

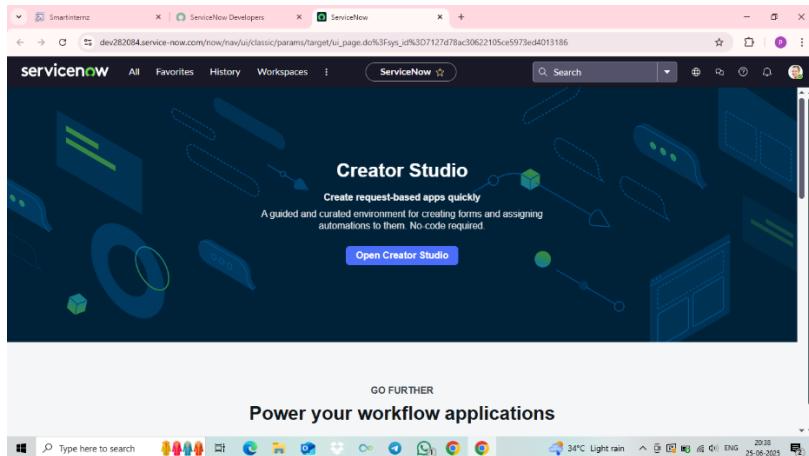
Date	27 JUNE 2025
Team ID	LTVIP2025TMID60592
Project Name	STREAMLINING TICKET ASSIGNMENT FOR SUPPORT EFFICIENT OPERATIONS

OUTPUT SCREENSHOTS :

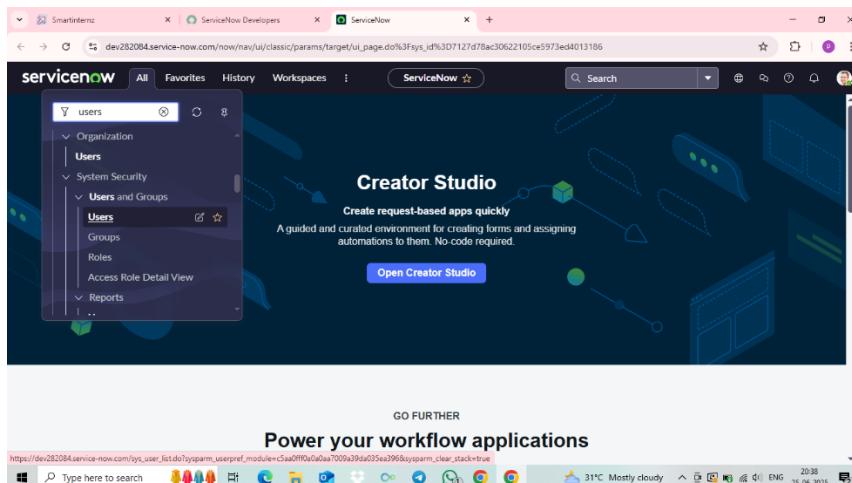
MILESTONE 1 :USERS

Step 1: 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

The screenshot shows the ServiceNow User creation interface. The User ID is set to 'Manne Nirajan'. Other fields include First name ('Manne'), Last name ('Niranjan'), Title (''), Department (''), Language ('-- None --'), Calendar Integration ('Outlook'), Time zone ('System (America/Los_Angeles)'), Date format ('System (yyyy-MM-dd)'), Business phone (''), Mobile phone (''), and Photo ('Click to add...'). Active status is checked. Buttons at the bottom include 'Update', 'Set Password', and 'Delete'.

6. Click on submitCreate one more user:

7. Create another user with the following details

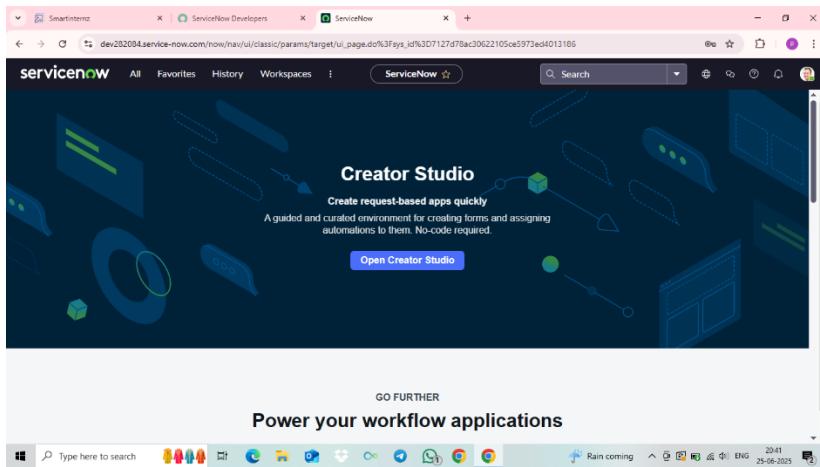
The screenshot shows the ServiceNow User creation interface for 'Katherine Pierce'. The User ID is 'Katherine Pierce'. Other fields include First name ('Katherine'), Last name ('Pierce'), Title (''), Department (''), Language ('-- None --'), Calendar Integration ('Outlook'), Time zone ('System (America/Los_Angeles)'), Date format ('System (yyyy-MM-dd)'), Business phone (''), Mobile phone (''), and Photo ('Click to add...'). Active status is checked. Buttons at the bottom include 'Update', 'Set Password', and 'Delete'.

8. Click on submit

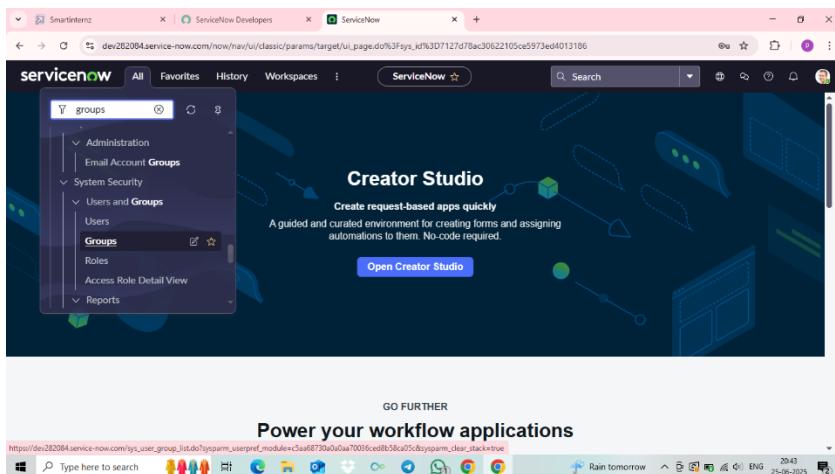
Milestone 2: Groups

Step 1 :Create Groups

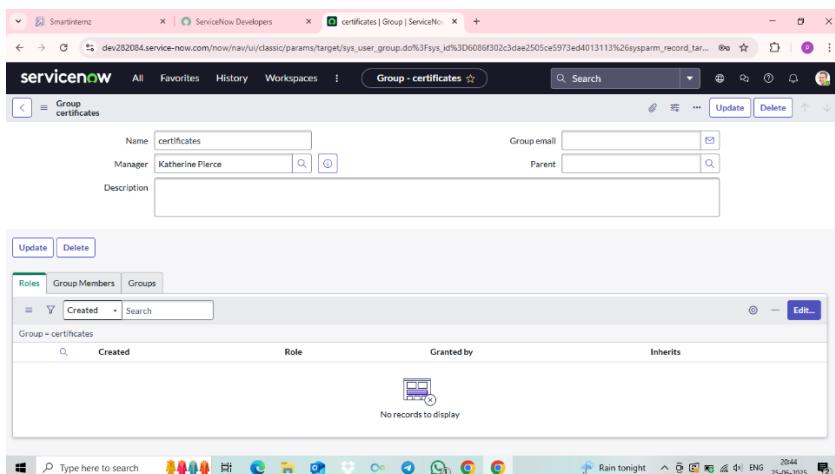
1. Open service now.



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 one more group:

7. Create another group with the following details

The screenshot shows the 'Group - Platform' creation page in the ServiceNow interface. The 'Name' field is set to 'Platform'. The 'Manager' field is populated with 'Manne Niranjan'. There is a 'Description' field which is currently empty. Below the form, there is a table titled 'Group = Platform' with three columns: 'Created', 'Role', and 'Granted by'. The table body contains a single row with a small icon and the text 'No records to display'. At the bottom of the page, there are 'Update' and 'Delete' buttons.

8. Click on submit

Milestone 3: Roles

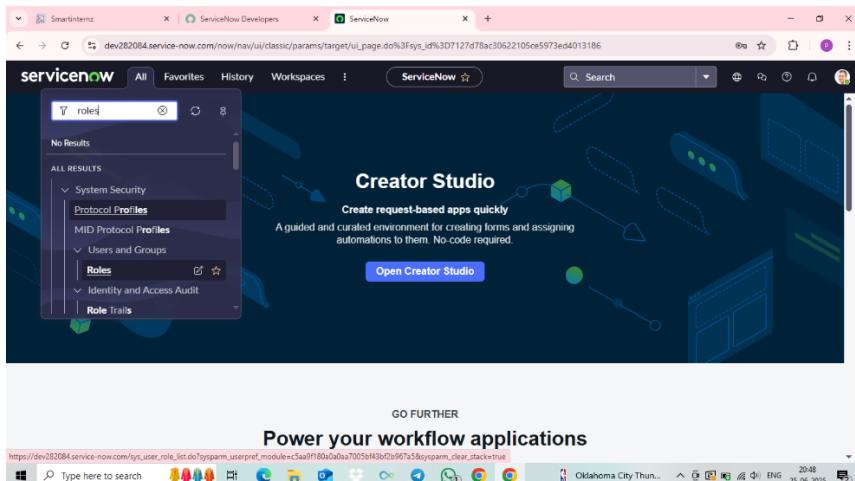
Step 1: Create roles

1. Open service now

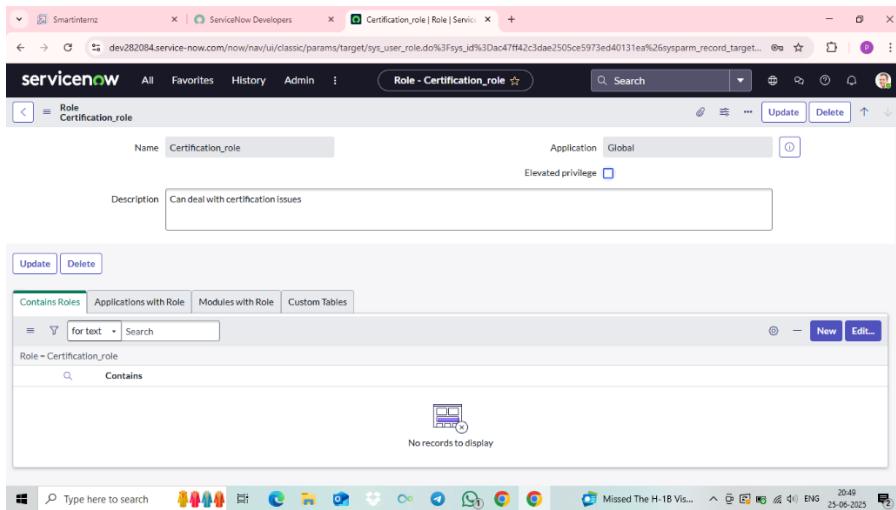
The screenshot shows the ServiceNow homepage. It features a large banner for 'Creator Studio' with the subtext 'Create request-based apps quickly' and 'A guided and curated environment for creating forms and assigning automations to them. No code required.' Below the banner is a call-to-action button 'Open Creator Studio'. Further down, there is a section titled 'GO FURTHER Power your workflow applications'.

2. Click on All >> search for roles

3. Select roles under system security



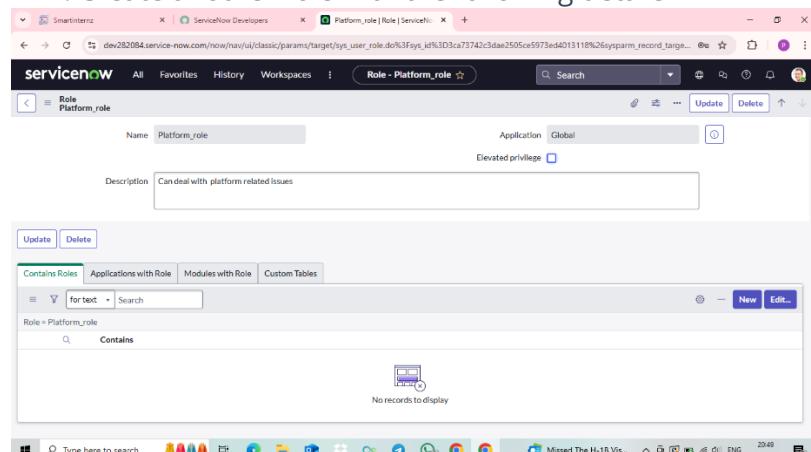
4. Click on new
5. Fill the following details to create a new role



6. Click on submit

Create one more role:

7. Create another role with the following details

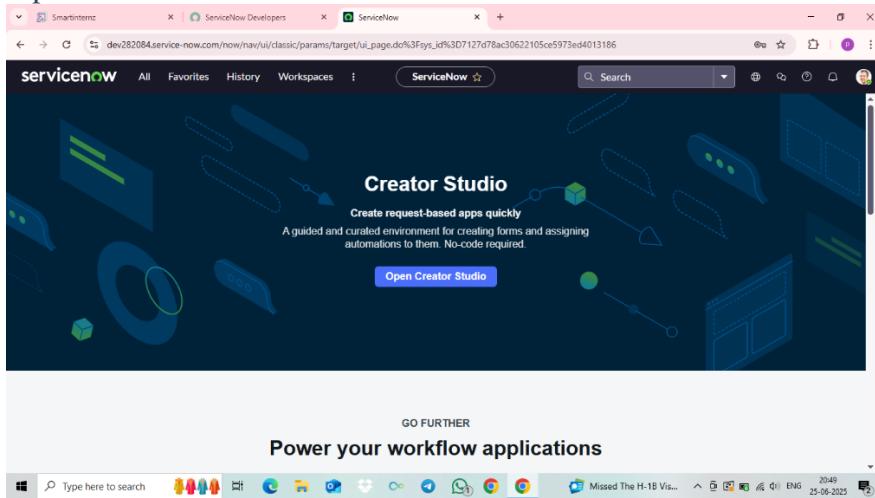


8. Click on submit

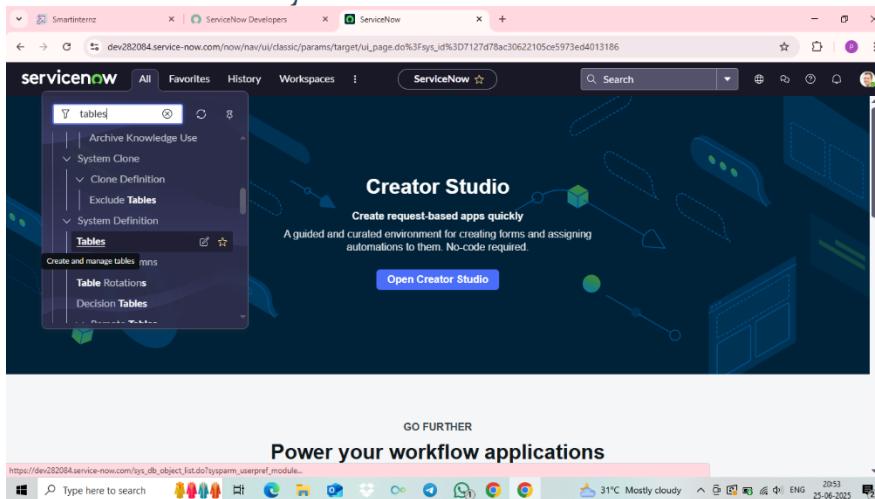
Milestone 4 :Table

Step 1 :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 : Operations related
Check the boxes Create module & Create mobile module

6. Under new menu name : Operations related

The screenshot shows the ServiceNow interface for creating a new table. The top navigation bar includes 'SmartInternz', 'New Record | Table | ServiceNo...', and a search bar. The main area is titled 'Table - New Record'. It shows fields for 'Label' (Operation related), 'Name' (u_operation_related), 'Extends table' (empty), 'Application' (Global), 'Create module' (checked), 'Create mobile module' (checked), 'Add module to menu' (dropdown set to '-- Create new --'), and 'New menu name' (Operation related). Below this, there's a 'Columns' tab showing a table structure with columns like 'Column label', 'Type', 'Reference', 'Max length', 'Default value', and 'Display'. A note at the bottom says '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.' with a 'More Info' link.

7. Under table columns give the columns

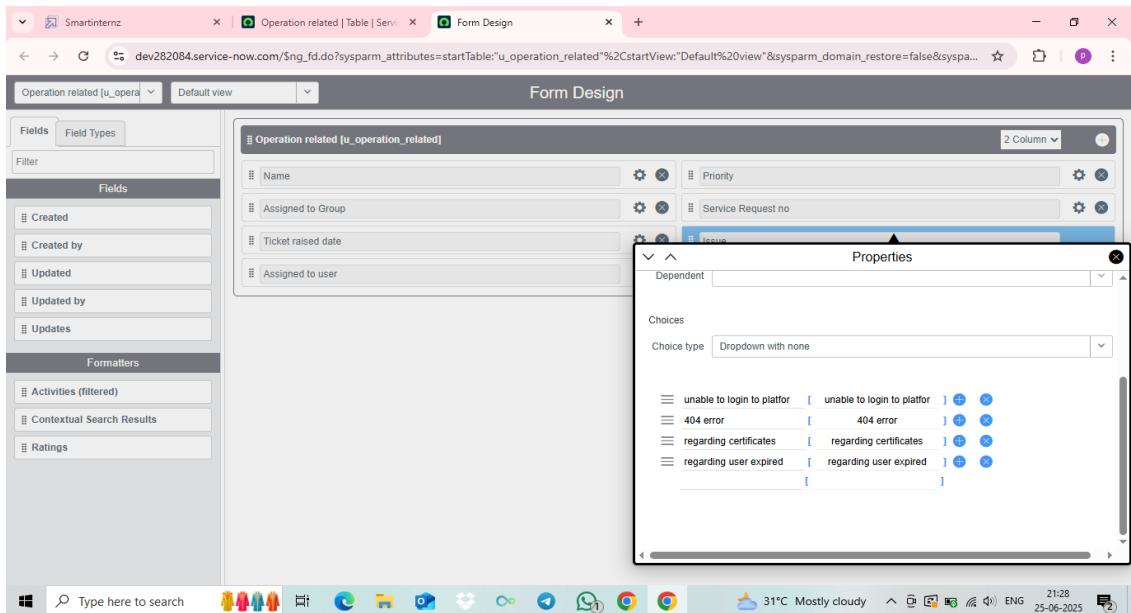
The screenshot shows the 'Table - Operation related' page. The table structure is as follows:

Column label	Type	Reference	Max length	Default value	Display
Created by	String	(empty)	40	false	false
Sys ID	Sys ID (GUID)	(empty)	32	false	false
Created	Date/Time	(empty)	40	false	false
Updated by	String	(empty)	40	false	false
Updates	Integer	(empty)	40	false	false
Updated	Date/Time	(empty)	40	false	false
Assigned to Group	Reference	Group	40	false	false
Assigned to user	Reference	User	32	false	false
Comment	String	Empty State	40	false	false
Issue	String	Empty State	40	false	false
Name	String	Empty State	40	false	false
Priority	String	Empty State	40	false	false
Service Request no	String	Empty State	40	false	false
Ticket raised date	Date/Time	Empty State	40	false	false
Insert a new row...					

8. Click on submit

Create choices for the issue filed by using form design
Choices are

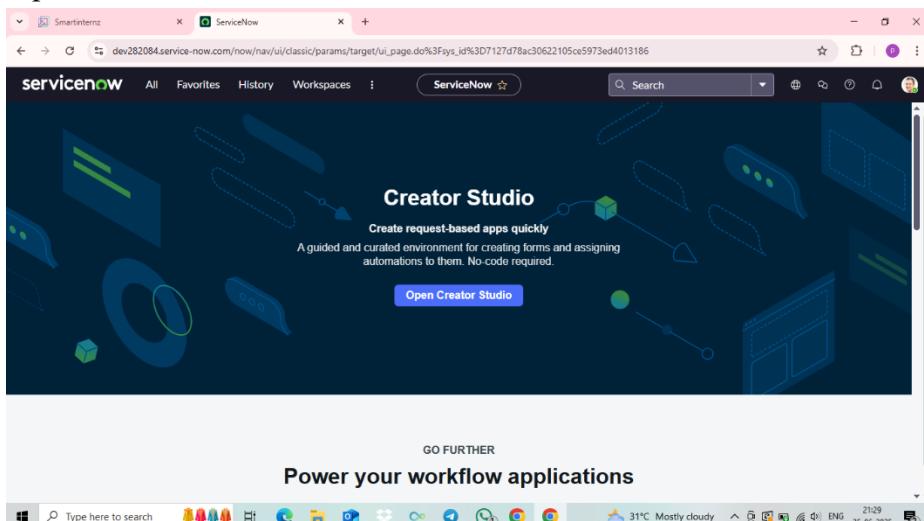
- unable to login to platform
- 404 error
- regarding certificates
- regarding user expired



Milestone 5: Assign Roles & Users to Table

Activity 1: Assign Roles & Users to Certificate Group

1. Open service now.



2. Click on All >> search for groups
3. Select groups under system definition
4. Select the certificates group

5.Under group members

The screenshot shows the 'Group - certificates' page in ServiceNow. The 'Group Members' tab is selected. A message box at the top left says 'Job to add or remove role(s) from user(s) of group has been queued.' The main table displays one user record: 'User' Katherine Pierce. The status bar at the bottom right shows the date as 25-06-2025.

6.Click on edit

7.Select Katherine Pierce and save

The screenshot shows the 'Group - certificates' page in ServiceNow. The 'Group Members' tab is selected. A message box at the top left says 'Job to add or remove role(s) from user(s) of group has been queued.' The main table displays one user record: 'User' Katherine Pierce, which is now highlighted. The status bar at the bottom right shows the date as 25-06-2025.

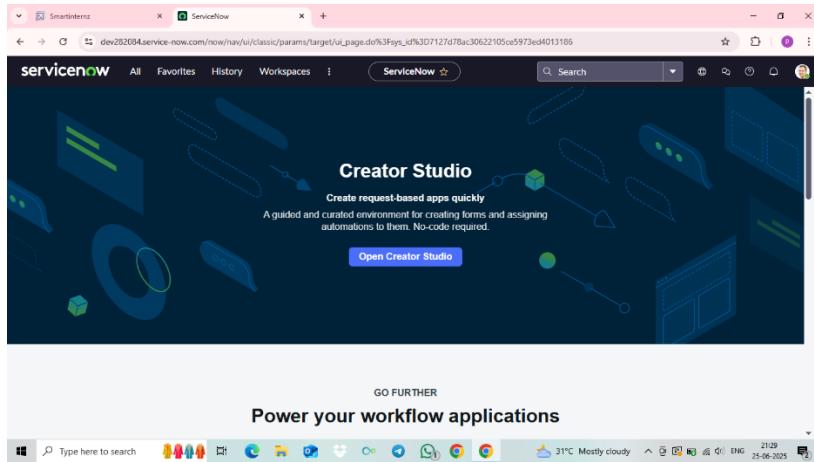
8.Click on roles

9.Select Certification_role and save

The screenshot shows the 'Group - certificates' page in ServiceNow. The 'Roles' tab is selected. A message box at the top left says 'Job to add or remove role(s) from user(s) of group has been queued.' The main table displays one role record: 'Role' Certification_role, which is now highlighted. The status bar at the bottom right shows the date as 25-06-2025.

Activity 2: Assign Roles & Users to Platform Group

1. Open service now.



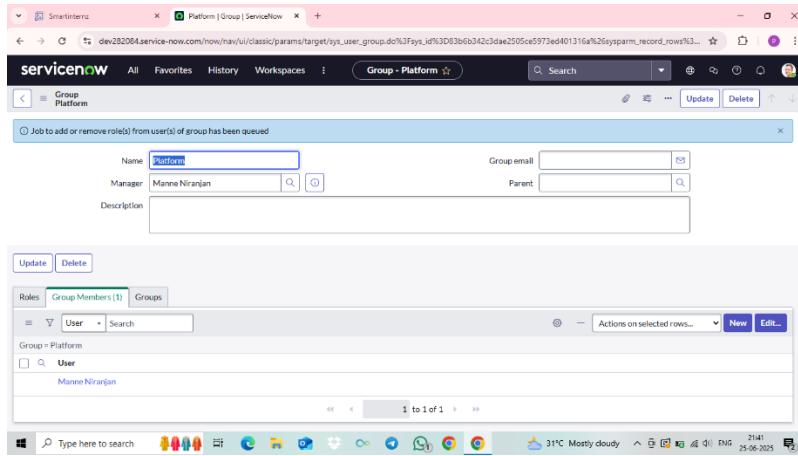
2. Click on All >> search for groups
3. Select groups under system definition
4. Select the platform group

A screenshot of the 'Groups' list view in ServiceNow. The top navigation bar shows 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a 'Groups' dropdown. A search bar is at the top right. The main area displays a table with columns: Name, Description, Active, Manager, Parent, and Updated. One record is listed: 'plat' with 'Platform' as its parent, managed by 'Manne Niranjana', and updated on '24-06-2025 21:47:55'. The table has filters and sorting options at the top.

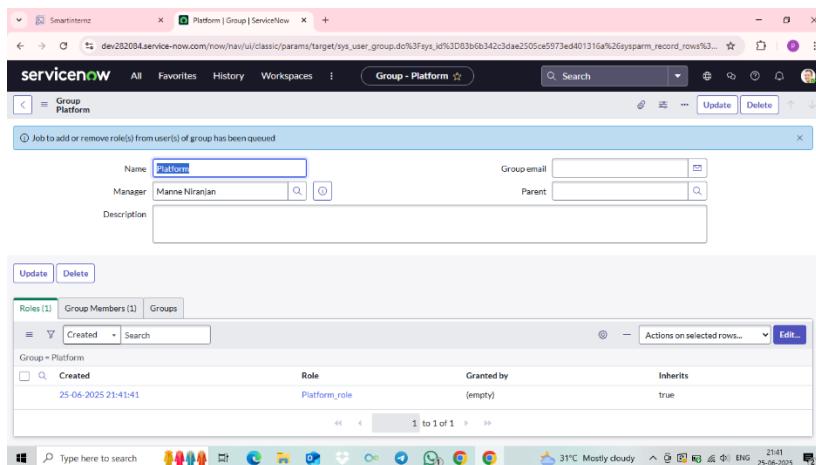
5. Under group members

A screenshot of the 'Edit' view for the 'Platform' group in ServiceNow. The top navigation bar shows 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a 'Groups' dropdown. The main area shows the group details: Name (Platform), Manager (Manne Niranjana), Group email (empty), and Parent (empty). Below this is a 'Description' field with a large text input area. At the bottom are 'Update' and 'Delete' buttons. A secondary table below shows 'Roles' assigned to the group, with a note 'No records to display'. The status bar at the bottom indicates the URL as 'https://dev282084.service-now.com/sys_user_group.do?sys_id=83be03423dcae2505cd5973ed401316a&sysparm_record_target=sys_user_group&sysparm_record_id=18&sysparm_record_rows=1&sysparm_record_list=nameSTARTSWITHplat%5EORD...'.

6. Click on edit
7. Select Manne Nirajan and save



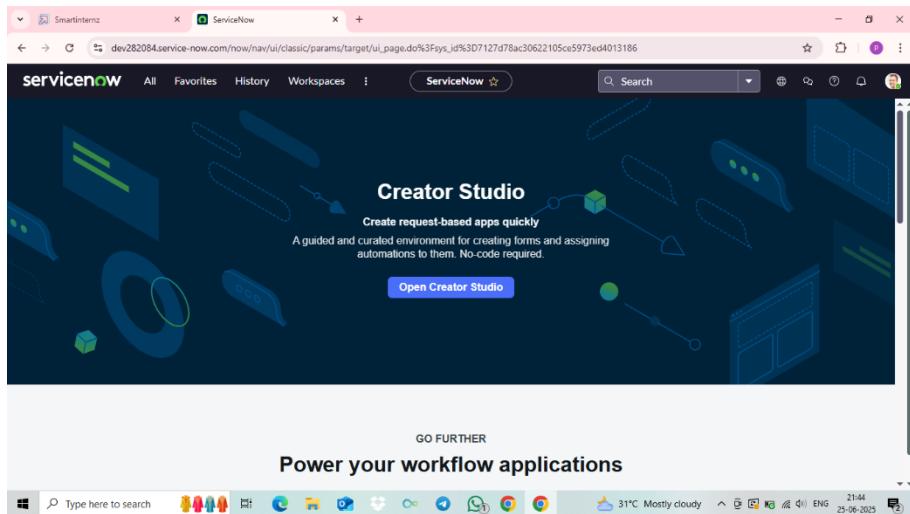
8. Click on roles
9. Select Platform_role and save



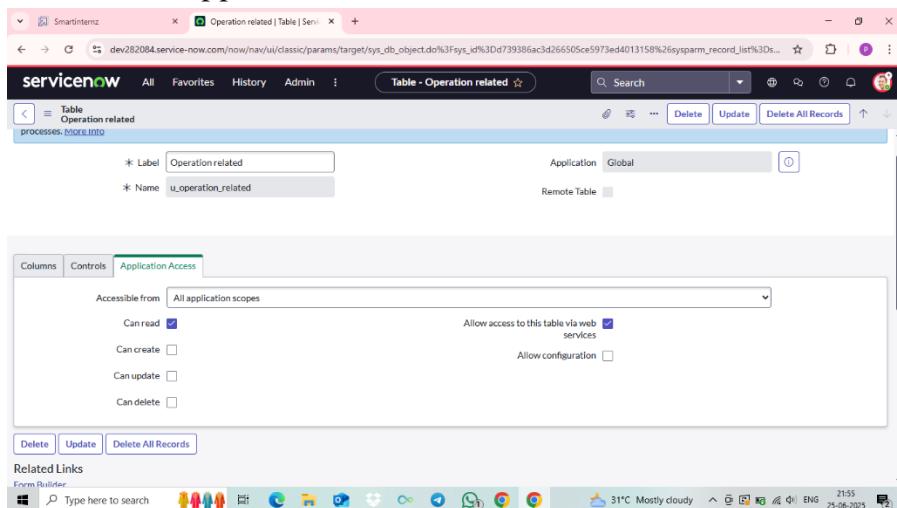
Milestone 6:Assign Role to Table

Step 1:Assign Role to Table

1. open service now.



2. Click on All >> search for tables
3. Select operations related table
4. Click on the Application Access



5. Click on u_operations_related read operation
6. Click on the profile on top right side

7. Click on elevate role

The screenshot shows the ServiceNow interface with the 'Table - Operation related' screen. A context menu is open on the right, showing options like Profile, Preferences, Keyboard shortcuts, Impersonate user, and 'Elevate role'. The 'Elevate role' option is highlighted.

8. Click on security admin and click on update

The screenshot shows the 'Table - Operation related' screen with a modal dialog titled 'Elevate role'. The 'AVAILABLE ROLES' section contains 'security_admin', which is selected and highlighted. The dialog also includes a note about granting modification access to High Security Settings and allowing users to modify the Access Control List. Buttons for 'Cancel' and 'Update' are at the bottom.

9. Under Requires role

10. Double click on insert a new row

11. Give platform role

12. And add certificate role

The screenshot shows the 'Table - Access Control' screen. The 'Requires role' section is expanded, showing three entries under 'Role': 'Platform_role', 'Certification_role', and 'u_operation_related_user'. Below this, there are sections for 'Security Attribute Condition', 'Data Condition', and 'Advanced Condition'.

13. Click on update

14. Click on u_operations_related write operation

The screenshot shows a ServiceNow web interface for managing access controls. The title bar says "servicenow" and the page title is "Table - Operation related". The URL in the address bar is "dev282084.service-now.com/nav/u/classic/params/target/sys_db_object.do%3Fsys_id%3Dd739386ac3d266505ce5973ed4013158%26sysparm_record_list%3D...". The table has columns: Name, Decision Type, Operation, Type, Active, Updated by, and Updated. There are six rows:

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operation_related	Allow If	delete	record	true	admin	25-06-2025 21:16:41
u_operation_r_related	Allow If	read	record	true	admin	25-06-2025 21:16:41
u_operation_r_Relate	Allow If	create	record	true	admin	25-06-2025 21:16:40
u_operation_related	Allow If	write	record	true	admin	25-06-2025 21:16:41
https://dev282084.service-now.com/sy_security_acclistsys_id=d759b0fac3d26605ce5973ed4013158%26sysparm_record_list%3D..._target=sys_security_acclistsys_id=d739386ac3d266505ce5973ed4013158%26sysparm_record_list%3D..._name%3Du_operation_related...						21:57

15.Under Requires role

16.Double click on insert a new row

17.Give platform role

18.And add certificate role

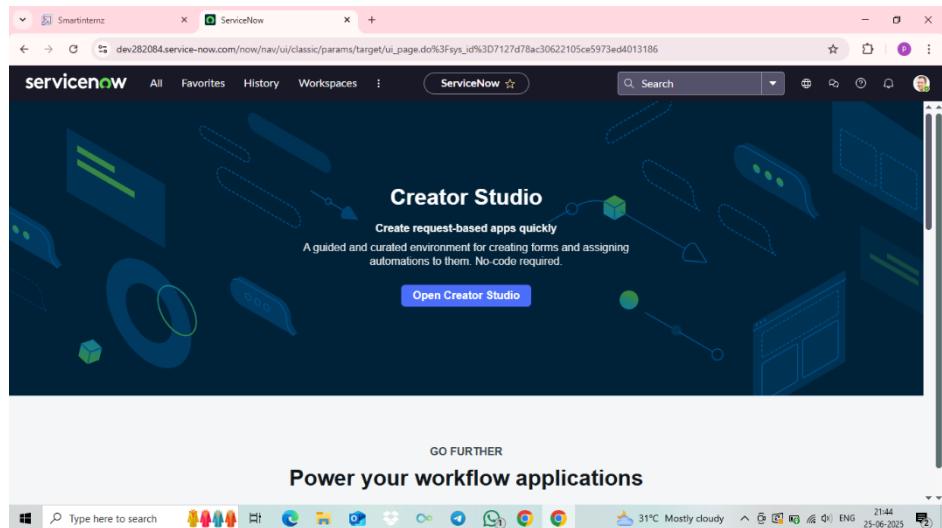
The screenshot shows the "Conditions" tab of the ACL editor. It has three sections: "Requires role", "Security Attribute Condition", and "Data Condition".

- Requires role:** A list of roles selected: Certification_role, u_operation_related_user, and Platform_role.
- Security Attribute Condition:** Local or Existing (radio button selected), Security Attribute search bar, and a condition section.
- Data Condition:** Condition dropdown, Add Filter Condition, Add OR Clause, and a condition section.

Milestone 7:Create ACL

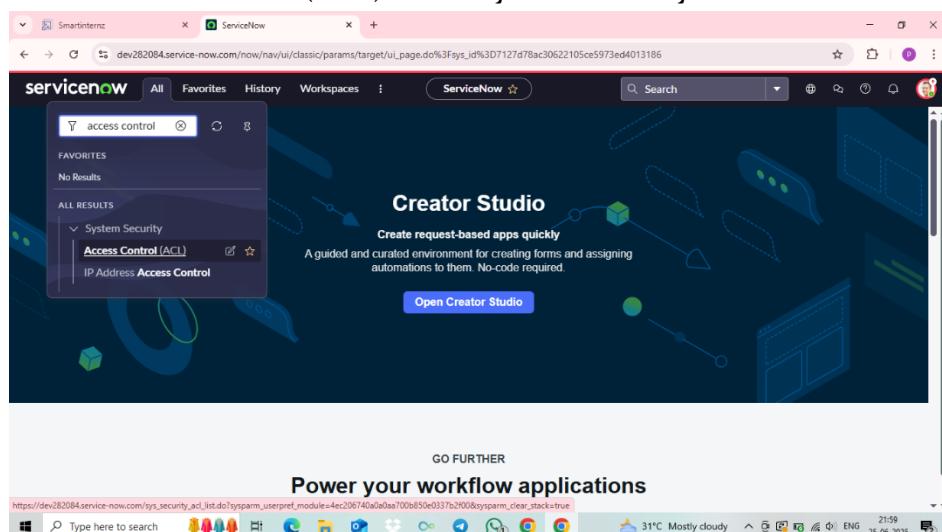
Step 1 :Create ACL

1. Open service now.

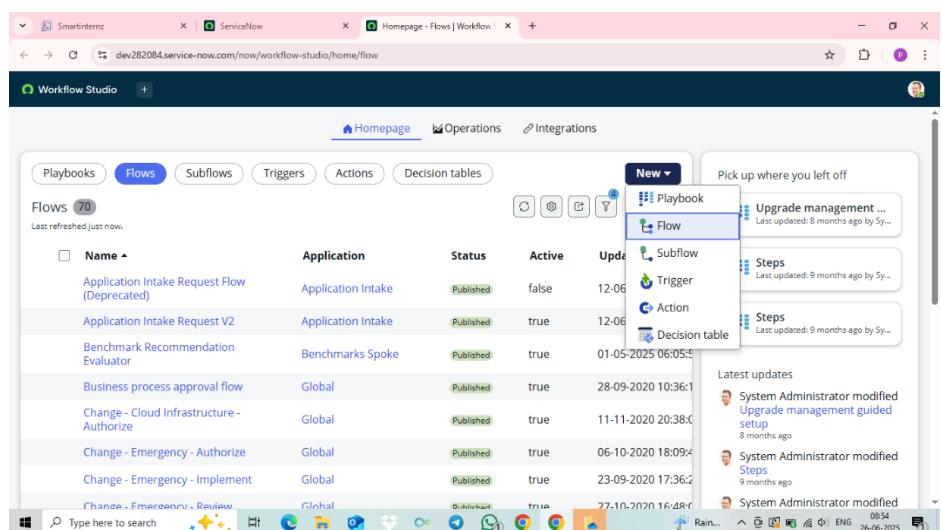


2. Click on All >> search for ACL

3. Select Access Control(ACL) under system security



4. Click on new



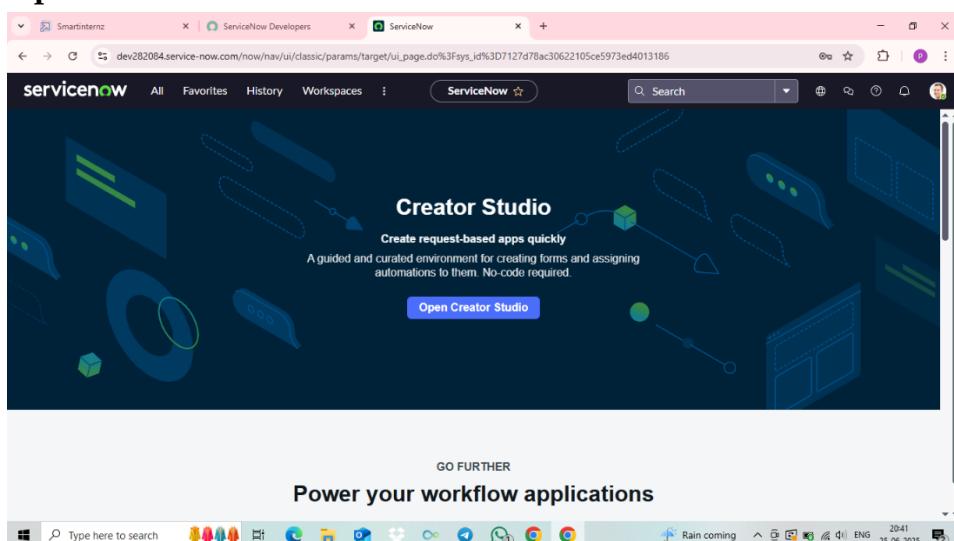
5. Fill the following details to create a new ACL
6. Scroll down under requires role
7. Double click on insert a new row
8. Give admin role
9. Click on submit

10. Similarly create 4 ACL for the following fields

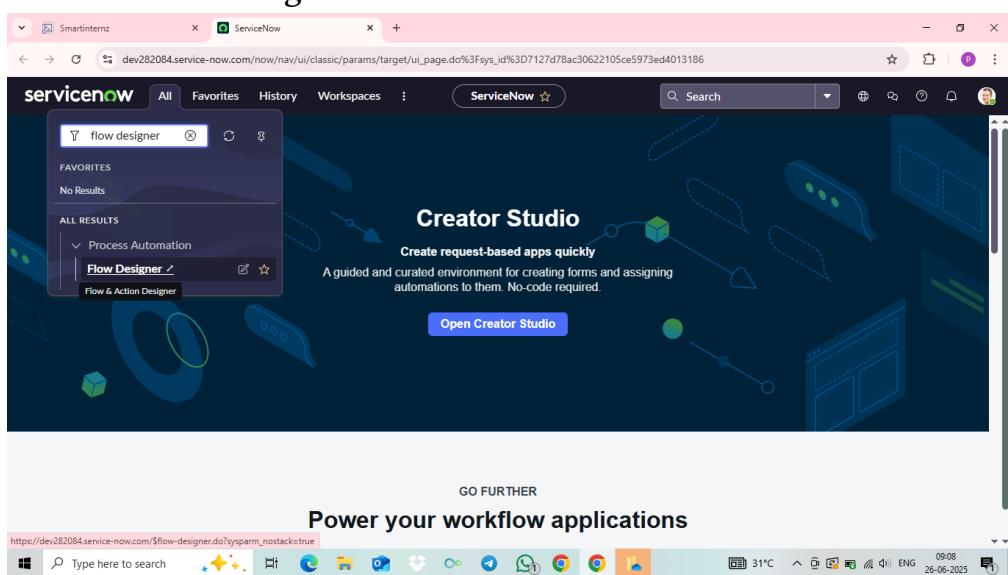
Milestone 8:Flow

Activity 1: Create a Flow to Assign operations ticket to group

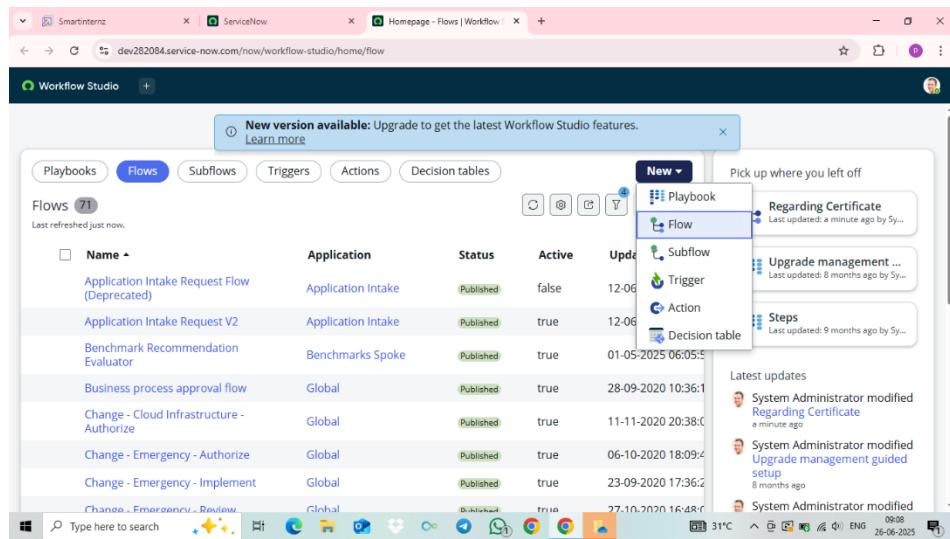
1. Open service now.



2. Click on All >> search for Flow Designer
3. Click on Flow Designer under Process Automation.



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

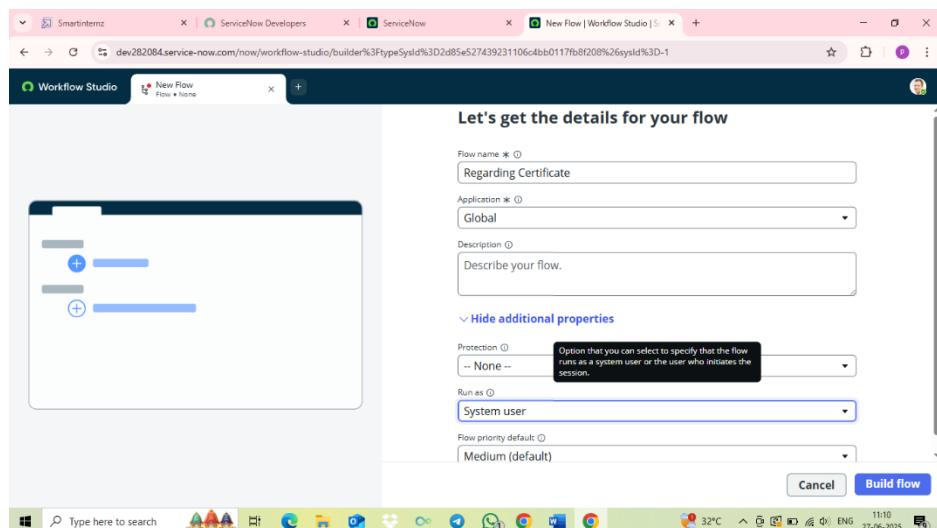


5. Under Flow properties Give Flow Name as “ Regarding Certificate”.

6. Application should be Global.

7. Select Run user as “ System user ” from that choice.

8. Click on Submit.



9. Click on Add a trigger

10. Select the trigger in that Search for “create or update a record” and select that.

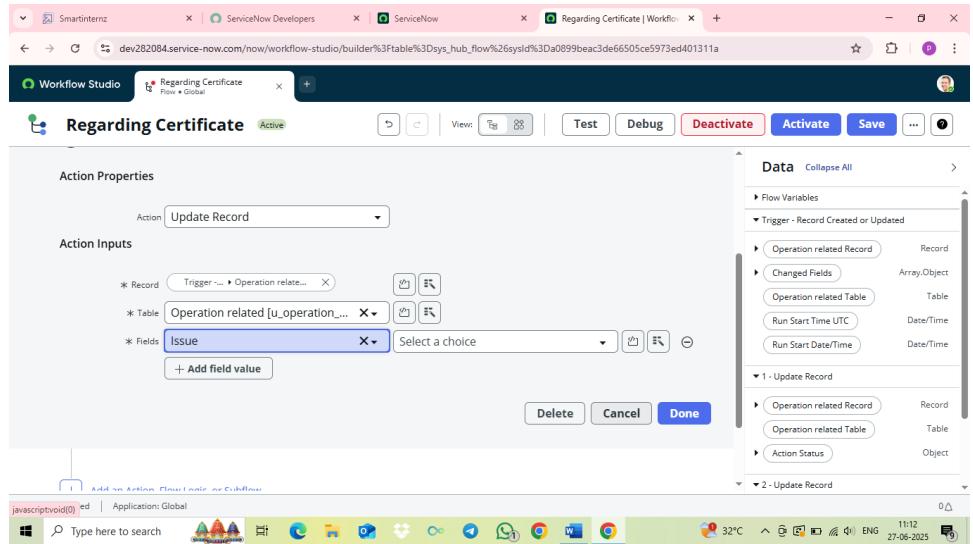
11. Give the table name as “ Operations related ”.

12. Give the Condition as

Field : issue

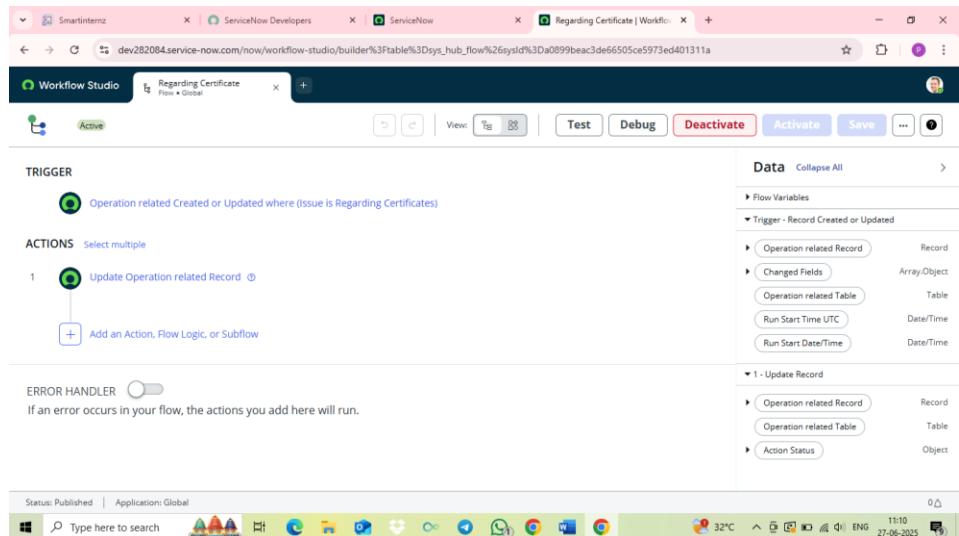
Operator : is

Value : Regrading Certificates



13. After that click on Done.

14. Now under Actions.



15. Click on Add an action.

16. Select action in that search for “ Update Record ”.

17. In Record field drag the fields from the data navigation from left side

18. Table will be auto assigned after that

19. Give the field as “ Assigned to group ”

20. Give value as “ Certificates ”

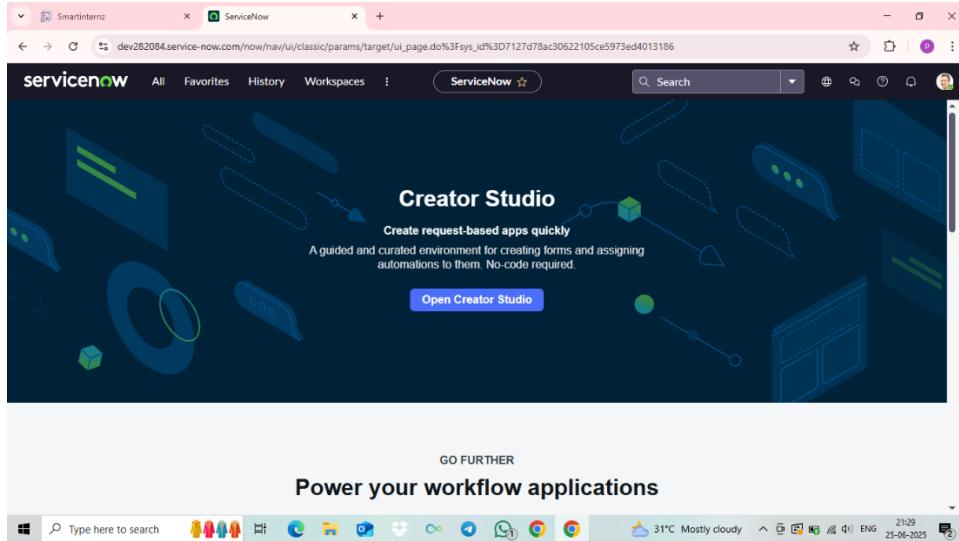
21. Click on Done.

22. Click on Save to save the Flow.

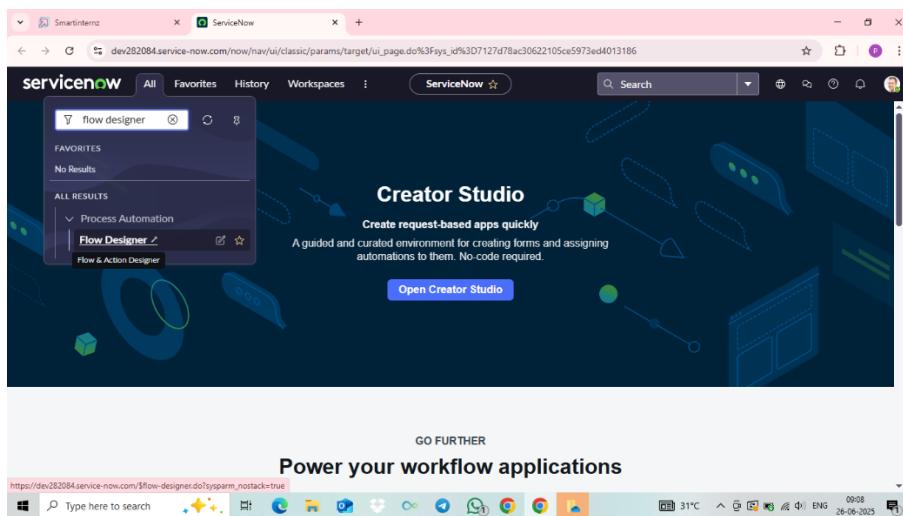
23. Click on Activate.

Activity 2: Create a Flow to Assign operations ticket to Platform group

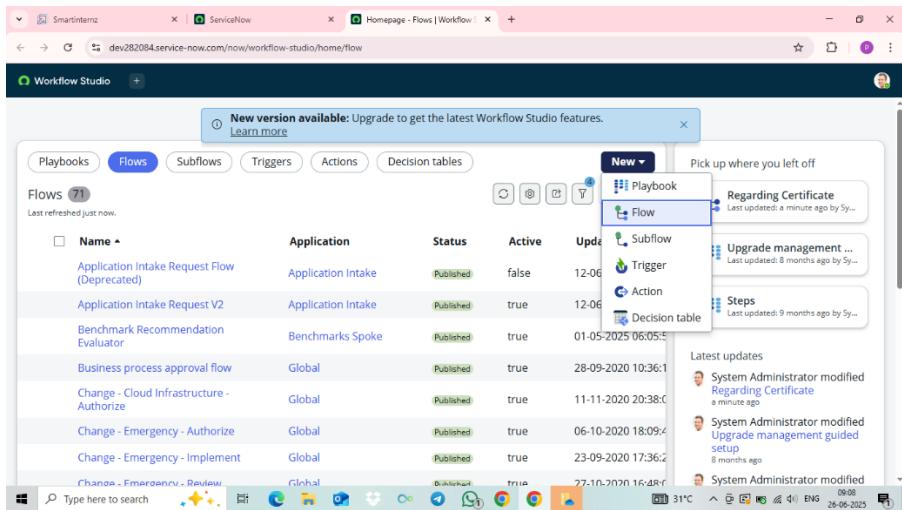
1. Open service now.



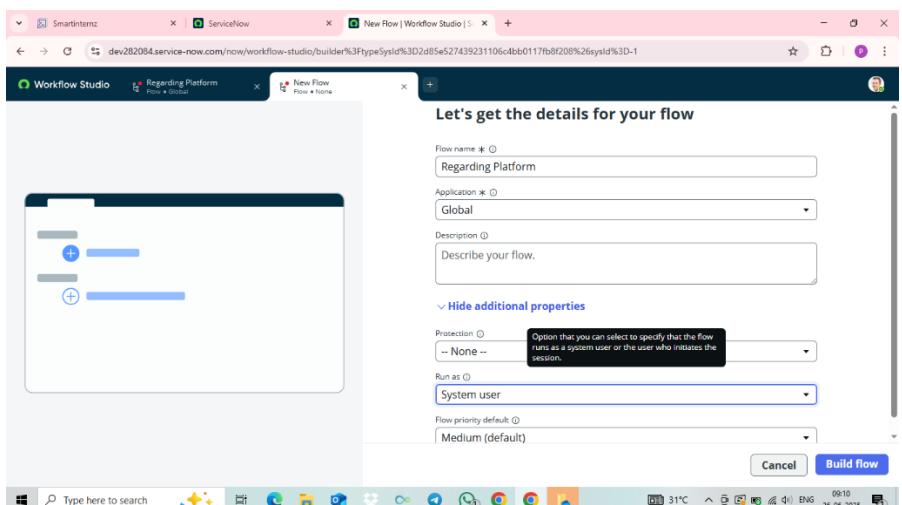
2. Click on All >> search for Flow Designer
3. Click on Flow Designer under Process Automation.



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



5. Under Flow properties Give Flow Name as “ Regarding Platform ”.
6. Application should be Global.
7. Select Run user as “ System user ” from that choice.
8. Click on Submit.



1. Click on Add a trigger
2. Select the trigger in that Search for “create or update a record” and select that.
3. Give the table name as “ Operations related ”.
4. Give the Condition as
Field : issue

Operator : is

Value : Unable to login to platform

5. Click on New Criteria

Field : issue

Operator : is

Value : 404 Error

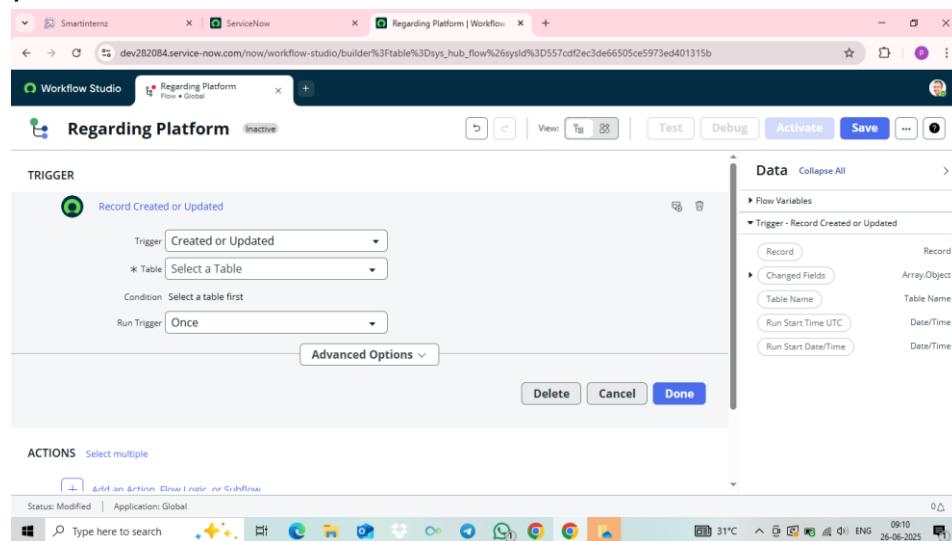
6. Click on New Criteria

Field : issue

Operator : is

Value : Regarding User expired

7. After that click on Done.



8. Now under Actions.

9. Click on Add an action.

10. Select action in that search for “ Update Record ”.

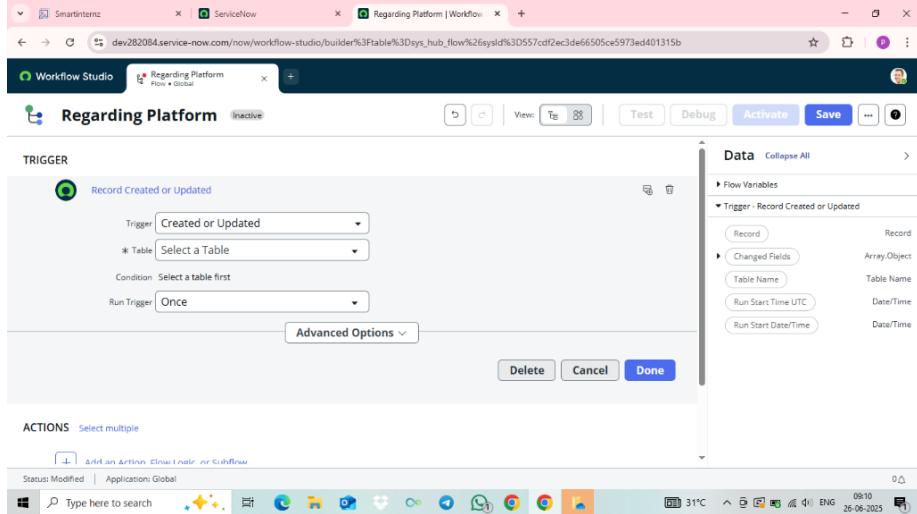
11. In Record field drag the fields from the data navigation from left side

12. Table will be auto assigned after that

13. Give the field as “ Assigned to group ”.

14. Give value as “ Platform ”.

15. Click on Done.



16. Click on Save to save the Flow.

17. Click on Activate.

