

M.A.M COLLEGE OF ENGINEERING

Project Name :Optimizing User, Group, and Role Management with Access Control and Workflows.

Team members:

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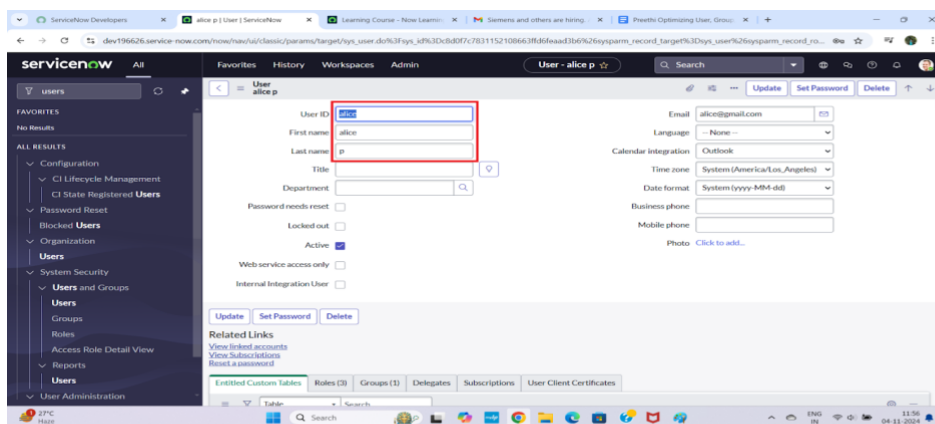
Optimizing User, Group, and Role Management with Access Control and Workflows

Problem Statement:

In a small project management team consisting of a Project Manager (Alice) and a Team Member (Bob), there is a need to efficiently manage project tasks and ensure accountability throughout the project lifecycle. The current system lacks clear role definitions, access controls, and a structured workflow, leading to confusion regarding task assignments and progress tracking.

Create User

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



The screenshot shows the ServiceNow User Administration interface. The left sidebar contains a navigation menu with options like Configuration, Lifecycle Management, Password Reset, Blocked Users, Organization, Users, System Security, Users and Groups, Users, Groups, Roles, Access Role Detail View, Reports, and User Administration. The main content area displays the 'User - alice.p' form. The form includes fields for User ID (highlighted with a red box), First name (alice), Last name (p), Title, Department, Password needs reset, Locked out, Active (checked), Web service access only, Internal Integration User, Email (alice@gmail.com), Language, Calendar integration (Outlook), Time zone (System (America/Los Angeles)), Date format (System (yyyy-MM-dd)), Business phone, Mobile phone, and Photo (Click to add...). At the bottom, there are buttons for Update, Set Password, and Delete, and a section for Related Links.

6. Click on submit

8.Create one more user:

9.Create another user with the following details click on submit.

The screenshot shows the ServiceNow 'User' form for a user named 'Bob p'. The form is divided into several sections. The 'User ID' field is highlighted with a red box. The 'First name' field contains 'Bob' and the 'Last name' field contains 'p'. The 'Title' field is empty. The 'Department' field has a search icon. The 'Password needs reset' checkbox is checked. The 'Locked out' checkbox is unchecked. The 'Active' checkbox is checked. The 'Web service access only' checkbox is unchecked. The 'Internal integration user' checkbox is unchecked. The 'Email' field contains 'bob@gmail.com'. The 'Language' dropdown is set to 'None'. The 'Calendar integration' dropdown is set to 'Outlook'. The 'Time zone' dropdown is set to 'System (America/Los Angeles)'. The 'Date format' dropdown is set to 'System (yyyy-MM-dd)'. The 'Business phone' and 'Mobile phone' fields are empty. The 'Photo' field has a 'Click to add...' link. The 'Update', 'Set Password', and 'Delete' buttons are at the top right. The 'Related Links' section includes 'View linked accounts', 'View Subscriptions', and 'Reset assessment'. The 'Entitled Custom Tables' section is empty.

Create Groups

1.Open service now.

2.Click on All >> search for groups

3.Select groups under system security

4.Click on new

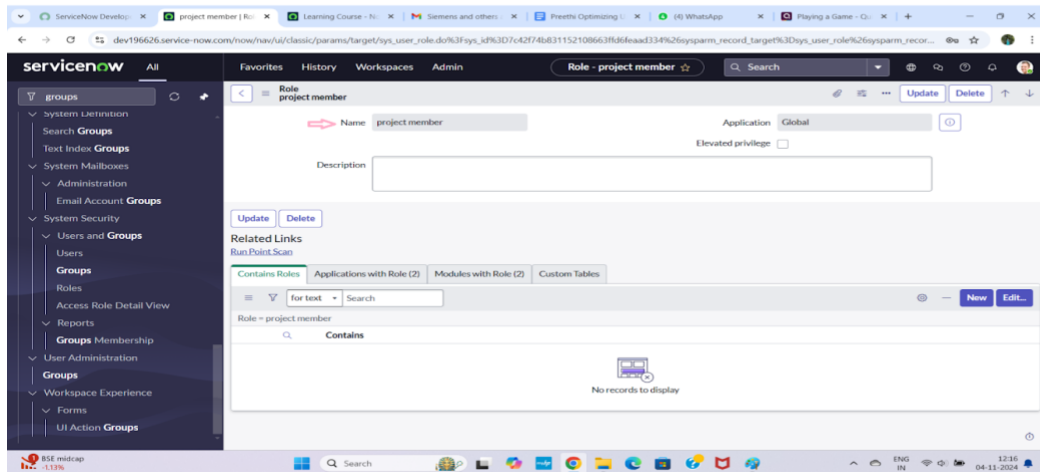
5.Fill the following details to create a new group

6.Click on submit

The screenshot shows the ServiceNow 'Group' form for a group named 'project team'. The form is divided into several sections. The 'Name' field contains 'project team'. The 'Group email' field is empty. The 'Manager' field has a search icon. The 'Parent' field has a search icon. The 'Description' field is empty. The 'Update' and 'Delete' buttons are at the top right. The 'Roles' section is expanded, showing a table with columns 'Created', 'Role', 'Granted by', and 'Inherits'. The table is empty, with a message 'No records to display' at the bottom. The 'Group Members (2)' section is also expanded, showing a table with columns 'Created', 'Role', 'Granted by', and 'Inherits'. The table is empty, with a message 'No records to display' at the bottom.

Create Roles

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 role
6. Click on submit



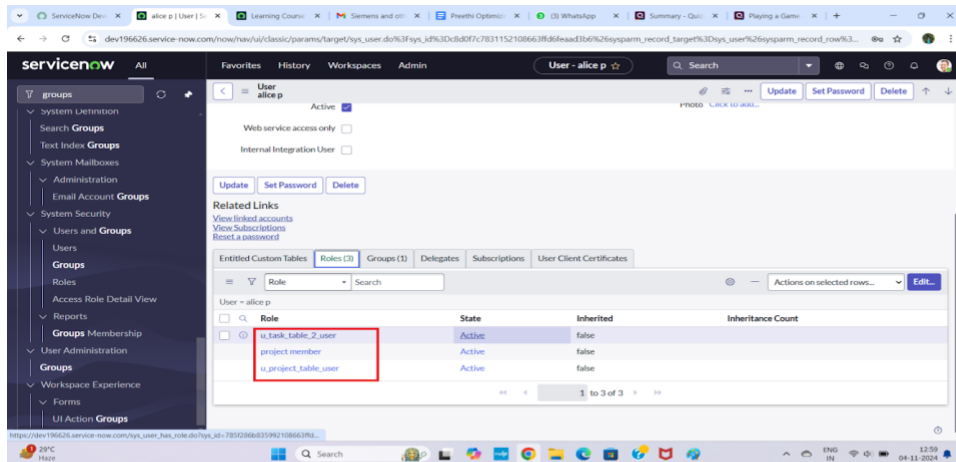
Create one more role:

7. Create another role with the following details
8. Click on submit

Assign roles to alice user

1. Open servicenow Click on All >> search for user

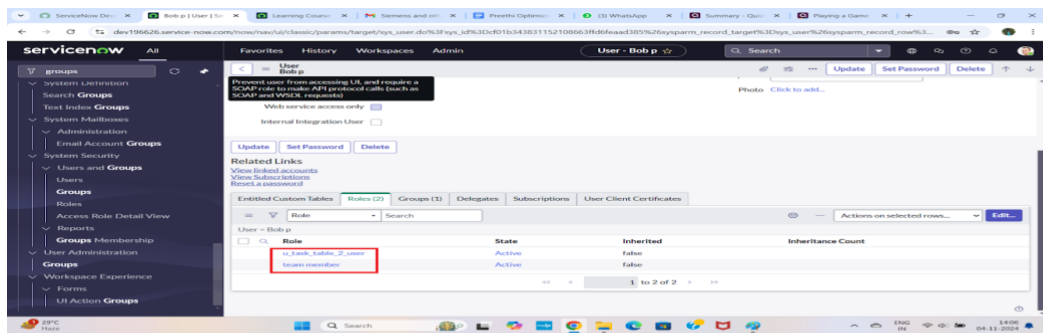
2. Select tables under system definition
3. Select the project manager user
4. Under project manager
5. Click on edit
6. Select project member and save
7. Click on edit add project table role and task table role
8. Click on save and update the form.



Assign roles to bob user

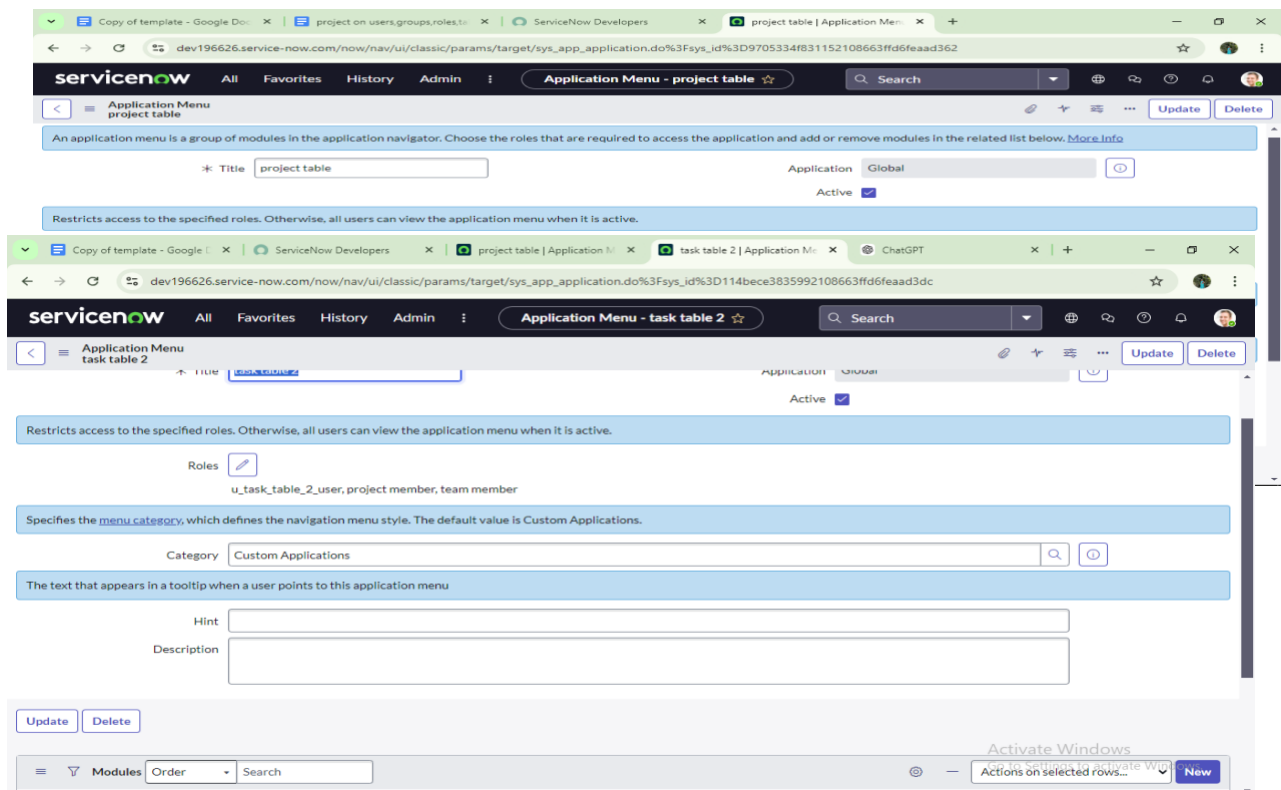
1. Open servicenow. Click on All >> search for user
2. Select tables under system definition
3. Select the bob p user
4. Under team member
5. Click on edit
6. Select team member and give table role and save
7. Click on profile icon Impersonate user to bob

8. We can see the task table2.



Assign table access to application

1. while creating a table it automatically create a application and module for that table
2. Go to application navigator search for search project table application
3. Click on edit module
4. Give project member roles to that application
5. Search for task table2 and click on edit application.
6. Give the project member and team member role for task table 2 application



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

Warning: A role, security attribute, data condition, or script is required to properly secure access with this ACL.

Type: record
Operation: write
Decision Type: Allow If
Application: Global
Active: ☒
Advanced: ☐
Protection policy: None
Name: task table 2 [u_task_table_2]
Description:
Applies To: task table 2 [u_task_table_2] status

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 fClick on profile on top right side

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_leave_request	Allow If	delete	record	true	admin	2024-10-22 02:27:59
u_leave_request	Allow If	create	record	true	admin	2024-10-22 02:27:59
u_task_table	Allow If	read	record	true	admin	2024-10-22 04:21:28
u_task_table	Allow If	write	record	true	admin	2024-10-22 04:20:15
u_task_table.u_assigned_to	Allow If	write	record	true	admin	2024-10-22 04:33:53
u_task_table.u_due_date	Allow If	write	record	true	admin	2024-10-22 04:33:14
u_task_table.u_task_id	Allow If	write	record	true	admin	2024-10-22 04:27:47
u_task_table.u_task_name	Allow If	write	record	true	admin	2024-10-22 04:31:14
u_task_table_2	Allow If	write	record	true	admin	2024-10-22 21:05:07
u_task_table_2	Allow If	read	record	true	admin	2024-10-22 21:26:57
u_task_table_2	Allow If	read	record	true	admin	2024-10-22 21:05:07
u_task_table_2	Allow If	write	record	true	admin	2024-10-22 21:28:27
u_task_table_2	Allow If	create	record	true	admin	2024-10-22 21:05:06
u_task_table_2	Allow If	delete	record	true	admin	2024-10-22 21:05:07
u_task_table_2.u_assigned_to	Allow If	write	record	true	admin	2024-10-22 21:31:20

12. Click on profile on top right side
13. Click on impersonate user
14. Select bob user
15. Go to all and select task table2 in the application menu bar
16. Comment and status fields are have the edit access

task id

task name

status

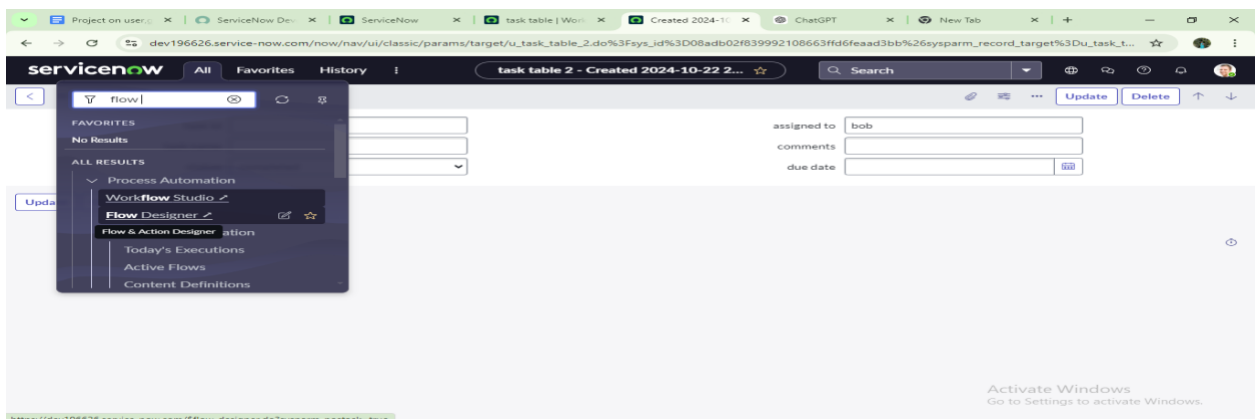
assigned to

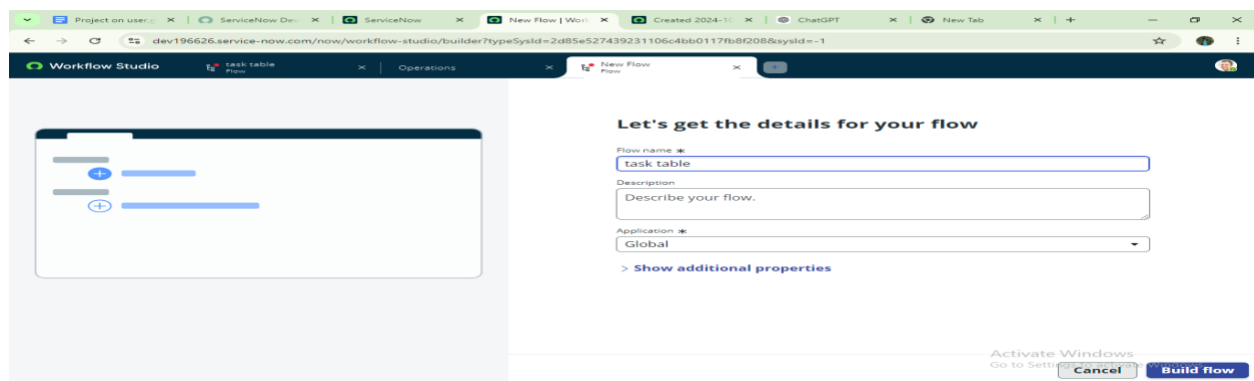
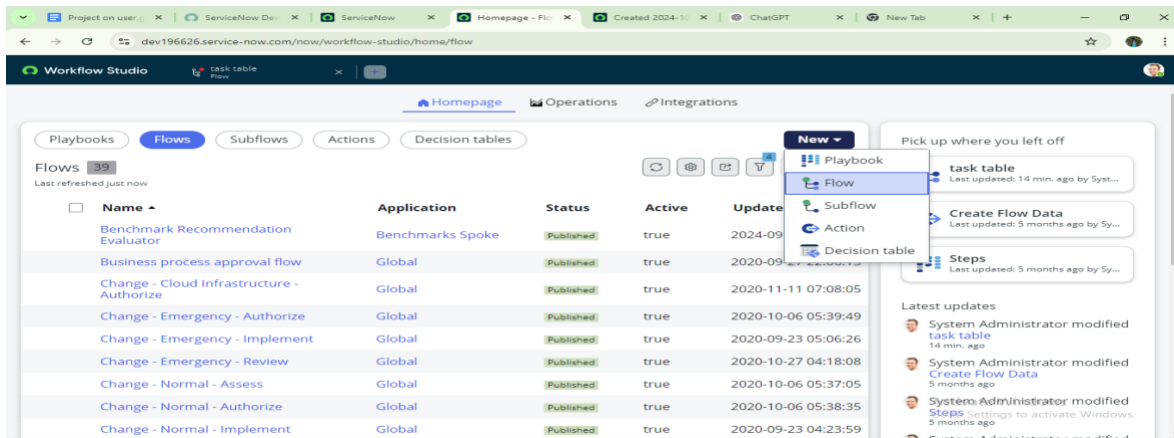
comments

due date

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

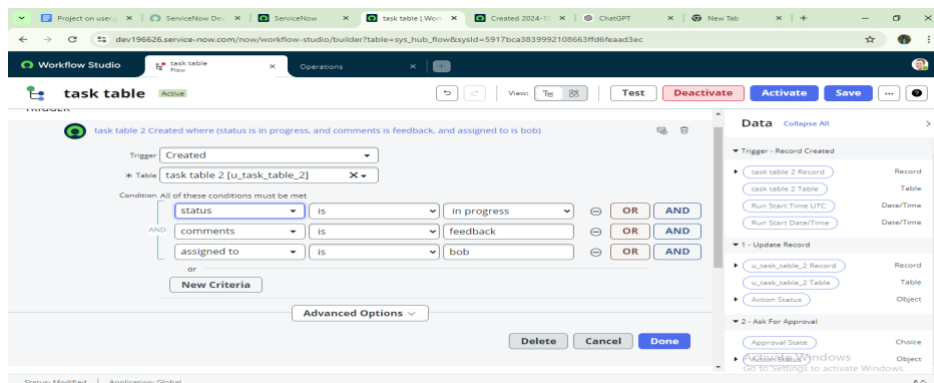
1. Click on All >> search for Flow Designer
2. Click on Flow Designer under Process Automation.
3. After opening Flow Designer Click on new and select Flow.
4. Under Flow properties Give Flow Name as “ task table”.
5. Application should be Global.
6. Click build flow.





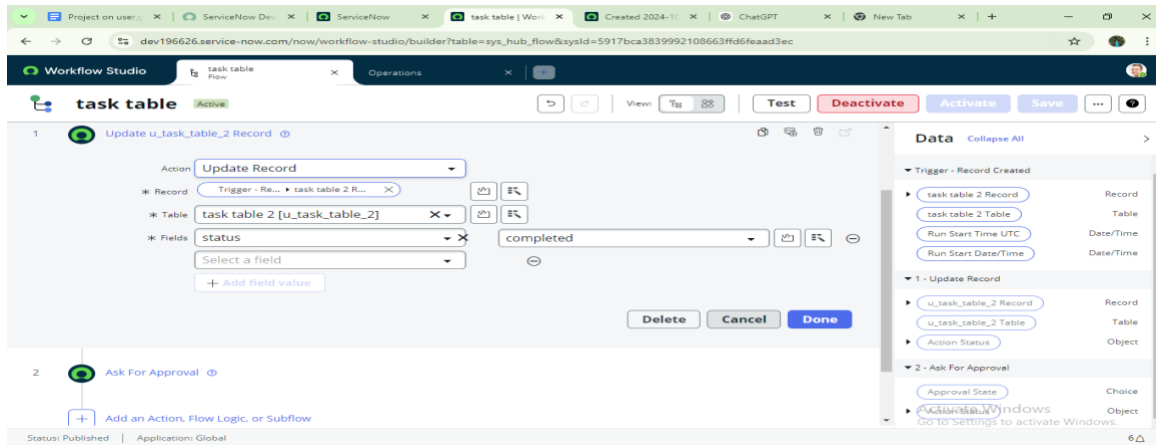
next step:

1. Click on Add a trigger
2. Select the trigger in that Search for “create record” and select that.
3. Give the table name as “ task table ”.
4. Give the Condition as Field : status Operator :is Value : in progress
Field : comments Operator :is Value : feedback
Field : assigned to Operator :is Value : bob
5. After that click on Done.



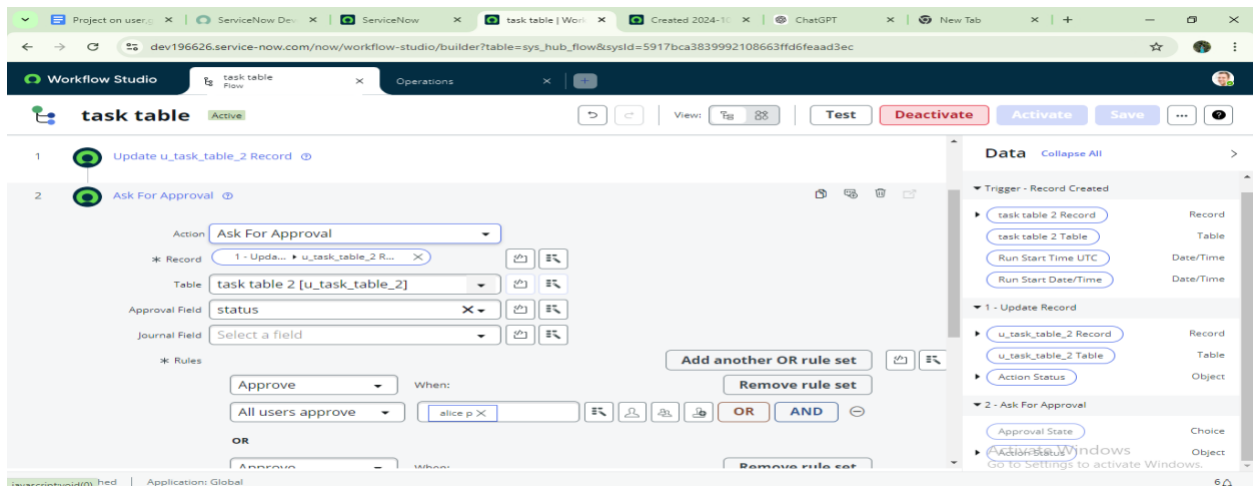
Next step:

1. Click on Add an action.
2. Select action in that ,search for “ update records”.
3. In Record field drag the fields from the data navigation from Right Side(Data pill)
4. Table will be auto assigned after that
5. Add fields as “status” and value as “completed”
6. Click on Done.



Next step:

1. Now under Actions.
2. Click on Add an action.
3. Select action in that ,search for “ ask for approval ”.
4. In Record field drag the fields from the data navigation from Right side
5. Table will be auto assigned after that
6. Give the approve field as “ status”
7. Give approver as alice p
8. Click on Done.



1. Go to application navigator search for task table.
2. It status field is updated to completed

task id

task name

status

assigned to

comments

due date

- 1.Go to application navigator and search for my approval
- 2.Click on my approval under the service desk.
- 3.Alice p got approval request then right click on requested then select approved

State	Approver	Comments	Approval for	Created
Approved	alice p		(empty)	2024-10-22 22:26:19
Rejected	Fred Luddy		(empty)	2024-09-01 12:19:33
Requested	Fred Luddy		(empty)	2024-09-01 12:17:03
Requested	Fred Luddy		(empty)	2024-09-01 12:15:44
Requested	Howard Johnson		CHG0000096	2024-09-01 06:15:29
Requested	Ron Kettering		CHG0000096	2024-09-01 06:15:29
Requested	Luke Wilson		CHG0000096	2024-09-01 06:15:29
Requested	Christen Mitchell		CHG0000096	2024-09-01 06:15:29
Requested	Bernard Laboy		CHG0000096	2024-09-01 06:15:29
Requested	Howard Johnson		CHG0000095	2024-09-01 06:15:25
Requested	Ron Kettering		CHG0000095	2024-09-01 06:15:25
Requested	Luke Wilson		CHG0000095	2024-09-01 06:15:25
Requested	Christen Mitchell		CHG0000095	2024-09-01 06:15:25
Requested	Bernard Laboy		CHG0000095	2024-09-01 06:15:25

Conclusion :

This scenario highlights a structured approach to project management, showcasing the roles of Alice and Bob within a defined workflow. With Alice's oversight and Bob's execution, the team effectively collaborates to ensure project success. The use of tables organizes key information, facilitating easy tracking of projects, tasks, and progress updates. Overall, this system promotes accountability, enhances communication, and leads to the successful completion of projects.