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ServiceNow Administrator Project

Tailored Application Access for Enhanced User Experience

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Tailored Application Access for Enhanced User Experience

ABSTRACT:

User Story:-

GlobalTech Solutions was facing challenges with their internal ServiceNow instance. Their employees from various departments needed specific applications and modules that were only relevant to their roles. However, the existing setup in ServiceNow provided a generic view to all users, leading to confusion and inefficiency.

Pre-Requisites:-

1. Knowledge on Service Now Administration.

2. Knowledge on Applications & Modules.

Skills used to solve the problem statement:-

1. Service Now Administration.

Two Major Method :

Implementation

Result

Implementation:

1. Open service now developer Instance

2. Click on All

3. Search for Tables.

4. Under System Definition select Tables

5. Then click on New.

6.   Fill the Details as:

Label : Service Request

Name : Auto-Populated

Add module to menu : Select Create New

Leave everything as Default.

7.   Under Columns : click on insert a new row.
Column label : Name >> Type : String
Column label : Issue >> Type : String

8.   Click on Submit.

Create Users
9.   Open service now.
10.   Click on All >> search for users
11.   Select Users under system security
12.   Click on new
13.   Fill the following details to create a new user

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. Under Group Members, click on edit.

7. Add the user(Jai Prakash) to the Manager Group and click on Save.
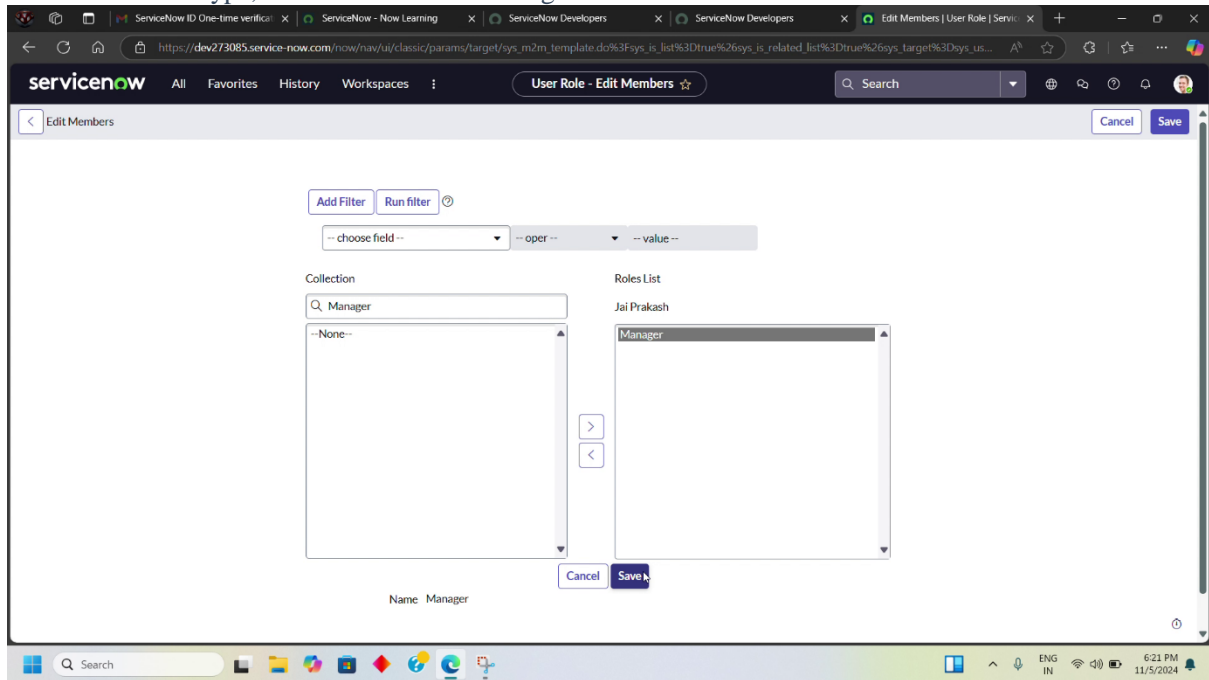
8. It would like below.

9. Click on save.

4: 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.
7.   Click on All >> users
8.   Search for " jaiprakash "
9.   Open the record, Go to the related list Click on roles
10. Click on Edit
11. Add manager to the selected list and Click in Save.
12. Click on All.
13. Search for Application Menus.
14. Open Application Menu
15. Under Title search for Service Request and open service request.
16. Under Roles, click on roles and Select the Role to which this should be viewed.
17. Click on Done.
18. Now under Modules. Click on New.
19. Enter the details as:
     Title : Create New
20. Under Visibility >> Select roles and select the role you want to assign.
21. In Link Type, fill details as shown in figure.
22. Click on Save.
23. Now under Modules. Click on New
24. Enter the details as:
     Title : All
25. Under Visibility >> Select roles and select the role you want to assign.
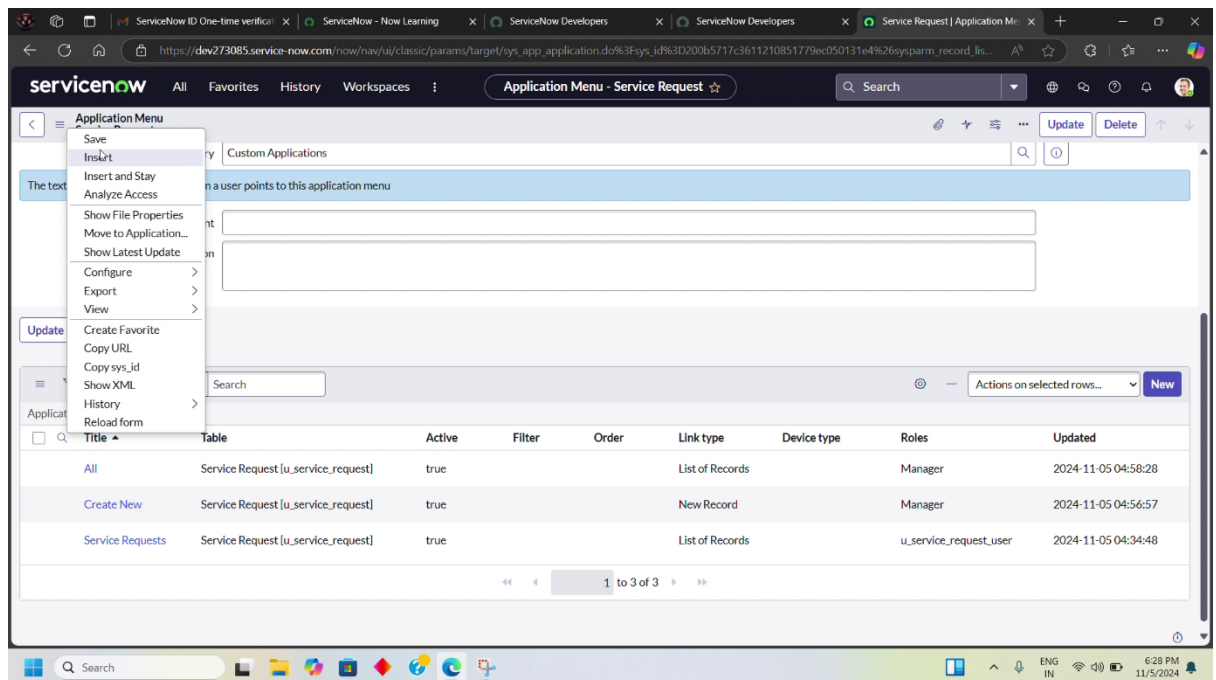
26.   In Link Type, fill details as shown in figure.

27.   Click on Save.
28.   After that the Modules would look like below.
29.   Hover over to the top and double click on the context menu and click on the Save.

RESULT:

1. **Go to Profile and click on Impersonate user.**

2. **Select the user you have been created and click on Impersonate user.**
3. **Go to All >> search for Service Request**
4. **Then you can find The Application(Service Request) and Modules(Create New, All)**
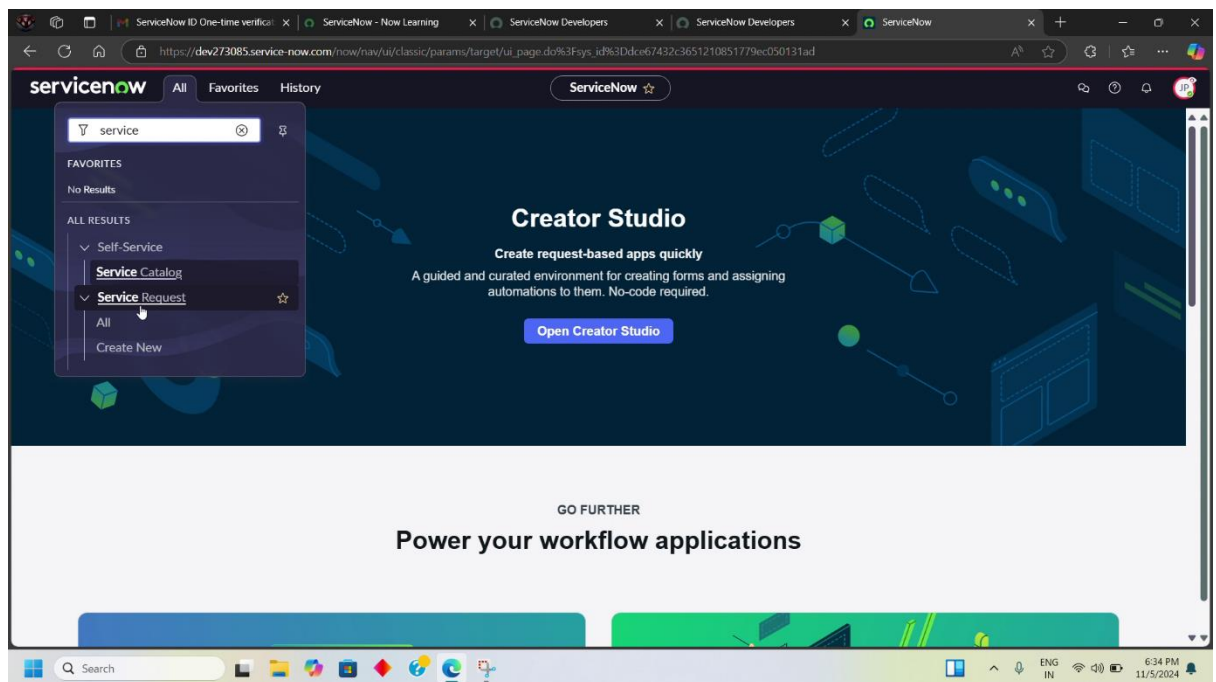
Conclusion:

Tailored Application Access for Enhanced User Experience in ServiceNow refers to the customization of access to applications and modules based on user roles and needs. This approach ensures that users only see the applications and data relevant to their specific tasks, which simplifies the user interface and reduces cognitive overload.

By configuring user roles and permissions, administrators can grant or restrict access based on job roles, departmental needs, or geographical locations. This personalization enhances workflow productivity and ensures that employees have the necessary resources while keeping sensitive data secure.