

## 1. Users

The first step in the implementation is the creation of user accounts within the ServiceNow platform. Each user profile contains critical information such as the user's name, email address, department, and user ID. This data helps in uniquely identifying each person in the system. Users can represent employees, team members, or administrators who require access to perform their duties.

Creating users is done through the User Table (sys\_user) in ServiceNow. Administrators can either manually create users or import them from an existing employee database. Each user entry is verified before being activated in the system. Properly managing user records ensures accountability and a clear structure for assigning access rights and responsibilities.

### 1. Create the alice user:

A screenshot of the ServiceNow web interface showing the 'User' edit screen for a user named 'alice p'. The 'User ID' field is set to 'alice'. Other fields include 'First name' (alice), 'Last name' (p), 'Title' (bob), 'Department' (Manage passwords...), 'Email' (alice@gmail.com), 'Identity type' (Human), 'Language' (None), 'Calendar integration' (Outlook), 'Time zone' (System (America/Los\_Angeles)), 'Date format' (System (yyyy-MM-dd)), 'Business phone' (empty), 'Mobile phone' (empty), and 'Photo' (Click to add...). Buttons at the bottom include 'Update', 'Set Password', and 'Delete'. A message bar at the top right says 'User | ServiceNow'. The status bar at the bottom shows the date and time as 06-11-2025 14:49.

### 2. Create the bob user :

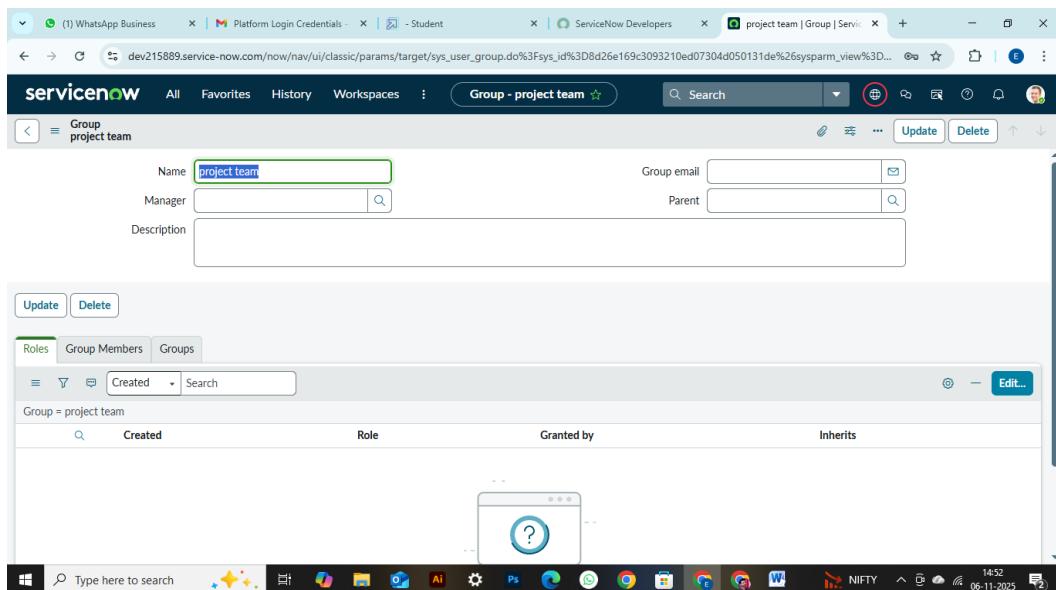
A screenshot of the ServiceNow web interface showing the 'User - New Record' screen for a user named 'Bob p'. A message bar at the top left says '(Primary email device created for Bob p.)'. The 'User ID' field is set to 'bob'. Other fields include 'First name' (Bob), 'Last name' (p), 'Title' (empty), 'Department' (empty), 'Email' (bob@gmail.com), 'Identity type' (Human), 'Language' (None), 'Calendar integration' (Outlook), 'Time zone' (System (America/Los\_Angeles)), 'Date format' (System (yyyy-MM-dd)), 'Business phone' (empty), 'Mobile phone' (empty), and 'Photo' (Click to add...). Buttons at the bottom include 'Update', 'Set Password', and 'Delete'. A message bar at the top right says 'User - New Record | ServiceNow'. The status bar at the bottom shows the date and time as 06-11-2025 14:48.

## 2. Groups:

Groups are essential for managing multiple users with similar job roles or project responsibilities. A **group** acts as a logical collection of users who can share access permissions, tasks, or projects. For example, all team members working on a particular project can be added to one group called “Project A Team.”

In ServiceNow, groups are stored in the **sys\_user\_group** table. When a group is created, it becomes easier to assign roles or tickets collectively instead of assigning them individually. Groups also play a crucial role in workflows where an entire department, such as “IT Support,” needs to receive and resolve incident tickets.

### 1. Create the Groups:



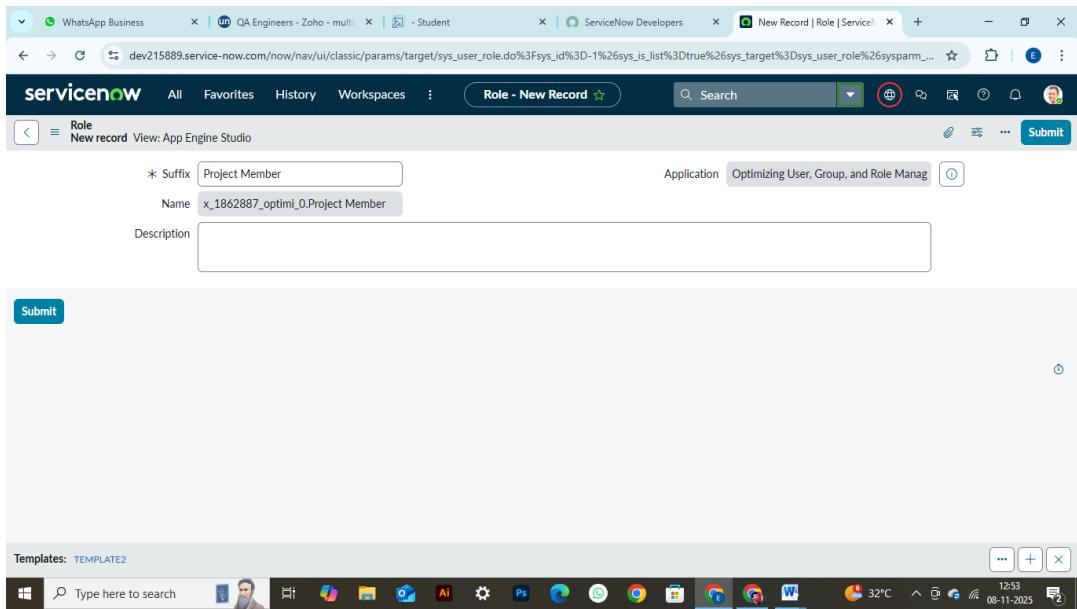
The screenshot shows the ServiceNow web interface with a browser window titled "Group - project team". The URL is dev215889.service-now.com/now/nav/ui/classic/params/target/sys\_user\_group.do?sys\_id=3D8d26e169c3093210ed07304d050131de%26sysparm\_view%3D...". The main content area displays a form for creating a new group. The "Name" field is filled with "project team". Below it, there are fields for "Manager" and "Description", both of which are currently empty. To the right of the form, there are fields for "Group email" and "Parent", each with a search icon. At the bottom of the form, there are "Update" and "Delete" buttons. Below the form, a tab bar has "Roles" selected. The main content area shows a table with columns "Created", "Role", "Granted by", and "Inherits". There is one row in the table with a question mark icon in the "Role" column. The bottom of the screen shows the Windows taskbar with various pinned icons like WhatsApp, Microsoft Edge, and File Explorer.

## 3. Roles:

Roles define the **level of access and privileges** that a user or group has within the system. Each role is associated with specific permissions that control what actions a user can perform. Examples include roles like *admin*, *itil (IT Service Management)*, *hr\_admin*, and *project\_manager*.

By assigning the correct roles, administrators ensure that sensitive data and operations are protected. For instance, an admin can create and modify records, whereas a project member may only view or update assigned tasks. Roles are stored in the **sys\_user\_role** table, and multiple roles can be linked to one user depending on their function.

### 1. Create the Roles:



## 4. Assign Users to Groups:

Once users and groups are created, the next step is to **assign users to their respective groups**. This helps organize members efficiently according to projects or departments. For example, *Alice* and *Bob* can be added to the *Development Team* group.

This assignment simplifies task management and approval processes. When an incident or project task is created, it can be automatically assigned to a specific group rather than an individual. The system uses this mapping to route workflows efficiently, improving team collaboration and reducing response times.

### 1. Assign Roles to Alice User :

The screenshot shows the ServiceNow User interface for user 'alice p'. The 'Roles' tab is selected, displaying four assigned roles:

Role	State	Inherited	Inheritance Count
snc_required_script_writer_permission	Active	true	
x_1862887_optimi_0.project member	Active	false	
x_1862887_optimi_0.u_project_table_user	Active	false	
x_1862887_optimi_0.u_task_table_2_user	Active	false	

No templates are available.

## 2. Assign Roles to Bob User :

The screenshot shows the ServiceNow User interface for user 'Bob p.'. The 'Roles' tab is selected, displaying three assigned roles:

Role	State	Inherited	Inheritance Count
snc_required_script_writer_permission	Active	true	
x_1862887_optimi_0.team member	Active	false	
x_1862887_optimi_0.u_task_table_2_user	Active	false	

No templates are available.

## 5. Application Access

The **Application Access** module defines which users, roles, or groups can access specific applications within the ServiceNow environment. By default, not every user can access all applications. Administrators configure access restrictions at the application level to safeguard sensitive modules.

This step helps prevent misuse and unauthorized entry into modules like HR, Finance, or IT Service Management. Assigning appropriate application access enhances security and ensures that users only interact with data relevant to their duties.

## 1. Assign table access to application:

The screenshot shows the ServiceNow application menu configuration interface for a table named 'project table'. The title is 'project table' and the application is set to 'Global'. The 'Active' checkbox is checked. Under the 'Roles' section, 'project member' is listed. The 'Category' is set to 'Custom Applications'. There are fields for 'Hint' and 'Description', both of which are currently empty. At the bottom, there are 'Update' and 'Delete' buttons.

## 6. Assign Table Access to Application :

In this step, administrators configure **table-level access controls** to ensure proper data protection. ServiceNow applications often contain multiple tables (like `incident`, `task`, or `request`), and each table may have sensitive information.

By assigning access to specific tables, administrators ensure that users can only read, write, or update records that pertain to their work. For instance, a project member can view their own tickets but not modify another team's data. This fine-grained access management aligns with data confidentiality standards.

### 1. Create ACL:

The screenshot shows the ServiceNow Access Control - New Record interface. At the top, there are tabs for WhatsApp Business, QA Engineers - Zoho - multi..., Student, ServiceNow Developers, and New Record | Access Control. The main title is "Access Control - New Record". Below the title, a note says "1. Allow Access: Allows access to a resource if all conditions are met. Additional ACLs may grant access to records where this ACL has not granted access. 2. Deny Access: Denies access to a resource unless all conditions are met. Additional ACLs may not grant access to records where this ACL has denied access." A "More Info" link is present.

The "Requires role" section lists several roles:

- x \_1862887\_optimi\_0.project member
- x \_1862887\_optimi\_0.project\_table\_user
- x \_1862887\_optimi\_0.u\_task\_table\_2\_user
- x \_1862887\_optimi\_0.team member

An "Insert a new row..." button is available at the bottom of the role list.

The "Security Attribute Condition" section includes fields for "Local or Existing" (set to "Existing"), "Security Attribute" (a search bar), and "Condition" (set to "All of these conditions must be met"). A note says "No templates are available" and provides a "Create A New One" link. The Windows taskbar at the bottom shows various pinned icons and the date/time as 08-11-2025 13:55.

## 7. Access Control List (ACL)

Access Control Lists (ACLs) are one of the most powerful features in ServiceNow. They provide detailed control over what data a user can view or modify at the **record or field level**. ACLs evaluate user roles, conditions, and scripts before granting access to a record.

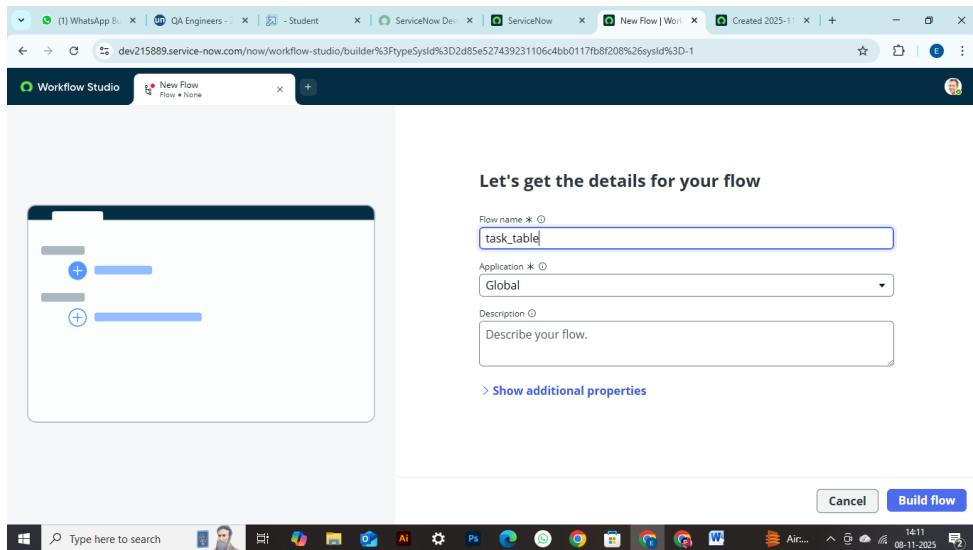
For example, an ACL rule can be set so that only users with the *manager* role can approve requests, while others can only view them. Implementing ACLs ensures system-wide data protection and adherence to organizational policies.

The screenshot shows the ServiceNow Access Controls list page. The title is "Access Controls". The table has columns: Name, Decision Type, Operation, Type, Active, Updated by, and Updated. The table lists numerous ACL entries, such as ".sys\_created\_by" (Allow If, write, record, true, admin, 2017-07-16 00:35:18), ".sys\_id" (Allow If, write, record, true, admin, 2017-07-16 00:35:18), and ".script\_client" (Deny Unless, write, record, true, admin, 2025-04-03 02:27:17). The bottom of the table shows page navigation with "1 to 20 of 7,750". The Windows taskbar at the bottom shows various pinned icons and the date/time as 08-11-2025 13:56.

## 8.Flows:

ServiceNow's **Flow Designer** is used to automate business processes without the need for coding. A flow is a series of actions that are triggered based on certain conditions. This automation reduces manual workload and increases consistency in handling repetitive tasks.

For example, when a new user joins the organization, a flow can automatically create their account, assign roles, and notify the admin. The drag-and-drop interface in Flow Designer makes it easy to design, test, and manage workflows seamlessly.



## 9. Create a Flow to Assign Operations Ticket to Group:

In this implementation, a specific flow is created to **automatically assign Operations tickets to a group**. When a new ticket is generated (for example, a server issue or software bug), the system triggers the flow, which checks predefined conditions and routes the ticket to the appropriate group, such as "IT Operations."

This automation ensures that no ticket is left unattended and that the correct team handles the issue immediately. It enhances productivity, reduces delays, and ensures smooth coordination across teams.

Screenshot of the ServiceNow Workflow Studio interface showing the configuration of a trigger for the 'task\_table' table.

**Trigger definition**  
Specify the type of data and start conditions available to your trigger.

**Trigger type & table**  
Set up your trigger type and the table used throughout.

**Trigger type \***: Created

**Table \***: Advanced Queue Endpoint

**Conditions**  
All of the conditions must be met:

- Operational status is Repair in Progress or and
- and Comments is feedback or and
- and Assigned to is --None-- or and

+ New condition set

Allow user to view conditions ⓘ

Allow user to add additional conditions ⓘ

Windows taskbar at the bottom:

- Type here to search
- Start button
- Icons for File Explorer, Edge, OneDrive, AI, Settings, Task View, and others
- Battery icon: 14:21
- User: Bajaj...
- Date: 08-11-2025