

PROJECT PLANNING AND SCHEDULING PHASE

STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS

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Functional requirements and user

1. Functional requirement – user management

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
6. Click on submit
7. Create one more user
8. Create another user with the following details
9. Click on submit

2. Functional requirement – group management

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 groups
6. Click on submit

3. Functional requirement – roles management

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 roles
6. Click on submit

4. Functional requirement – tables management

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

Label : Project tables Check the boxes Create Module & Create Mobile Module

6. Under new menu
name : Project table
7. Under table columns given the columns
8. Click on Submit

5. Functional requirement – assign user to project team group

1. Open service now.

- 2.Click on All >> search for groups
3. Select tables under system definition
- 4.Select the project team group
- 5.Under group members
- 6.Click on edit
- 7.Select abc 1 and abc 2and save

6. Functional requirement- assign roles to tables

- 1.Open service now .Click on All >> search for table
- 2.Select tables under system definition
- 3.Select the project manager table
4. Under project manager
- 5.Click on edit
- 6.Select project member and save
- 7.click on edit add u_project_table role and u_task_table role
- 8.click on save and update the form.

7. Functional requirement- create ACL

1. Open service now.
2. Click on All >> search for ACL
3. Select Access Control(ACL) under system security
4. Click on elevate role
5. Click on new
6. Fill the following details to create a new ACL
7. Scroll down under requires role
8. Double click on insert a new row

9. Give task table and team member role
10. Click on submit
11. Similarly create 4 acl for the following fields

8. Functional requirement- flow

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 "task table".
6. Application should be Global.
7. Click build flow.

