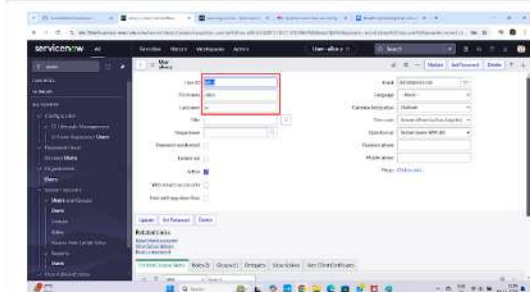


Create Users

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

Users

Create Users

Groups

Create Groups

Roles

Table

Assign Users To Groups

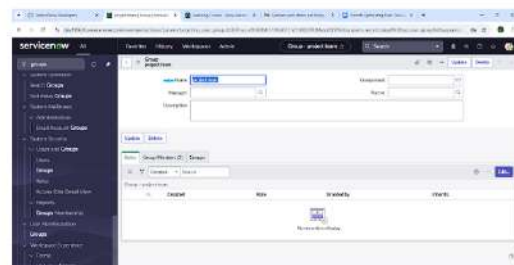
Assign Roles To Users

Application Access

Access Control List

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





Guided Project Project Workspace

With Access Control And
Workflows

Users

Create Users

Groups

Create Groups

Roles

Create Roles

Table

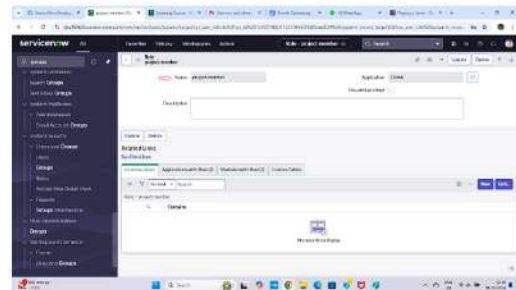
Assign Users To Groups

Assign Roles To Users

Application Access

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



With Access Control And Workflows

Users

Create Users

Groups

Create Groups

Roles

Create Roles

Table

Create Table

Assign Users To Groups

Assign Roles To Users

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



ServiceNow Management
With Access Control And
Workflows

Users

Create Users

Groups

Create Groups

Roles

Create Roles

Table

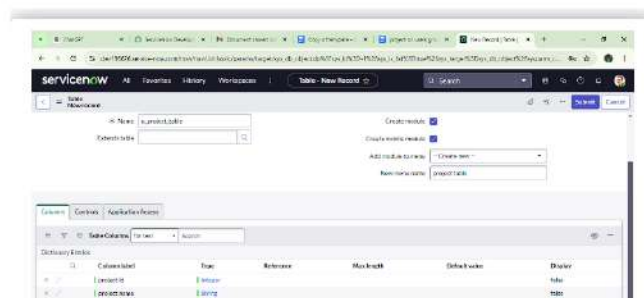
Create Table

Assign Users To Groups

Assign Roles To Users



8. Click on submit.



- Create Users
- Groups
- Create Groups
- Roles
- Create Roles
- Table
- Create Table
- Assign Users To Groups
- Assign Roles To Users
- Application Access
- Access Control List

Database table						
	Column name	Type	Reference	Max length	Default value	Display
<input checked="" type="checkbox"/>	username	String				text
<input checked="" type="checkbox"/>	password	String				text
<input checked="" type="checkbox"/>	password2	String				text
<input checked="" type="checkbox"/>	start date	Date				date
<input checked="" type="checkbox"/>	end date	Date				date
<input checked="" type="checkbox"/>	status	Boolean				boolean
<input checked="" type="checkbox"/>	description	String				text

Create one more table:

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

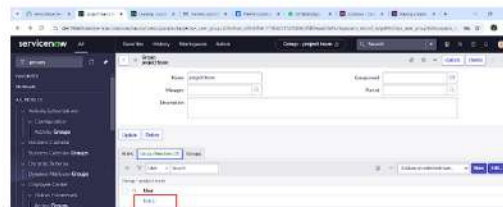
10. Click on submit.

Database table						
	Column name	Type	Reference	Max length	Default value	Display
<input checked="" type="checkbox"/>	username	String		40		text
<input checked="" type="checkbox"/>	password	String		40		text
<input checked="" type="checkbox"/>	password2	String		40		text
<input checked="" type="checkbox"/>	start date	Date		30		date
<input checked="" type="checkbox"/>	end date	Date		40		date
<input checked="" type="checkbox"/>	status	Boolean		40		boolean
<input checked="" type="checkbox"/>	description	String				text

- Create Users
- Groups
 - Create Groups
- Roles
 - Create Roles
- Table
 - Create Table
- Assign Users To Groups
- Assign Users To Project Team Group**
- Assign Roles To Users

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.





Groups

Create Groups

Roles

Create Roles

Table

Create Table

Assign Users To Groups

Assign Users To Project
Team Group

Assign Roles To Users

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

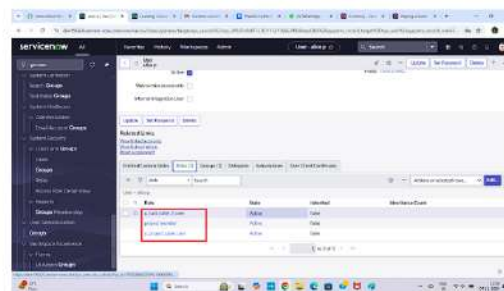
4. Under project manager

5. Click on edit

6. Select project member and save

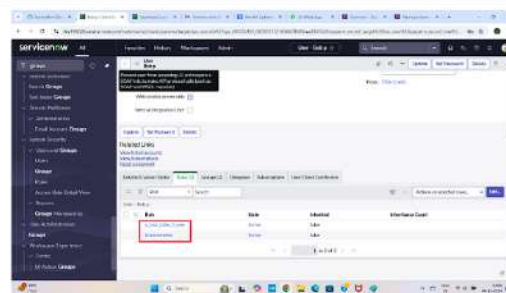
7. Click on edit add u_project_table role and u_task_table role

8. Click on save and update the form.



- Create Roles
- Table
- Create Table
- Assign Users To Groups
- Assign Users To Project Team Group
- Assign Roles To Users
- Assign Roles To Alice User
- Assign Roles To Bob User
- Application Access

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.

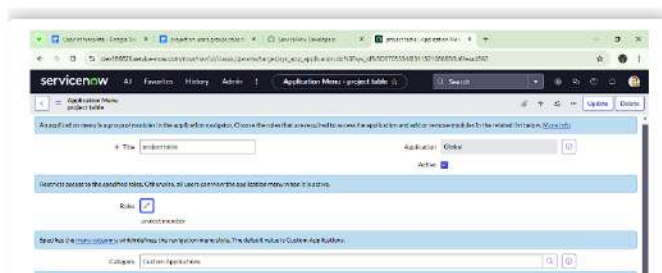




- Table
 - Create Table
- Assign Users To Groups
 - Assign Users To Project Team Group
- Assign Roles To Users
 - Assign Roles To Alice User
 - Assign Roles To Bob User
- Application Access
 - Assign Table Access To Application
- Access Control List

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



Create Table

Assign Users To Project Team Group

Assign Roles To Alice User

Assign Roles To Bob User

Assign Table Access To Application

Create ACL

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
6. Fill the following details to create a new ACL

[illegible]

7. Scroll down under requires role

Assign Users To Groups

Assign Users To Project
Team Group

Assign Roles To Users

Assign Roles To Alice
User

Assign Roles To Bob User

Application Access

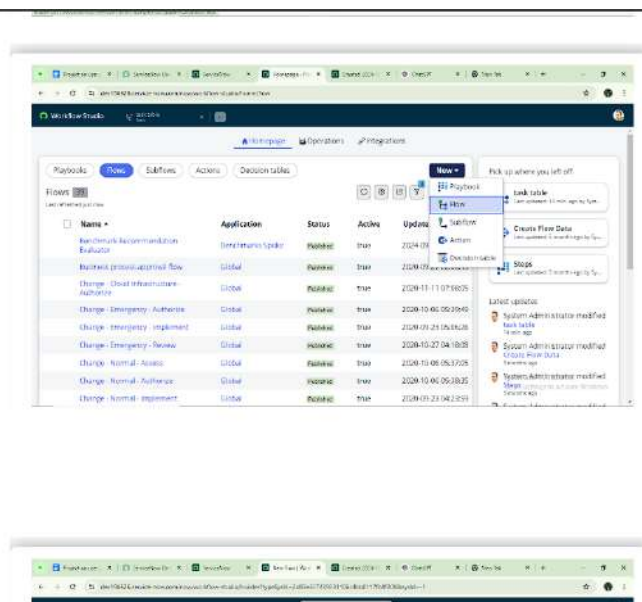
Assign Table Access To
Application

Access Control List

Create ACL

Flow

Create A Flow To Assign
Operations Ticket To



Assign Users To Groups

Assign Users To Project Team Group

Assign Roles To Users

Assign Roles To Alice User

Assign Roles To Bob User

Application Access

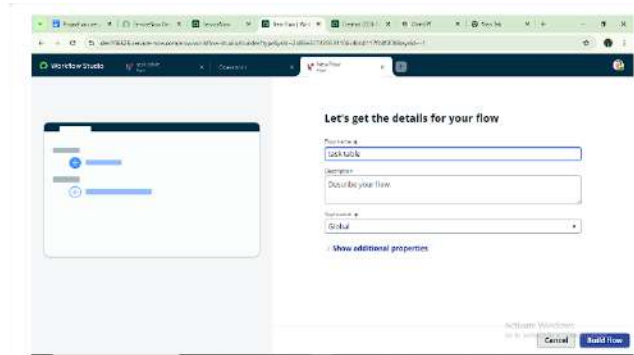
Assign Table Access To Application

Access Control List

Create ACL

Flow

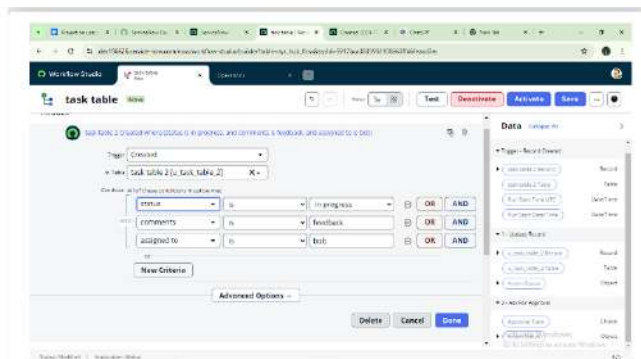
Create A Flow To Assign Operations Ticket To



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.

- Assign Users To Groups
 - Assign Users To Project Team Group
- Assign Roles To Users
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 - Create ACL
- Flow
 - Create A Flow To Assign Operations Ticket To



task table

Trigger: Completed

Data:

- status: completed
- comments: [empty]
- assigned to: [empty]
- progress: [empty]
- feedback: [empty]
- bob: [empty]

Table: task table 2 (i.e. task table 2)

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.

Assign Users To Groups

Assign Users To Project Team Group

Assign Roles To Users

Assign Roles To Alice User

Assign Roles To Bob User

Application Access

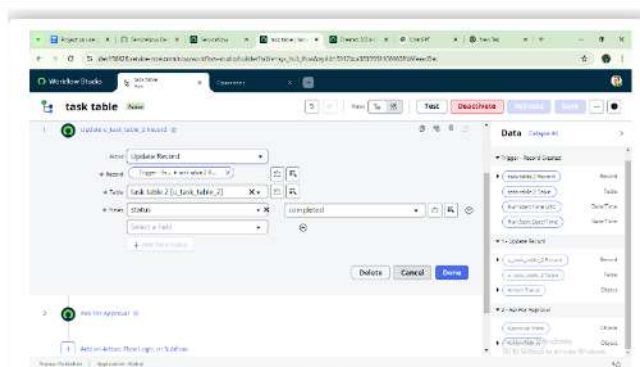
Assign Table Access To Application

Access Control List

Create ACL

Flow

Create A Flow To Assign Operations Ticket To



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 n

Assign Users To Groups

Assign Users To Project Team Group

Assign Roles To Users

Assign Roles To Alice User

Assign Roles To Bob User

Application Access

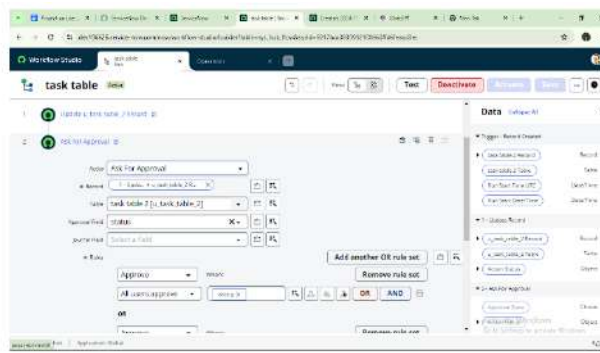
Assign Table Access To Application

Access Control List

Create ACL

Flow

Create A Flow To Assign Operations Ticket To



9. Go to application navigator search for task table.
10. Its status field is updated to completed



- Assign Users To Project Team Group
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 - Create A Flow To Assign Operations Ticket To Group
- Conclusion

9.Go to application navigator search for task table,
10.It status field is updated to completed

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

Assign users to Project Team Group

- Assign Roles To Users

Assign Roles To Bob User

Application Access

Assign Table Access To Application

Access Control List

[Create ACL](#)

Flow

Create A Flow To Assign Operations Ticket To Group

12. Click on my approval under the service desk.

13. Alice p got approval request then right click

[illegible]

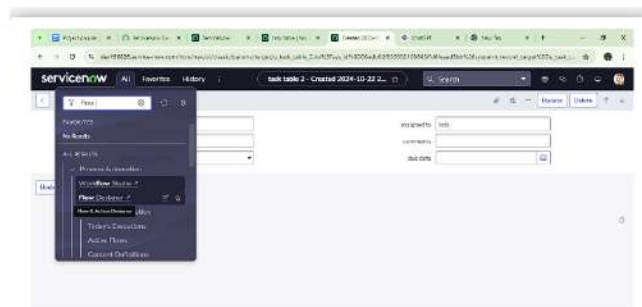
①

①

Create A Flow To Assign Operations Ticket To

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.



- Assign Roles To Project Team Group
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- Conclusion

Conclusion

This scenario highlights a structured approach to project management, showcasing the roles of Alice and Bob within a defined workflow. With Alice's oversight and Bob's execution, the team effectively collaborates to ensure project success. The use of tables organizes key information, facilitating easy tracking of projects, tasks, and progress updates. Overall, this system promotes accountability, enhances communication, and leads to the successful completion of projects.