

OPTIMIZING USER, GROUP, AND ROLE MANAGEMENT WITH ACCESS CONTROL AND WORKFLOWS

COLLEGE CODE & NAME : 9504 - Dr.G.U Pope College of Engineering

SUBJECT CODE & NAME : NM1051 - Servicenow Administrator

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SCREENSHOTS :

USERS :

	User ID	Name	Email	Active	Created	Updated
<input type="checkbox"/>	abel.tuter	Abel Tuter	abel.tuter@example.com	true	2012-02-17 19:04:52	2025-10-27 05:28:39
	abraham.lincoln	Abraham Lincoln	abraham.lincoln@example.com	true	2013-07-23 17:15:54	2025-10-27 05:28:41
	adela.cervantsz	Adela Cervantsz	adela.cervantsz@example.com	true	2012-02-17 19:04:50	2025-10-27 05:28:36
	alileen.mottern	Aileen Mottern	alileen.mottern@example.com	true	2012-02-17 19:04:49	2025-10-27 05:28:39
	alejandra.prenatt	Alejandra Prenatt	alejandra.prenatt@example.com	true	2012-02-17 19:04:52	2025-10-27 05:28:37
	alejandro.mascall	Alejandro Mascall	alejandro.mascall@example.com	true	2012-02-17 19:04:52	2025-10-27 05:28:40
	alene.rabeck	Alene Rabeck	alene.rabeck@example.com	true	2012-02-17 19:04:53	2025-10-27 05:28:41
	alfonso.griglen	Alfonso Griglen	alfonso.griglen@example.com	true	2012-02-17 19:04:51	2025-10-27 05:28:36
<input checked="" type="checkbox"/>	alice	alice p	alice@gmail.com	true	2025-10-29 22:47:05	2025-10-29 22:47:05
	alissa.mountjoy	Alissa Mountjoy	alissa.mountjoy@example.com	true	2012-02-17 19:04:52	2025-10-27 05:28:39
	allan.schwandt	Allan Schwandt	allan.schwandt@example.com	true	2012-02-17 19:04:53	2025-10-27 05:28:41
	allie.pumphrey	Allie Pumphrey	allie.pumphrey@example.com	true	2012-02-17 19:04:52	2025-10-27 05:28:41
	allyson.gillispie	Allyson Gillispie	allyson.gillispie@example.com	true	2012-02-17 19:04:50	2025-10-27 05:28:36
	alva.pennigton	Alva Pennigton	alva.pennigton@example.com	true	2012-02-17 19:04:50	2025-10-27 05:28:42
	alyssa.biasotti	Alyssa Biasotti	alyssa.biasotti@example.com	true	2012-02-17 19:04:52	2025-10-27 05:28:37
	amelia.caputo	Amelia Caputo	amelia.caputo@example.com	true	2012-02-17 19:04:52	2025-10-27 05:28:41
	amos.linnan	Amos Linnan	amos.linnan@example.com	true	2012-02-17 19:04:51	2025-10-27 05:28:38

CREATING USERS:

ServiceNow User Management Interface for User - Alice p

User Information:

- User ID:
- First name:
- Last name:
- Title:
- Department:
- Active: ☒
- Internal Integration User: ☐

Account Information:

- Email:
- Identity type:
- Language:
- Calendar integration:
- Time zone:
- Date format:
- Business phone:
- Mobile phone:
- Photo: [Click to add...](#)

Actions: [Update](#) [Set Password](#) [Delete](#)

Related Links:

- [View linked accounts](#)
- [View Subscriptions](#)
- [Reset a password](#)

Entitled Custom Tables: Roles (4) Groups (1) Delegates Subscriptions User Client Certificates

Table Search

User = Alice p

ServiceNow User Management Interface for User - Bob p

User Information:

- User ID:
- First name:
- Last name:
- Title:
- Department:
- Active: ☒
- Internal Integration User: ☐

Account Information:

- Email:
- Identity type:
- Language:
- Calendar integration:
- Time zone:
- Date format:
- Business phone:
- Mobile phone:
- Photo: [Click to add...](#)

Actions: [Update](#) [Set Password](#) [Delete](#)

Related Links:

- [View linked accounts](#)
- [View Subscriptions](#)
- [Reset a password](#)

Entitled Custom Tables: Roles (4) Groups (1) Delegates Subscriptions User Client Certificates

Table Search

User = Bob p

GROUPS :

ServiceNow Developers | project team | Group | ServiceNow

dev203453.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D3d3cc9d4408305f2109ab09d45eead362%26sysparm_record_target%3Dsys_user_grou...

servicenow All Favorites History Workspaces Admin Group - project team Search

Group project team Update Delete

Name project team Group email Manager Parent Description

Update Delete

Roles Group Members Groups

Created Search Edit...

Group = project team

Created	Role	Granted by	Inherits
No records to display			

Hot days ahead 31°C 19:16 02-11-2025

ROLES :

ServiceNow Developers | u_task_table | Role | ServiceNow

dev203453.service-now.com/now/nav/ui/classic/params/target/sys_user_role.do%3Fsys_id%3D97aad0c08305f2109ab09d45eead3e8

servicenow All Favorites History Workspaces Admin Role - u_task_table Search

Role u_task_table

This record is in the Global application, but Project Management System is the current application. To edit this record click here.

Name u_task_table Application Global Elevated privilege Description Role for project management

Contains Roles Applications with Role Modules with Role Custom Tables

for text Search

Role = u_task_table

Contains
No records to display

Air Satisfactory Tomorrow 19:18 02-11-2025

TABLES:

dev203453.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D9d513813837c36109ab09d45eead323%26sysparm_record_target%3Dsys_db_object...

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All Favorites History Workspaces Admin

Table - project table user

Search

Table
project table user

This record is in the **Global** application, but **Project Management System** is the current application. To edit this record click here.

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. [More Info](#)

Label: project table user Application: Global

Name: u_project_table_user Remote Table:

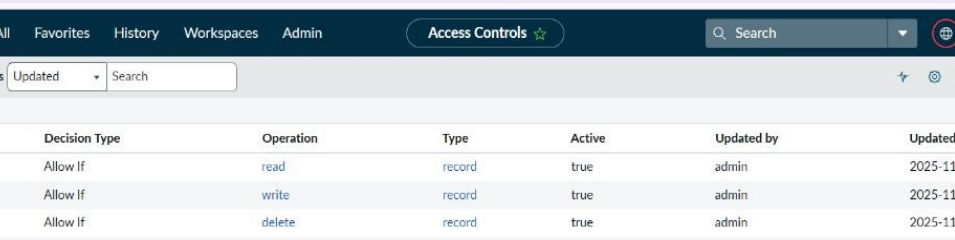
Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Updated by	String	(empty)	40	40	false
Sys ID	Sys ID (GUID)	(empty)	32	32	false
Updates	Integer	(empty)	40	40	false
Updated	Date/Time	(empty)	40	40	false
Created by	String	(empty)	40	40	false
Created	Date/Time	(empty)	40	40	false

ACCESS CONTROL LIST :



The screenshot shows the ServiceNow Access Controls interface. At the top, there's a navigation bar with 'Access Controls' highlighted. Below it, a search bar and a filter dropdown are visible. The main content area displays a table of access rules. The table has columns for Name, Decision Type, Operation, Type, Active, Updated by, and Updated. The table lists 18 rules, including 'u_task_table2', 'u_sys_user', 'u_empty_', and 'u_bob'. The 'Updated' column shows timestamps for each rule.

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_task_table2	Allow If	read	record	true	admin	2025-11-01 06:00:17
u_task_table2	Allow If	write	record	true	admin	2025-11-01 06:00:17
u_task_table2	Allow If	delete	record	true	admin	2025-11-01 06:00:17
u_task_table2	Allow If	create	record	true	admin	2025-11-01 06:00:17
u_task_table	Allow If	create	record	true	admin	2025-11-01 05:44:22
u_task_table	Allow If	delete	record	true	admin	2025-11-01 05:44:22
u_task_table	Allow If	write	record	true	admin	2025-11-01 05:44:22
u_task_table	Allow If	read	record	true	admin	2025-11-01 05:44:22
u_sys_user	Allow If	delete	record	true	admin	2025-10-30 02:56:27
u_sys_user	Allow If	create	record	true	admin	2025-10-30 02:56:27
u_sys_user	Allow If	read	record	true	admin	2025-10-30 02:56:27
u_sys_user	Allow If	write	record	true	admin	2025-10-30 02:56:27
u_empty_	Allow If	read	record	true	admin	2025-10-30 02:29:38
u_empty_	Allow If	delete	record	true	admin	2025-10-30 02:29:38
u_empty_	Allow If	write	record	true	admin	2025-10-30 02:29:38
u_empty_	Allow If	create	record	true	admin	2025-10-30 02:29:38
u_bob	Allow If	create	record	true	admin	2025-10-30 02:26:33

APPLICATION MENU :

servicenow

AllFavoritesHistoryAdmin

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

project table

Application

Global

Active

☒

Restricts access to the specified roles. Otherwise, all users can view the application menu when it is active.

Roles

project member

Specifies the [menu category](#), which defines the navigation menu style. The default value is Custom Applications.

Category

Custom Applications

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.

WORKFLOW STUDIO:

Workflow Studio

task table Flow

Homepage

Operations

Integrations

Playbooks

Flows

Subflows

Actions

Decision tables

Flows 39

Last refreshed just now

Name

Application

Status

Active

Update

Benchmark Recommendation Evaluator

Benchmarks Spoke

Published

true

2024-09-27 12:00:13

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

New

Playbook

Flow

Subflow

Action

Decision table

Pick up where you left off

task table

Last updated: 14 min. ago by Syst...

Create Flow Data

Last updated: 5 months ago by Sy...

Steps

Last updated: 5 months ago by Sy...

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

System Administrator modified

Workflow Studio

task table Flow

Operations

New Flow Flow

Let's get the details for your flow

Flow name *
task table

Description
Describe your flow.

Application *
Global

> Show additional properties

Activate Windows

Go to Settings to activate Windows.

Cancel

Build flow

Workflow Studio

task table Flow

Operations

task table

Active

View: [Icons]

Test

Deactivate

Activate

Save

...

?

task table 2 Created where (status is in progress, and comments is feedback, and assigned to is bob)

Trigger: Created

* Table: task table 2 [u_task_table_2]

Condition: All of these conditions must be met

status is in progress

OR

AND

comments is feedback

OR

AND

assigned to is bob

OR

AND

New Criteria

Advanced Options

Delete

Cancel

Done

Data

Collapse All

▼ 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

Go to Settings to activate Windows.

Status: Modified

Application: Global

6

Workflow Studio task table Flow Operations View: Test Deactivate Activate Save

task table Active

1 Update u_task_table_2 Record

Action: Update Record

* Record: Trigger - Re... task table 2 R...

* Table: task table 2 [u_task_table_2]

* Fields: status completed

Select a field

+ Add field value

Delete Cancel Done

2 Ask For Approval

+ Add an Action, Flow Logic, or Subflow

Status: Published Application: Global

Data Collapse All

- 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

Workflow Studio task table Flow Operations View: Test Deactivate Activate Save

task table Active

1 Update u_task_table_2 Record

2 Ask For Approval

Action: Ask For Approval

* Record: 1 - Upda... u_task_table_2 R...

Table: task table 2 [u_task_table_2]

Approval Field: status

Journal Field: Select a field

* Rules

Approve When: All users approve

alice p X

OR AND

Add another OR rule set Remove rule set

javascriptvoid(0) hed Application: Global

Data Collapse All

- 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

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AllFavoritesHistoryWorkspaces

Approvals

Search

Search

Actions on selected rows...

	State	Approver	Comments	Approval for	Created
	Search	Search	Search	Search	Search
<input type="checkbox"/>	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

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Go to Settings to activate Windows.