P1	email_sending_for_p1	Global	Published	false	2024-04-16 04:22:31	admin
<input type="checkbox"/>	Daily Task Reminder	daily_task_reminder	Global	Draft	false	2024-04-16 00:08:03	admin

Flow properties

* Flow name

Regarding certificates

Description

Describe your flow

Application

Global

Protection

-- None --

Run As

System User

Cancel

Submit

Click on Add a trigger

Select the trigger in that Search for "create or update a record" and select that.

Give the table name as " Operations related ".

Give the Condition as
Field : issue

Operator : is

Value : Regrading Certificates

After that click on Done.

now Operations related Created or Updated (Trigger: Created or Updated regarding certificates)

Trigger: Created or Updated

* Table: Operations related [u_operations_related]

Condition: All of these conditions must be met

Issue is Regarding certificates

OR AND

or

New Criteria

Run Trigger: For every update

Advanced Options

Delete Cancel Done

Now under Actions.

Click on Add an action.

Select action in that search for " Update Record ".

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

Table will be auto assigned after that

Give the field as " Assigned to group "

Give value as " Certificates "

Click on Done.

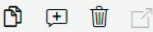
Click on Save to save the Flow.

Click on Activate.

1



Update Operations related Record ⓘ



Action

Update Record ▼

* Record

Trigger ... ▶ Operations relate... ✕



* Table

Operations related [u_operations_related] ✕ ▼



* Fields

Assigned to group ✕ ▼

certificates ✕ ▼



+ Add field value

Delete

Cancel

Done

TRIGGER

Regarding certificates

Operations related Created or Updated where (Issue is Regarding certificates)

ACTIONS Select multiple

1 Update Operations related Record

+ Add an Action, Flow Logic, or Subflow

ERROR HANDLER

Data Collapse All

- Flow Variables
- Trigger - Record Created or Updated
 - Operations related Record
 - Changed Fields
 - Operations related Table
 - Run Start Time UTC
 - Run Start Date/Time
- 1 - Update Record