

Tailored Application Access for Enhanced User Experience

1. Project overview:

This project focuses on addressing the challenge of optimizing user access to applications within the ServiceNow platform. Leveraging ServiceNow's powerful service management capabilities, the goal is to configure a personalized and efficient access framework. The project aims to enhance operational efficiency, improve user satisfaction, and ensure secure and accurate access control. By doing so, it supports the organization's long-term objective of delivering seamless and user-centric IT services..

2. Objectives:

Business Goals:

- Enhance IT service management by optimizing access to applications based on user roles and responsibilities.
- Improve user satisfaction by providing a streamlined and personalized experience through ServiceNow's dynamic access capabilities.

Specific Outcomes:

- Configure ServiceNow to provide tailored access to applications based on user roles and responsibilities.
- Implement role-based access control (RBAC) to ensure only authorized users can view and interact with relevant applications.
- Develop personalized dashboards that display customized tools and data for individual users.
- Automate access management workflows to handle role updates, onboarding, and offboarding seamlessly.
- Generate detailed reports and analytics on access patterns to support data-driven decision-making..

3. Key Features and Concepts Utilized

Personalized Application Access Configuration

- Design a user-specific access framework within ServiceNow to optimize application visibility and usability.
- Enable dynamic application availability based on individual roles, responsibilities, and preferences.

Role-Based Access Control (RBAC)

- Implement RBAC to ensure that application access is secure and restricted to authorized users only.

- Define and assign precise roles and permissions to maintain compliance and control.

Automated Workflow Management

- Develop workflows to manage application access requests efficiently.
- Include automated approval systems, real-time notifications, and task tracking for streamlined operations.

Enhanced User Interface and Experience

- Customize the ServiceNow interface to offer intuitive navigation and effortless application access.
- Introduce user-friendly dashboards with personalized shortcuts and access summaries.

Data Analytics and Usage Insights

- Leverage advanced analytics to track access patterns, identify bottlenecks, and assess application utilization.
- Use these insights to make informed decisions about resource allocation and user access policies.

Integration with ITSM Processes

- Ensure seamless integration of tailored access controls with existing ITSM frameworks.
- Align access management with organizational service workflows to maintain consistency and operational efficiency.

Security and Compliance Monitoring

- Implement real-time security checks to ensure compliance with access policies.
- Conduct regular audits and generate reports to maintain accountability and transparency.

4. Detailed Steps to Solution Design

Implementation

Activity-1 :

- Open service now developer Instance
- Click on All
- Search for Tables.
- Under System Definition select Tables.
- Then click on New.
- Fill the Details as :Label : Service Request Name : Auto-Populated ,Add module to menu : Select Create New Leave everything as Default.
- Under Columns : click on insert a new row. Column label : Name >> Type : String
Column label : Issue >> Type : String
- Click on Submit.

dev264825.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D1%26sys_is_list%3Dtrue%26sys_target%3Dsys_db_object%26sysparm_checked_items%3D...

servicenow All Favorites History Workspaces Admin Table - New Record Search Submit Cancel

ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label Service Request Application Global
 * Name u_service_request Create module ☒
 Extends table Create mobile module ☒
 Add module to menu -- Create new --
 New menu name Service Request

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries	Column label	Type	Reference	Max length	Default value	Display
<input checked="" type="checkbox"/>	Name	String				false
<input checked="" type="checkbox"/>	Issue	String				false
+	Insert a new row...					

Submit Cancel

Related Links

Activity - 2: Create Users

- Open service now.
- Click on All >> search for users
- Select Users under system security
- Click on new
- Fill the following details to create a new user
- Click on Submit.

dev264825.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D1%26sys_is_list%3Dtrue%26sys_target%3Dsys_db_object%26sysparm_checked_items%3D...

servicenow All Favorites History Workspaces Admin Table - New Record Search Submit Cancel

ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label Service Request Application Global
 * Name u_service_request Create module ☒
 Extends table Create mobile module ☒
 Add module to menu -- Create new --
 New menu name Service Request

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries	Column label	Type	Reference	Max length	Default value	Display
<input checked="" type="checkbox"/>	Name	String				false
<input checked="" type="checkbox"/>	Issue	String				false
+	Insert a new row...					

Submit Cancel

Related Links

Activity - 3: Create Groups

- Open service now.
- Click on All >> search for groups
- Select groups under system security
- Click on new
- Fill the following details to create a new group.
- Under Group Members, click on edit.
- Add the user(Jai Prakash) to the Manager Group and click on Save.
- It would like below.

The screenshot displays the ServiceNow interface for the 'Group - Manager Group'. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main form contains fields for 'Name' (Manager Group), 'Group email', 'Manager', 'Parent', and 'Description'. Below the form, there are 'Update' and 'Delete' buttons. The 'Group Members (1)' tab is active, showing a table with one user: 'Jai Prakash'. The table has columns for 'User' and 'Search'. The bottom of the table shows pagination: '1 to 1 of 1'.

Activity - 4: Create Roles

- Open service now.
- Click on All >> search for roles
- Select roles under system security
- Click on new
- Fill the following details to create a new role
- Click on Submit.
- Click on All >> users
- Search for “jai prakash ”
- Open the record, Go to the related list Click on roles
- Click on Edit
- Add manager to the selected list and Click in Save.

dev264825.service-now.com/now/nav/ui/classic/params/target/sys_user_role.do%3Fsys_id%3D3e3baeb19837592106609f4b6fead30e%26sysparm_view%3D%26sysparm_record_target...

servicenow All Favorites History Workspaces **Role - Manager** Search

Role Manager Update Delete

Name Application Elevated privilege ☐

Description

Update Delete

Related Links
Run Point Scan

Contains Roles Applications with Role Modules with Role (2) Custom Tables

for text Search New Edit...

Role - Manager

Contains

No records to display

dev264825.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D3Db1f72755837592106609f4b6fead380%26sysparm_record_target%3Dsys_user%26sysparm_r...

servicenow All Favorites History Workspaces Admin **User - Jai Prakash** Search

User Jai Prakash Update Set Password Delete

User ID Email

First name Language

Last name Calendar integration

Title Time zone

Department Date format

Password needs reset ☐ Business phone

Locked out ☐ Mobile phone

Active ☒ Photo [Click to add...](#)

Web service access only ☐

Internal Integration User ☐

Update Set Password Delete

Related Links
View linked accounts
View Subscriptions
Reset a password

Entitled Custom Tables Roles (1) Groups (1) Delegates Subscriptions User Client Certificates

Role Search Actions on selected rows... Edit...

Role	State	Inherited	Inheritance Count
Manager	Active	false	

1 to 1 of 1

Activity - 5: Creation of Modules

- Click on All.
- Search for Application Menus.
- Open Application Menus.
- Under Title search for Service Request and open service request.
- Under Roles, click on roles and Select the Role to which this should be viewed.
- Click on Done.
- Now under Modules. Click on New.
- Enter the details as:
- Title : Create New

- Under Visibility >> Select roles and select the role you want to assign.
- In Link Type, fill details as shown in figure.
- Click on Save.
- Now under Modules. Click on New.
- Enter the details as:
- Title : All
- Under Visibility >> Select roles and select the role you want to assign.
- In Link Type, fill details as shown in figure.
- Click on Save.
- After that the Modules would look like below.
- Hover over to the top and double click on the context menu and click on the Save

An application menu is a group of modules in the application navigator. Choose the roles that are required to access the application and add or remove modules in the related list below. [Learn more](#)

Title: Application: Active: ☒

Restricts access to the specified roles. Otherwise, all users can view the application menu when it is active.

Roles:

Specifies the [menu category](#), which defines the navigation menu style. The default value is Custom Applications.

Category:

The text that appears in a tooltip when a user points to this application menu.

Hint:

Description:

Title	Table	Active	Filter	Order	Link type	Device type	Rules	Updated
All	Service Request [u_auto_populated]	true			List of Records		Manager	2024-11-10 07:13:07
Create New	Service Request [u_auto_populated]	true			New Record		Manager	2024-11-10 07:08:46
Service Requests	Service Request [u_auto_populated]	true			List of Records		u_service_request_user	2024-11-10 06:26:51

1 to 3 of 3

Result

- Go to Profile and click on Impersonate user.
- Select the user you have been created and click on Impersonate user.
- Go to All >> search for Service Request
- Then you can find The Application(Service Request) and Modules(Create New, All)

dev264825.service-now.com/now/nav/ui/classic/params/target/sys_user_role_list.do%3Fsysparm_choice_query_raw%3D%26sysparm_first_row%3D1%26sysparm_list_header_search%3...

service-now

AllFavoritesHistoryRoles

🔍🌐🗨️❓🔔👤

🔍 service request

📌

All > N

FAVORITES

No Results

ALL RESULTS

Service Request

All

Create New

⚙️

Actions on selected rows...

New

Description	Elevated privilege
<div>Search</div>	<div>Search</div>
	false

1 to 1 of 1

🕒