

## **Project Title**

**Team Id:**

**Team Members:**

**Team Leader:**

**Team Member 1**

**Team Member 2**

**Team Member 3**

**Problem Statement:**

**Objective:**

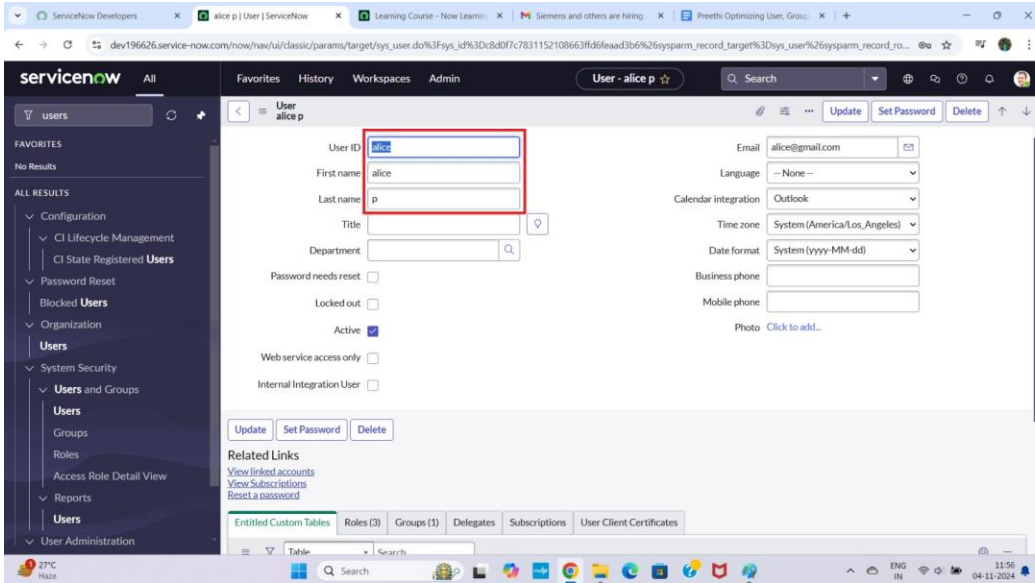
**Skills:**

### **TASK INITIATION**

#### **Milestone 1 : Users**

##### **Activity 1: Create Users**

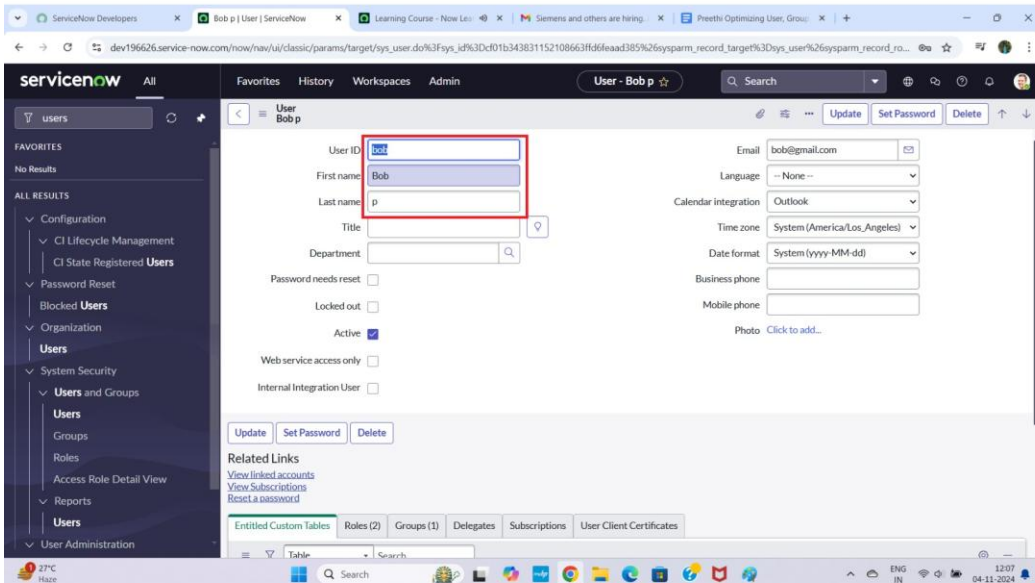
1. Open service now
2. Click on All >> search for users
3. Select Users under system security
4. Click on new
5. Fill the following details to create a new user
6. Click on submit



The screenshot shows the ServiceNow User Administration interface. The left sidebar contains a navigation menu with categories like Configuration, CI Lifecycle Management, Password Reset, Blocked Users, Organization, System Security, and Users. The main content area displays the details for a user named 'alice p'. The User ID field is highlighted with a red box. The form includes fields for First name, Last name, Title, Department, Email, Language, Calendar integration, Time zone, Date format, Business phone, and Mobile phone. There are also checkboxes for Password needs reset, Locked out, Active, Web service access only, and Internal Integration User. At the bottom, there are buttons for Update, Set Password, and Delete, along with a section for Related Links and a table for Entitled Custom Tables.

## Create one more user:

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

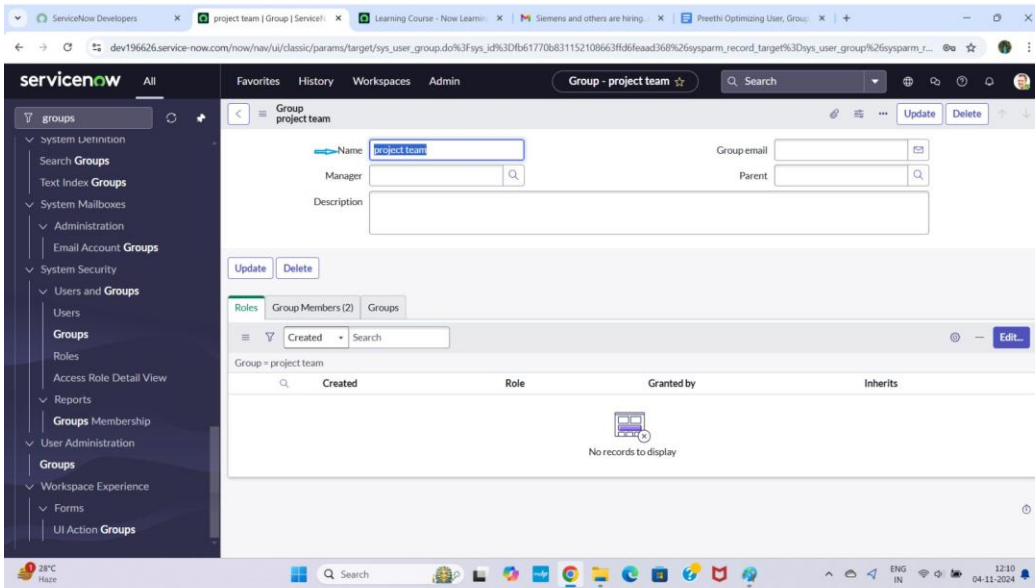


The screenshot shows the ServiceNow User Administration interface for a user named 'Bob p'. The User ID field is highlighted with a red box. The form includes fields for First name, Last name, Title, Department, Email, Language, Calendar integration, Time zone, Date format, Business phone, and Mobile phone. There are also checkboxes for Password needs reset, Locked out, Active, Web service access only, and Internal Integration User. At the bottom, there are buttons for Update, Set Password, and Delete, along with a section for Related Links and a table for Entitled Custom Tables.

## Milestone 2 : Groups

## Activity 1: Create Groups

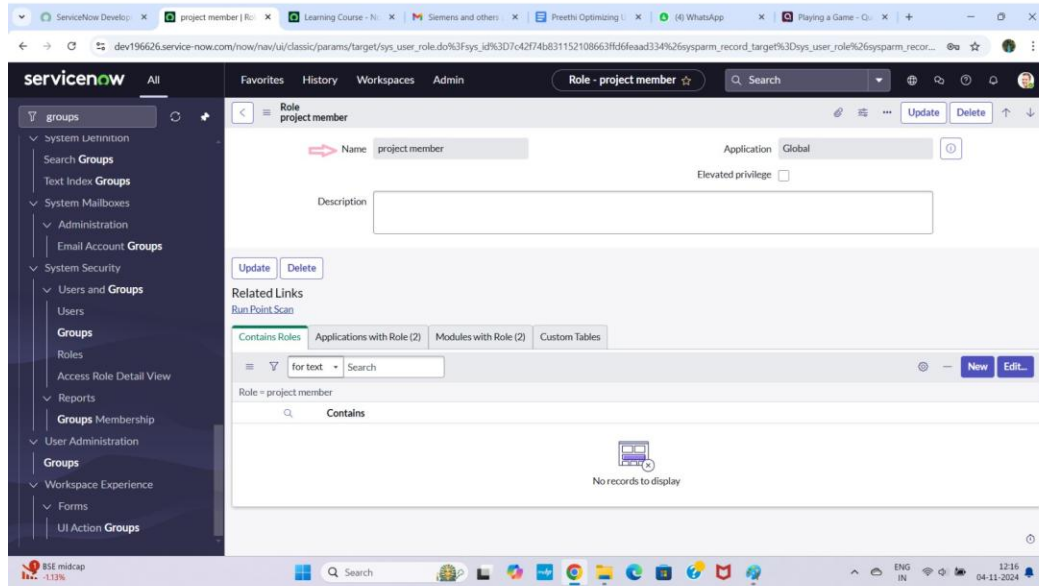
1. Open service now.
2. Click on All >> search for groups
3. Select groups under system security
4. Click on new
5. Fill the following details to create a new group
6. Click on submit



## 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

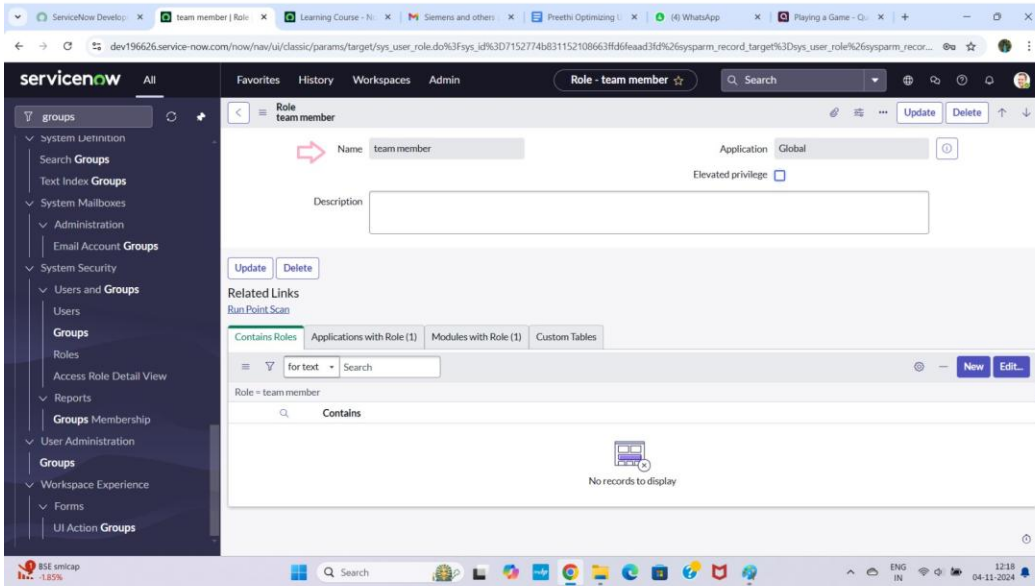


### Create one more role:

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

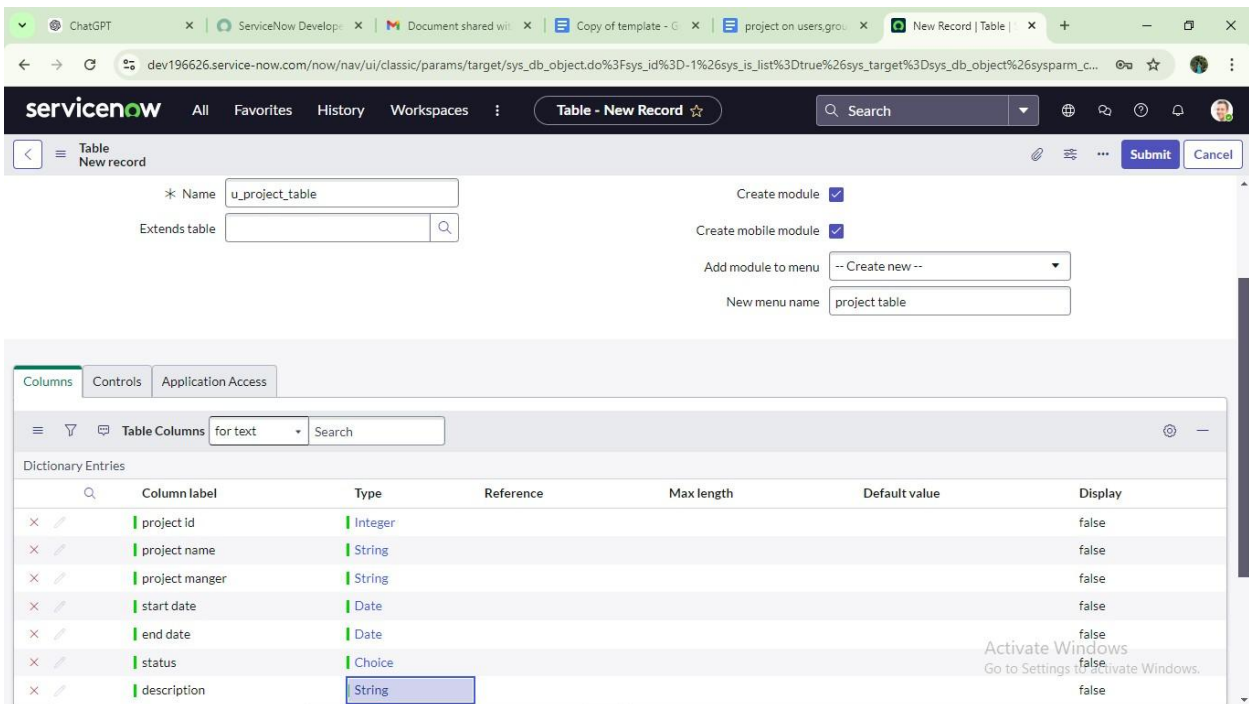
## Milestone 4 : Table Activity 1: Create Table

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 buttons for Update and Delete, and a section for Related Links. A table below shows 'Contains Roles' with one entry: 'Role - team member'. The bottom of the screen shows a Windows taskbar with various application icons and a system clock.

8. Click on submit



The screenshot shows the ServiceNow interface for configuring a new table named 'u\_project\_table'. The top navigation bar includes 'Table - New Record'. The form includes fields for Name (u\_project\_table), Extends table, Create module (checked), Create mobile module (checked), Add module to menu (dropdown), and New menu name (project table). Below the form is a table with columns: Columns, Controls, and Application Access. The table contains several rows of data, including project id, project name, project manger, start date, end date, status, and description. The bottom of the screen shows a Windows taskbar with various application icons and a system clock.

Columns	Controls	Application Access
Table Columns	for text	Search
Dictionary Entries		
project id	Integer	false
project name	String	false
project manger	String	false
start date	Date	false
end date	Date	false
status	Choice	false
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 task table 2 Delete Update Delete All Records

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...					

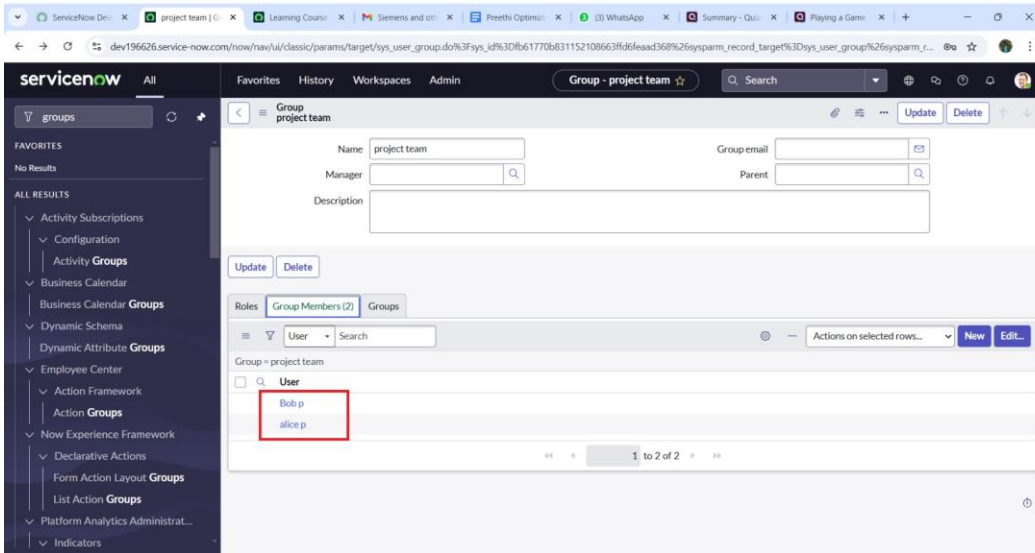
Activate Windows  
Go to Settings to activate Windows.

Delete Update Delete All Records

## Milestone 5 : Assign users to groups

### Activity 1: Assign users to project team group

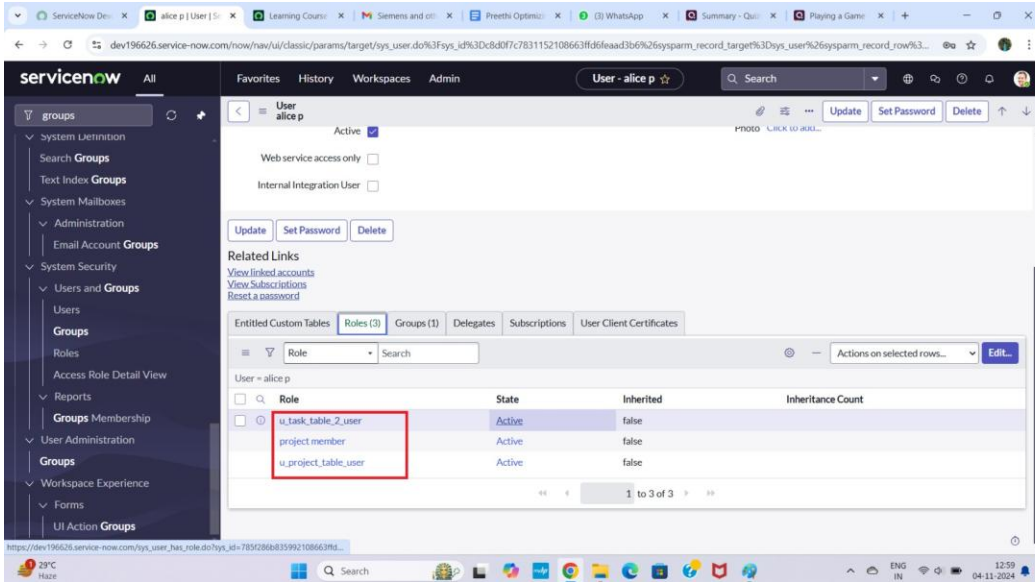
1. Open service now.
2. Click on All >> search for groups
3. Select tables under system definition
4. Select the project team group
5. Under group members
6. Click on edit
7. Select alice p and bob p and save



## 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.



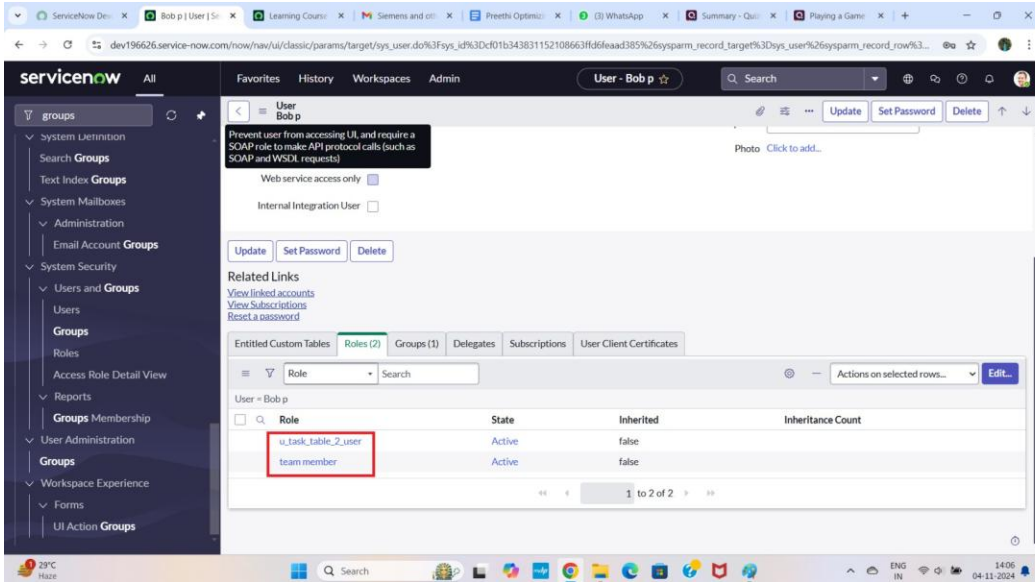
The screenshot shows the ServiceNow user management interface. The user 'alice p' is selected, and the 'Roles' tab is active. The table below lists the roles assigned to the user:

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

## 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 for user 'Bob p'. The 'Roles' tab is selected, displaying a table of roles assigned to the user. The table has columns for 'Role', 'State', 'Inherited', and 'Inheritance Count'. Two roles are listed: 'u\_task\_table\_2\_user' and 'team member', both with an 'Active' state and an inheritance count of 1. The 'team member' role is highlighted with a red box.

Role	State	Inherited	Inheritance Count
u_task_table_2_user	Active	false	1
team member	Active	false	1

## 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

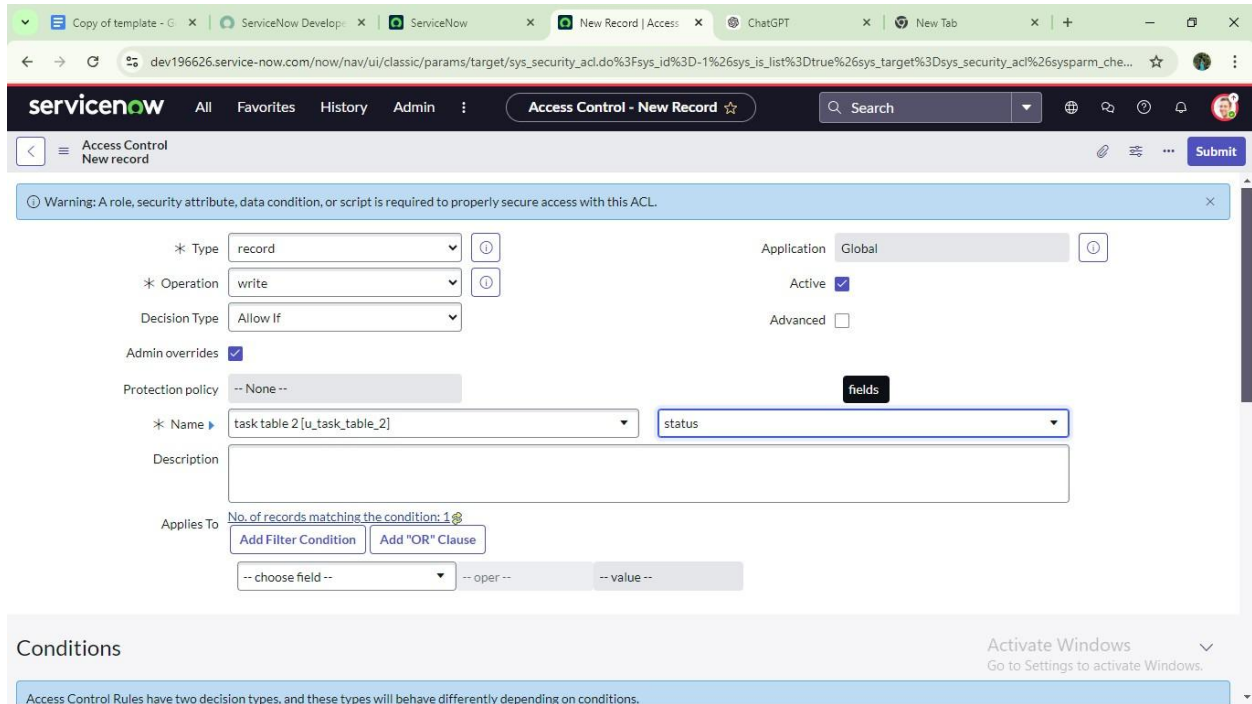
Update Delete

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 with 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

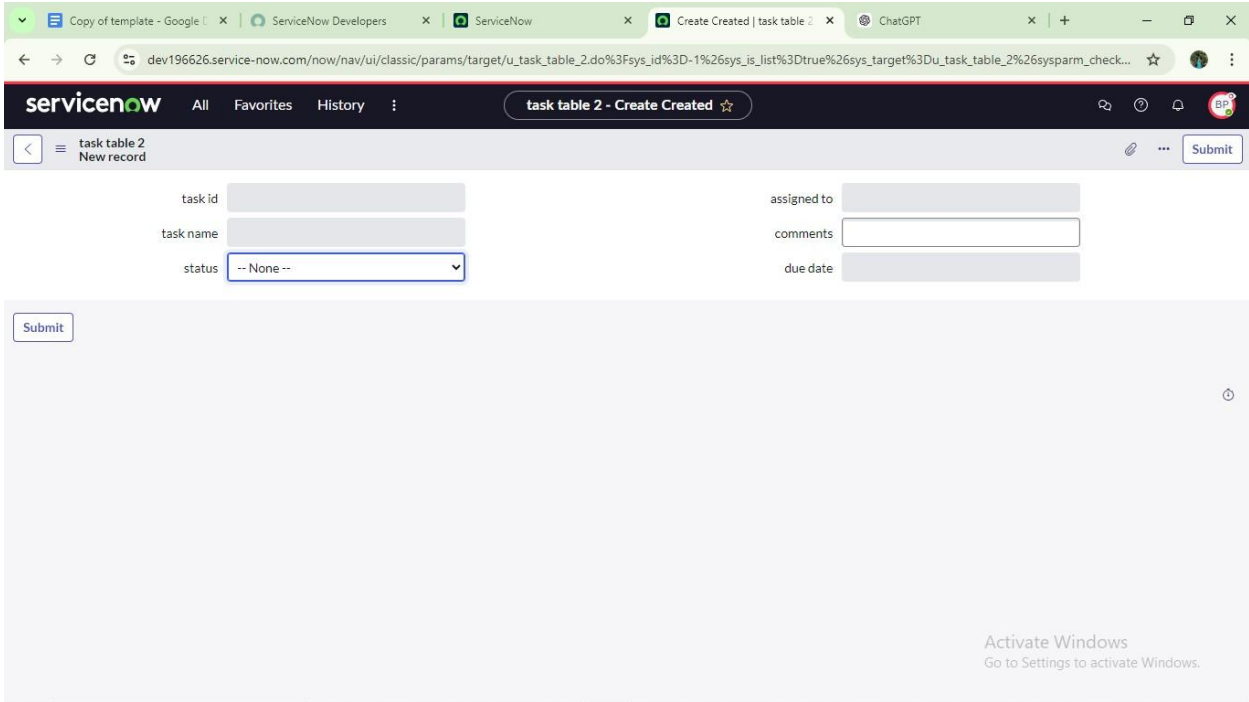
12. Click on profile on top right side

13. Click on impersonate user

14. Select bob user

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

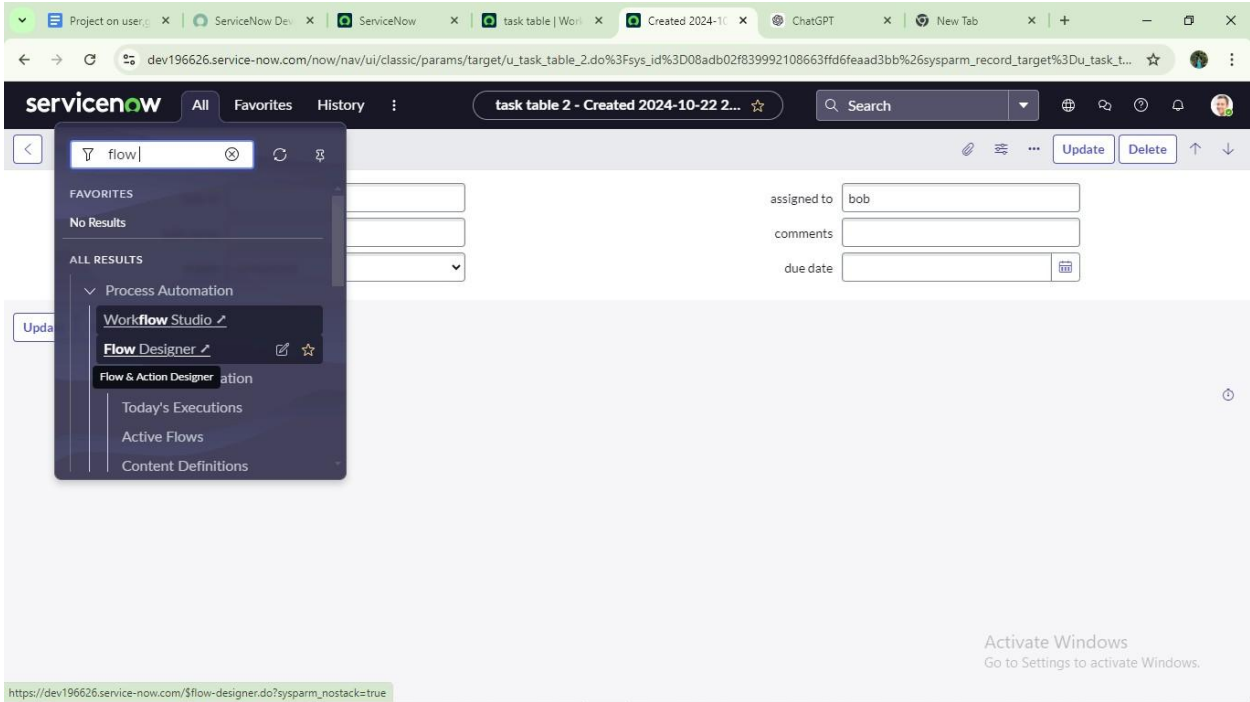
16. Comment and status fields are have the edit access



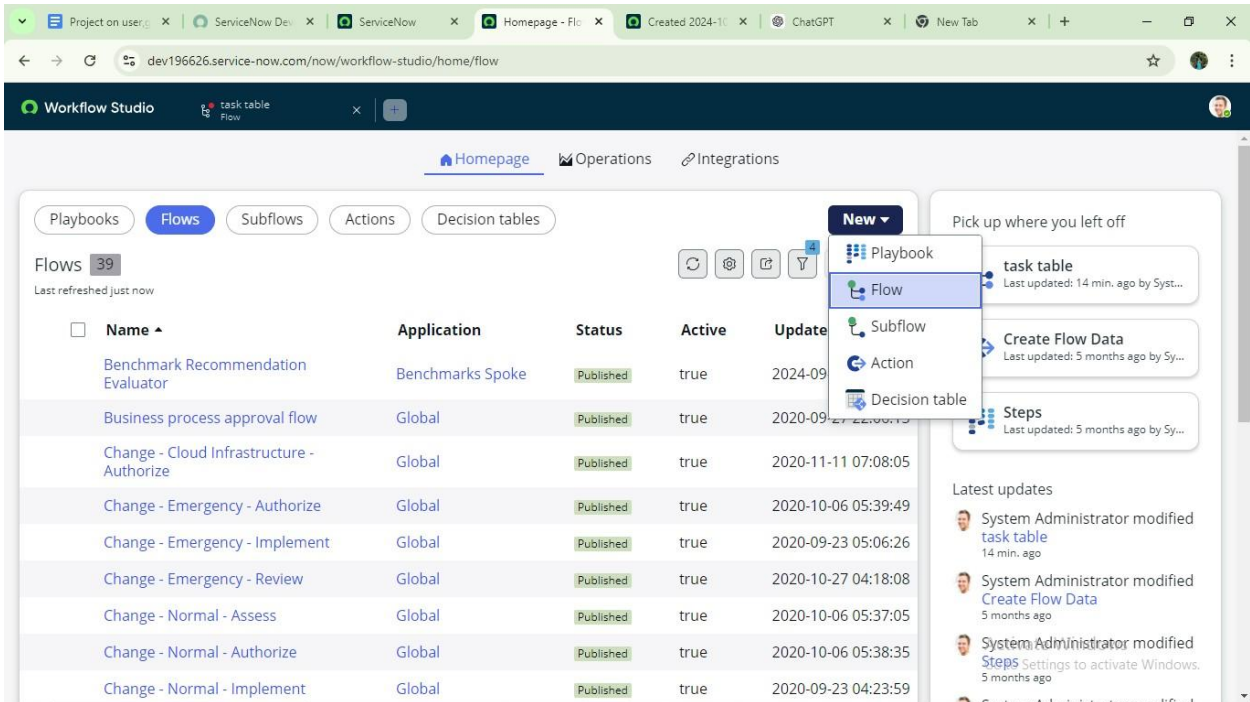
## Milestone 9: Flow

### 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.

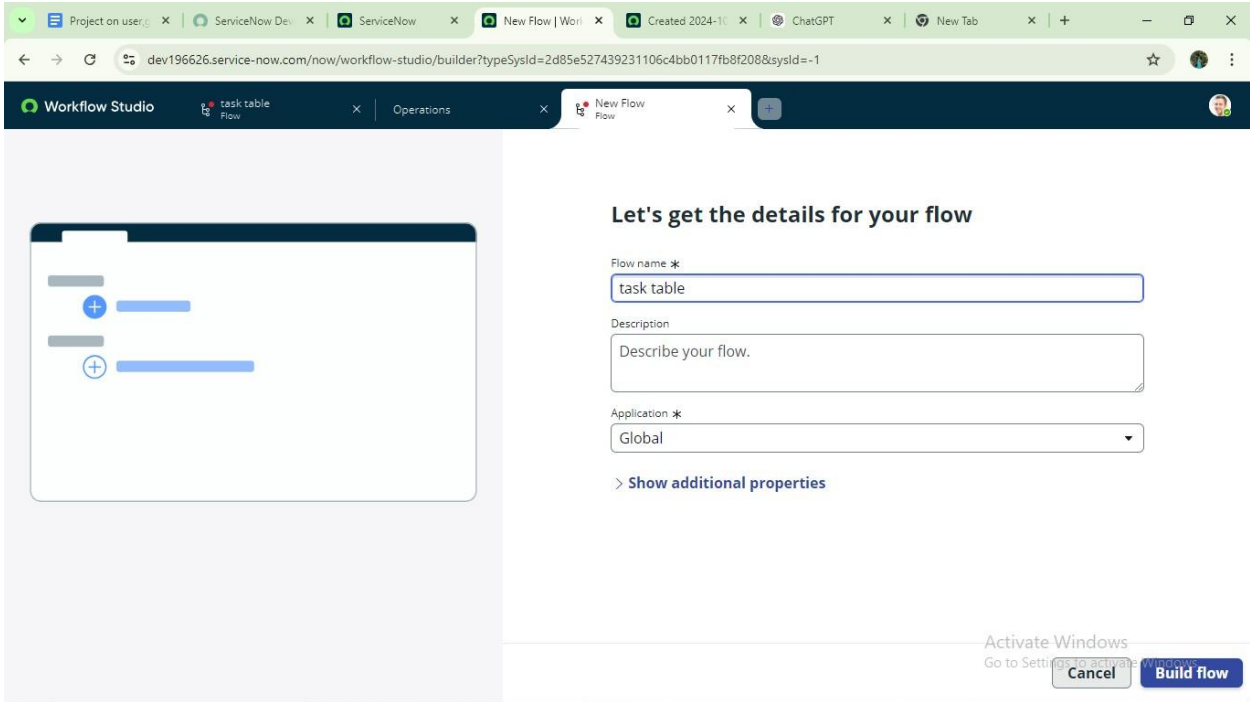


The screenshot shows the ServiceNow 'task table 2' form. The browser address bar displays the URL: `dev196626.service-now.com/now/nav/ui/classic/params/target/u_task_table_2.do%3Fsys_id%3D08adb02f839992108663ffd6fead3bb%26sysparm_record_target%3Du_task_t...`. The form header includes 'task table 2 - Created 2024-10-22 2...' and a search bar. A dropdown menu is open, showing 'flow' in the search bar and a list of results under 'ALL RESULTS'. The results include 'Workflow Studio', 'Flow Designer', and 'Flow & Action Designer'. The form fields include 'assigned to' (bob), 'comments', and 'due date'. The URL at the bottom is `https://dev196626.service-now.com/$flow-designer.do?sysparm_nostack=true`.



The screenshot shows the ServiceNow Workflow Studio interface. The browser address bar displays the URL: `dev196626.service-now.com/now/workflow-studio/home/flow`. The interface includes a 'New' dropdown menu with options: Playbook, Flow, Subflow, Action, and Decision table. The 'Flows' tab is selected, showing a list of flows. The table has columns: Name, Application, Status, Active, and Update. The 'Latest updates' section on the right shows recent changes to 'task table', 'Create Flow Data', and 'Steps'.

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



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:

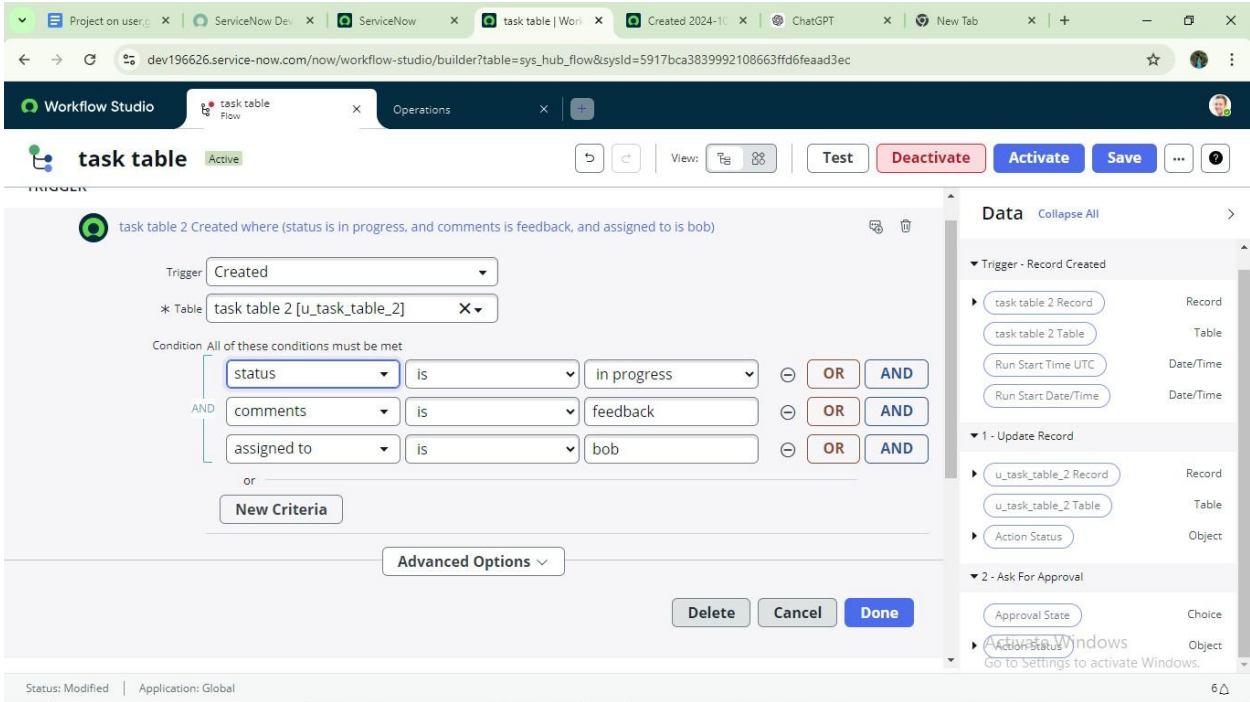
- Flow name \***: A text input field containing 'task table'.
- Description**: A text area with the placeholder text 'Describe your flow.'
- Application \***: A dropdown menu currently showing 'Global'.

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.



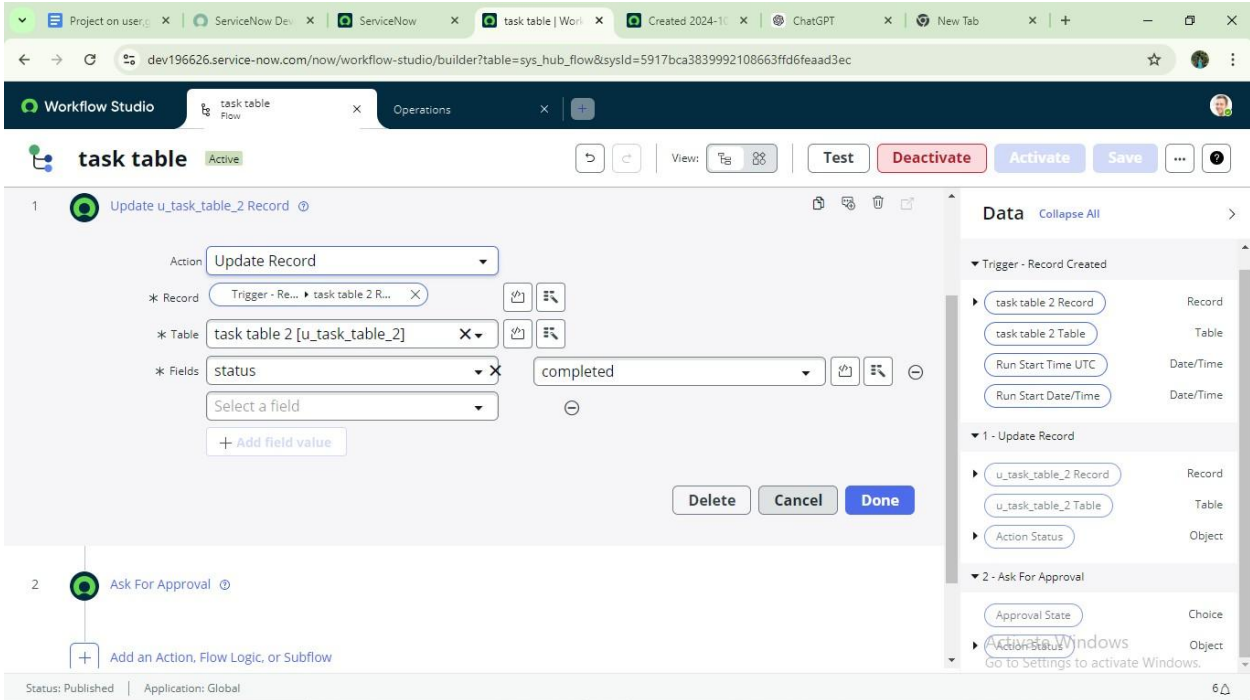


The screenshot shows the ServiceNow Workflow Studio interface. The main workspace displays a workflow configuration for 'task table 2'. The trigger is set to 'Created'. The table is 'task table 2 [u\_task\_table\_2]'. The condition is 'All of these conditions must be met' with three criteria: 'status 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 main workspace displays a workflow step named '1 Update u\_task\_table\_2 Record'. The configuration for this step is as follows:

- Action:** Update Record
- \* Record:** Trigger - Re... task table 2 R...
- \* Table:** task table 2 [u\_task\_table\_2]
- \* Fields:** status (set to completed)

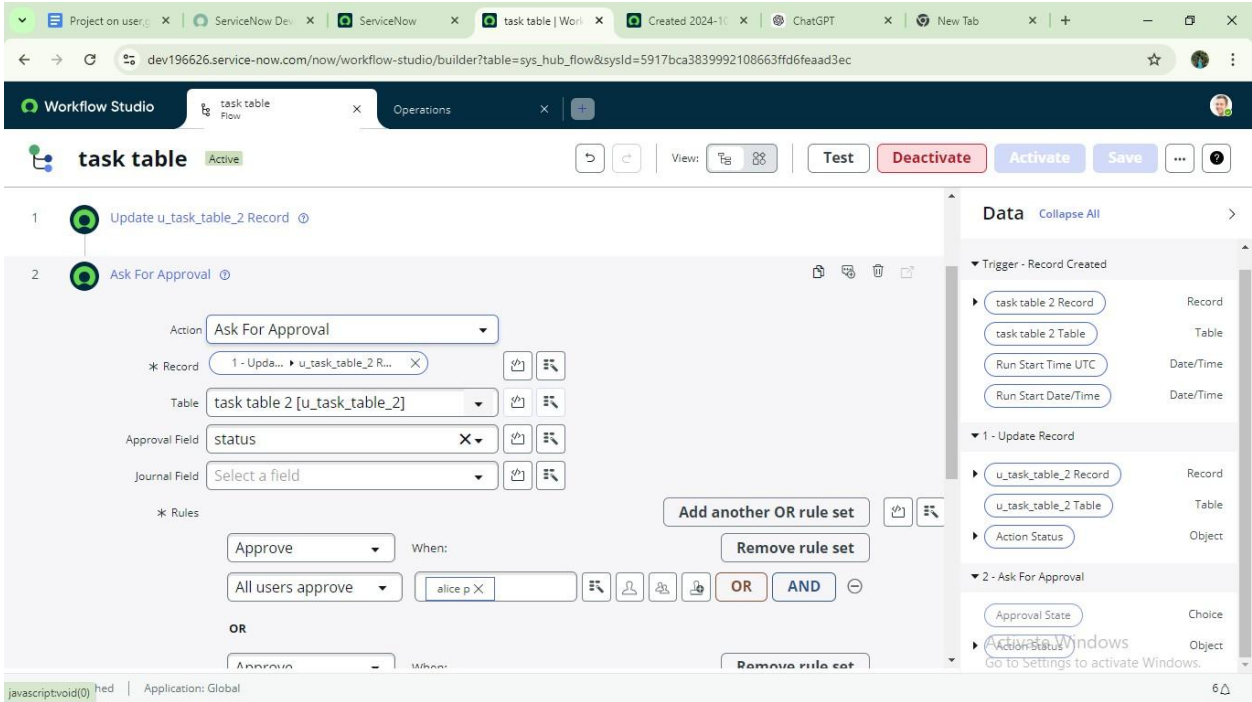
On the right side, the 'Data' panel is expanded, showing the data context for the workflow:

- 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)

At the bottom of the interface, the status is 'Published' and the application is 'Global'.

### 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 Record
  - Table**: task table 2 [u\_task\_table\_2]
  - Approval Field**: status
  - Journal Field**: Select a field
  - Rules**:
    - Rule 1: **Approve** When: **All users approve** (with a condition 'alice p X').
    - Rule 2: **Approve** When: (empty).
- Ask For Approval**: This step is currently empty.

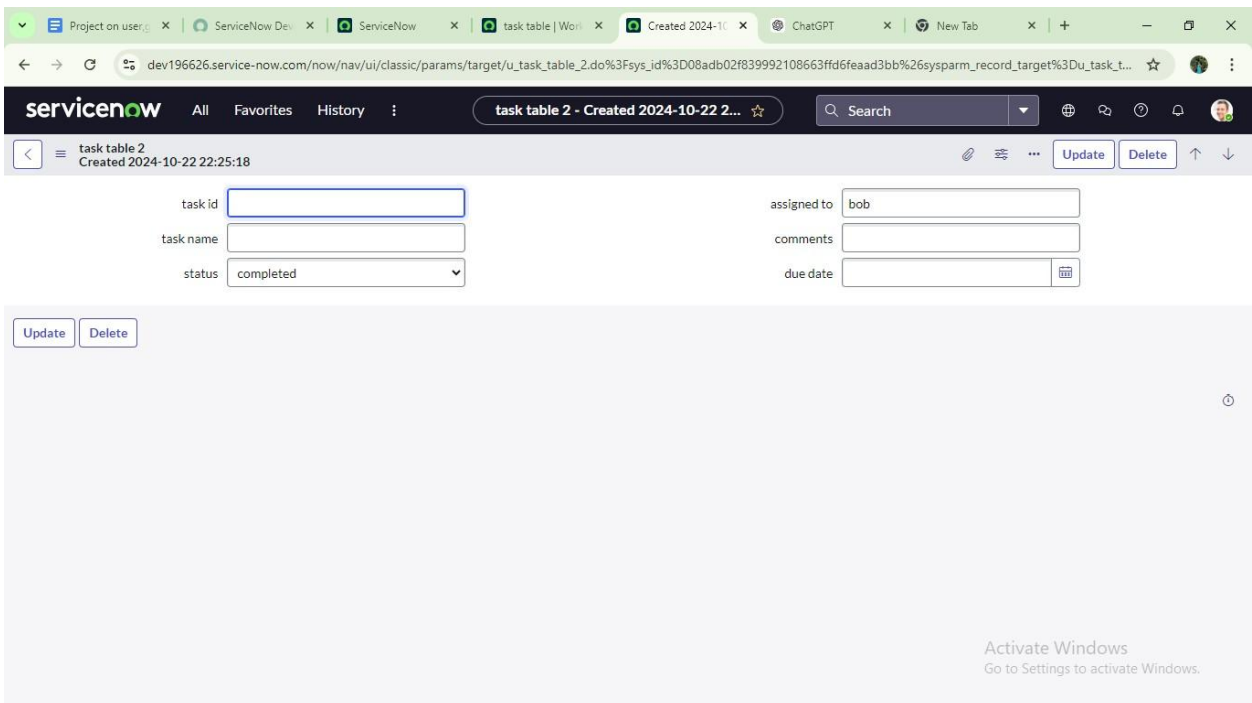
The right-hand pane shows the **Data** section, which lists the data objects used in the workflow:

- 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)

At the bottom of the interface, there is a message: 'Activate Windows. Go to Settings to activate Windows.'

9. Go to application navigator search for task table.

10. Its status field is updated to completed

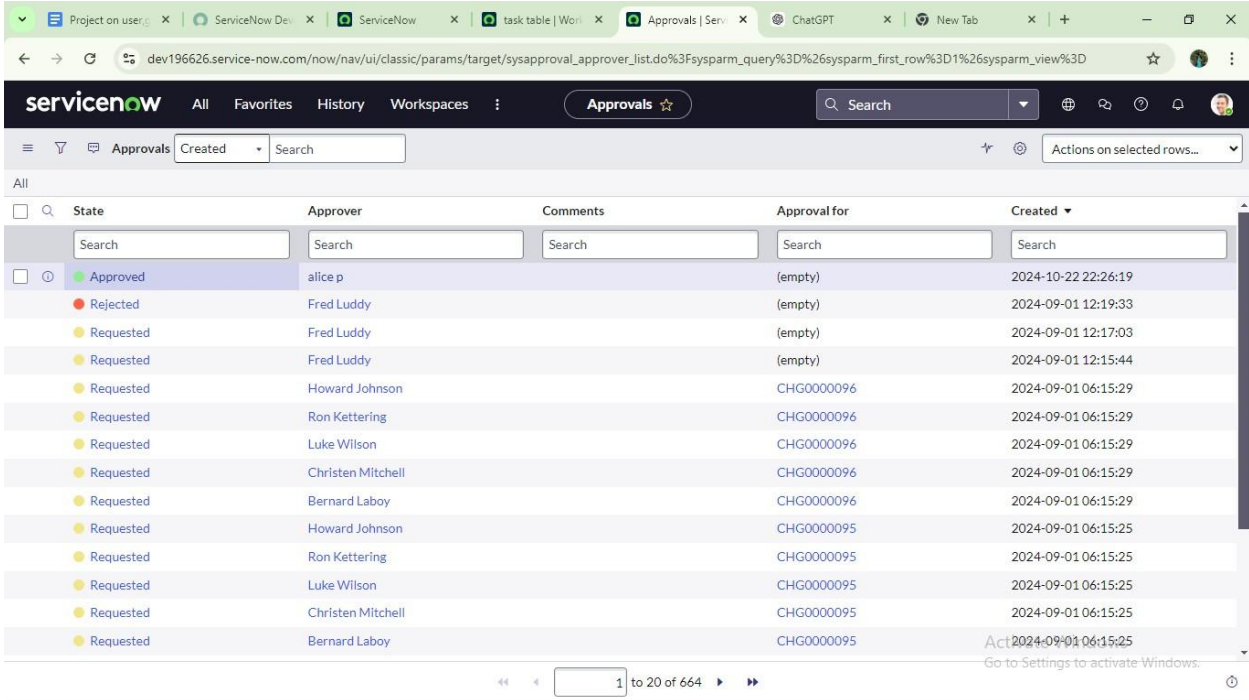


The screenshot shows the ServiceNow application navigator interface for the 'task table 2' record. The record details are as follows:

- task id**: (empty text field)
- task name**: (empty text field)
- status**: completed (dropdown menu)
- assigned to**: bob (text field)
- comments**: (empty text field)
- due date**: (empty date field)

At the bottom of the interface, there is a message: 'Activate Windows. Go to Settings to activate Windows.'

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 dated '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 :**