CSA Base Global App

Design Document

*Orlando Release*

#### The CSA Base Global App (CSA stands for Custom Scoped Application) was created to provide an accelerator application that can be leveraged for ServiceNow new custom scoped application development. The data objects contained in the application are items commonly developed for case management / request applications.

# Before you start

Make sure the Explicit Roles plug in is enabled as the base application role for this is the snc\_internal role.

<https://hi.service-now.com/kb_view.do?sysparm_article=KB0744340>

# CSA Base code updates from OOB Task Table, Orlando Release

### ***ACL Overrides***

The following ACL overrides were created to open up fields locked down to only itil users. Each ACL grants access to the snc\_internal role. It is expected that any tables extended from this table will have their own app specific ACLs in place AND testing will be performed to ensure data security for their app.

|  |  |
| --- | --- |
| ***Access Right*** | ***Field*** |
| Write | Work Notes List |
| Read | Work Notes List |
| Write | Work Notes |
| Read | Work Notes |
| Write | Urgency |
| Write | State |
| Write | Short Description |
| Write | Priority |
| Write | Impact |
| Write | Due Date |
| Write | Description |
| Read | Comments and Work Notes |
| Write | Additional Comments (comments) |
| Write | Assigned To |
| Read | Approval Set |
| Write | \* |
| Read | \* |

# APPENDIX

To set up your system to allow global legacy app creation you will have to create and set the following properties to true

* sn\_g\_app\_creator.use.legacy.appcreator - <https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/task/activate-legacy-app-creator.html>
* glide.app.creator.global - <https://docs.servicenow.com/bundle/orlando-application-development/page/build/applications/task/t_StartFromGlobal.html>

Sometimes Studio will give you issues in which case you can use the New option from the My Company Applications module

Additional Resources, Orlando

<https://docs.servicenow.com/bundle/newyork-application-development/page/build/guided-app-creator/task/gac-activate-global.html>