

# Optimizing User, Group, and Role Management with

## Access Control and Workflows

### 1. Creating User

Alice p:

The screenshot displays the ServiceNow user management interface for a user named 'alice p'. The browser address bar shows the URL: `dev181953.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D69dce79dc31a22501b3d9e377d013190%26sysparm_view%3D%26sysparm_record_target%3Dsys_user...`. The ServiceNow header includes navigation tabs (All, Favorites, History, Workspaces, Admin) and a search bar. The user profile 'User - alice p' is selected, with action buttons for 'Update', 'Set Password', and 'Delete'. The form contains the following fields:

- User ID:**
- First name:**
- Last name:**
- Title:**
- Department:**
- Email:**
- Language:**
- Calendar integration:**
- Time zone:**
- Date format:**
- Business phone:**
- Mobile phone:**
- Photo:** [Click to add...](#)
- Password needs reset:** ☐
- Locked out:** ☐
- Active:** ☒
- Web service access only:** ☐
- Internal Integration User:** ☐

Below the form are buttons for 'Update', 'Set Password', and 'Delete'. A 'Related Links' section includes links for 'View linked accounts', 'View Subscriptions', and 'Reset a password'. A tabbed interface at the bottom shows 'Entitled Custom Tables' as the active tab, with other tabs for 'Roles', 'Groups (1)', 'Delegates', 'Subscriptions', and 'User Client Certificates'. A message states 'No templates are available' with a link to 'Create A New One?'. The Windows taskbar at the bottom shows the date and time as 06:17 PM on 22-06-2025.

- **Bob User :**

The screenshot shows the ServiceNow user interface for editing a user profile. The browser tabs include 'Smartinternz', 'ServiceNow Developers', and 'Bob p | User | ServiceNow'. The URL is a long alphanumeric string. The page header shows 'servicenow' and navigation links like 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The user's name 'User - Bob p' is displayed in the top right. The main form is divided into two columns. The left column contains fields for 'User ID' (bob), 'First name' (Bob), 'Last name' (p), 'Title' (empty), and 'Department' (empty). Below these are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. The right column contains fields for 'Email' (bob@gmail.com), 'Language' (None), 'Calendar integration' (Outlook), 'Time zone' (System (America/Los Angeles)), 'Date format' (System (yyyy-MM-dd)), 'Business phone', 'Mobile phone', and a 'Photo' link. At the bottom of the form are 'Update', 'Set Password', and 'Delete' buttons. Below the form is a 'Related Links' section with links to 'View linked accounts', 'View Subscriptions', and 'Reset a password'. At the very bottom, there is a navigation bar with tabs for 'Entitled Custom Tables', 'Roles', 'Groups (1)', 'Delegates', 'Subscriptions', and 'User Client Certificates'. The Windows taskbar at the bottom shows the date and time as 06:18 PM on 22-06-2025.

User ID: bob

First name: Bob

Last name: p

Title:

Department:

Password needs reset: ☐

Locked out: ☐

Active: ☒

Web service access only: ☐

Internal Integration User: ☐

Email: bob@gmail.com

Language: -- None --

Calendar integration: Outlook

Time zone: System (America/Los Angeles)

Date format: System (yyyy-MM-dd)

Business phone:

Mobile phone:

Photo: Click to add...

Update Set Password Delete

Related Links

[View linked accounts](#)

[View Subscriptions](#)

[Reset a password](#)

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

No templates are available Create A New One?

32°C Mostly cloudy

Search

ENG IN 06:18 PM 22-06-2025

## 2. Creating Groups:

Smartintenz x Smartintenz x ServiceNow Developers x project team | Group | ServiceNow x +

dev181953.service-now.com/now/nav/ui/classic/params/target/sys\_user\_group.do%3Fsys\_id%3Dfa5de3ddc31a22501b3d9e377d013196%26sysparm\_view%3Dtext\_search

servicenow All Favorites History Workspaces Admin Group - project team Search

Group project team Update Delete

Job to add or remove role(s) from user(s) of group has been queued

Name project team Group email Group email Manager Manager Parent Parent Description Description

Update Delete

Roles Group Members (2) Groups

User Search Actions on selected rows... New Edit...

Group = project team

User

Bob p

alice p

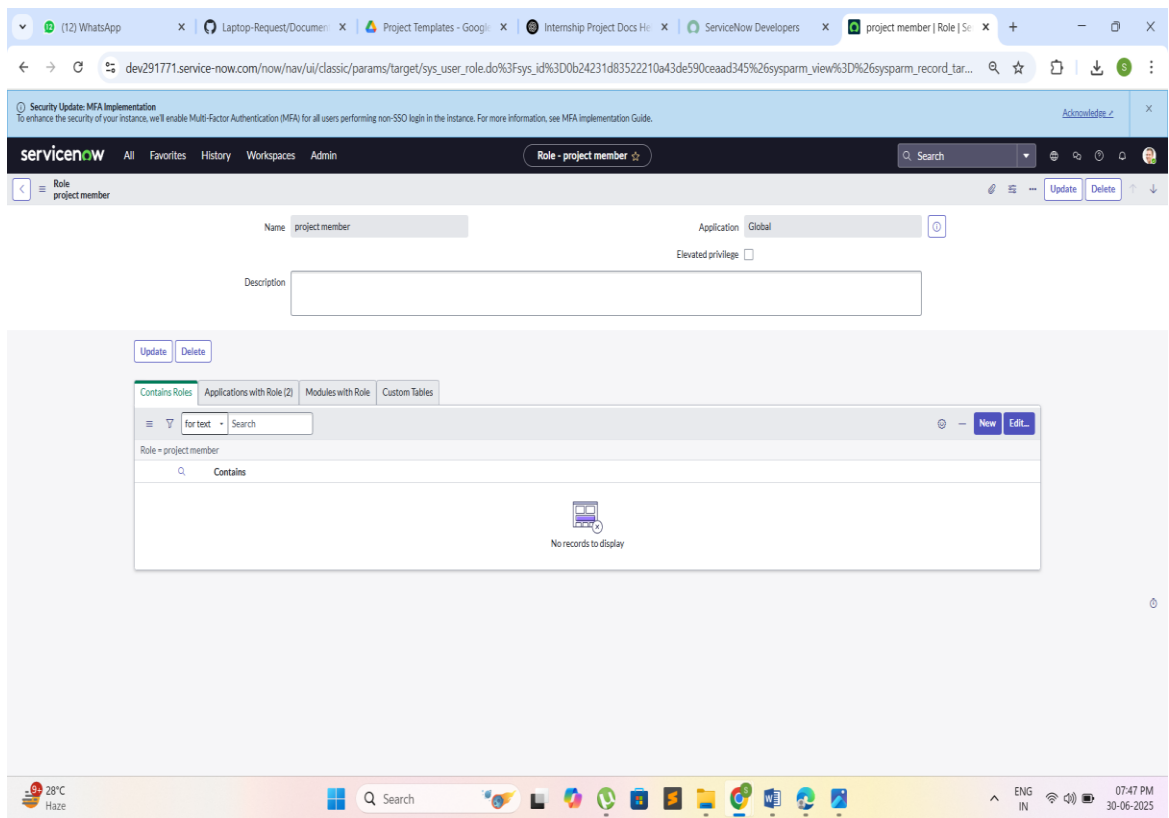
1 to 2 of 2

No templates are available. Create A New One?

33°C Mostly cloudy Search ENG IN 06:11 PM 22-06-2025

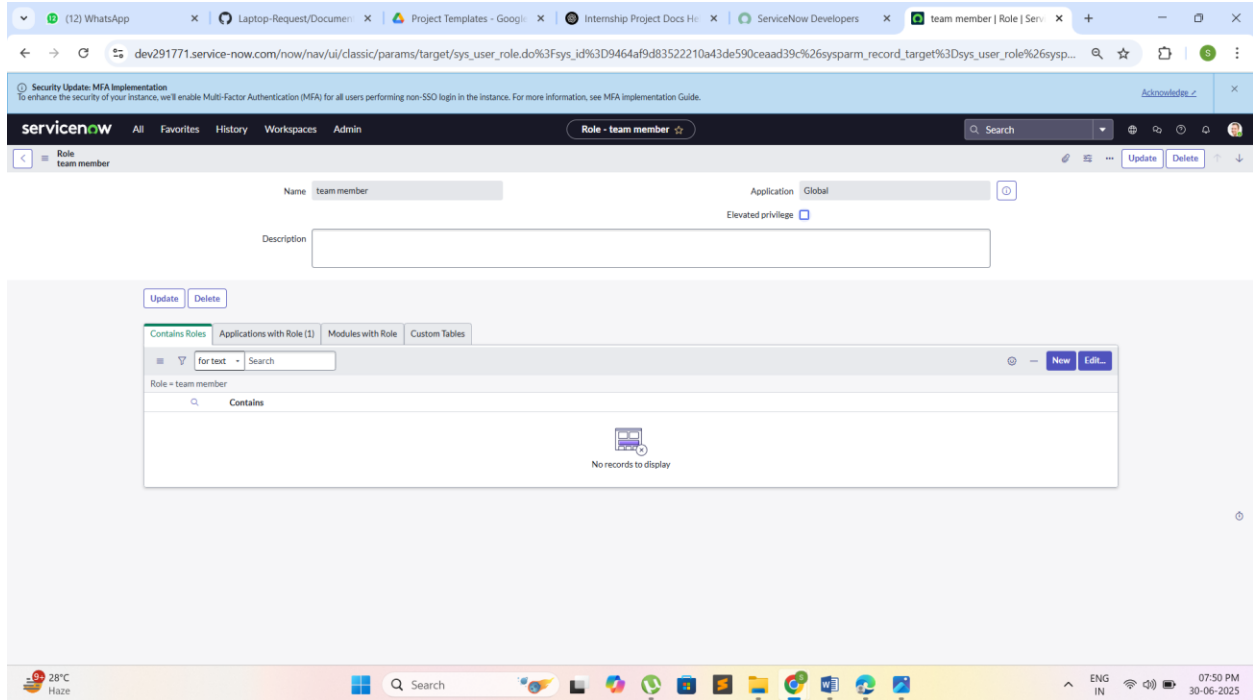
### 3. Creating Roles

Project member:



- **Creating one more role**

**Team member:**



## 4. Creating tables

- Project table:

dev291771.service-now.com/now/nav/ui/classic/params/target/sys\_db\_object.do%3Fsys\_id%3D-1%26sys\_js\_list%3Dtrue%26sys\_target%3Dsys\_db\_object%26sysparm\_checked\_items...

servicenow All Favorites History Workspaces Admin Table - New Record

Table New record

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

\* Name u\_project\_table

Extends table

Application Global

Create module ☒

Create mobile module ☒

Add module to menu -- Create new --

New menu name project table

Remote Table ☐

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

	Column label	Type	Reference	Max length	Default value	Display
X	project id	Integer				false
X	project name	String				false
X	project manager	String				false
X	start date	Date				false
X	end date	Date				false
X	status	Choice				false
X	description	String				false
+	Insert a new row...					

Submit Cancel

Related Links

Track in Update Sets

Hot days ahead 33°C

Search

ENG IN

07:53 PM 22-06-2025

- **Task table2:**

Smartinternz x ServiceNow Developers x New Record | Table | ServiceNow x

dev291771.service-now.com/now/nav/ui/classic/params/target/sys\_db\_object.do%3Fsys\_id%3D-1%26sys\_js\_list%3Dtrue%26sys\_target%3Dsys\_db\_object%26sysparm\_checked\_items...

servicenow All Favorites History Workspaces Admin Table - New Record Search Submit Cancel

Table New record

\* Label task table 2

\* Name u\_task\_table\_2

Extends table

Application Global

Create module ☒

Create mobile module ☒

Add module to menu -- Create new --

New menu name task ta

Remote Table ☐

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

	Column label	Type	Reference	Max length	Default value	Display
X /	Updated by	String	[empty]		40	false
X /	Updates	Integer	[empty]		40	false
X /	Updated	Date/Time	[empty]		40	false
X /	Sys ID	Integer	[empty]		32	false
X /	Created by	String	[empty]		40	false
X /	Created	Date/Time	[empty]		40	false
X /	task id	Integer				false
X /	task name	String				false
X /	assigned to	String				false
X /	due date	Date				false
X /	status	Choice				false
X /	comments	String				false

32°C Partly cloudy Search ENG IN 08:14 PM 22-06-2025

## 5. Assigning Users

- **Project Team Group:**

dev181953.service-now.com/now/nav/ui/classic/params/target/sys\_user\_group.do%3Fsys\_id%3Dfa5de3ddc31a22501b3d9e377d013196%26sysparm\_view%3Dtext\_search

serviceNow All Favorites History Workspaces Admin Group - project team Search

Group project team Update Delete

Job to add or remove role(s) from user(s) of group has been queued

Name project team Group email Group email Manager Parent Description

Update Delete

Roles Group Members (2) Groups

User Search Actions on selected rows... New Edit...

Group = project team

User

Bob p

alice p

1 to 2 of 2

No templates are available Create A New One?

33°C Mostly cloudy Search ENG IN 06:11 PM 22-06-2025

## 6. Assigning Roles to Users

- Alice:



Smartinternz x ServiceNow Developers x alice p | User | ServiceNow x +

dev291771.service-now.com/now/nav/ui/classic/params/target/sys\_user.do%3Fsys\_id%3De911856d831e2210a43de590cead335%26sysparm\_record\_rows%3D631%26sysparm\_view...

servicenow All Favorites History Workspaces Admin User - alice p Search

User - alice p Update Set Password Delete

User ID:  Email:

First name:  Language: --None--

Last name:  Calendar integration: Outlook

Title:  Time zone: System (America/Los\_Angeles)

Department:  Date format: System (yyyy-MM-dd)

Password needs reset: ☐ Business phone:

Locked out: ☐ Mobile phone:

Active: ☒ Photo: Click to add...

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 Delegates Subscriptions User Client Certificates

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

User - alice p

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

Rainy days ahead 30°C

Search

ENG IN 08:21 PM 22-06-2025

- **Bob User:**

The screenshot displays the ServiceNow user management interface for a user named 'Bob p'. The page is divided into several sections:

- User Details:** Includes fields for User ID (bob), First name (Bob), Last name (p), Title, and Department. There are also checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'.
- Settings:** Includes fields for Email (bob@gmail.com), Language (None), Calendar integration (Outlook), Time zone (System (America/Los Angeles)), Date format (System (yyyy-MM-dd)), Business phone, and Mobile phone. A 'Photo' link is also present.
- Related Links:** Includes links for 'View linked accounts', 'View Subscriptions', and 'Reset a password'.
- Entitled Custom Tables:** A tabbed interface showing 'Roles (2)', 'Groups', 'Delegates', 'Subscriptions', and 'User Client Certificates'. The 'Roles' tab is active, showing a table of roles assigned to the user.

The 'Roles' table has the following data:

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

The bottom of the screen shows a Windows taskbar with the date and time as 08:29 PM on 22-06-2025.

## 7. Assigning Table Access to Application

- **Project table:**

dev291771.service-now.com/now/nav/ui/classic/params/target/sys\_app\_application.do%3Fsys\_id%3D9278af1983922210a43de590cead303%26sysparm\_record\_target%3Dsys\_app\_applic...

servicenow Application Menu - project table

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

Application menu - project table

<input type="checkbox"/>	Title	Table	Active	Filter	Order	Link type	Device type	Roles	Updated
<input type="checkbox"/>	u_project_tables	Project Table [u_project_table]	true			List of Records		u_u_project_table_user	2025-06-22 00:19:22

1 to 1 of 1

28°C Mostly cloudy 07:55 PM 24-06-2025

- Task table 2:

ServiceNow Application Menu configuration interface for "task table 2".

**Configuration Fields:**

- Title: task table 2
- Application: Global
- Active: ☒
- Roles: u\_task\_table\_2\_user, project member, team member
- Category: Custom Applications
- Hint:
- Description:

**Table: Application menu - task table 2**

Title	Table	Active	Filter	Order	Link type	Device type	Roles	Updated
(empty)	(empty) [u_empty_]	true			List of Records		u_task_table_2_user	2025-06-22 07:45:12
task table 2s	task table 2 [u_task_table_2]	true			List of Records		u_task_table_2_user	2025-06-22 07:45:15

## 8. Access Control List

- **Creating ACL:**

Warning: A role, security attribute, data condition, or script is required to properly secure access with this ACL.

\* 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

Description:

Applies To: No. of records matching the condition: 1

Add Filter Condition Add "OR" Clause

-- choose field -- -- oper -- -- value --

- **Assiging ACL Bob user :**

**Task table 2:**

servicenow

AllFavoritesHistory

task table 2 - Create Created

BP

<

≡

task table 2  
New record

...

Submit

task id

assigned to

task name

comments

status

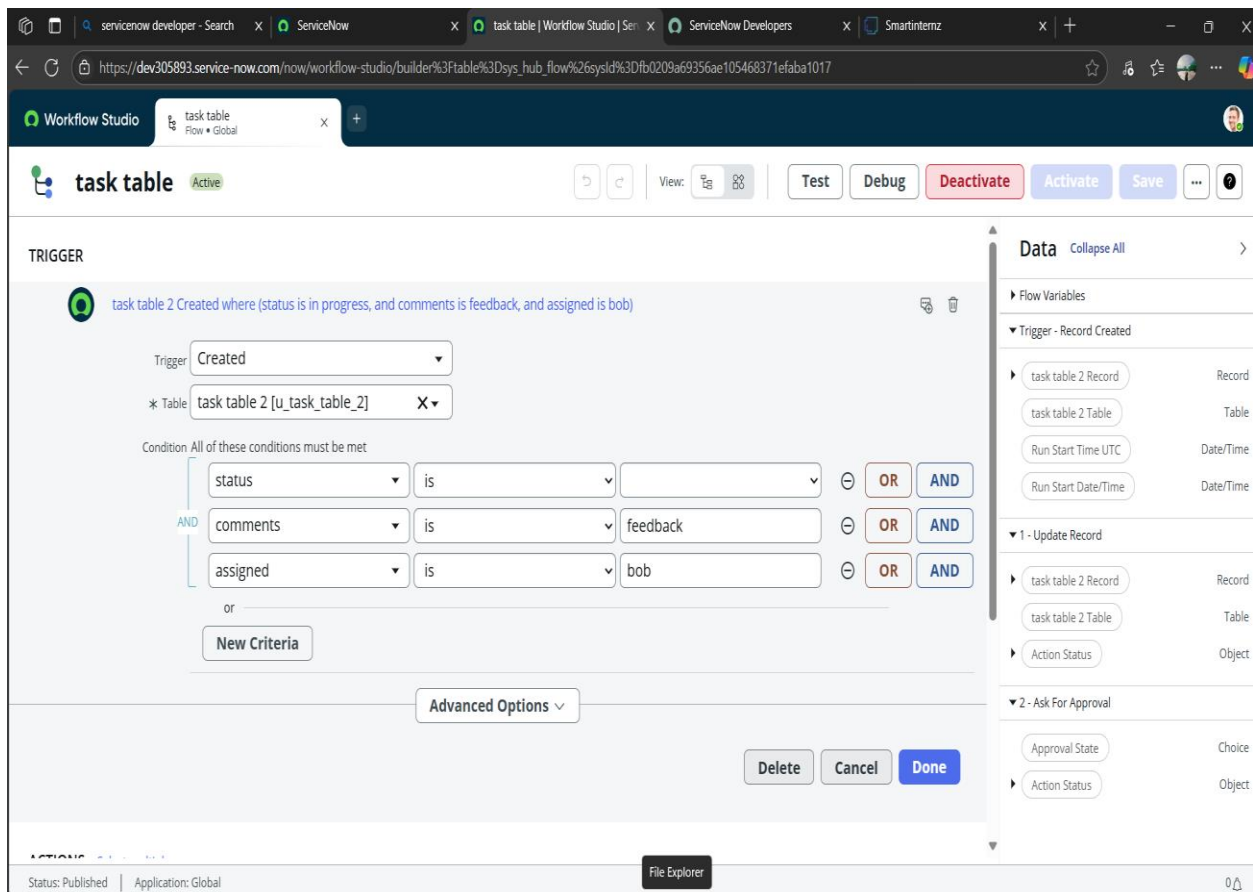
-- None --

due date

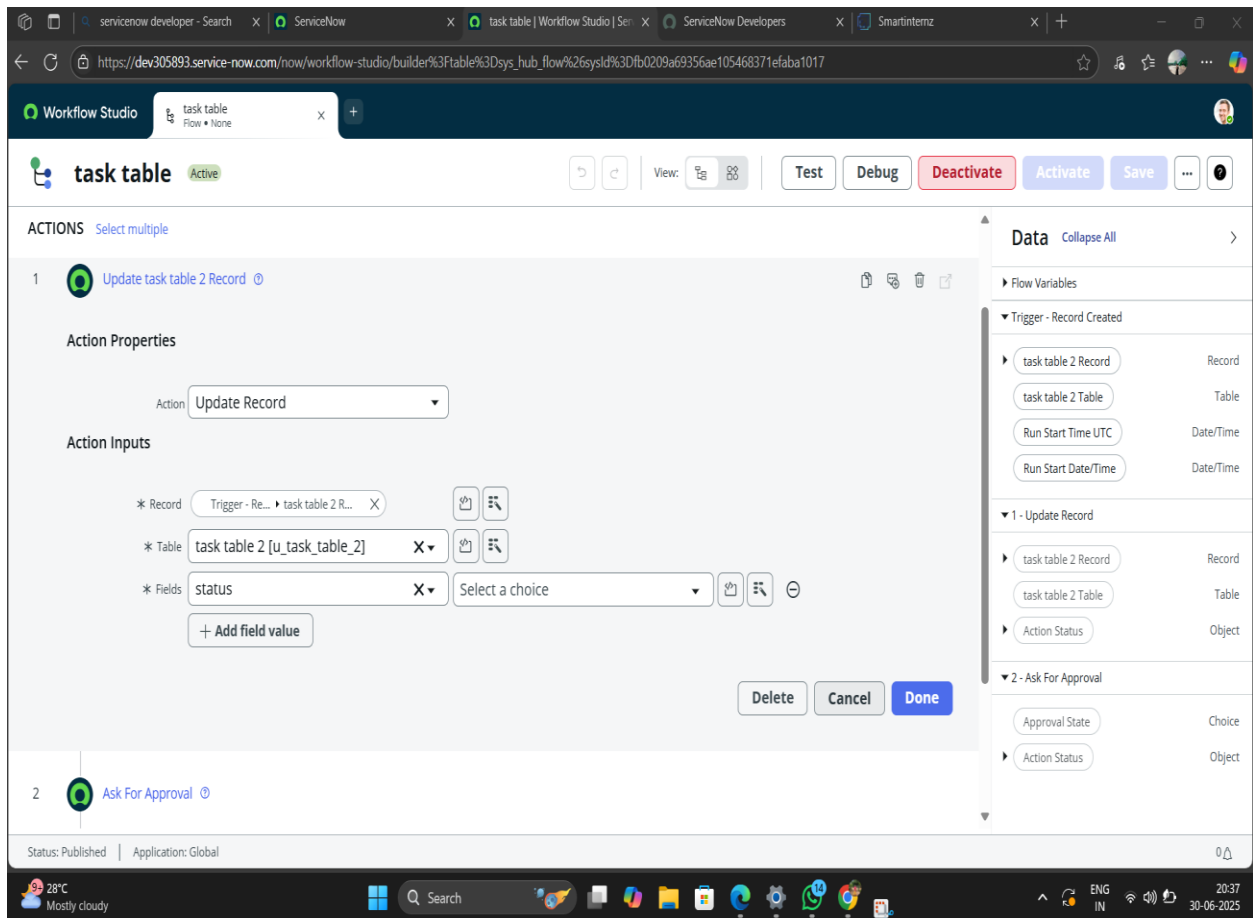
Submit

## 9.Creating Flow :

- Adding a Trigger



- **Adding an Action:**



- **Asking for Approval:**



Workflow Studio

task table

Flow: None

task table

Active

View: [Icons]

Test

Debug

Deactivate

Activate

Save

[More]

[Help]

Action Properties

Action: Ask For Approval

Action Inputs

\* Record

Trigger - Re... task table 2 R...

Table: task table 2 [u\_task\_table\_2]

Approval Reason

Approval Field: status

Journal Field: Select a field

\* Rules

Approve

When:

All users approve

alice p

OR

AND

Due Date: None

Add another OR rule set

Delete

Cancel

Done

Status: Published | Application: Global

Data

Collapse All

Flow Variables

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

task table 2 Record

Record

task table 2 Table

Table

Action Status

Object

2 - Ask For Approval

Approval State

Choice

Action Status

Object

28°C

Mostly cloudy

Search

ENG IN

20:39

30-06-2023