

# The Complete ServiceNow System Administrator Course

*Section 6 - User Administration*



# Course Outline

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2 ServiceNow Overview

3 Lists, Forms, & the UI

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# Section Outline

1 Users

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7 LDAP

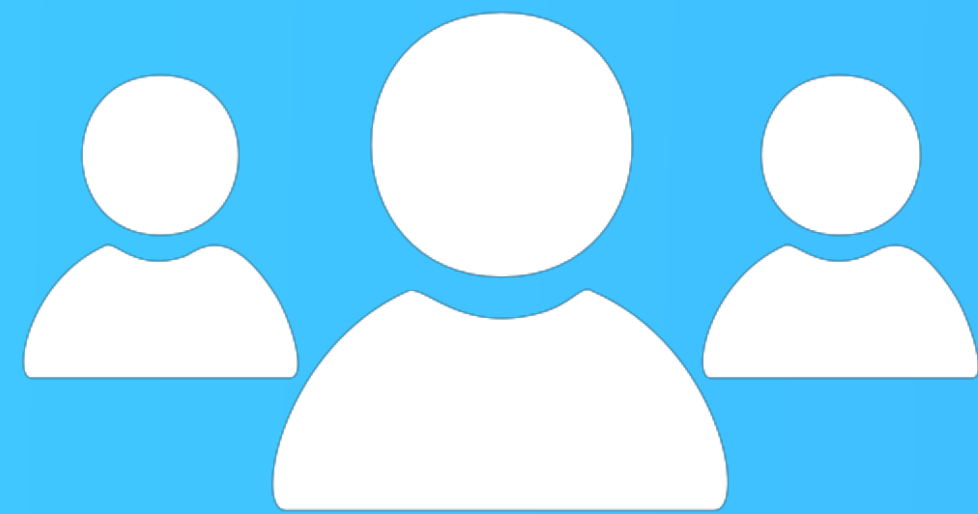
8 SSO

9 Impersonation



# Users

- A ServiceNow account
- A record in the **sys\_user** table
- Users may be apart of 0 or more groups
- Users may have 0 or more roles
- Users may also be assigned delegates

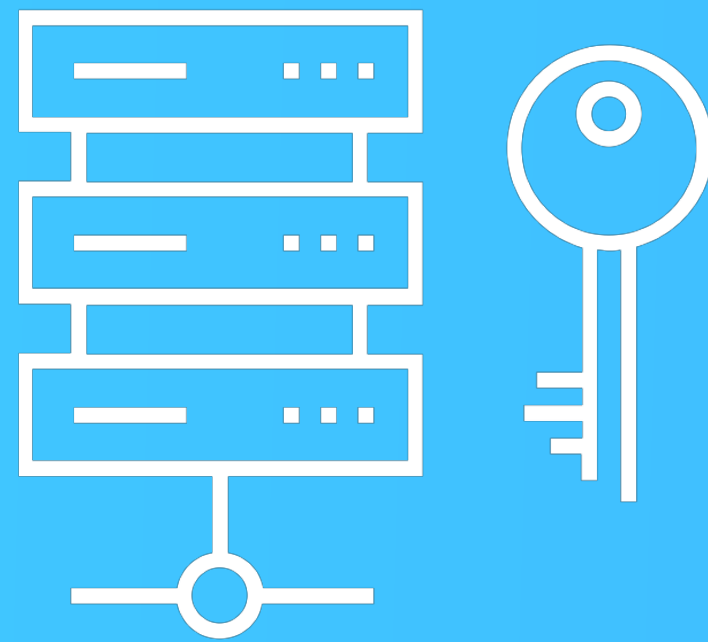


# Groups

- A record in the **sys\_user\_group** table
- Buckets which hold users who share a common purpose/role
- Roles are assigned to groups
- Groups contain 0 or more roles
- May inherit other groups

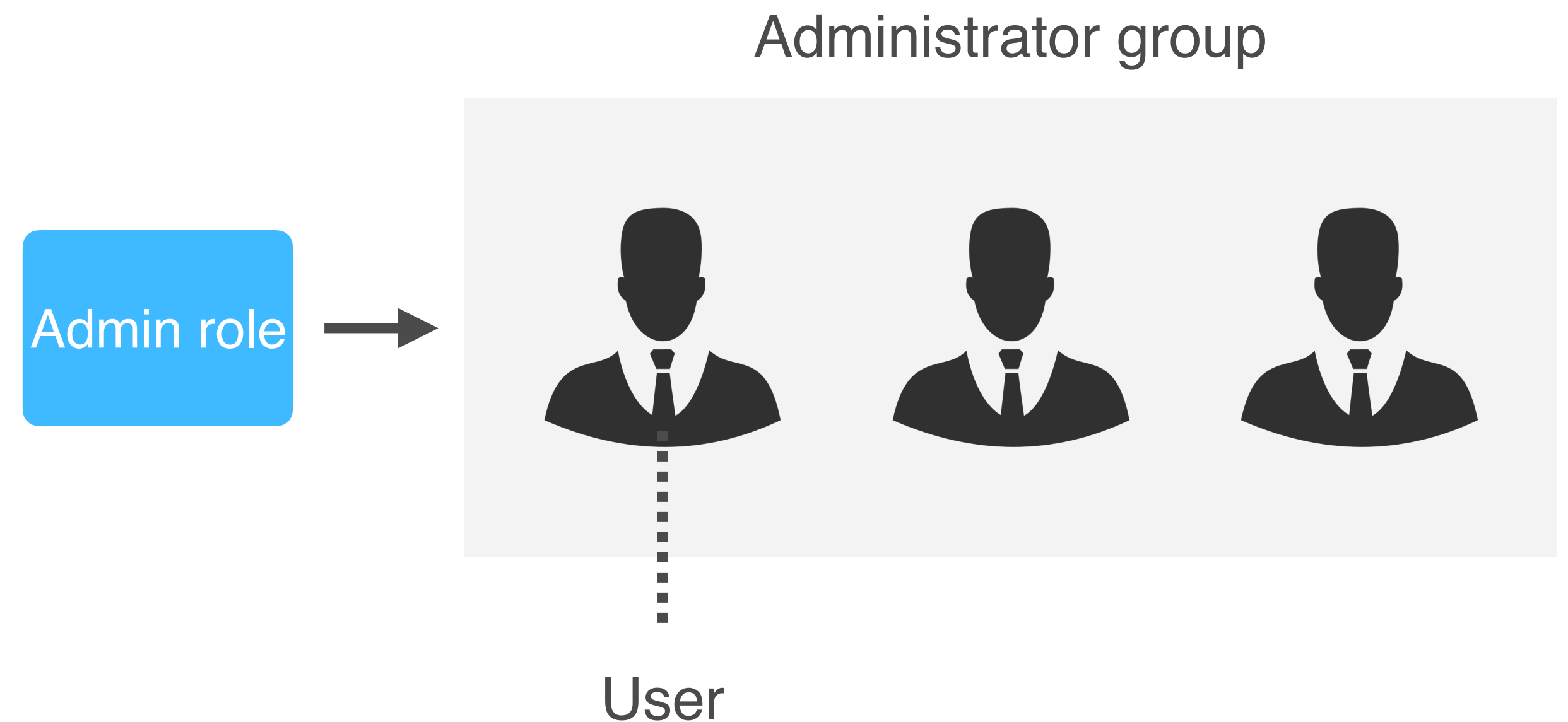
# Users & Groups

*Demo*



# Roles

- Grants permissions to parts of the system
- A record in the **sys\_user\_role** table
- Assign roles to a group
- Contain access control rules
- Many out-of-box roles



# Popular Out-of-Box Roles

- admin
- security\_admin
- itil
- itil\_admin
- impersonator
- knowledge\_admin
- report\_admin
- catalog\_admin
- asset
- ecmdb\_admin



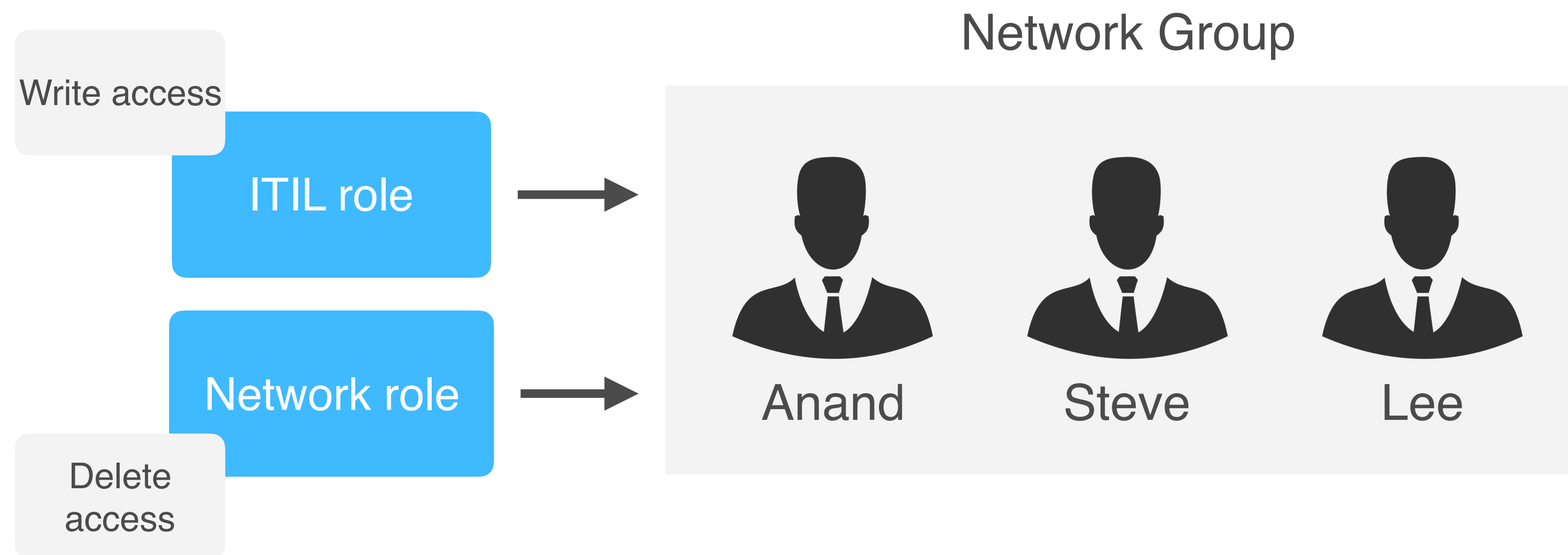


# Access Controls

- A record in the **sys\_security\_acl** table
- Used to grant access
- Specifies
  - Object and operations
  - Permissions required
- \* wildcard
- Thousands of out-of-box access controls

# Tying It All Together

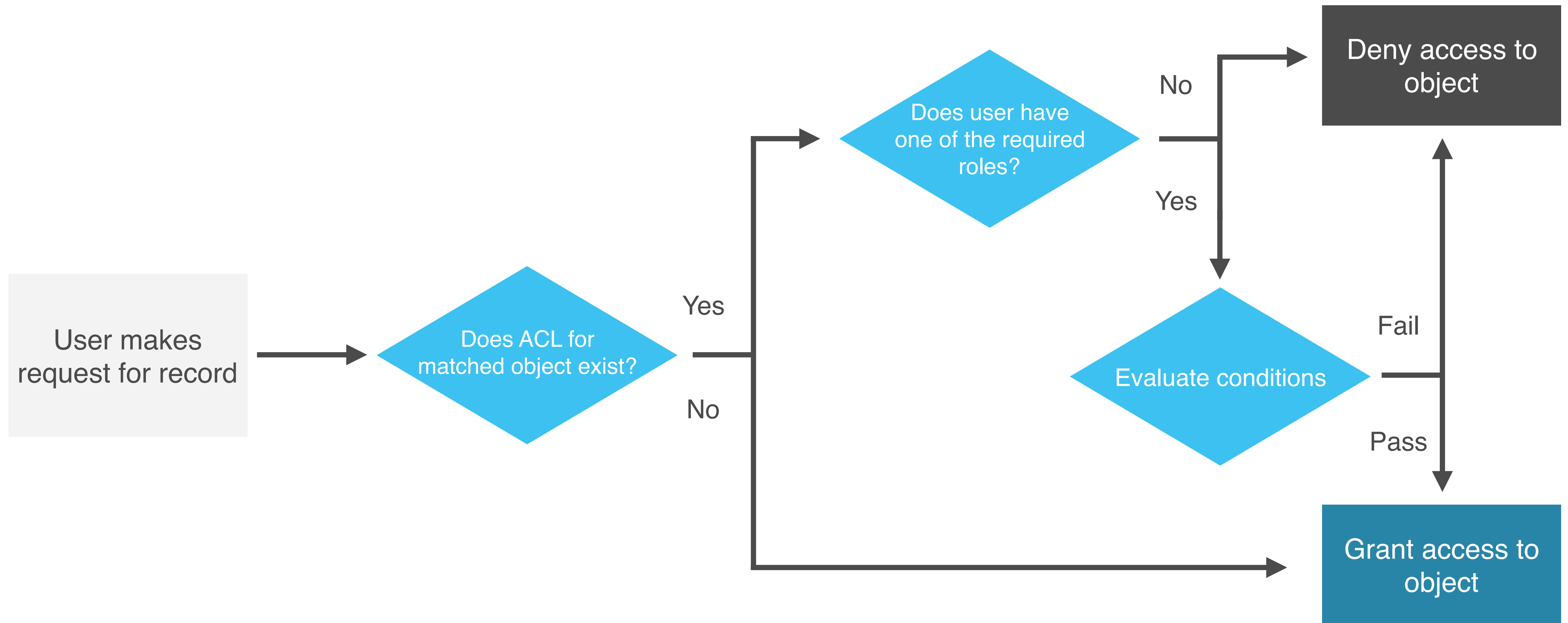
- **Access controls** are assigned to **roles**
- **Roles** are assigned to **groups**
- **Users** are assigned to **groups**



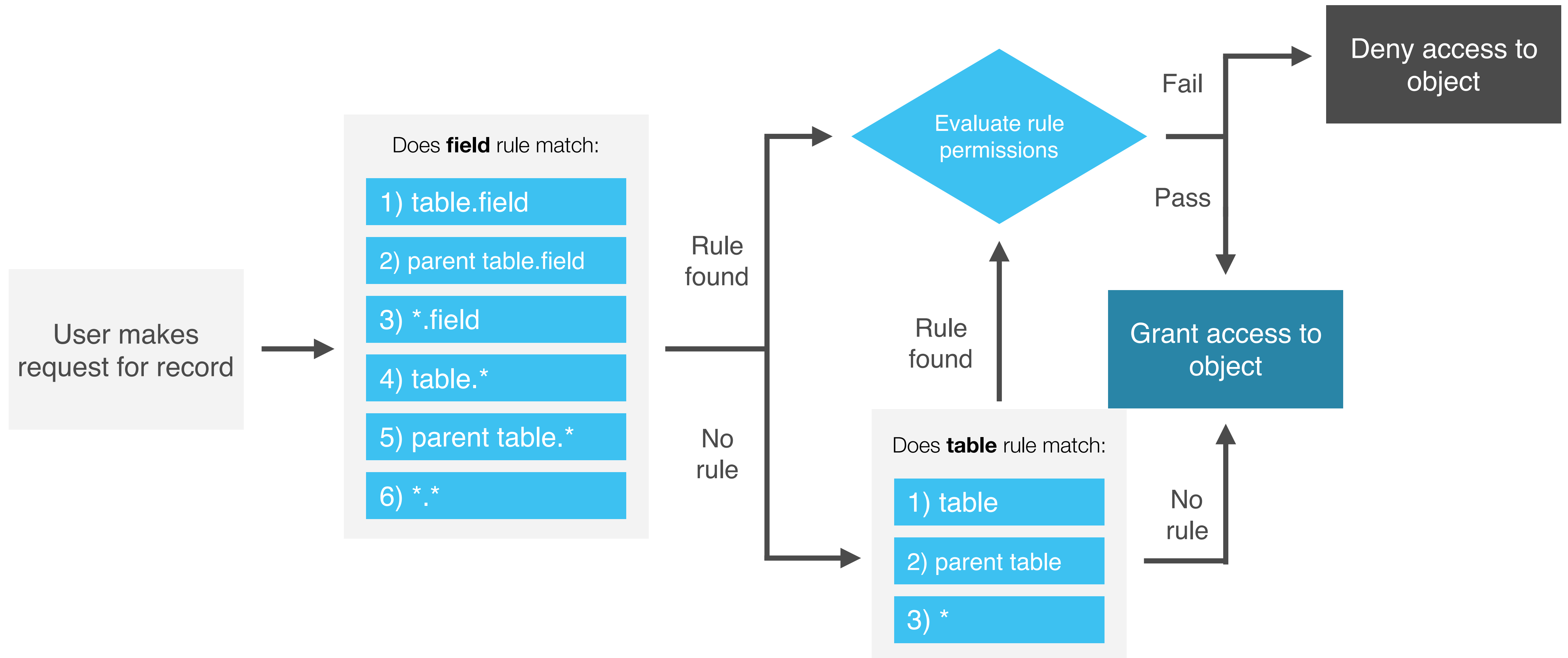
# Access Operations

Operation	Action
execute	Run app or script
create	Insert records
read	Display records
write	Update records
delete	Remove records
list_edit	Update records from list view
report_on	Create reports

# Access Controls Flowchart



# Access Control Execution

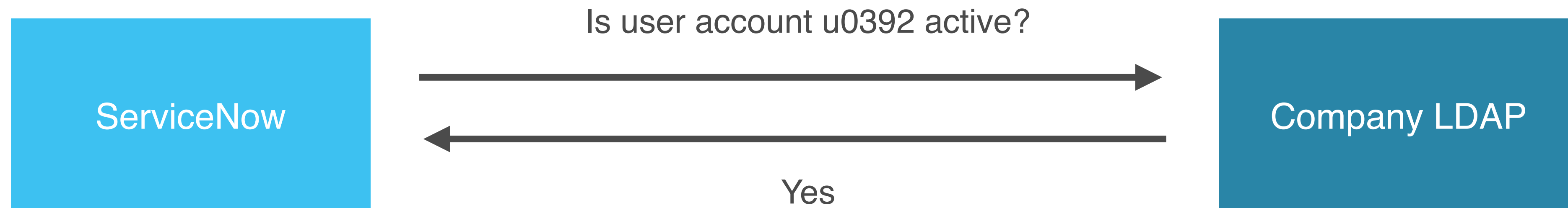
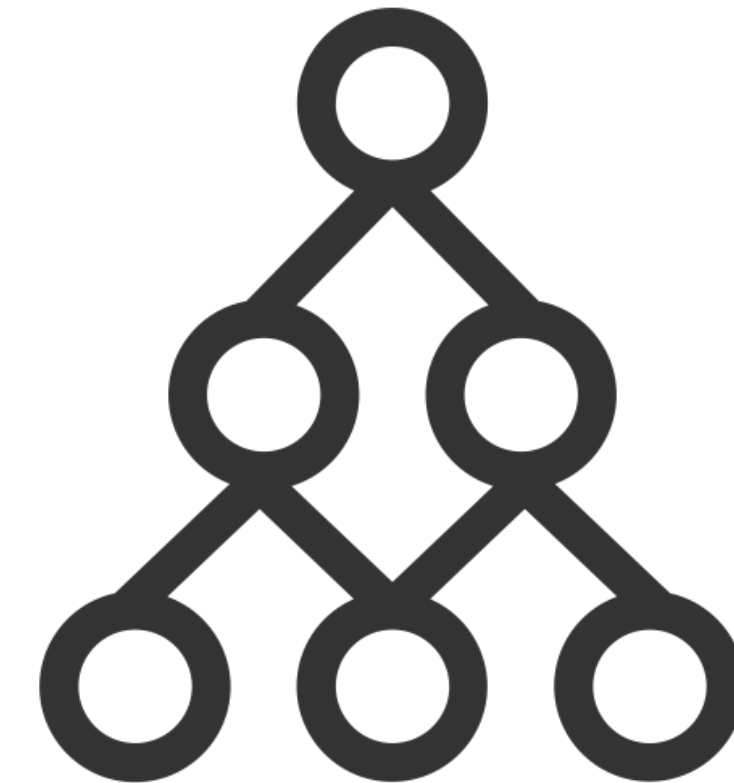


# Roles & ACLs

*Demo*

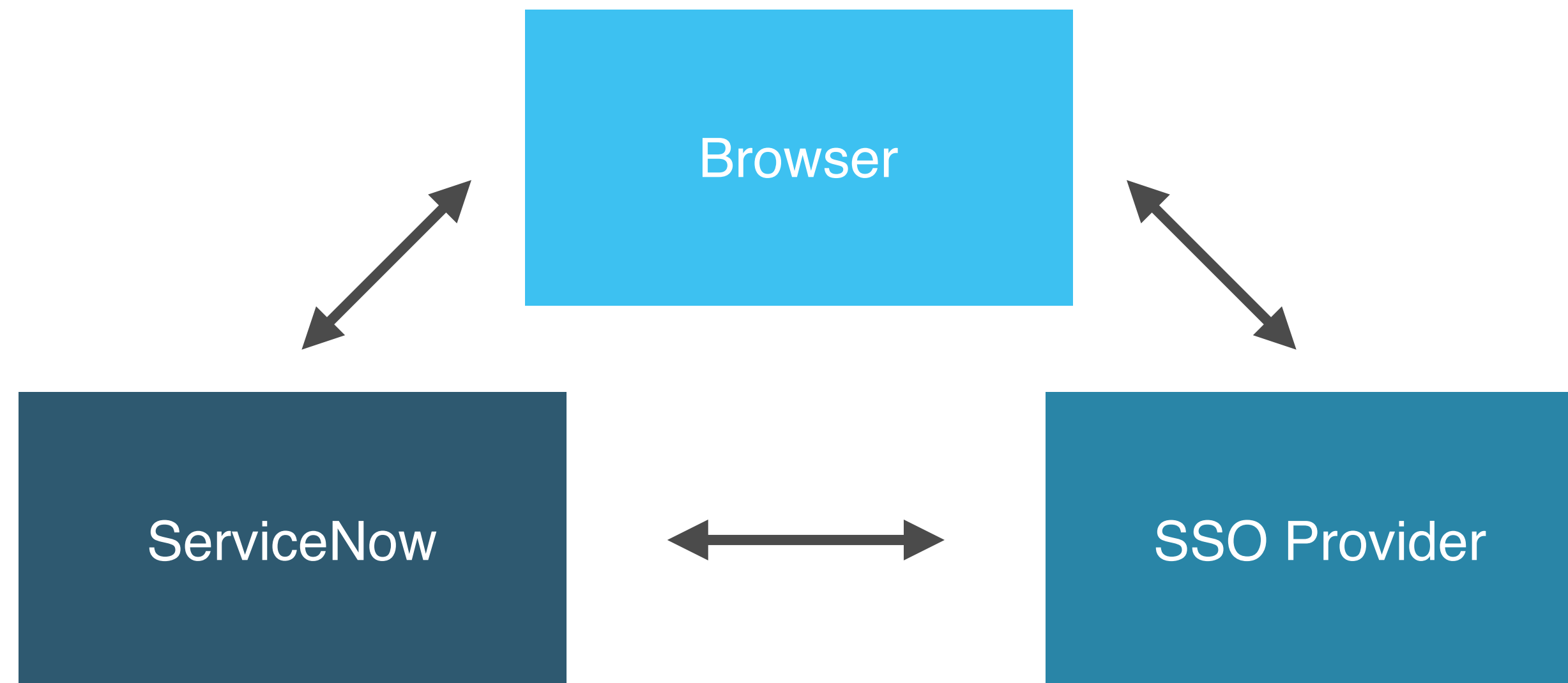
# LDAP

- Lightweight Directory Access Protocol
- Industry standard for directory services
- Active Directory
- Defines structure for users & groups
- 2 parts
  - Authentication
  - Data population



# Single Sign-On (SSO)

- Used for authentication
- 3rd party (provider)
- Single account for all system access
- SSO provider communicates with ServiceNow
- Example: Okta, Facebook





# Impersonation

- Used for testing access controls
- Only users with the **admin** or **impersonator** role can impersonate users
- It's as if that user is currently logged in



# LDAP, SSO, & Impersonation

*Demo*

Demo

