

Access Control for Project Table

1. Project Overview

This project focuses on **Customizing the ServiceNow Project Table** to streamline the user experience for employees with the "Employee Management" user role. The primary objective is to **hide specific fields** from this user group to help them concentrate on their assigned responsibilities. By leveraging ServiceNow's customization capabilities, this initiative aims to **enhance operational efficiency**, **reduce distractions**, and ensure data security by restricting access to non-essential fields.

2. Objectives

Business Goals:

- Improve the usability of the Project table for "Employee Management" users.
- Enhance data security by restricting access to sensitive fields.
- Optimize employee productivity by displaying only relevant information.

Specific Outcomes:

- A customized Project table view for "Employee Management" users.
- Documentation of the fields hidden and the rationale behind each.
- Validation of the solution across different use cases.

3. Key Features and Concepts Utilized

This highlights the main functionalities and concepts applied within the project.

- **Role-Based Access Control (RBAC):** Restrict visibility of fields based on user roles.
- **UI Policy and Script Customization:** Implementation of ServiceNow UI policies or client scripts to hide fields dynamically.
- **Testing Frameworks:** Use ServiceNow testing tools to validate the customization.

4. Detailed Steps to Solution Design

The screenshot displays the ServiceNow Creator Studio interface. The top navigation bar includes 'Favorites', 'History', 'Workspaces', and 'Admin'. The left sidebar shows a 'Filter' dropdown and a list of 'Self-Service' options: Business Applications, Dashboards, Service Catalog, Employee Center, Knowledge, Visual Task Boards, Incidents, Watched Incidents, My Requests, Requested Items, Watched Requested Items, My Connected Apps, My Profile, and My Tagged Documents. The main content area features a large banner for 'Creator Studio' with the text 'Create request-based apps quickly' and 'A guided and curated environment for creating forms and assigning automations to them. No-code required.' Below this is a button labeled 'Open Creator Studio'. The bottom section is titled 'GO FURTHER' and 'Power your workflow applications'. The browser's address bar shows the URL 'dev194072.service-now.com/now/nav/ui/classic/params/target/ui_page.do%3Fsys_id%3D60caf4be834612104c88c765eeaad303'. The Windows taskbar at the bottom shows the date '27/11/2024' and time '1:01 PM'.

dev194072.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D818ae1ba83c612104c88c765eead39a%26sysparm_view%3D%26sysparm...

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servicenow All Favorites History Workspaces Admin Table - project

Tables

- System Archiving
- Archive Tables
 - Archive Knowledge Use
 - Archive Audit Result
- System Clone
 - Clone Definition
 - Exclude Tables
- System Definition
 - Tables
 - Tables & Columns
 - Decision Tables
 - Remote Tables
 - Tables
 - Definitions
 - System Diagnostics
 - Session Debug

Table Columns for text Search 1 to 10 of 10 New

Column label	Type	Reference	Max length	Default value	Display
Project Overview	String	(empty)	200		false
Created	Date/Time	(empty)	40		false
Updates	Integer	(empty)	40		false
Name	String	(empty)	100		false
Updated by	String	(empty)	40		false
Total Expenses	Price	(empty)	20		false
Updated	Date/Time	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Created by	String	(empty)	40		false
Budget	Price	(empty)	20		false
Insert a new row...					

dev194072.service-now.com/now/nav/ui/classic/params/target/sys_db_object_list.do%3Fsysparm_userpref_module%3D7e7ca89ac0a8000901594ba32f405461%26sysparm...

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servicenow All Favorites History Workspaces Admin Tables

Tables Name Search Actions on selected rows... New

All > Update name is not empty

Label	Name	Extends table	Extensible	Updated
Adaptive Authentication Event	adaptive_auth_event	(empty)	false	2024-07-27 14:38:14
Agent Assist Recommendation	agent_assist_recommendation	Application File	false	2024-07-27 14:40:10
MID Server File	agent_file	(empty)	false	2024-07-27 14:20:54
Record Producer Configuration	aisa_rp_config	Application File	false	2024-07-27 14:44:59
Search Actions	aisa_ui_action	Application File	false	2024-07-27 14:44:58
AI Search ACL Overrides	ais_acl_overrides	Application File	false	2024-07-27 13:59:03
AI Search Active Table Ingestion Tracker	ais_active_table_ingestion_tracker	(empty)	false	2024-07-27 13:59:01
AI Search Async Genius Result	ais_async_genius_result	(empty)	false	2024-07-27 13:59:06
AI Search Async Request	ais_async_request	(empty)	false	2024-07-27 13:59:06
AI Search Child Table	ais_child_table	Application File	false	2024-07-27 13:59:04
AI Search Configuration Attribute	ais_configuration_attribute	(empty)	false	2024-07-27 13:59:00
AI Search Connection	ais_connection	(empty)	false	2024-07-27 13:59:06
AI Search Country To Search Language	ais_country_to_search_language	Application File	false	2024-07-27 13:59:06
Custom Matcher	ais_custom_matcher	Application File	false	2024-07-27 13:59:04

https://dev194072.service-now.com/sys_db_object_list.do?sysparm_userpref_module=7e7ca89ac0a8000901594ba32f405461&sysparm_query=sys_update_name%3DNOTEMPTY%3Fsysparm_clear_stack=true

dev194072.service-now.com/now/nav/ui/classic/params/target/sys_user_list.do

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servicenow All Favorites History Workspaces Admin Users Search Actions on selected rows... New

Primary email device created for Sheik Dawood S

User ID	Name	Email	Active	Created	Updated
Product Manager	Sheik Dawood S	sheikdawoodaym1@gmail.com	true	2024-11-26 23:43:17	2024-11-26 23:43:17
admin	System Administrator	admin@example.com	true	2007-07-03 11:48:47	2024-11-26 23:28:58
acs.creator	Creator User		true	2024-11-26 19:53:10	2024-11-26 23:28:58
wed.user	Wed User		true	2024-11-26 23:10:06	2024-11-26 23:11:36
emilio.lampkin	Emilio Lampkin	emilio.lampkin@example.com	true	2012-02-17 19:04:49	2024-11-26 19:04:30
norman.betance	Norman Betance	norman.betance@example.com	true	2012-02-17 19:04:49	2024-11-26 19:04:30
raysrock	Ray Srock	raysrock@example.com	true	2012-02-17 19:04:49	2024-11-26 19:04:30
approver	Approver User	approver@example.com	true	2014-01-09 15:28:33	2024-11-26 19:04:30
katina.survant	Katina Survant	katina.survant@example.com	true	2012-02-17 19:04:52	2024-11-26 19:04:30
katina.ramano	Katina Ramano	katina.ramano@example.com	true	2012-02-17 19:04:52	2024-11-26 19:04:30
isabell.armout	Isabell Armout	isabell.armout@example.com	true	2012-02-17 19:04:53	2024-11-26 19:04:30
jeri.farstvedt	Jeri Farstvedt	jeri.farstvedt@example.com	true	2012-02-17 19:04:53	2024-11-26 19:04:30
randal.gansen	Randal Gansen	randal.gansen@example.com	true	2012-02-17 19:04:53	2024-11-26 19:04:30

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Primary email device created for adelvz carry

User ID	Name	Email	Active	Created	Updated
Emloye Management	adelvz carry	adelvzcarry@gmail.com	true	2024-11-26 23:44:03	2024-11-26 23:44:03
Product Manager	Sheik Dawood S	sheikdawoodaym1@gmail.com	true	2024-11-26 23:43:17	2024-11-26 23:43:17
admin	System Administrator	admin@example.com	true	2007-07-03 11:48:47	2024-11-26 23:28:58
acs.creator	Creator User		true	2024-11-26 19:53:10	2024-11-26 23:28:58
wed.user	Wed User		true	2024-11-26 23:10:06	2024-11-26 23:11:36
emilio.lampkin	Emilio Lampkin	emilio.lampkin@example.com	true	2012-02-17 19:04:49	2024-11-26 19:04:30
norman.betance	Norman Betance	norman.betance@example.com	true	2012-02-17 19:04:49	2024-11-26 19:04:30
raysrock	Ray Srock	raysrock@example.com	true	2012-02-17 19:04:49	2024-11-26 19:04:30
approver	Approver User	approver@example.com	true	2014-01-09 15:28:33	2024-11-26 19:04:30
katina.survant	Katina Survant	katina.survant@example.com	true	2012-02-17 19:04:52	2024-11-26 19:04:30
katina.ramano	Katina Ramano	katina.ramano@example.com	true	2012-02-17 19:04:52	2024-11-26 19:04:30
isabell.armout	Isabell Armout	isabell.armout@example.com	true	2012-02-17 19:04:53	2024-11-26 19:04:30
jeri.farstvedt	Jeri Farstvedt	jeri.farstvedt@example.com	true	2012-02-17 19:04:53	2024-11-26 19:04:30

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Naan Mudhalvan Massive Upskill

Student

Roles | ServiceNow

dev194072.service-now.com/now/nav/ui/classic/params/target/sys_user_role_list.do

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Set as default

servicenow

All

FavoritesHistoryWorkspacesAdmin

Roles

Search

Actions on selected rows...

New

user

User Public Credentials

System Logs

Transactions (All user)

System Security

Users and Groups

Users

Groups

Roles

Access Role Detail View

Reports

Users

Identity and Access Audit

User Trails

System User Guide

User Guide

Administration

All

Roles

Name

Search

Actions on selected rows...

New

All

Name	Description	Elevated privilege
action_category_creator	Allows creation of action and subflow categories.	false
action_designer	action designer role enables users to launch Action Designer	false
activity_admin	Can create, edit, publish or delete wf_element_provider	false
activity_creator	This role give workflow users the ability to create custom orchestration activities in the workflow canvas.	false
actsub_admin	Activity Subscriptions Administrator role	false
actsub_user	Activity Subscriptions User role	false
admin	The System Administrator role. This role has access to all system features, functions, and data, regardless of security constraints. "Grant this privilege carefully." If you have sensitive information, such as HR records, that you need to protect, you must create a custom "admin" role for that area and train a person authorized to see those records to act as the administrator	false
agent_admin	Can download and administer the system's built-in agent	false
agent_security_admin	Manages security of the MID Server.	false
agent_workspace_user	Users of the Agent Workspace application, may navigate to the URL for that application	false
aisa_admin	Can configure AI Search Assist	false
ais_admin	AI search administrator	false
ais_high_security_admin	Privileged role for high security tasks for AI Search	true

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Naan Mudhalvan Massive Upskill

Student

GitLab

Sheik Dawood S | User | ServiceNow

dev194072.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3De38ca17e83c612104c88c765eead362%26sysparm_record_rows%3D...

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servicenow

All

FavoritesHistoryWorkspacesAdmin

User - Sheik Dawood S

Search

UpdateSet PasswordDelete

Web service access only

Internal Integration User

UpdateSet PasswordDelete

Related Links

View linked accounts

View Subscriptions

Reset a password

Entitled Custom Tables

Roles (1)

Groups

Delegates

Subscriptions

User Client Certificates

Role

Search

Actions on selected rows...

Edit...

User = Sheik Dawood S

Role	State	Inherited	Inheritance Count
u_project_user	Active	false	

1 to 1 of 1

The top screenshot displays the ServiceNow 'Users' page for the user 'adelvz carry'. The left sidebar shows the navigation menu with 'Users' selected. The main content area shows the user's profile with options to 'Update', 'Set Password', and 'Delete'. Below this, there are 'Related Links' and a table of 'Entitled Custom Tables'. The table has columns for 'Role', 'State', 'Inherited', and 'Inheritance Count'. The table contains one row: 'Employee Role' with 'Active' state, 'false' inherited, and '1' inheritance count.

The bottom screenshot displays the ServiceNow 'User' profile page for the user 'adelvz carry'. The left sidebar shows the navigation menu with 'Users' selected. The main content area shows the user's profile with a form for user details. The form includes fields for 'User ID', 'First name', 'Last name', 'Title', 'Department', 'Password needs reset', 'Locked out', 'Active', 'Web service access only', and 'Internal Integration User'. The 'Active' checkbox is checked. There are also fields for 'Email', 'Language', 'Calendar integration', 'Time zone', 'Date format', 'Business phone', and 'Mobile phone'. The 'Update' button is visible at the bottom right.

dev194072.service-now.com/now/ui/classic/params/target/sys_security_acl.do%3Fsys_id%3D1%26sys_is_list%3Dtrue%26sys_target%3Dsys_security_acl%26sys...

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Set as default

servicenow

All

Favorites

History

Workspaces

Admin

Access Control - New Record

Search

ACL

ALL RESULTS

Configuration

Application Servers

Oracle WebLogic

Database Servers

Oracle

Database Instances

Oracle

Database Catalogs

Oracle

System Properties

Oracle DB Options

System Security

Access Control (ACL)

Identity and Access Audit

ACL Trails

Access Control

New record

Additional actions

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

* Type

record

Application

Global

* Operation

read

Active

☒

Decision Type

Allow If

Advanced

☐

Admin overrides

☒

Protection policy

-- None --

* Name

Project [u_st_project]

-- None --

Description

Applies To

No. of records matching the condition: 0

Add Filter Condition

Add "OR" Clause

-- choose field --

-- oper --

-- value --

Conditions

dev194072.service-now.com/now/ui/classic/params/target/sys_security_acl.do%3Fsys_id%3D1%26sys_is_list%3Dtrue%26sys_target%3Dsys_security_acl%26sys...

Google Chrome isn't your default browser

Set as default

servicenow

All

Favorites

History

Workspaces

Admin

Access Control - New Record

Search

ACL

ALL RESULTS

Configuration

Application Servers

Oracle WebLogic

Database Servers

Oracle

Database Instances

Oracle

Database Catalogs

Oracle

System Properties

Oracle DB Options

System Security

Access Control (ACL)

Identity and Access Audit

ACL Trails

Access Control

New record

Additional actions

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

* Type

record

Application

Global

Operation

read

Active

☒

Decision Type

Allow If

Advanced

☐

Admin overrides

☒

Protection policy

-- None --

* Name

Project [u_st_project]

-- None --

Description

Applies To

No. of records matching the condition: 0

Add Filter Condition

Add "OR" Clause

-- choose field --

-- oper --

-- value --

Conditions

projects				
Name	Budget	Project Overview		Total Expenses
Ajay	\$330.00	data integration		\$1,000,000.00
Sandeep	\$220.00	Data specialist		\$1,000,000.00
Meghona	\$100.00	Data Analyst		\$1,000,000.00

5. Testing and Validation

- **Unit Testing:** Verify each field's visibility rules with test users.
- **User Interface Testing:** Ensure the interface is intuitive and works as expected for all roles.

6. Key Scenarios Addressed by ServiceNow in the Implementation Project

- **Scenario 1:** "Employee Management" users access the Project table and see only permitted fields.
- **Scenario 2:** Other user roles access the table with full visibility to ensure role-based access is correctly implemented.
- **Scenario 3:** Changes are tested across multiple devices and browsers for compatability

7. Conclusion

Summary of Achievements:

The customization successfully implemented role-specific access control on the ServiceNow Project table. This ensures that "Employee Management" users can focus on their tasks without distractions, enhancing productivity and securing sensitive information.

