

Team Id:

NM2025TMID20031

Team Members: 4

Team Leader: Ramya T

Team Member Priya G

Team Member Swathi M

Team Member Gayathri C

Problem Statement:

Objective:

Skills:

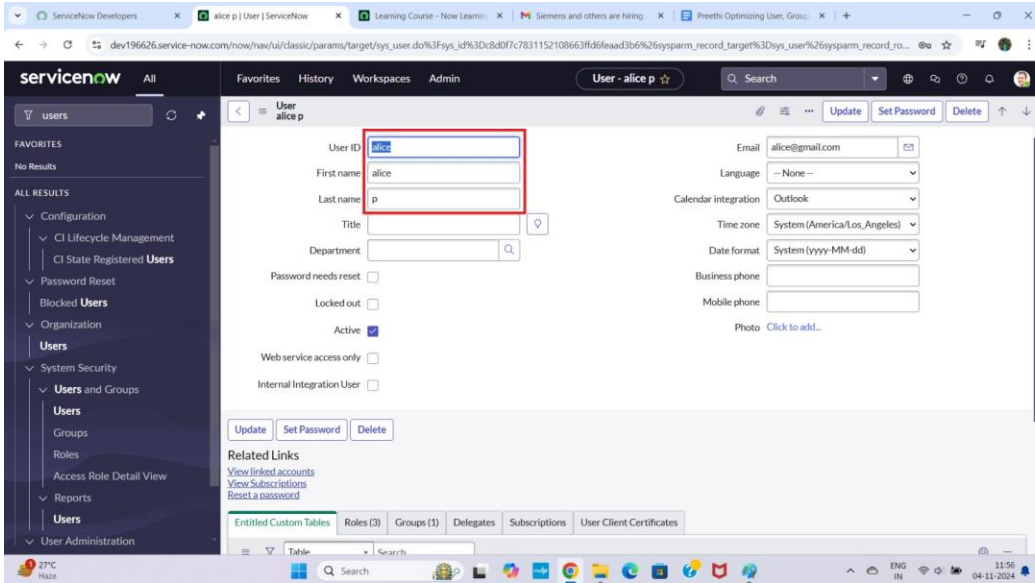
TASK INITIATION

Milestone 1 : Users

Activity 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
6. Click on submit

Optimizing user, group and role management with access control and workflows



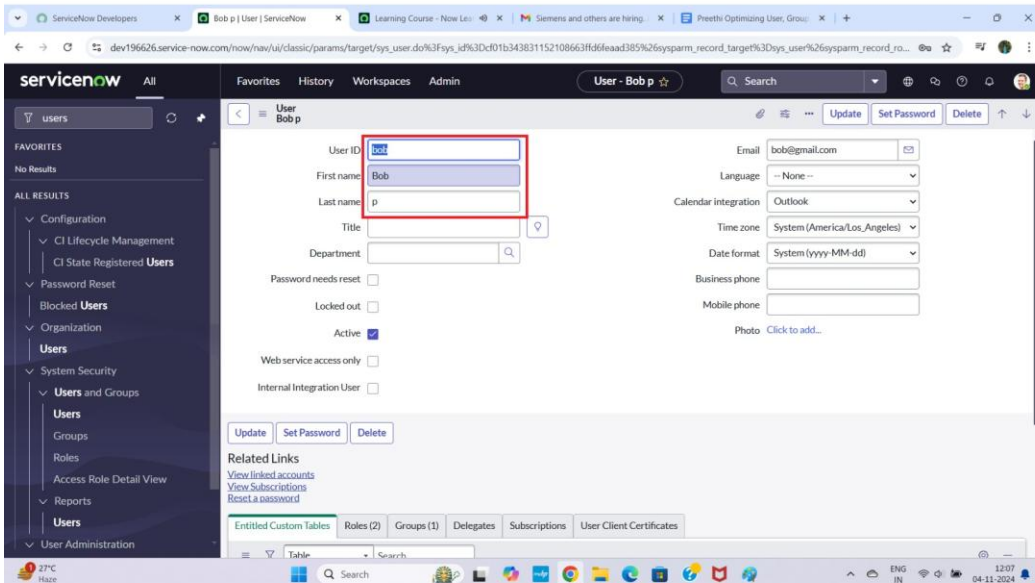
The screenshot shows the ServiceNow User Administration interface. The user 'alice p' is selected, and the form displays the following details:

- User ID:
- First name:
- Last name:
- Title:
- Department:
- Email:
- Language:
- Calendar integration:
- Time zone:
- Date format:
- Business phone:
- Mobile phone:
- Photo:
- Active: ☒
- Web service access only: ☐
- Internal Integration User: ☐

Buttons at the bottom: Update, Set Password, Delete.

Create one more user:

7. Create another user with the following details
8. Click on submit



The screenshot shows the ServiceNow User Administration interface for user 'Bob p'. The user 'Bob p' is selected, and the form displays the following details:

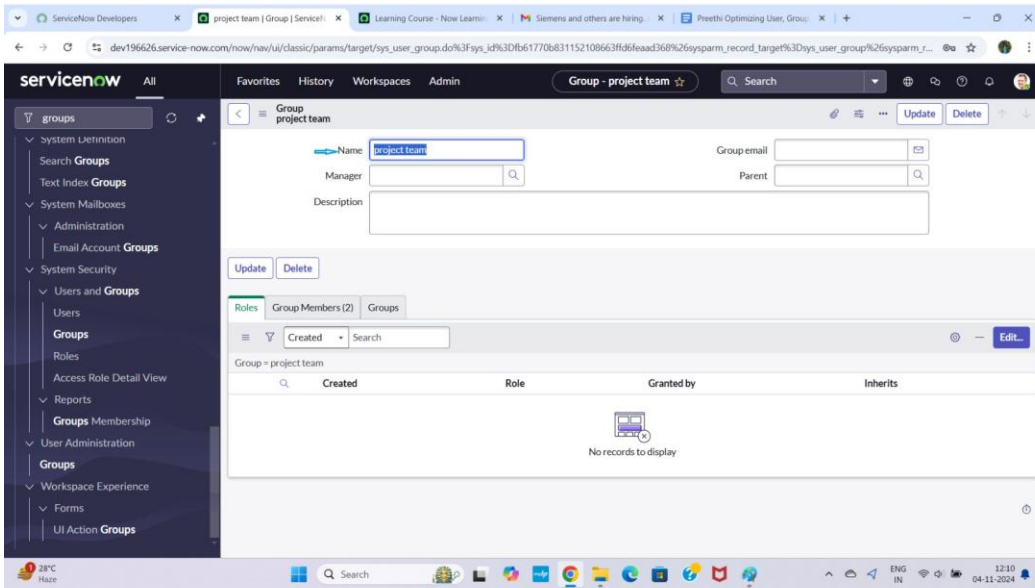
- User ID:
- First name:
- Last name:
- Title:
- Department:
- Email:
- Language:
- Calendar integration:
- Time zone:
- Date format:
- Business phone:
- Mobile phone:
- Photo:
- Active: ☒
- Web service access only: ☐
- Internal Integration User: ☐

Buttons at the bottom: Update, Set Password, Delete.

Milestone 2 : Groups

Activity 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



The screenshot shows the ServiceNow interface for creating a new group. The left sidebar is expanded to 'Groups' under 'System Security'. The main form has the following fields:

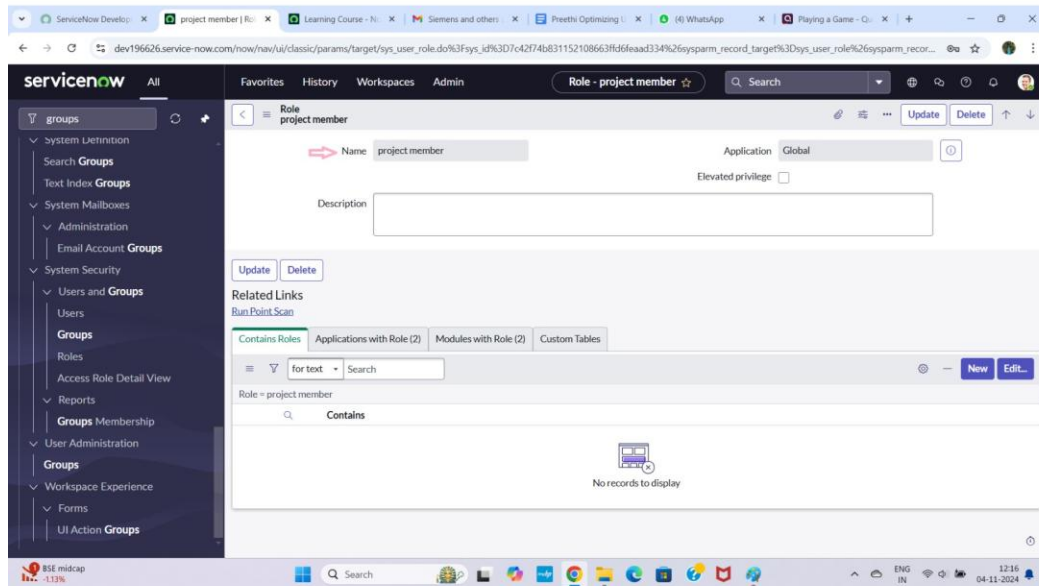
- Name: project team
- Manager: (empty)
- Group email: (empty)
- Parent: (empty)
- Description: (empty)

Below the form are 'Update' and 'Delete' buttons. The 'Roles' section shows 'Group Members (2)' and 'Groups'. The 'Created' tab is selected, showing a search bar and a table with columns: Created, Role, Granted by, and Inherits. The table is currently empty with a 'No records to display' message.

Milestone 3 : Roles

Activity 1: 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

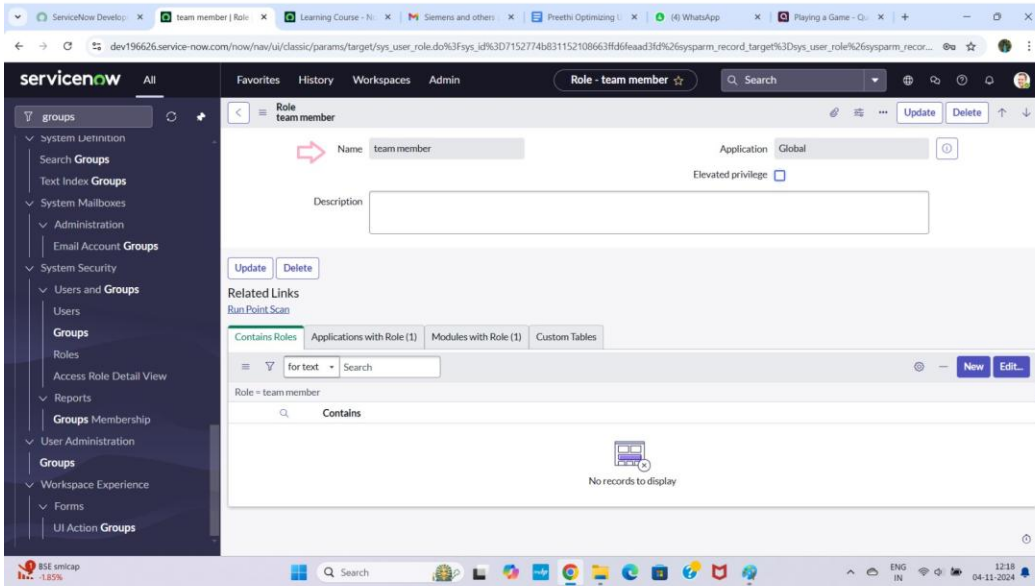


Create one more role:

7. Create another role with the following details
8. Click on submit

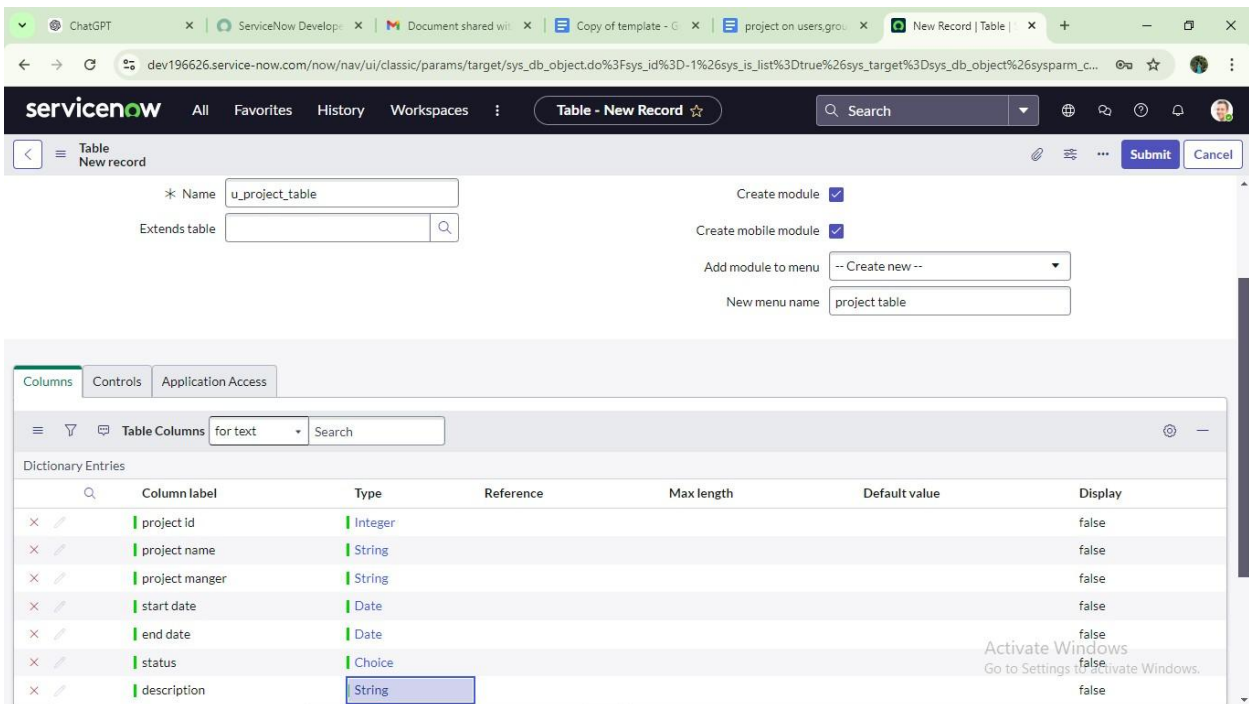
Milestone 4 : Table Activity 1: Create Table

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 : project table
 Check the boxes Create module & Create mobile module
6. Under new menu name : project table
7. Under table columns give the columns



The screenshot shows the ServiceNow interface for configuring a role named 'team member'. The left sidebar contains a navigation menu with categories like System Definition, System Mailboxes, Administration, System Security, Reports, and User Administration. The main content area shows the role configuration form with fields for Name (team member), Application (Global), and Description. Below the form are 'Update' and 'Delete' buttons. A 'Related Links' section includes a 'Run Point Scan' link. A table titled 'Contains Roles' is currently empty, displaying 'No records to display'.

8. Click on submit



The screenshot shows the ServiceNow interface for configuring a new table named 'u_project_table'. The form includes fields for Name, Extends table, Create module (checked), Create mobile module (checked), Add module to menu (set to 'Create new'), and New menu name (set to 'project table'). Below the form are 'Submit' and 'Cancel' buttons. The 'Columns' tab is active, showing a table of dictionary entries for the new table.

	Column label	Type	Reference	Max length	Default value	Display
<input type="checkbox"/>	project id	Integer				false
<input type="checkbox"/>	project name	String				false
<input type="checkbox"/>	project manger	String				false
<input type="checkbox"/>	start date	Date				false
<input type="checkbox"/>	end date	Date				false
<input type="checkbox"/>	status	Choice				false
<input type="checkbox"/>	description	String				false

Create one more table:

9. Create another table as: task table 2 and fill with following details.

10. Click on submit.

dev196626.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3Df53ba8e3835992108663ffd6fead365%26sysparm_view%3D%26sysparm_dom...

service-now All Favorites History Workspaces Table - task table 2 Search

Table Columns for text Search 1 to 6 of 6 New

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Updated by	String	(empty)	40		false
Updates	Integer	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
task id	Integer				false
task name	String				false
assigned to	String				false
due date	Date				false
status	Choice				false
comments	String				false
Insert a new row...					

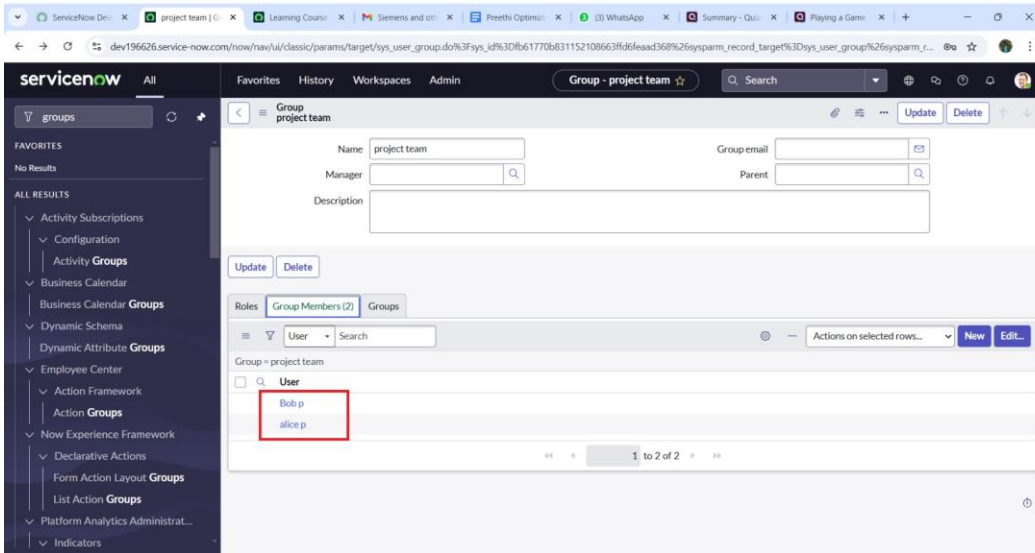
Activate Windows
Go to Settings to activate Windows.

Delete Update Delete All Records

Milestone 5 : Assign users to groups

Activity 1: Assign users to project team group

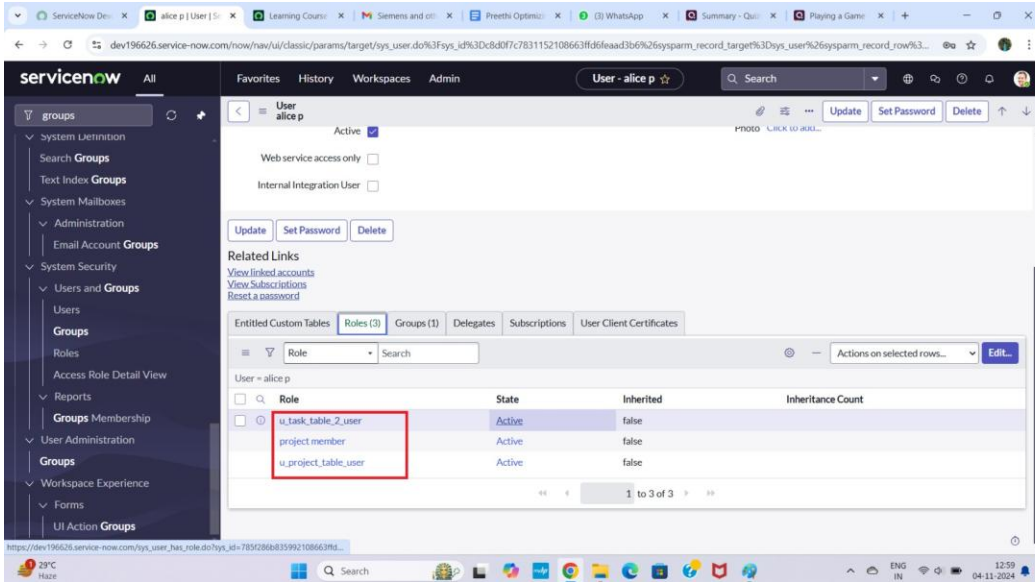
1. Open service now.
2. Click on All >> search for groups
3. Select tables under system definition
4. Select the project team group
5. Under group members
6. Click on edit
7. Select alice p and bob p and save



Milestone 6 : Assign roles to users

Activity 1: Assign roles to alice user

1. Open servicenow. Click on All >> search for user
2. Select tables under system definition
3. Select the project manager user
4. Under project manager
5. Click on edit
6. Select project member and save
7. Click on edit add u_project_table role and u_task_table role
8. Click on save and update the form.



ServiceNow User Profile: User - alice p

Active ☒

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 (3) Groups (1) Delegates Subscriptions User Client Certificates

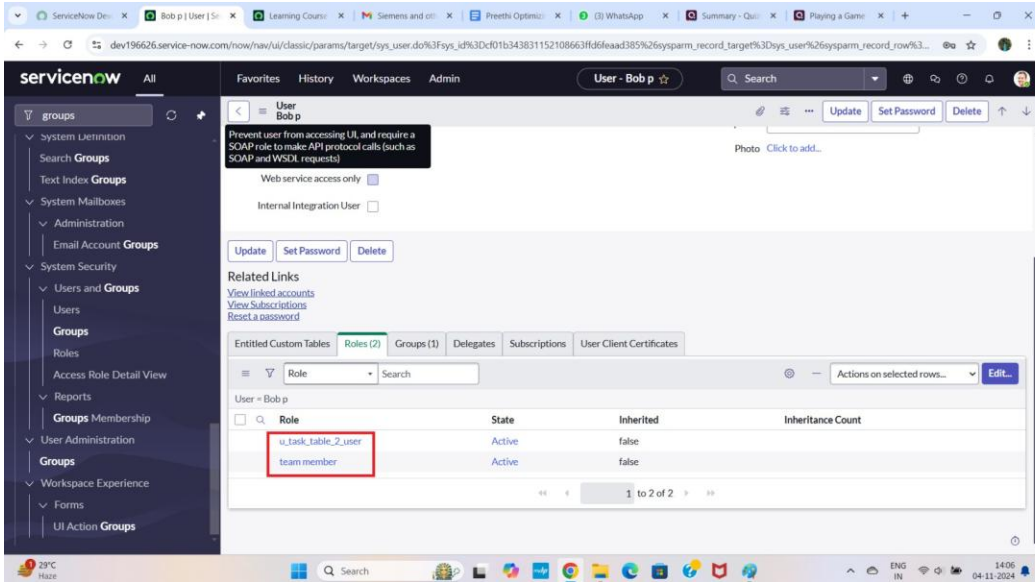
Role Search Actions on selected rows... Edit...

Role	State	Inherited	Inheritance Count
u_task_table_2_user	Active	false	
project member	Active	false	
u_project_table_user	Active	false	

1 to 3 of 3

Activity 2: Assign roles to bob user

1. Open servicenow. Click on All >> search for user
2. Select tables under system definition
3. Select the bob p user
4. Under team member
5. Click on edit
6. Select team member and give table role and save
7. Click on profile icon Impersonate user to bob
8. We can see the task table2.



The screenshot shows the ServiceNow user management interface. The user 'Bob p' is selected, and the 'Roles' tab is active. The table below lists the roles assigned to the user:

Role	State	Inherited	Inheritance Count
u_task_table_2_user	Active	false	
team member	Active	false	

Milestone 7 : Application access

Activity 1: Assign table access to application

1. while creating a table it automatically create a application and module for that table
2. Go to application navigator search for search project table application
3. Click on edit module
4. Give project member roles to that application
5. Search for task table2 and click on edit application.
6. Give the project member and team member role for task table 2 application

dev196626.service-now.com/now/nav/ui/classic/params/target/sys_app_application.do%3Fsys_id%3D9705334f831152108663ffd6fead362

servicenow All Favorites History Admin Application Menu - project table Search

Application Menu project table Update Delete

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. [More Info](#)

* 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

Update Delete

Activate Windows
Go to Settings to activate Windows.

dev196626.service-now.com/now/nav/ui/classic/params/target/sys_app_application.do%3Fsys_id%3D114bece3835992108663ffd6fead3dc

servicenow All Favorites History Admin Application Menu - task table 2 Search

Application Menu task table 2 Update Delete

* 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

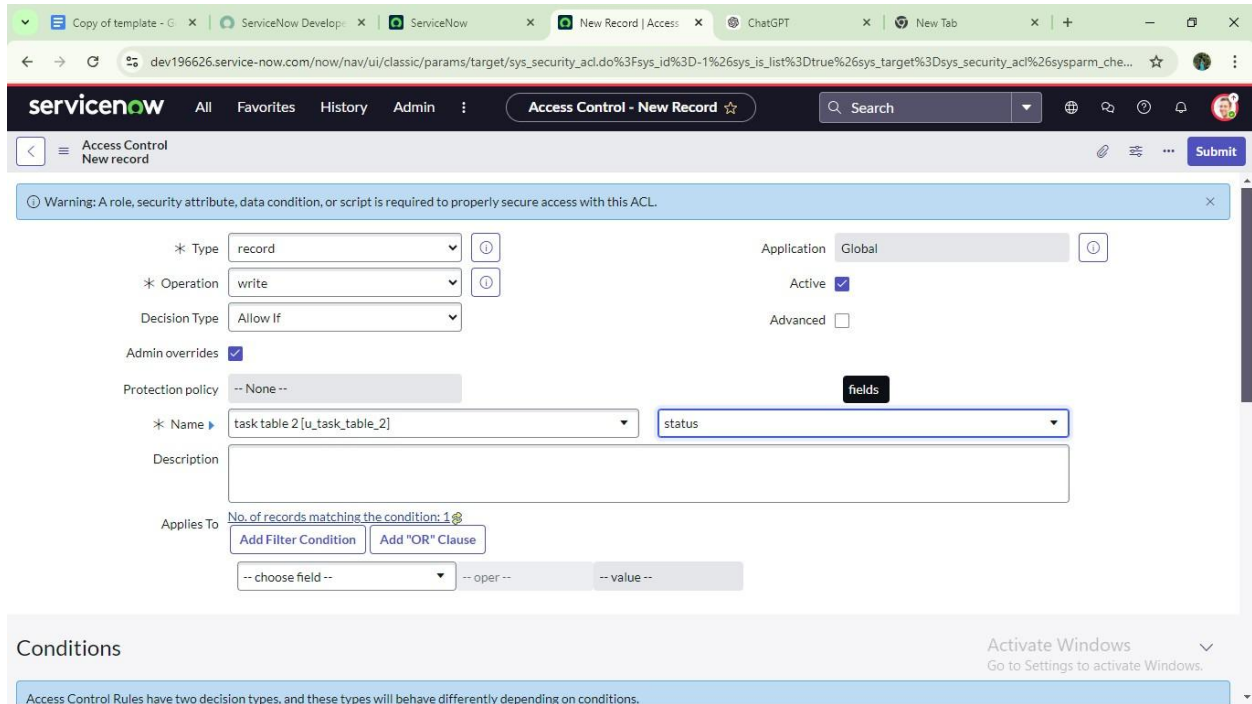
Update Delete

Activate Windows
Go to Settings to activate Windows.

Modules Order Search Actions on selected rows New

Milestone 8 :Access control list Activity 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 elevate role 5. Click on new



The screenshot shows the ServiceNow 'Access Control - New Record' form. The form includes the following fields and options:

- Type:** record
- Operation:** write
- Decision Type:** Allow If
- Application:** Global
- Active:** ☒
- Advanced:** ☐
- Admin overrides:** ☒
- Protection policy:** -- None --
- Name:** task table 2 [u_task_table_2]
- Status:** status
- Description:** (empty text area)
- Applies To:** No. of records matching the condition: 1
- Buttons:** Add Filter Condition, Add "OR" Clause
- Fields:** -- choose field --, -- oper --, -- value --

At the bottom, there is a 'Conditions' section and a warning message: 'Access Control Rules have two decision types, and these types will behave differently depending on conditions.'

6. Fill the following details to create a new ACL
7. Scroll down under requires role
8. Double click on insert a new row
9. Give task table and team member role
10. Click on submit
11. Similarly create 4 acl for the following fields

dev196626.service-now.com/now/nav/ui/classic/params/target/sys_security_ad_list.do%3Fsysparm_query%3Dsys_created_onONToday%40javascript%3Ags.beginningOfToday...

servicenow All Favorites History Workspaces Access Controls Search

Access Controls Name Search Actions on selected rows... New

All > Created on Today

<input type="checkbox"/>	Name	Decision Type	Operation	Type	Active	Updated by	Updated
<input type="checkbox"/>	u_leave_request	Allow If	delete	record	true	admin	2024-10-22 02:27:59
<input type="checkbox"/>	u_leave_request	Allow If	create	record	true	admin	2024-10-22 02:27:59
<input type="checkbox"/>	u_task_table	Allow If	read	record	true	admin	2024-10-22 04:21:28
<input type="checkbox"/>	u_task_table	Allow If	write	record	true	admin	2024-10-22 04:20:15
<input type="checkbox"/>	u_task_table.u_assigned_to	Allow If	write	record	true	admin	2024-10-22 04:33:53
<input type="checkbox"/>	u_task_table.u_due_date	Allow If	write	record	true	admin	2024-10-22 04:33:14
<input type="checkbox"/>	u_task_table.u_task_id	Allow If	write	record	true	admin	2024-10-22 04:27:47
<input type="checkbox"/>	u_task_table.u_task_name	Allow If	write	record	true	admin	2024-10-22 04:31:14
<input type="checkbox"/>	u_task_table_2	Allow If	write	record	true	admin	2024-10-22 21:05:07
<input type="checkbox"/>	u_task_table_2	Allow If	read	record	true	admin	2024-10-22 21:26:57
<input type="checkbox"/>	u_task_table_2	Allow If	read	record	true	admin	2024-10-22 21:05:07
<input type="checkbox"/>	u_task_table_2	Allow If	write	record	true	admin	2024-10-22 21:28:27
<input type="checkbox"/>	u_task_table_2	Allow If	create	record	true	admin	2024-10-22 21:05:06
<input type="checkbox"/>	u_task_table_2	Allow If	delete	record	true	admin	2024-10-22 21:05:07
<input type="checkbox"/>	u_task_table_2.u_assigned_to	Allow If	write	record	true	admin	2024-10-22 21:31:20

1 to 20 of 23

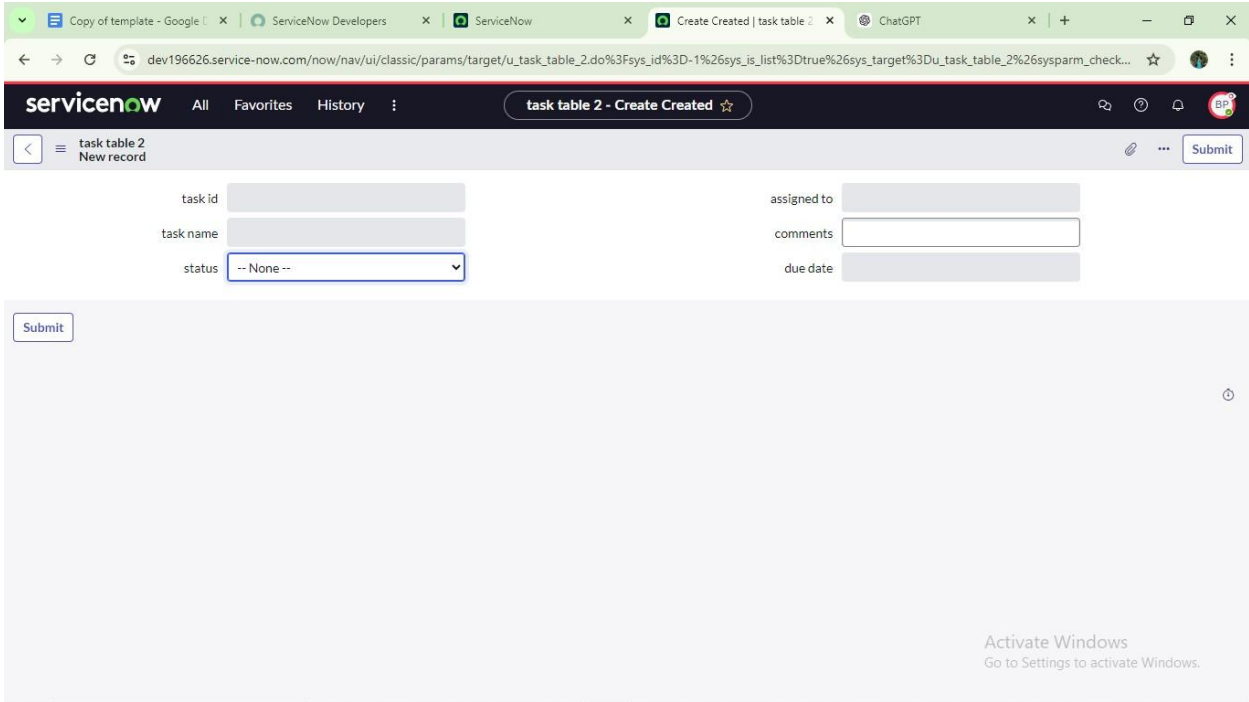
12. Click on profile on top right side

13. Click on impersonate user

14. Select bob user

15. Go to all and select task table2 in the application menu bar

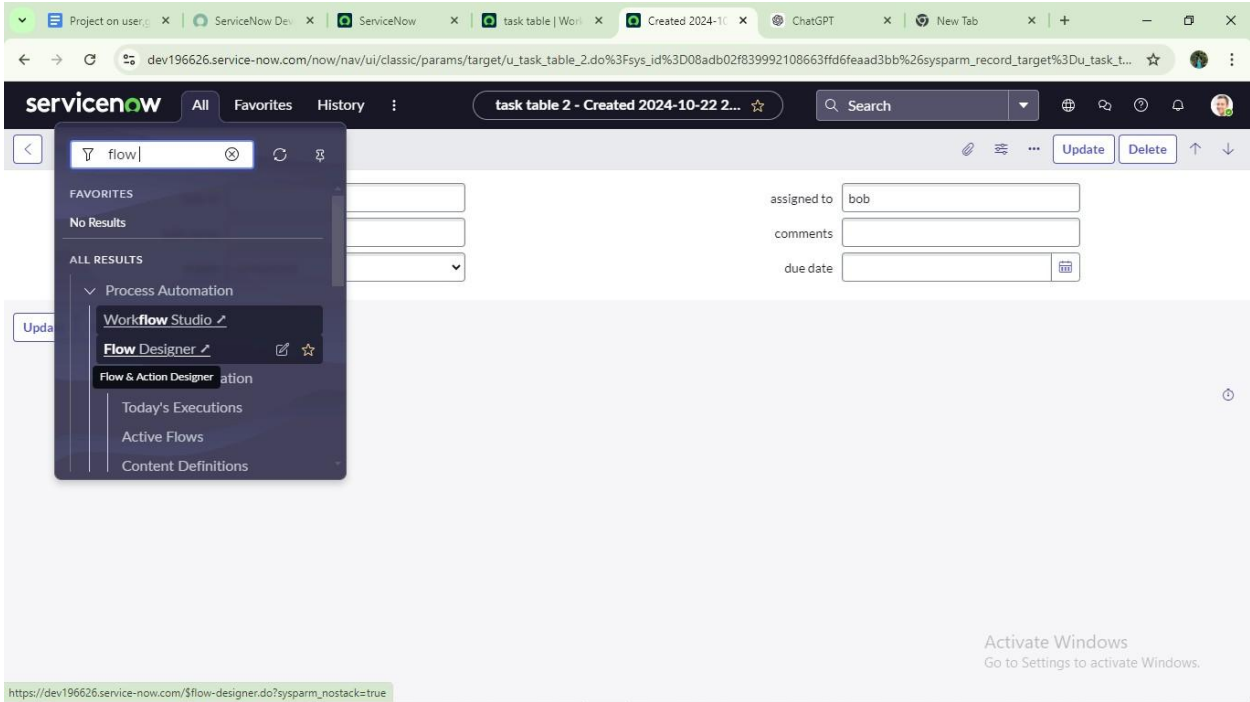
16. Comment and status fields are have the edit access



Milestone 9: Flow

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

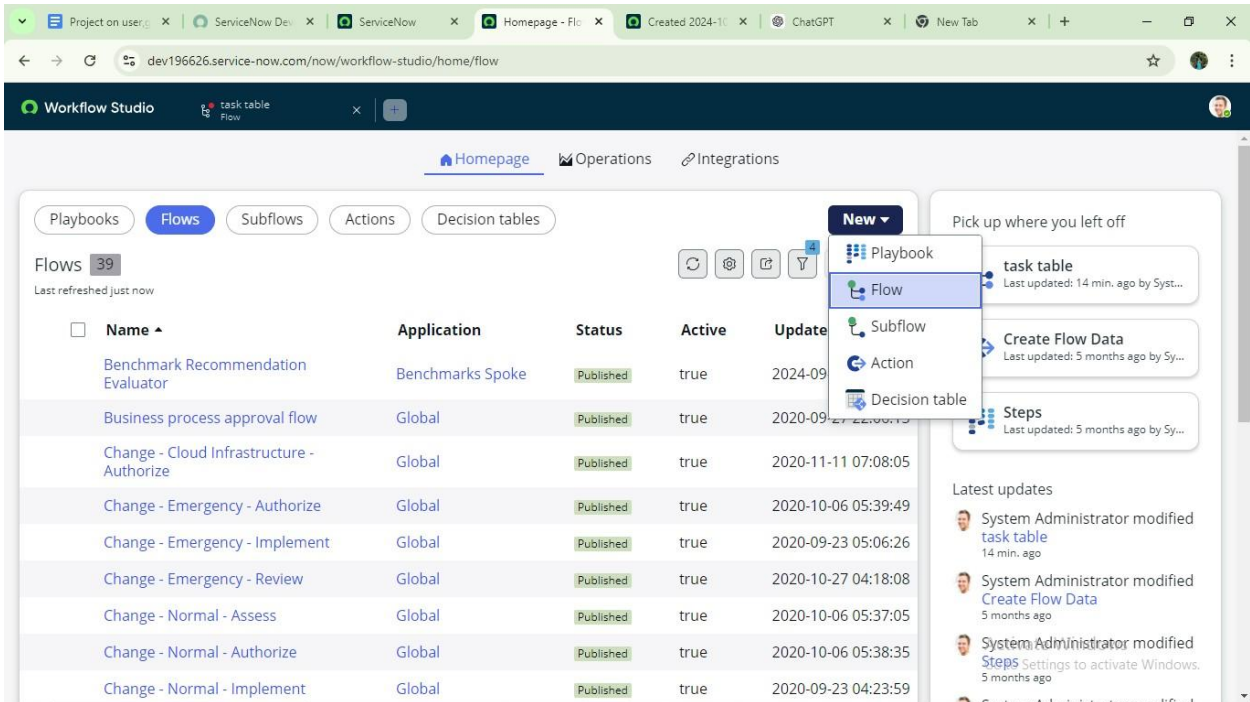
1. Open service now.
2. Click on All >> search for Flow Designer
3. Click on Flow Designer under Process Automation.
4. After opening Flow Designer Click on new and select Flow.
5. Under Flow properties Give Flow Name as “ task table”.
6. Application should be Global.
7. Click build flow.



The screenshot shows the ServiceNow 'task table 2' form. A search dropdown is open for the term 'flow'. The dropdown shows 'No Results' under 'FAVORITES' and 'ALL RESULTS' under 'Process Automation'. The 'ALL RESULTS' list includes 'Workflow Studio', 'Flow Designer', and 'Flow & Action Designer'. The main form has fields for 'assigned to' (bob), 'comments', and 'due date'.

Activate Windows
Go to Settings to activate Windows.

[https://dev196626.service-now.com/\\$flow-designer.do?sysparm_nostack=true](https://dev196626.service-now.com/$flow-designer.do?sysparm_nostack=true)

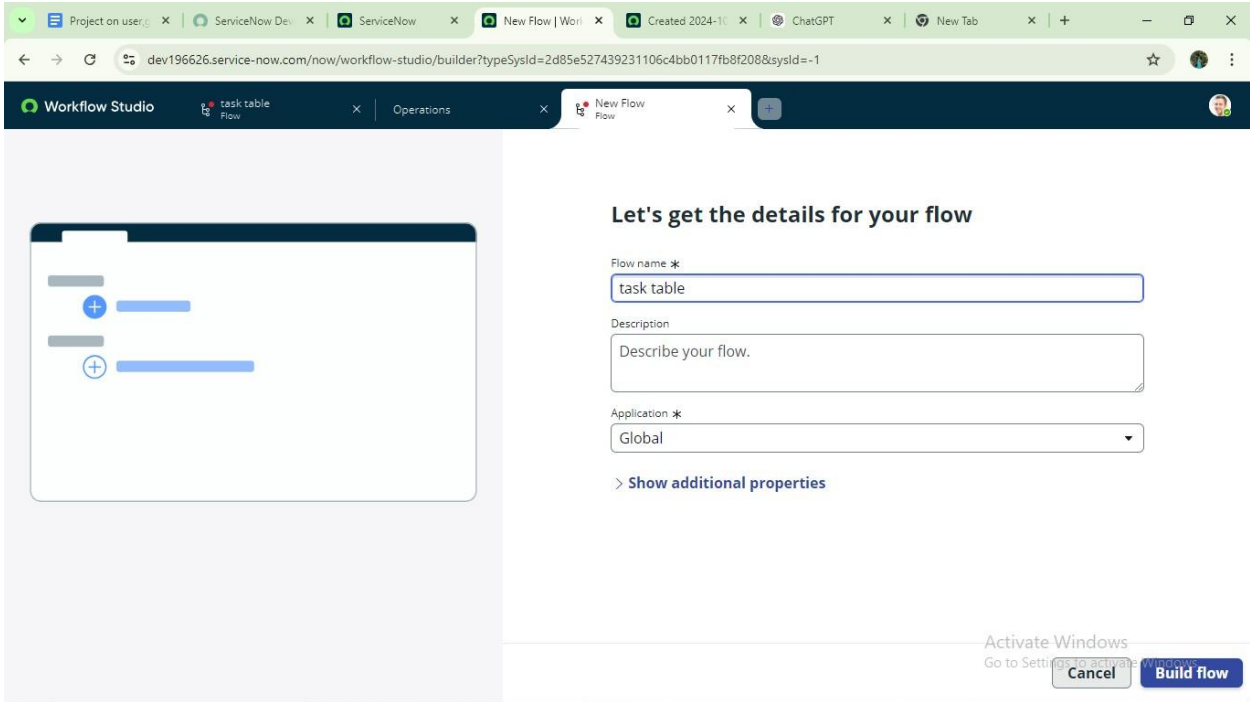


The screenshot shows the ServiceNow Workflow Studio 'Flows' list. The 'New' dropdown is open, showing options: Playbook, Flow, Subflow, Action, and Decision table. The 'Flows' list table is as follows:

Name	Application	Status	Active	Update
Benchmark Recommendation Evaluator	Benchmarks Spoke	Published	true	2024-09-23 04:23:59
Business process approval flow	Global	Published	true	2020-09-23 04:23:59
Change - Cloud Infrastructure - Authorize	Global	Published	true	2020-11-11 07:08:05
Change - Emergency - Authorize	Global	Published	true	2020-10-06 05:39:49
Change - Emergency - Implement	Global	Published	true	2020-09-23 05:06:26
Change - Emergency - Review	Global	Published	true	2020-10-27 04:18:08
Change - Normal - Assess	Global	Published	true	2020-10-06 05:37:05
Change - Normal - Authorize	Global	Published	true	2020-10-06 05:38:35
Change - Normal - Implement	Global	Published	true	2020-09-23 04:23:59

Latest updates:

- System Administrator modified task table 14 min. ago
- System Administrator modified Create Flow Data 5 months ago
- System Administrator modified Steps Settings to activate Windows. 5 months ago



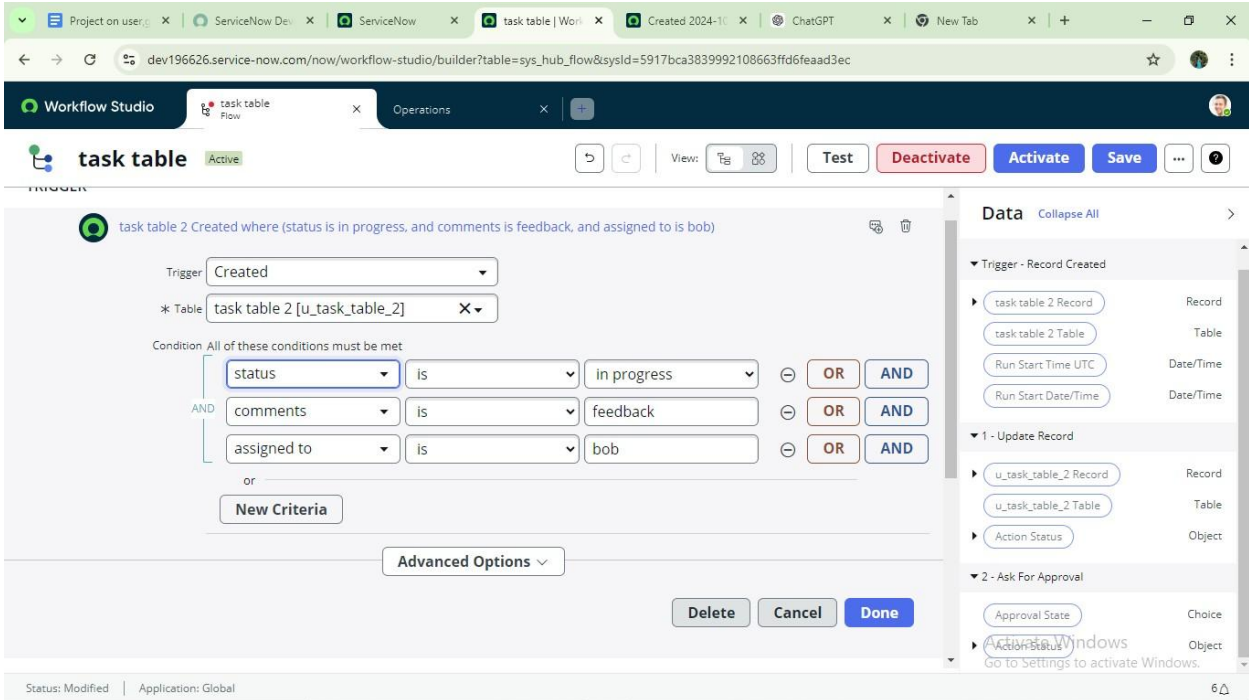
The screenshot shows the ServiceNow Workflow Studio interface. The browser address bar indicates the URL: `dev196626.service-now.com/now/workflow-studio/builder?typeSysId=2d85e527439231106c4bb0117fb8f208&sysId=-1`. The interface has a dark blue header with 'Workflow Studio' and tabs for 'task table Flow', 'Operations', and 'New Flow Flow'. On the left, a canvas shows a flow diagram with two steps, each represented by a blue bar with a plus icon. On the right, a form titled 'Let's get the details for your flow' contains the following fields:

- Flow name ***: A text input field containing 'task table'.
- Description**: A text area with the placeholder text 'Describe your flow.'
- Application ***: A dropdown menu currently showing 'Global'.

Below the form is a link: [Show additional properties](#). At the bottom right, there is an 'Activate Windows' watermark and two buttons: 'Cancel' and 'Build flow'.

next step:

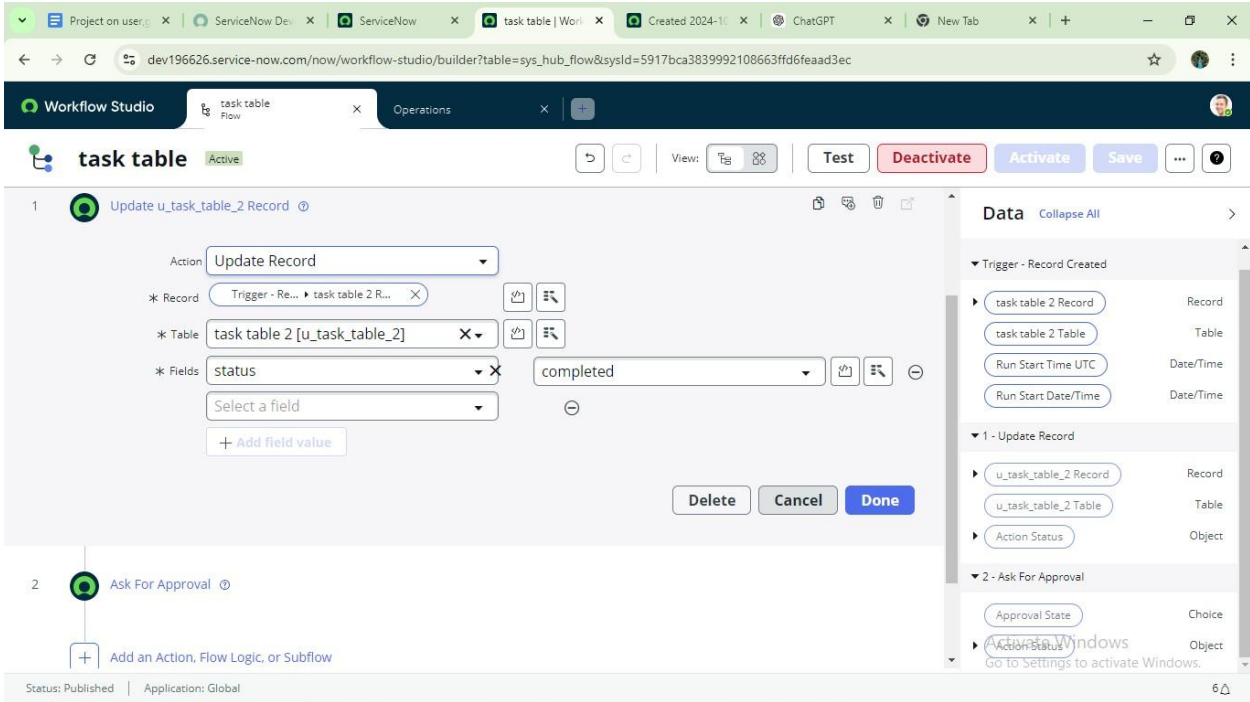
1. Click on Add a trigger
2. Select the trigger in that Search for “create record” and select that.
3. Give the table name as “ task table ”.
4. Give the Condition as Field : status Operator :is Value : in progress
Field : comments Operator :is Value : feedback
Field : assigned to Operator :is Value : bob
5. After that click on Done.



The screenshot shows the ServiceNow Workflow Studio interface. The main workspace displays a workflow configuration for 'task table 2'. The trigger is set to 'Created'. The table is 'task table 2 [u_task_table_2]'. The condition is 'All of these conditions must be met' with three criteria: 'status is in progress', 'comments is feedback', and 'assigned to is bob'. The right sidebar shows the 'Data' pane with a list of available fields for the 'Trigger - Record Created' event, including 'task table 2 Record', 'task table 2 Table', 'Run Start Time UTC', 'Run Start Date/Time', '1 - Update Record', 'u_task_table_2 Record', 'u_task_table_2 Table', 'Action Status', '2 - Ask For Approval', 'Approval State', and 'Action Status'. The bottom status bar indicates 'Status: Modified' and 'Application: Global'.

Next step:

1. Click on Add an action.
2. Select action in that ,search for “ update records”.
3. In Record field drag the fields from the data navigation from Right Side(Data pill)
4. Table will be auto assigned after that
5. Add fields as “status” and value as “completed”
6. Click on Done.



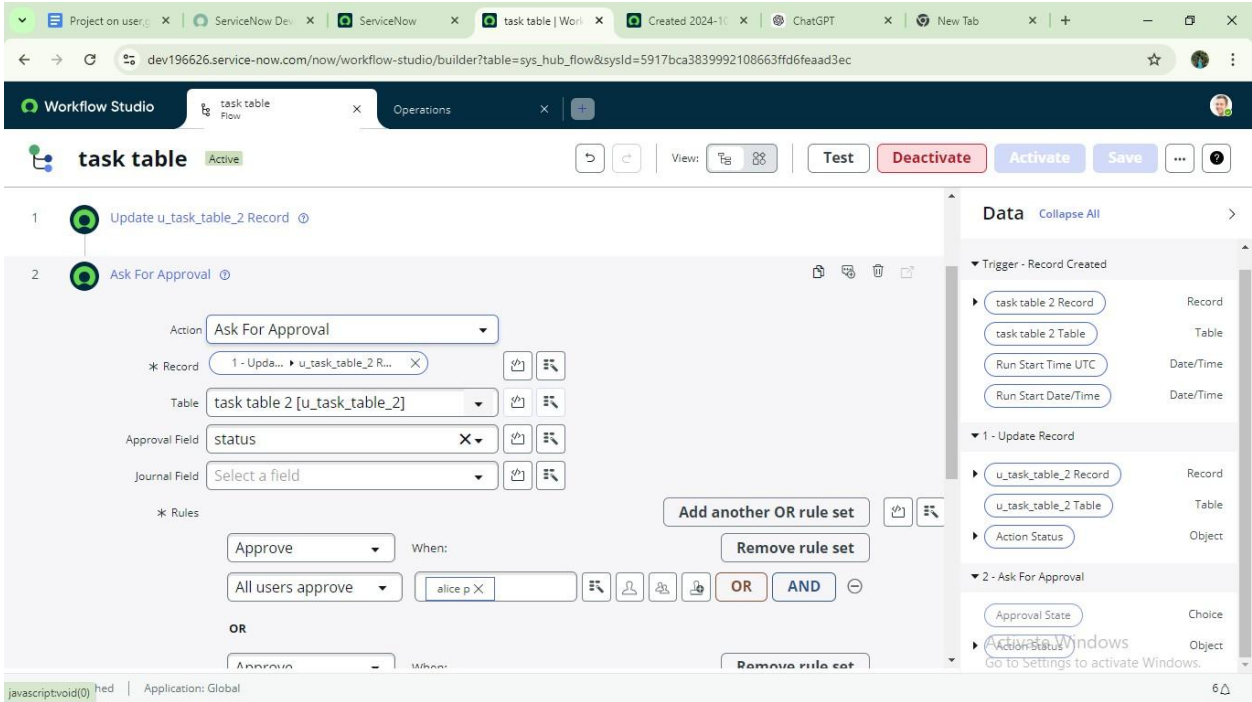
The screenshot shows the ServiceNow Workflow Studio interface. The workflow is named 'task table' and is currently 'Active'. The main configuration area shows the following details:

- Action:** Update Record
- Record:** Trigger - Re... task table 2 R...
- Table:** task table 2 [u_task_table_2]
- Fields:** status (set to completed)

Below the configuration area, there is a section for 'Ask For Approval' and a button to 'Add an Action, Flow Logic, or Subflow'. The right-hand pane shows the 'Data' section with a list of fields available for mapping, including 'task table 2 Record', 'task table 2 Table', 'Run Start Time UTC', 'Run Start Date/Time', 'u_task_table_2 Record', 'u_task_table_2 Table', and 'Action Status'.

Next step:

1. Now under Actions.
2. Click on Add an action.
3. Select action in that ,search for “ ask for approval ”.
4. In Record field drag the fields from the data navigation from Right side
5. Table will be auto assigned after that
6. Give the approve field as “ status”
7. Give approver as alice p
8. Click on Done.



The screenshot shows the ServiceNow Workflow Studio interface for a workflow named 'task table'. The workflow consists of two steps:

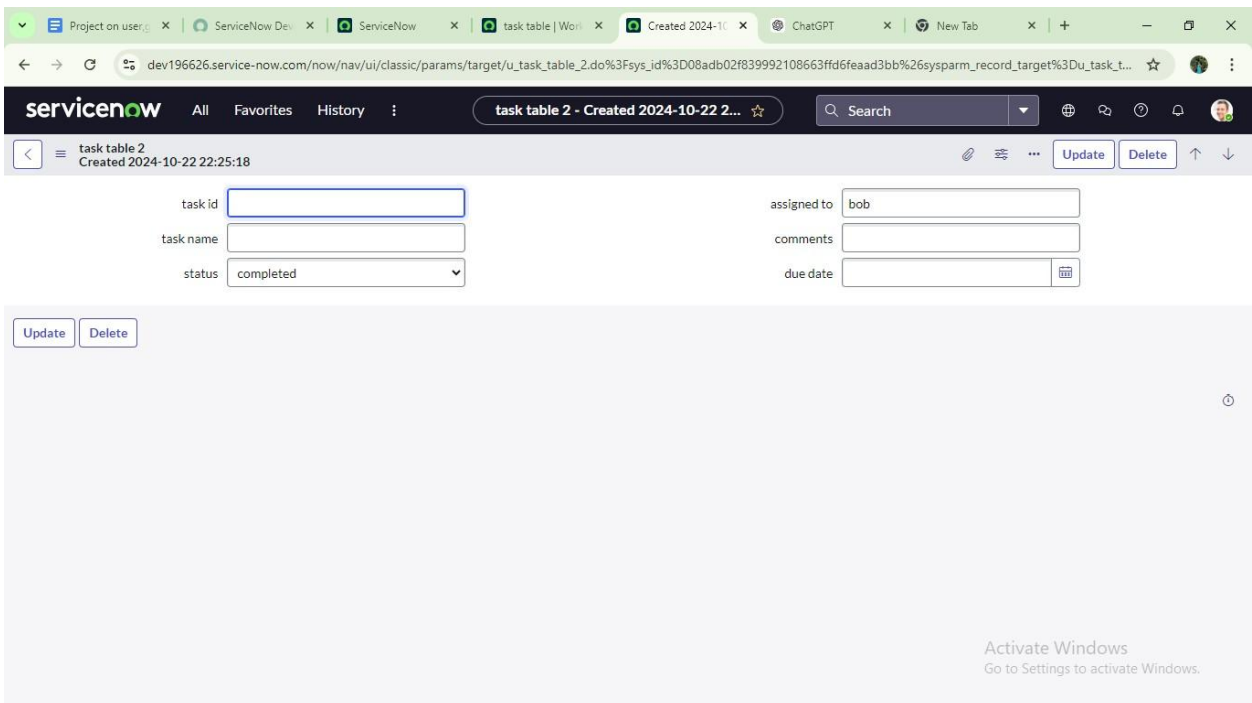
- Update u_task_table_2 Record**: This step is configured with the following details:
 - Action**: Ask For Approval
 - Record**: 1 - Update... u_task_table_2 R...
 - Table**: task table 2 [u_task_table_2]
 - Approval Field**: status
 - Journal Field**: Select a field
 - Rules**: A rule set is defined with the condition 'Approve' and the action 'All users approve'.
- Ask For Approval**: This step is currently empty.

The right-hand pane shows the **Data** section, which lists the data objects used in the workflow:

- Trigger - Record Created**:
 - task table 2 Record (Record)
 - task table 2 Table (Table)
 - Run Start Time UTC (Date/Time)
 - Run Start Date/Time (Date/Time)
- 1 - Update Record**:
 - u_task_table_2 Record (Record)
 - u_task_table_2 Table (Table)
 - Action Status (Object)
- 2 - Ask For Approval**:
 - Approval State (Choice)
 - Action Status (Object)

9.Go to application navigator search for task table.

10.It status field is updated to completed

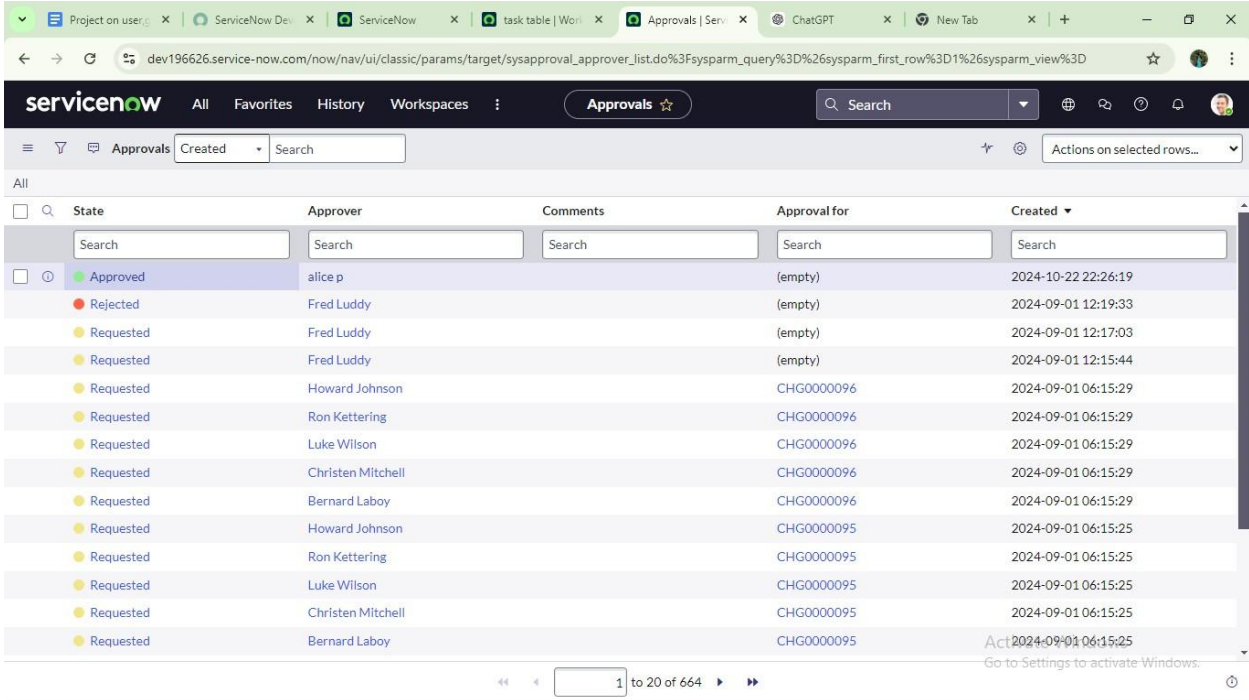


The screenshot shows the ServiceNow application navigator interface for the 'task table 2' record. The record is titled 'task table 2 - Created 2024-10-22 22:25:18'. The record details are as follows:

- task id**: [Empty field]
- task name**: [Empty field]
- status**: completed
- assigned to**: bob
- comments**: [Empty field]
- due date**: [Empty field]

At the bottom of the record details, there are 'Update' and 'Delete' buttons. The bottom of the screen shows an 'Activate Windows' watermark.

11. Go to application navigator and search for my approval
12. Click on my approval under the service desk.
13. Alice p got approval request then right click on requested then select approved



The screenshot shows the ServiceNow 'Approvals' page. The table lists various approval requests with columns for State, Approver, Comments, Approval for, and Created. The first row is highlighted as 'Approved' for 'alice p' on '2024-10-22 22:26:19'. Other rows show 'Requested' status for various approvers like Fred Luddy, Howard Johnson, Ron Kettering, Luke Wilson, Christen Mitchell, and Bernard Laboy, all with timestamps from 2024-09-01.

State	Approver	Comments	Approval for	Created
Approved	alice p		(empty)	2024-10-22 22:26:19
Rejected	Fred Luddy		(empty)	2024-09-01 12:19:33
Requested	Fred Luddy		(empty)	2024-09-01 12:17:03
Requested	Fred Luddy		(empty)	2024-09-01 12:15:44
Requested	Howard Johnson		CHG0000096	2024-09-01 06:15:29
Requested	Ron Kettering		CHG0000096	2024-09-01 06:15:29
Requested	Luke Wilson		CHG0000096	2024-09-01 06:15:29
Requested	Christen Mitchell		CHG0000096	2024-09-01 06:15:29
Requested	Bernard Laboy		CHG0000096	2024-09-01 06:15:29
Requested	Howard Johnson		CHG0000095	2024-09-01 06:15:25
Requested	Ron Kettering		CHG0000095	2024-09-01 06:15:25
Requested	Luke Wilson		CHG0000095	2024-09-01 06:15:25
Requested	Christen Mitchell		CHG0000095	2024-09-01 06:15:25
Requested	Bernard Laboy		CHG0000095	2024-09-01 06:15:25

Conclusion :