Project Title

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

Team Id: NM2025TMID17911

Team Leader :JAGANATH PRADHAN A

Team Member 1:MAGENDHAREN S

Team Member 2:SANTHOSH KUMAR S

Team Member 3:KEERTHANA V

Category: ServiceNow System Administrator

Skills Required: Database & Directory Services, Programming & Scripting

Project Description:

The project "Optimizing User, Group, and Role Management with Access Control and Workflows" focuses on designing and implementing an efficient system for managing users, groups, and roles within an organization. The goal is to enhance security, scalability, and operational efficiency by streamlining how access rights and permissions are assigned, monitored, and automated.

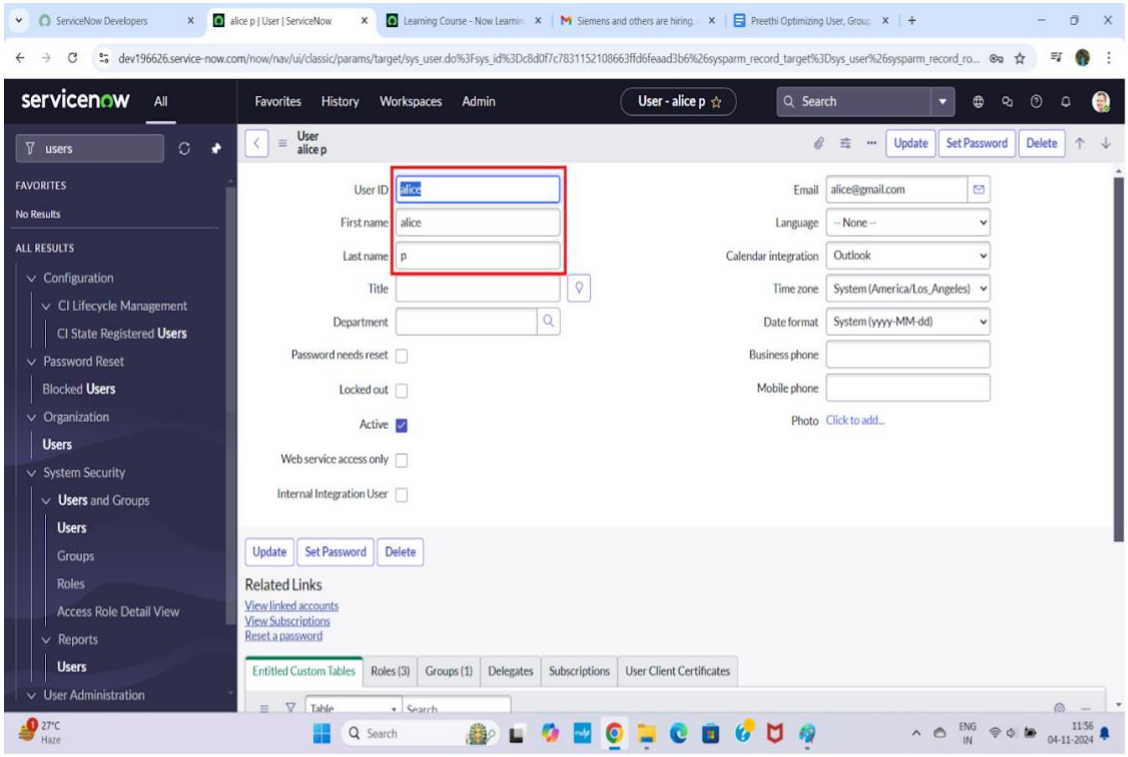
The system ensures that user identities are properly authenticated, authorized, and mapped to specific roles or groups according to organizational policies. By integrating role-based access control (RBAC) and workflow-driven automation,

the project minimizes manual intervention, reduces errors, and enforces compliance with security standards.

TASK INITIATION

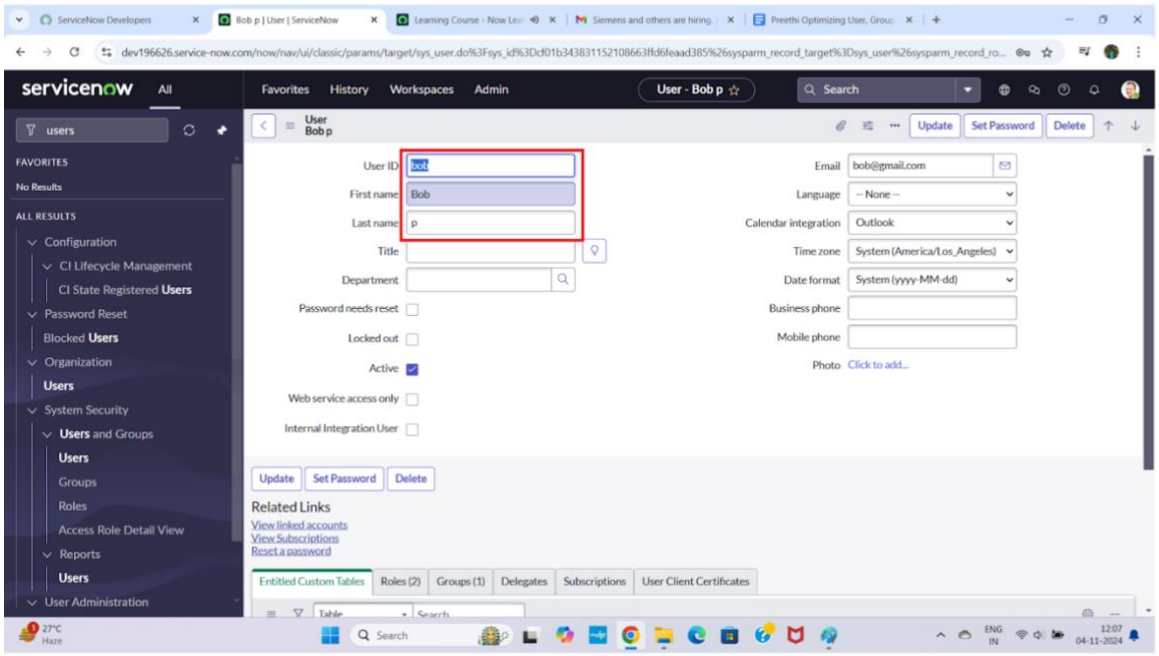
Create Users

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



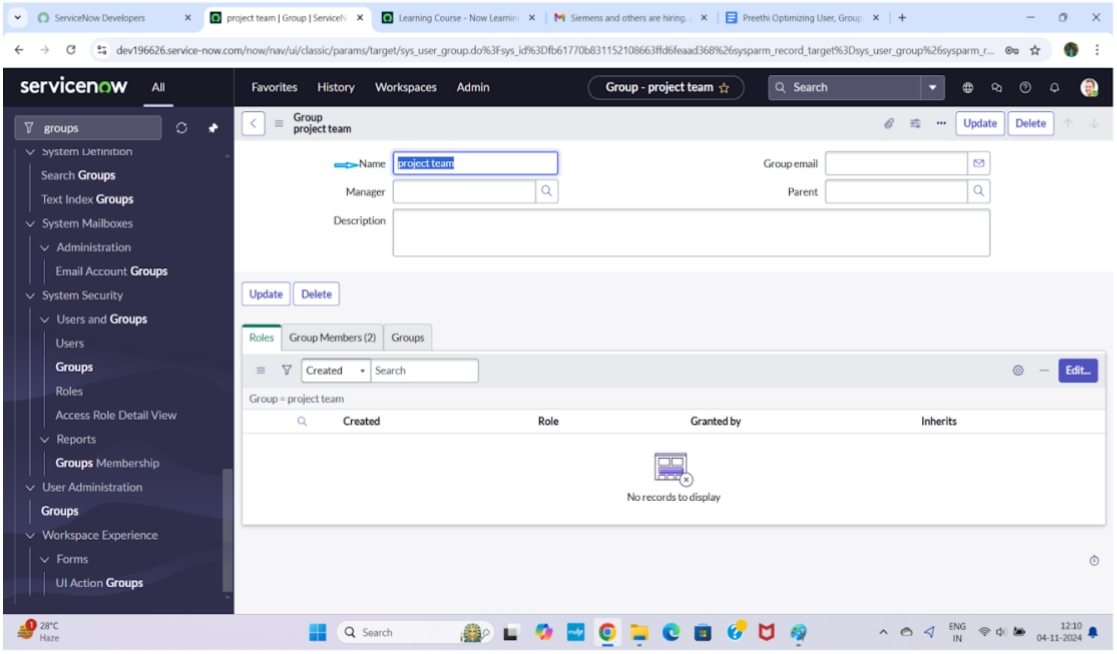
Create one more user:

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



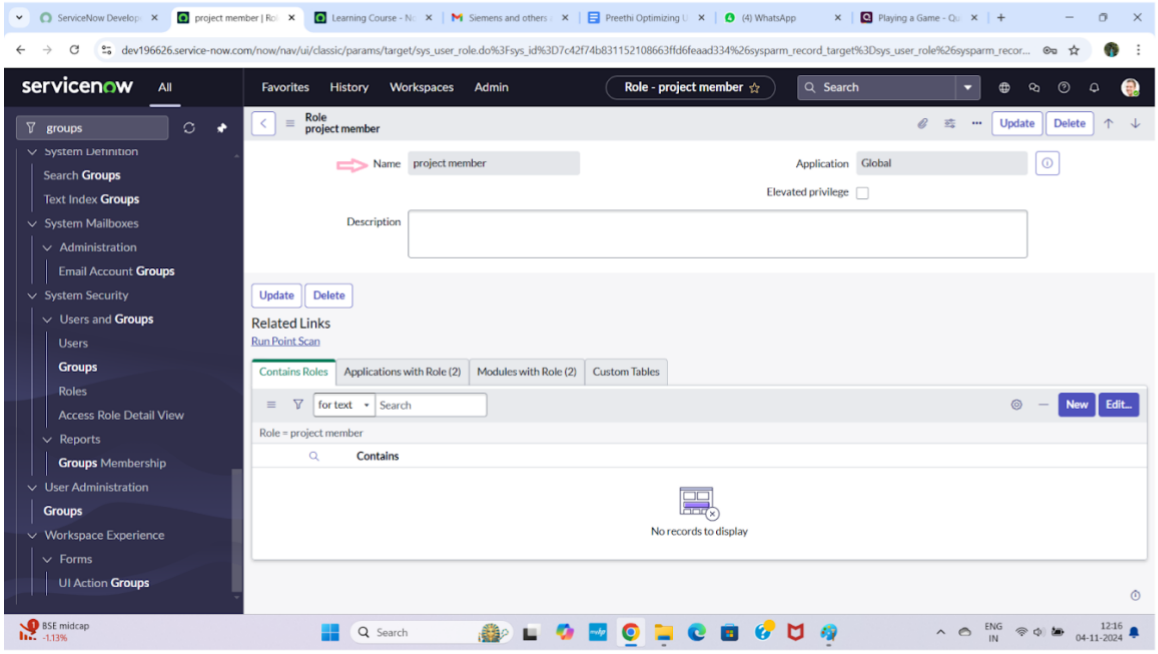
Create Groups

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



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 : Team member

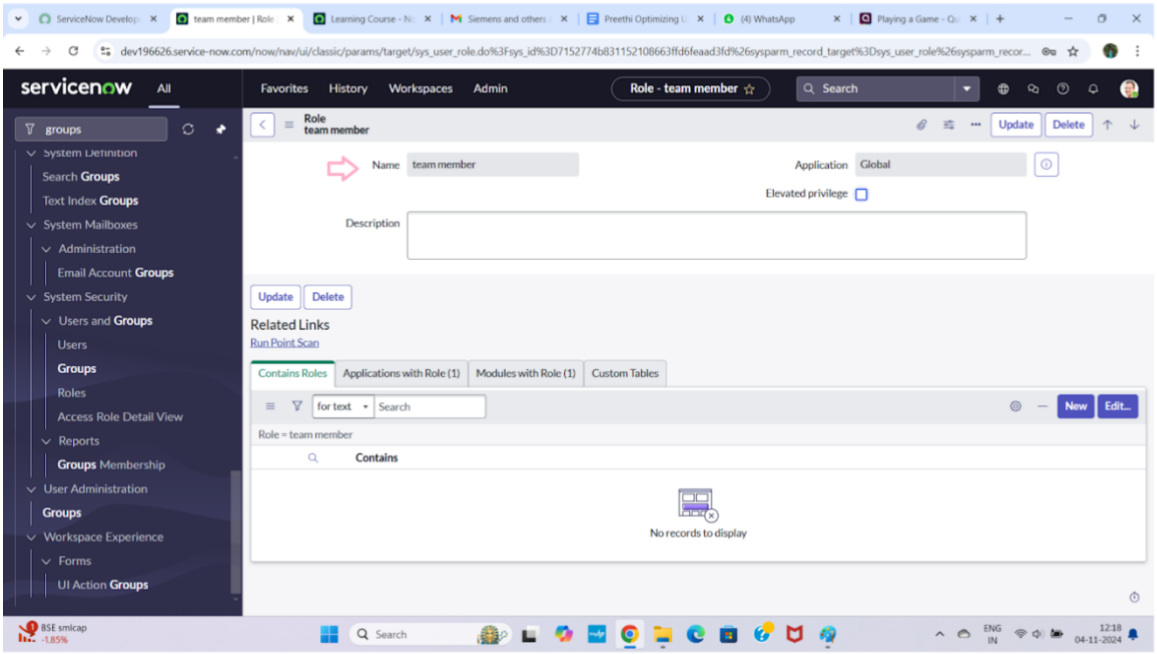
8.Click on submit

Create Table

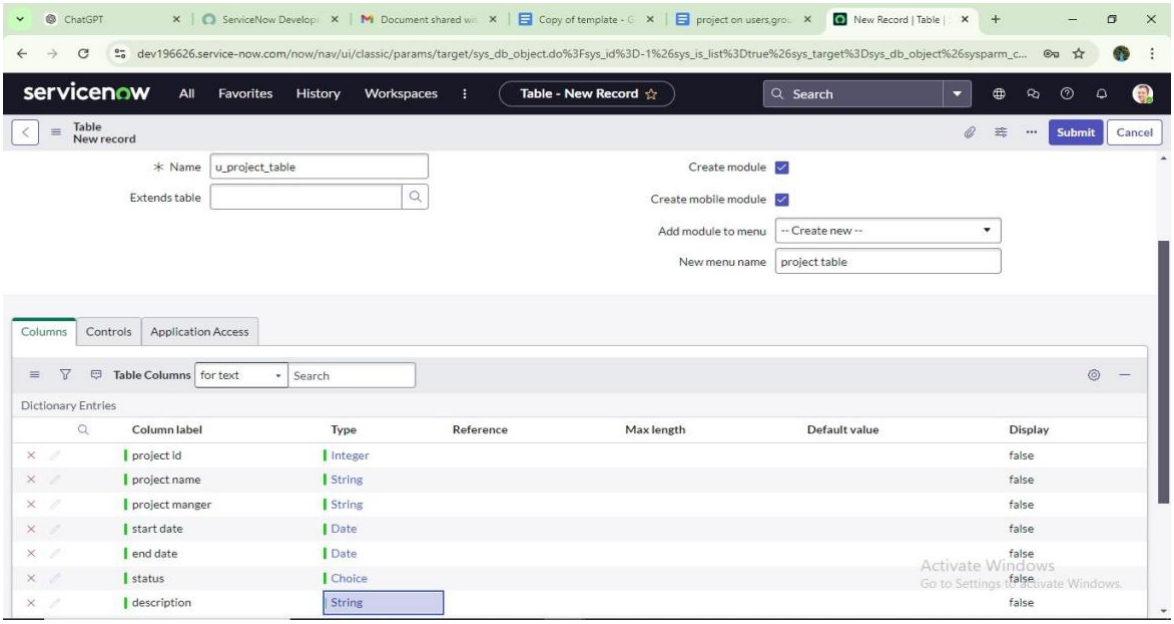
1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Click on new
5. Fill the following details to create a new table
   Label : project table
   Check the boxes Create module & Create mobile module

6. Under new menu name : project table

7. Under table columns give the columns



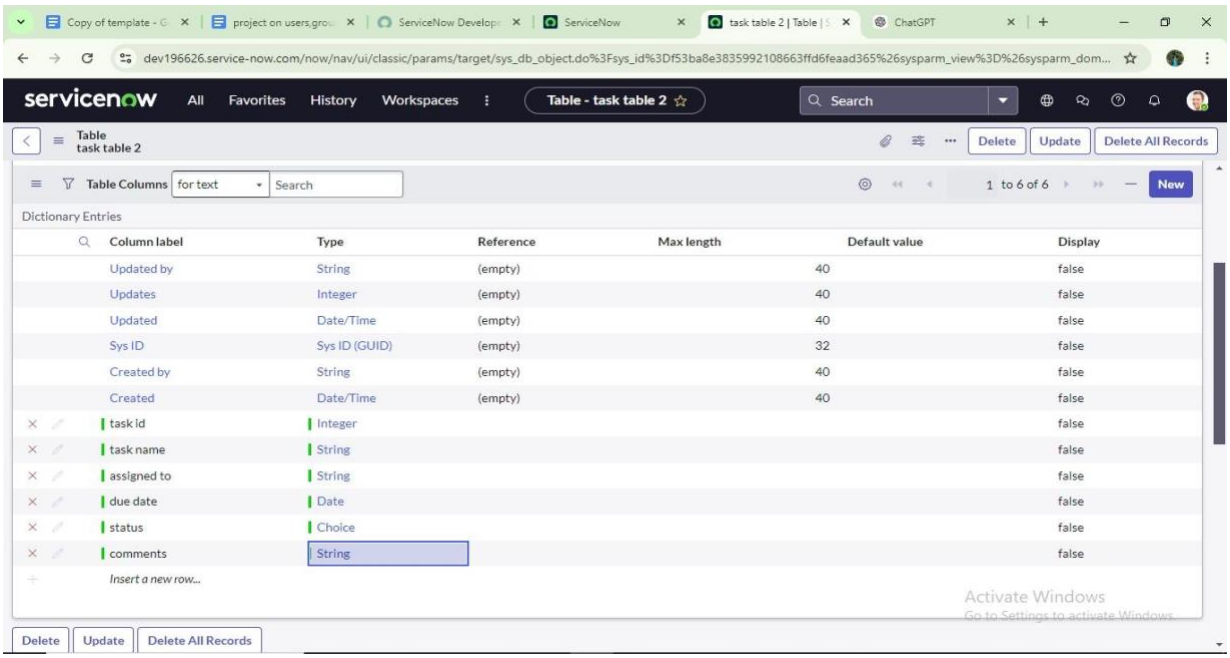
8. Click on submit



Create one more table:

9.Create another table as: task table 2 and fill with following details.

10. Click on submit.



Assign users to groups

Project team group

1.Open service now.

2.Click on All >> search for groups

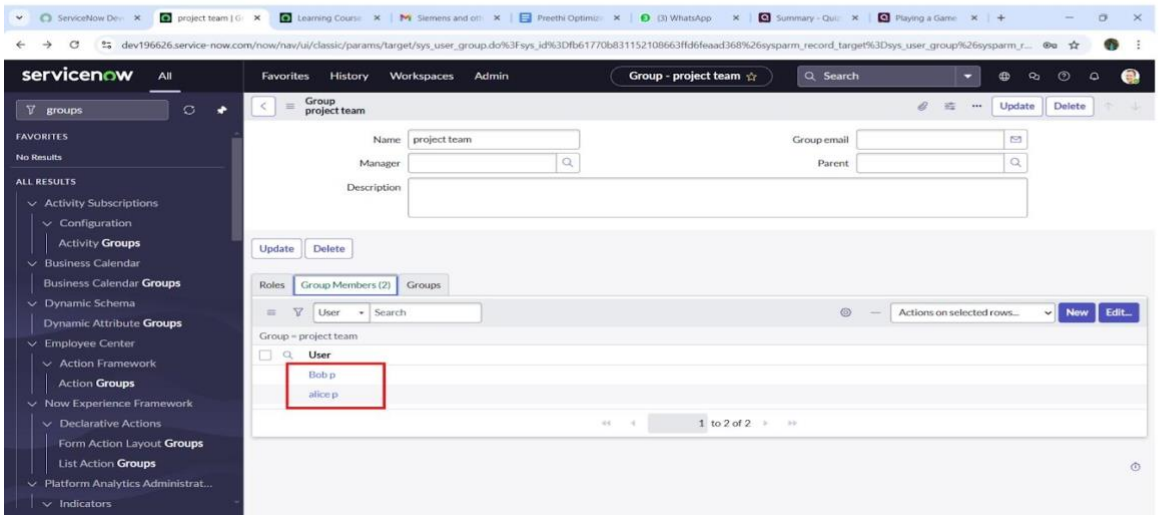
3.Select tables under system definition

4.Select the project team group

5.Under group members

6.Click on edit

7.Select alice p and bob p and save



Assign roles to users

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

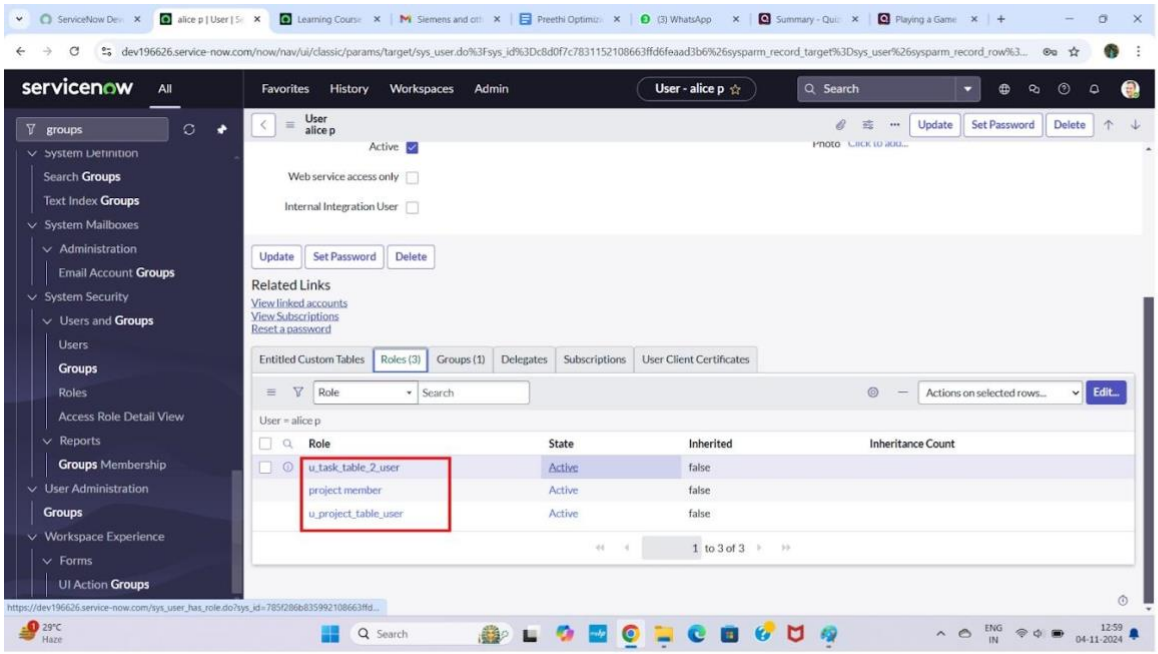
4.Under project manager

5.Click on edit

6.Select project member and save

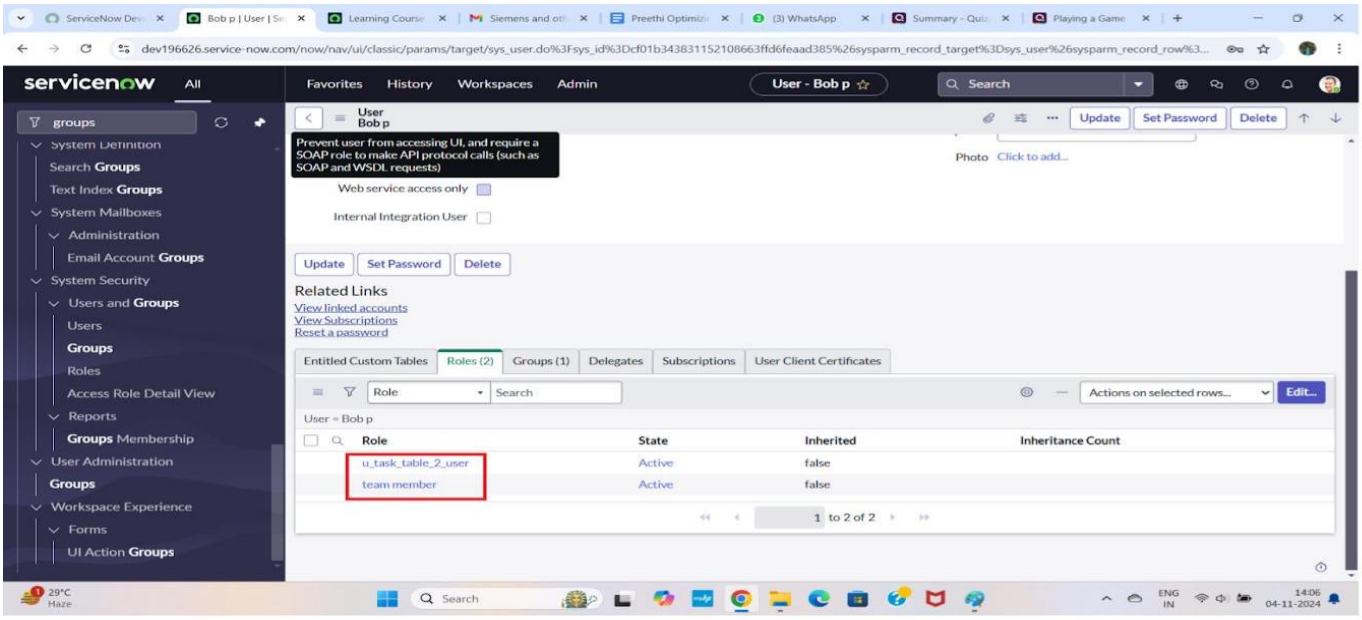
7.click on edit add u_project_table role and u_task_table role

8.click on save and update the form.



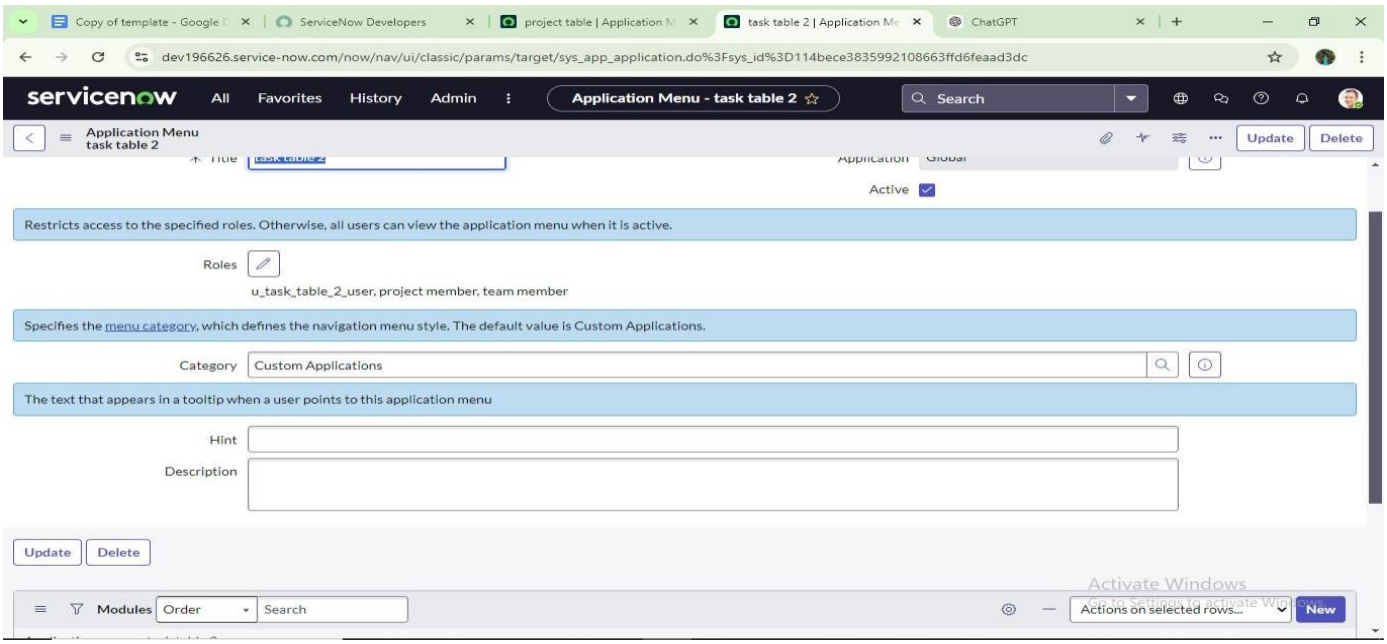
Assign roles to bob user

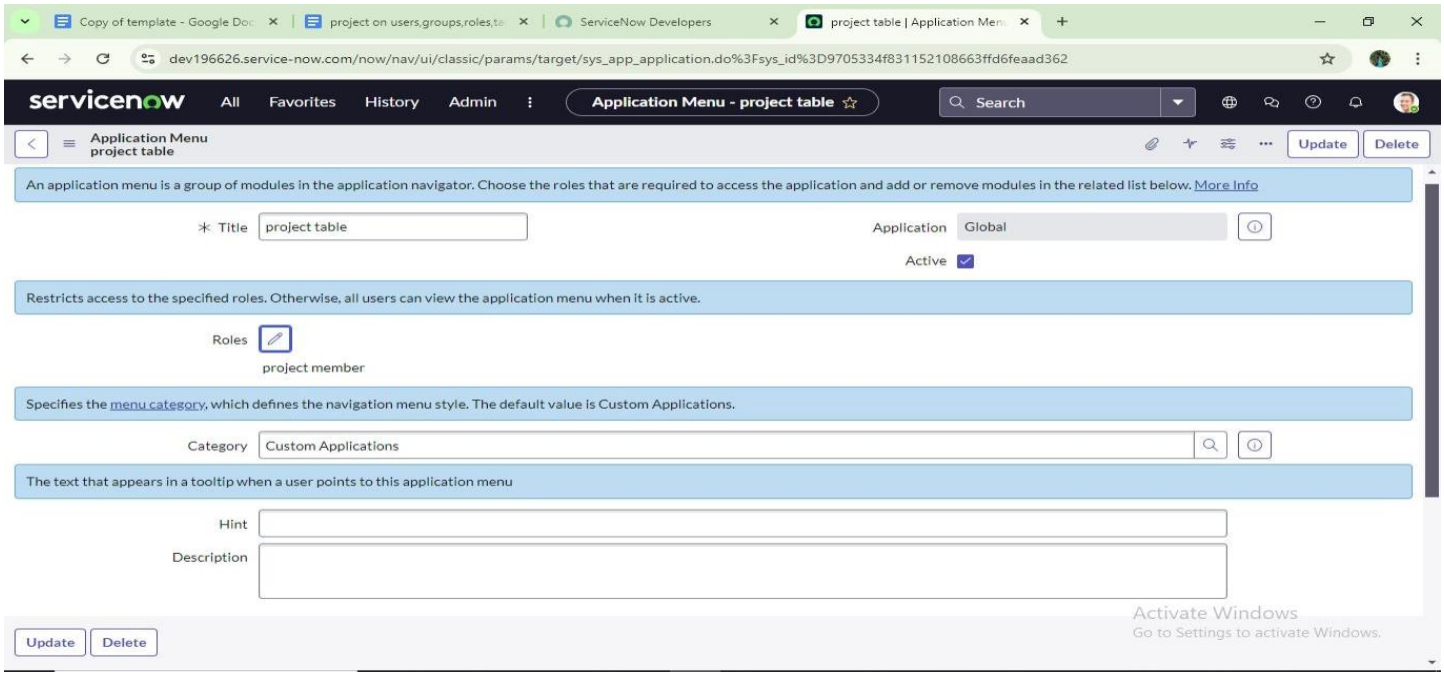
1. Open ServiceNow. Click on All >> search for user
2. Select tables under system definition
3. Select the bob p user
4. Under team member
5. Click on edit
6. Select team member and give table role and sav
7. Click on profile icon Impersonate user to bob
8. We can see the task table



Application access

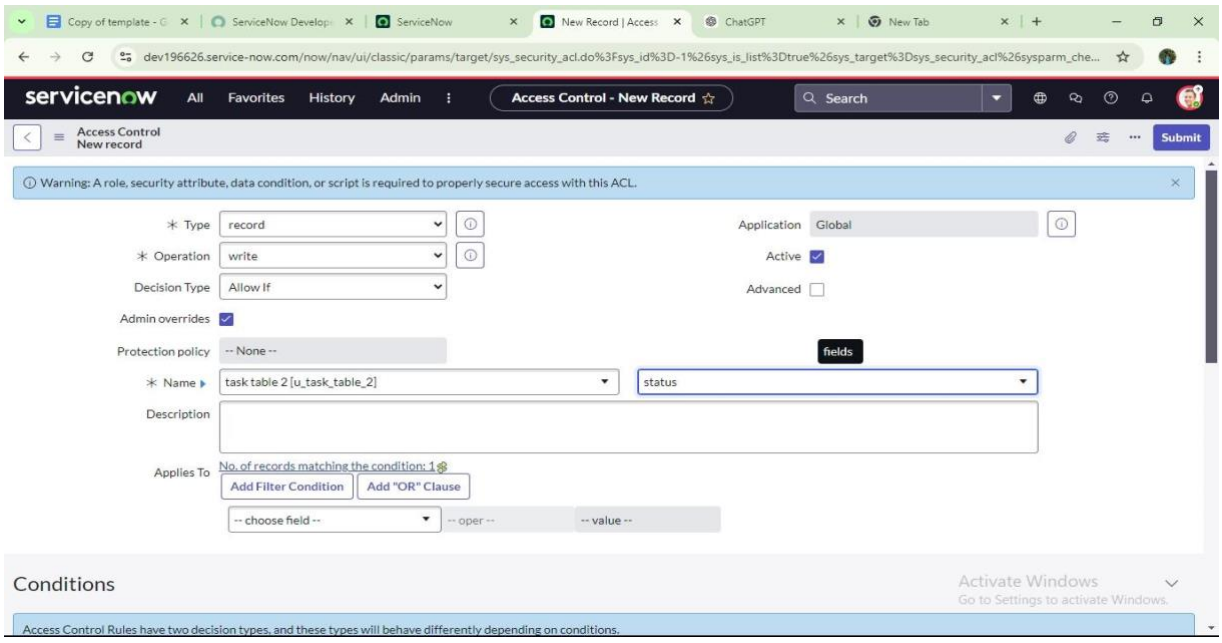
1. While creating a table it automatically create a application and module for that table
2. Go to application navigator search for search project table application
3. Click on edit module
4. Give project member roles to that application
5. Search for task table2 and click on edit application.
6. Give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



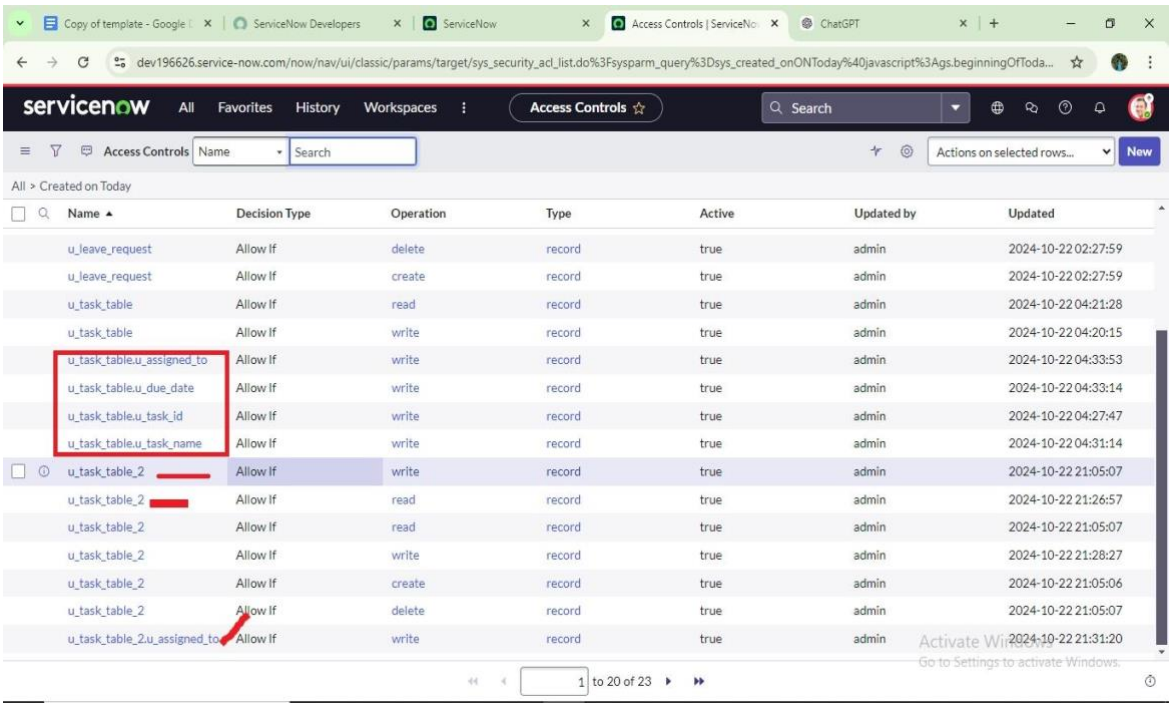
7.Scroll down under requires role

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



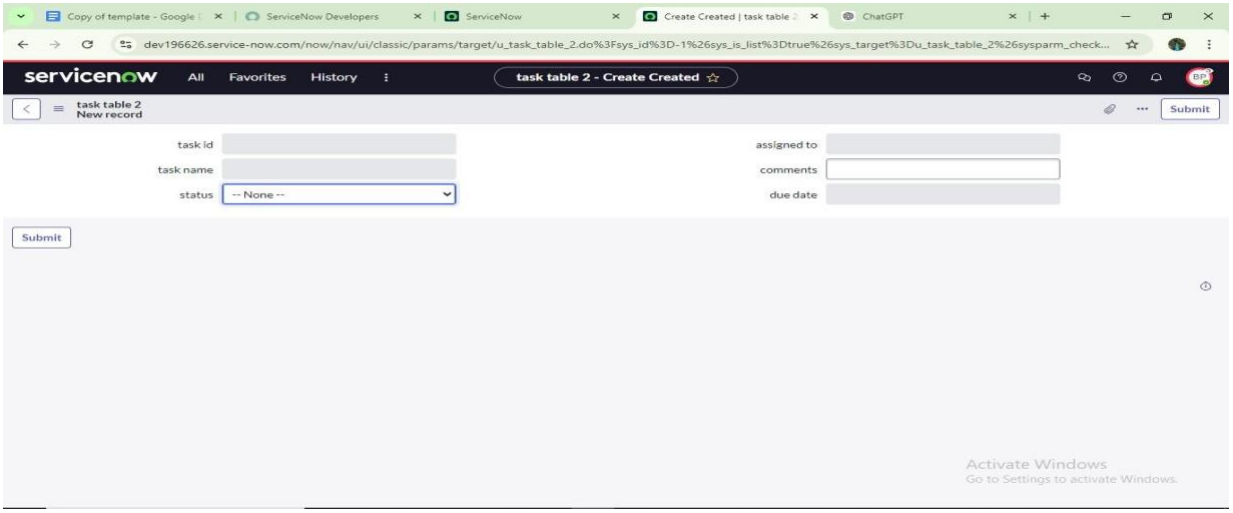
12.Click on profile on top right side

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



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

1.Click on All >> search for Flow Designer

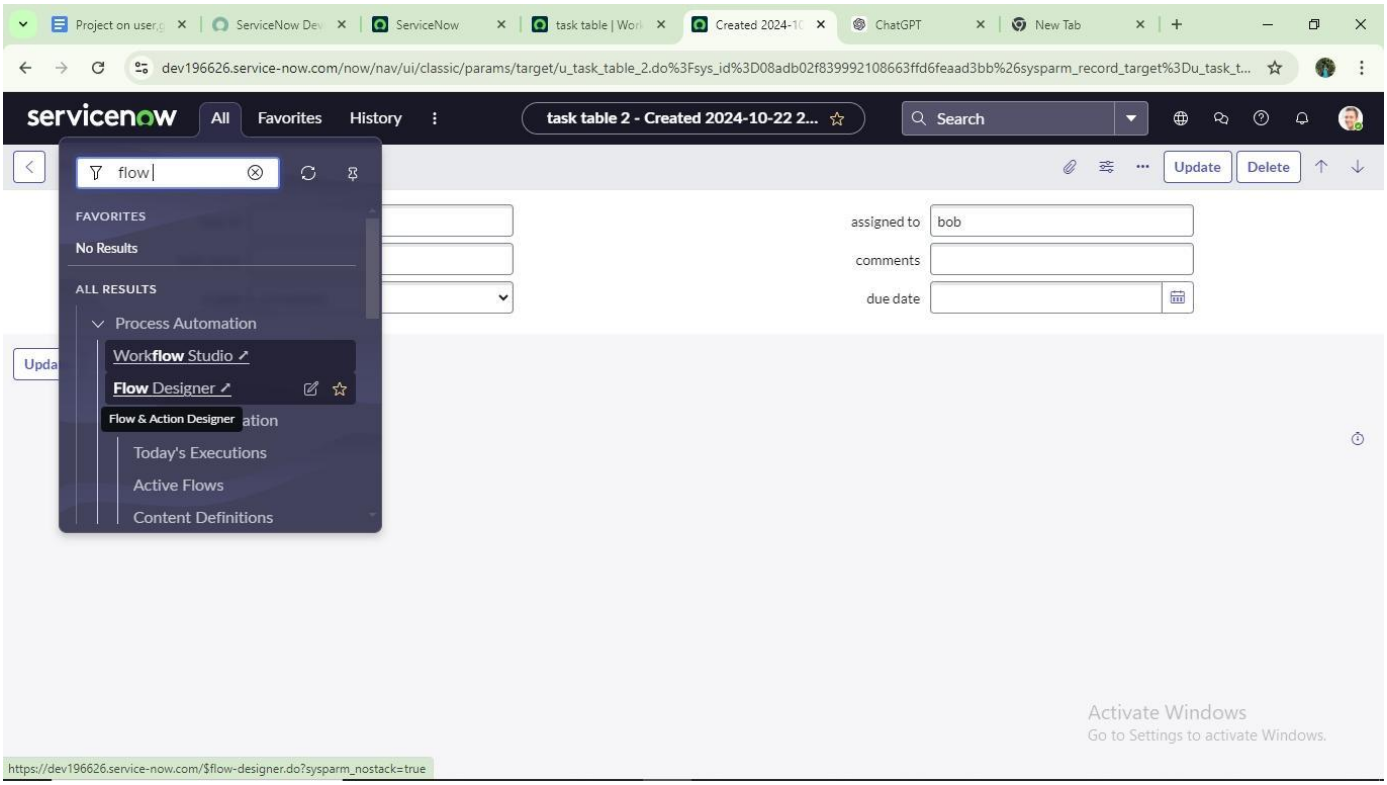
2.Click on Flow Designer under Process Automation.

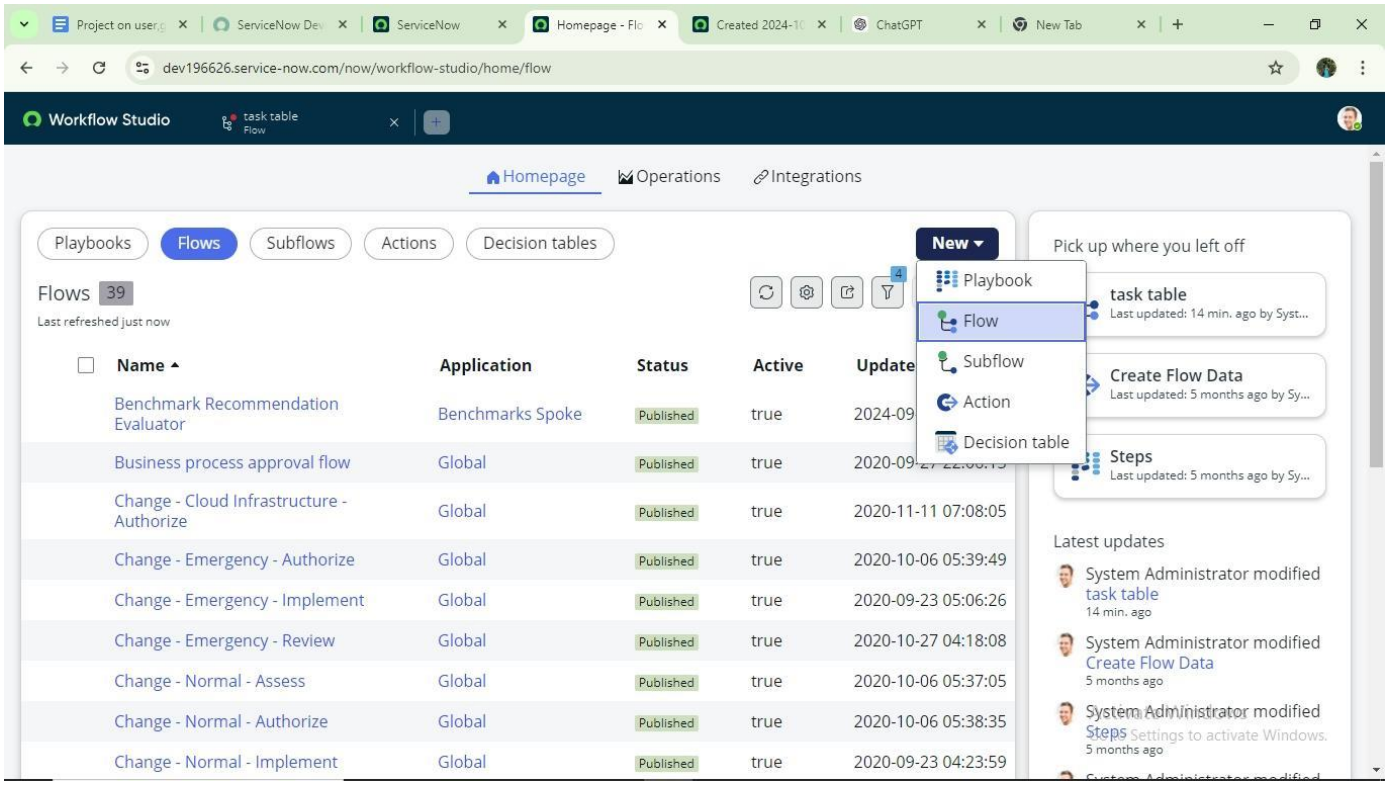
3.After opening Flow Designer Click on new and select Flow.

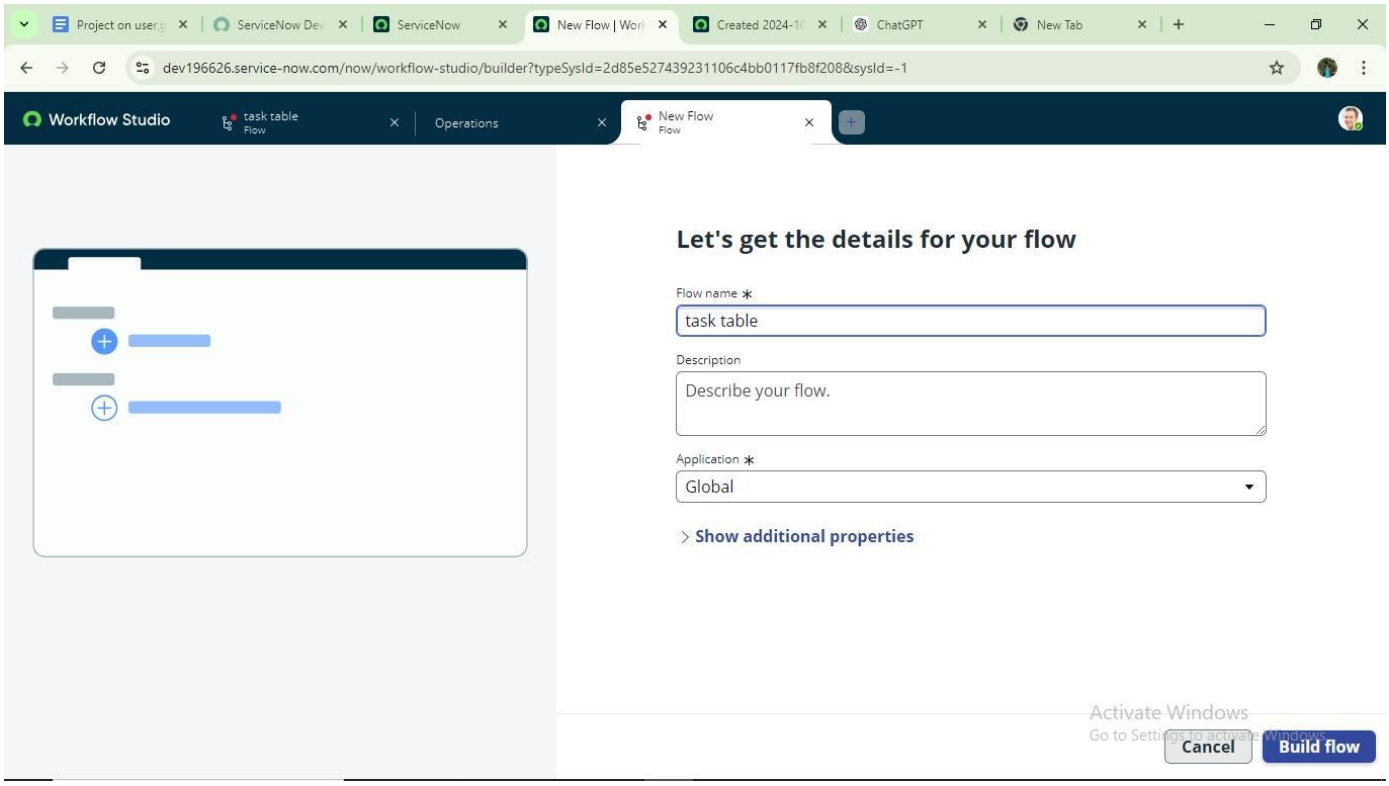
4.Under Flow properties Give Flow Name as " task table".

5.Application should be Global.

6.Click build flow.




dev196626.service-now.com/now/workflow-studio/home/flow
Workflow Studio
task table
Flow
Homepage
Operations
Integrations
Playbooks
Flows
Subflows
Actions
Decision tables
New
Flows 39
Last refreshed just now
Name
Application
Status
Active
Update
Benchmark Recommendation Evaluator
Benchmarks Spoke
Published
true
2024-09
Business process approval flow
Global
Published
true
2020-09
Change - Cloud Infrastructure - Authorize
Global
Published
true
2020-11-11 07:08:05
Change - Emergency - Authorize
Global
Published
true
2020-10-06 05:39:49
Change - Emergency - Implement
Global
Published
true
2020-09-23 05:06:26
Change - Emergency - Review
Global
Published
true
2020-10-27 04:18:08
Change - Normal - Assess
Global
Published
true
2020-10-06 05:37:05
Change - Normal - Authorize
Global
Published
true
2020-10-06 05:38:35
Change - Normal - Implement
Global
Published
true
2020-09-23 04:23:59
Playbook
Flow
Subflow
Action
Decision table
Pick up where you left off
task table
Last updated: 14 min. ago by Syst...
Create Flow Data
Last updated: 5 months ago by Sy...
Steps
Last updated: 5 months ago by Sy...
Latest updates
System Administrator modified task table
14 min. ago
System Administrator modified Create Flow Data
5 months ago
System Administrator modified Steps
5 months ago


dev196626.service-now.com/now/workflow-studio/builder?typeSysId=2d85e527439231106c4bb0117fb8f208&sysId=-1
Workflow Studio
task table
Flow
Operations
New Flow
Flow
Let's get the details for your flow
Flow name *
task table
Description
Describe your flow.
Application *
Global
Show additional properties
Activate Windows
Go to Settings to activate Windows.
Cancel
Build flow

Next step:

1.Click on Add a trigger

2.Select the trigger in that Search for “create record” and select that.

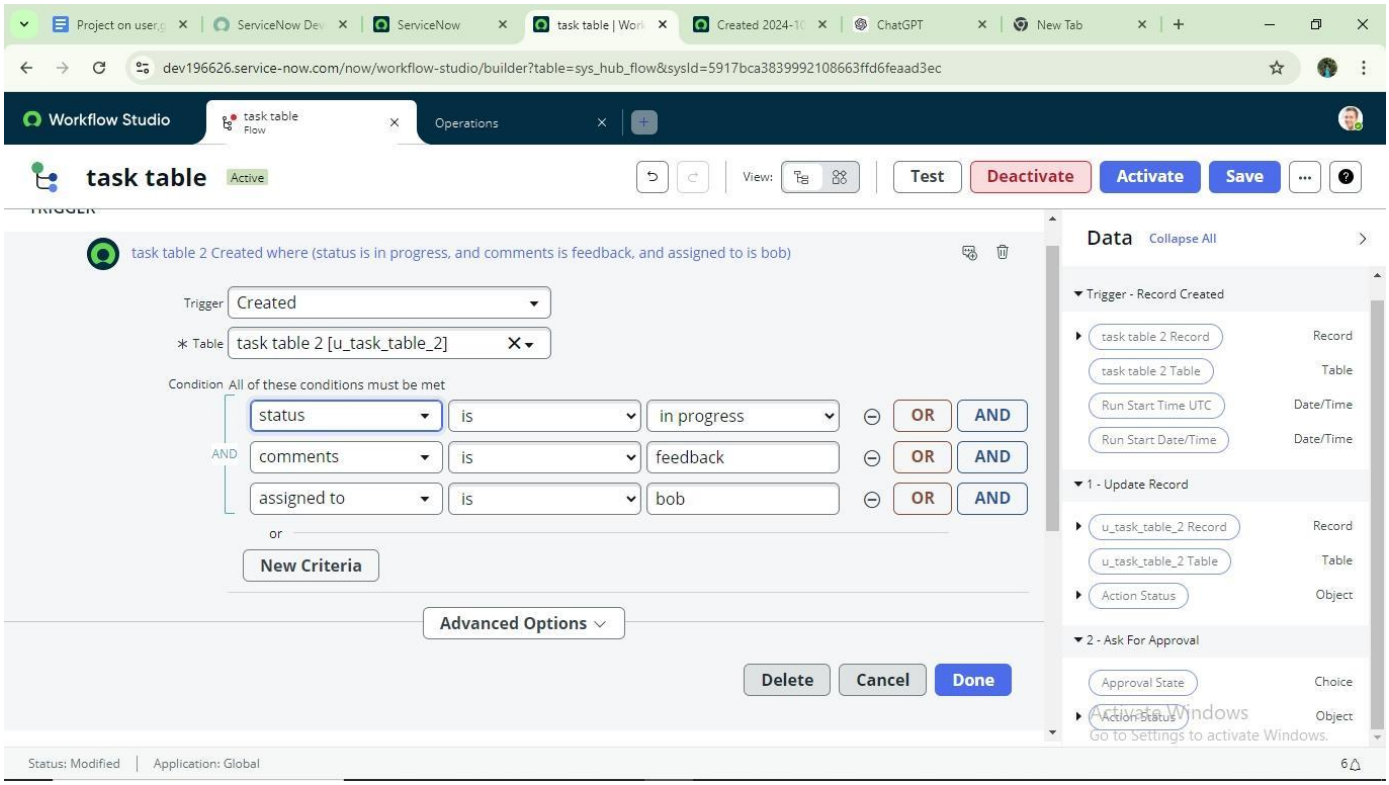
3.Give the table name as “ task table ”.

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.

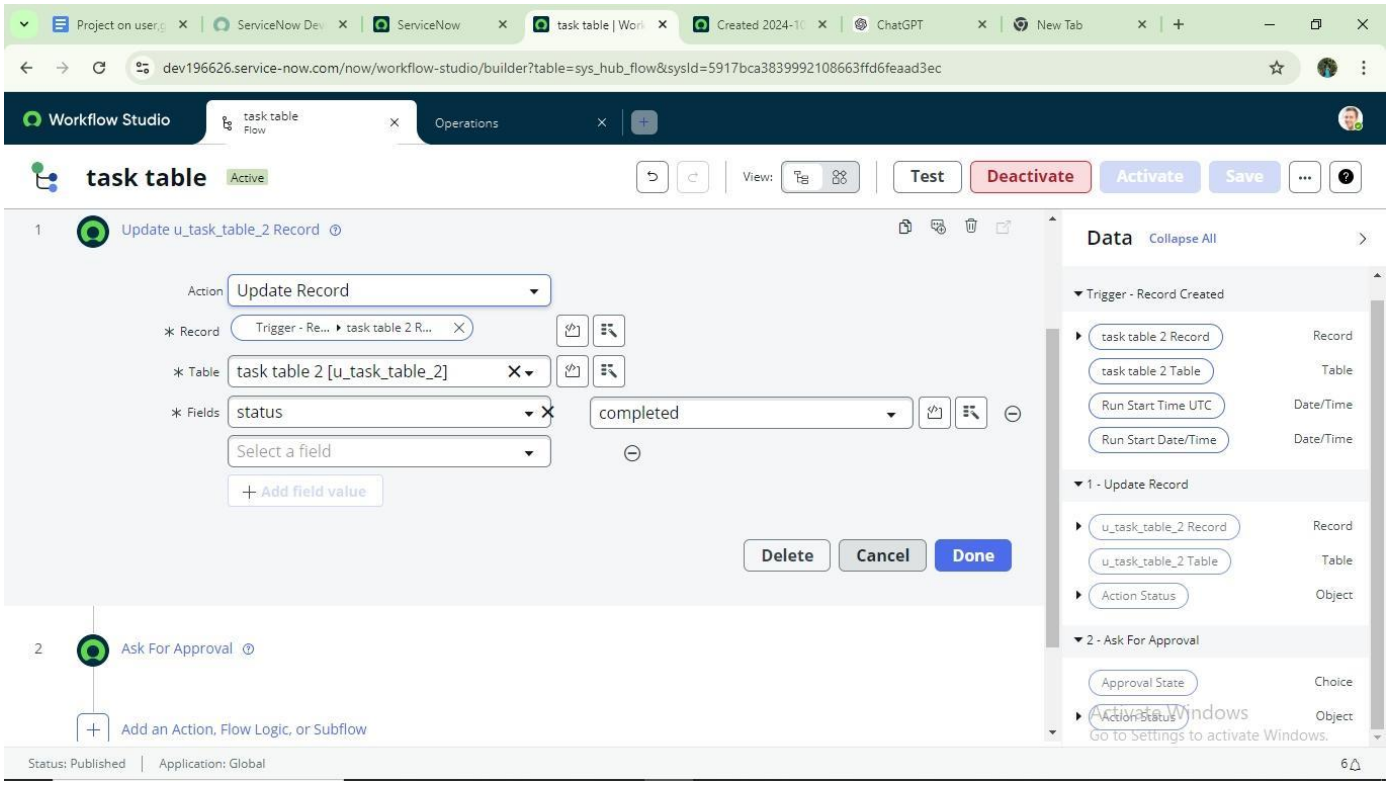
2.Select action in that ,search for “ update records”.

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 ”.

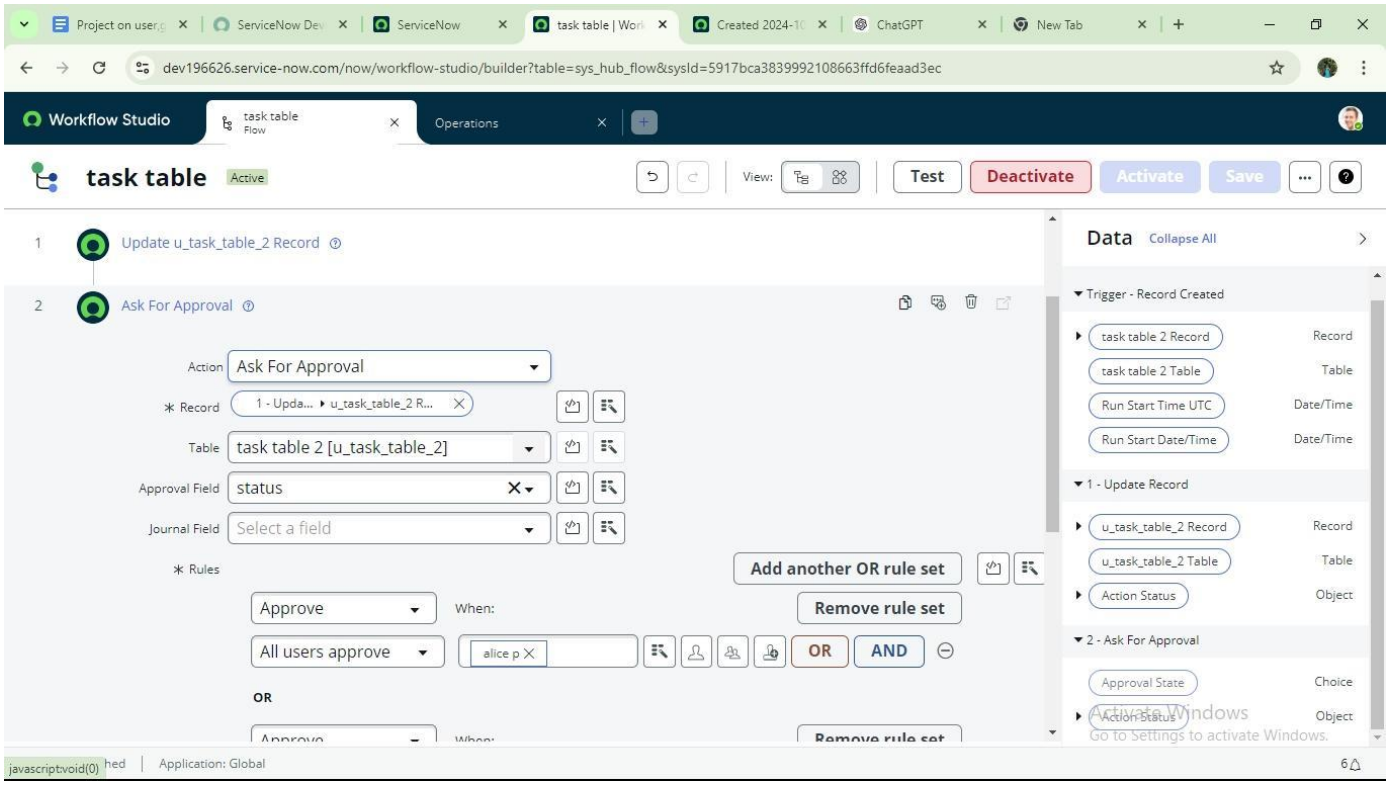
4.In Record field drag the fields from the data navigation from Right side

5.Table will be auto assigned after that

6.Give the approve field as “ status”

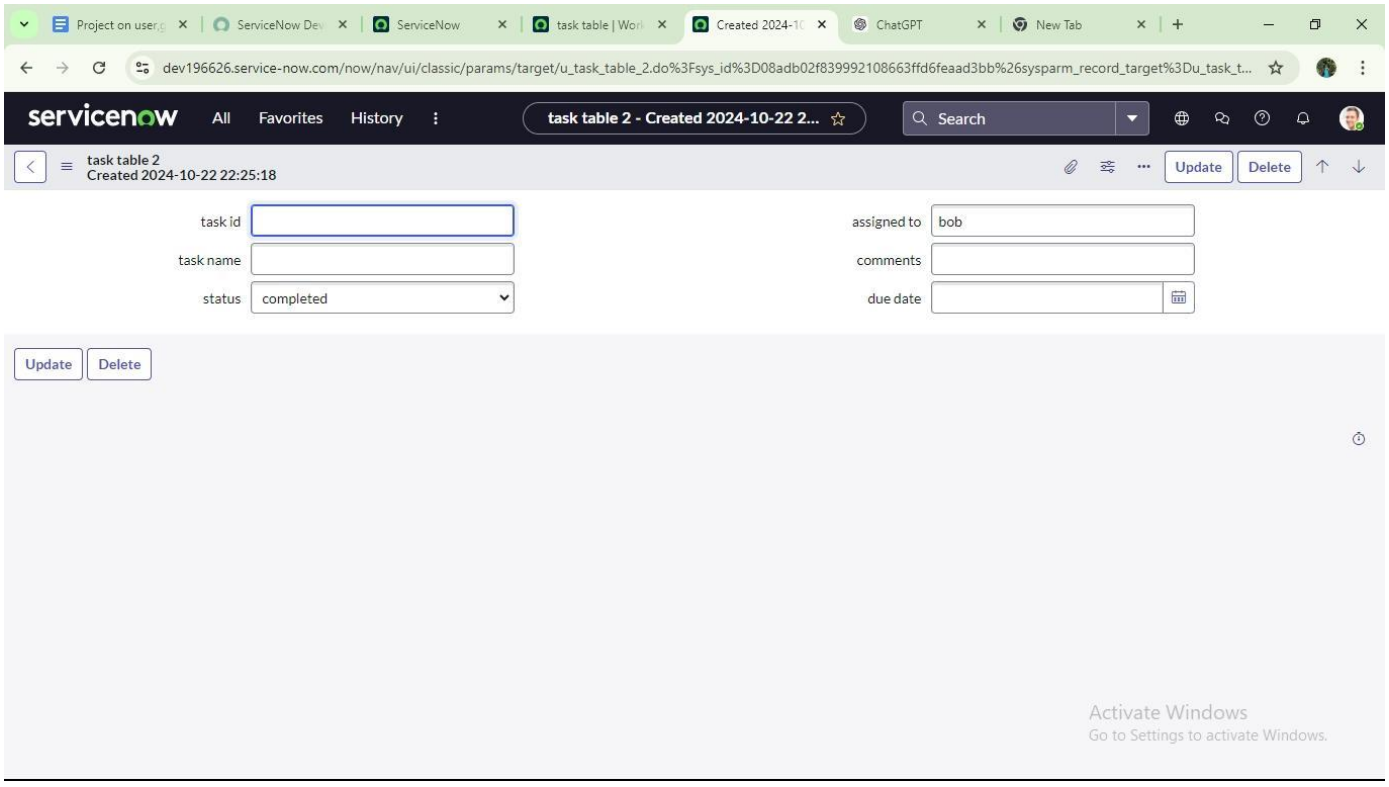
7.Give approver as alice p

8.Click on Done.



9.Go to application navigator search for task table.

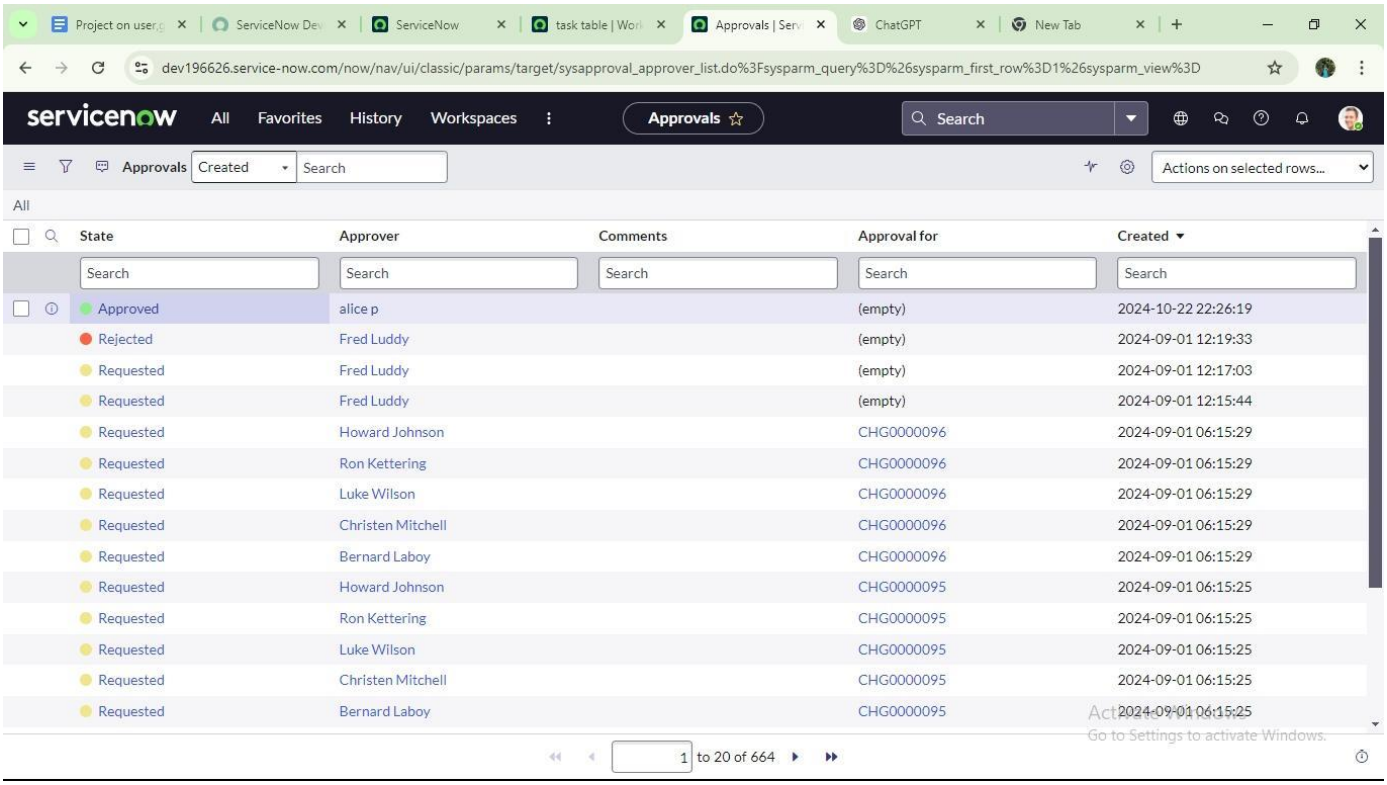
10.It status field is updated to completed



11.Go to application navigator and search for my approval

12.Click on my approval under the service desk.

13. Alice p got approval request then right click on requested then select approved



Conclusion:

The project “Optimizing User, Group, and Role Management with Access Control and Workflows” successfully demonstrates how structured identity and access management can improve both security and efficiency within an organization. By implementing role-based access control (RBAC), automated workflows, and centralized management of users and groups, the system reduces administrative overhead, minimizes errors, and ensures that only authorized users have access to the right resources.

This solution not only enforces the principle of least privilege but also provides a scalable framework adaptable to dynamic organizational needs. The inclusion of audit trails and compliance features enhances transparency and accountability, making the system reliable for enterprises that require strict security governance.

In conclusion, this project highlights the importance of combining technology, automation, and security best practices to streamline identity management. It paves the way for organizations to achieve better access control, stronger compliance, and improved user experience, ensuring long-term sustainability and trust in digital operations.