

Capstone Project: Task 2 Solution

User Administration

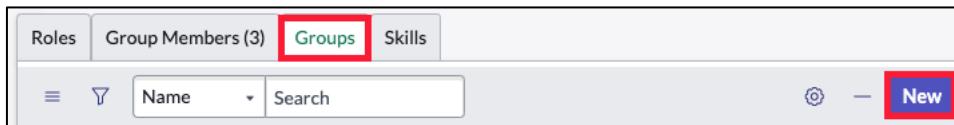
Instructions: Create a new user group, add group members, and modify the Incident form so that it shows a new field.

Note: Refer to Module 3: Configure Applications for Business

A. Manage Users, Groups, and Roles

Create a new user group called Strawberry Support and add members to it.

1. Navigate to **All > User Administration > Groups**.
2. Open the **Service Desk** record.
3. Select the **Groups** tab.



4. Select **New** to add a new group to Service Desk.
5. Populate the record as follows:
 - Name: **Strawberry Support**
 - Manager: **Fred Luddy**
6. Select the **Additional Options Menu**, then select **Save**.

Note: You may see a number of blue messages appear on the form as you work through these task steps. It is ok to close them.

7. Select the **Roles** tab, verify the **itil** role is present.

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8. Select the **Group Members** tab, then select **Edit**.
 9. Add the following users to the Strawberry Support group:
 - Beth Anglin
 - Bud Richman
 - David Loo
 - Waldo Edberg
 10. Select **Save**.
 11. Select the **Group Members** tab, then select **New**.
 12. Populate the form as follows:
 - User ID: kara.prince
 - First name: Kara
 - Last name: Prince
 - Email: kara.prince@cloudd.com

Note: Creating a user from the group record will automatically add them to the group.

13. **Save** the record, do not Submit.

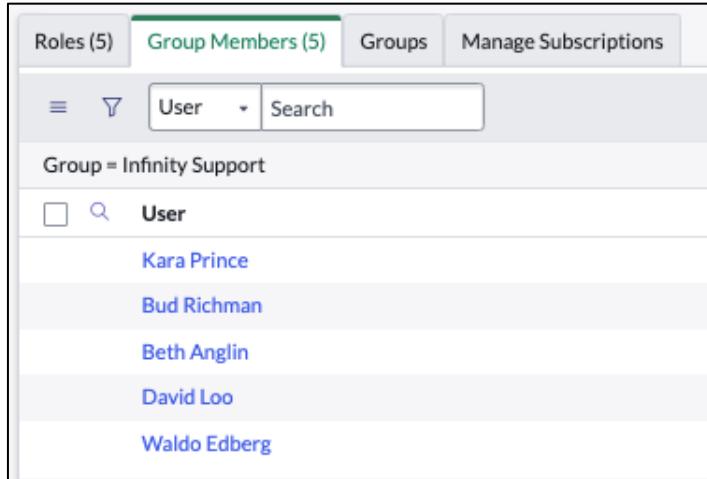
Note: You may not see the group members update – refer to the blue info message at the top of the form, “Job to add or remove role(s) from user(s) of group has been queued”.

B. Set Manager Values

1. From the User record, open the **Additional Options Menu**, then select **Configure > Form Layout**.
2. Add the **Manager** field to the **Selected** column. Move it beneath the **Department** field.
3. Select **Save**.
4. From the User record, select **Fred Luddy** as Kara's manager.
5. Select **Update**.

TASK VERIFICATION

1. Use any method to return to the **Strawberry Support group** record. The list of the Strawberry Support group members should look like this:



The screenshot shows a ServiceNow interface for managing group members. The top navigation bar includes 'Roles (5)', 'Group Members (5)' (which is the active tab), 'Groups', and 'Manage Subscriptions'. Below the navigation is a search bar with 'User' selected and a 'Search' button. A note 'Group = Infinity Support' is displayed. The main list area shows five members: Kara Prince, Bud Richman, Beth Anglin, David Loo, and Waldo Edberg, each with a checkbox and a magnifying glass icon to the left.

User
Kara Prince
Bud Richman
Beth Anglin
David Loo
Waldo Edberg

Note: The list of Strawberry Support group members may be in a different order than shown.