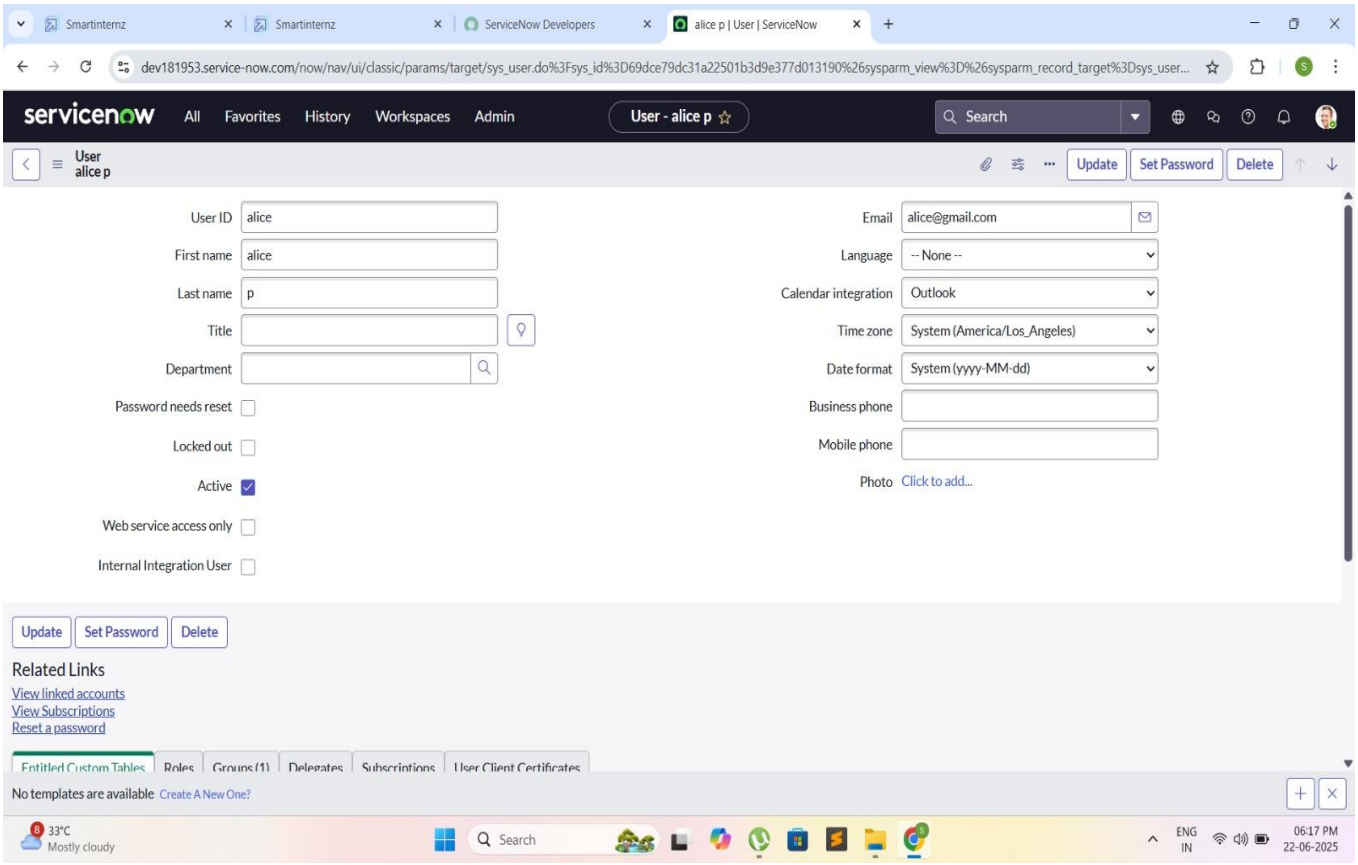
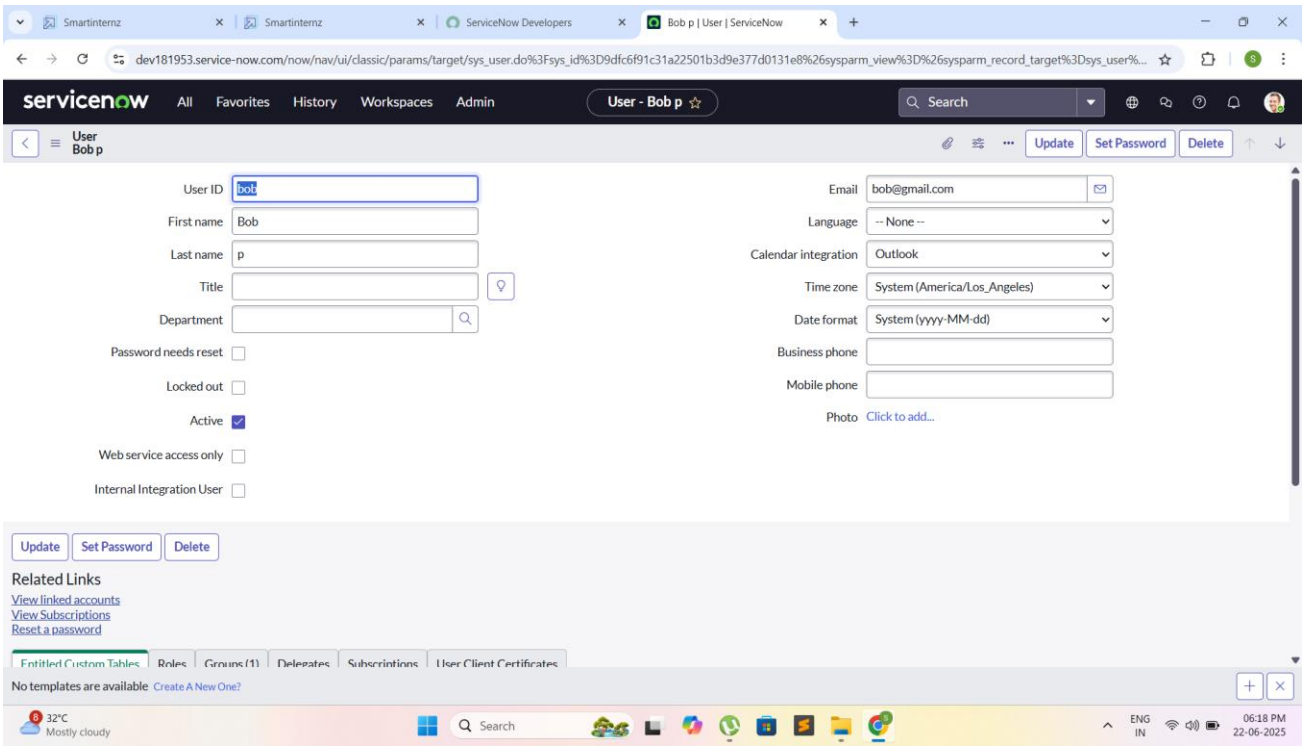
Optimizing User, Group, and Role Management with Access Control and Workflows

1. Creating User

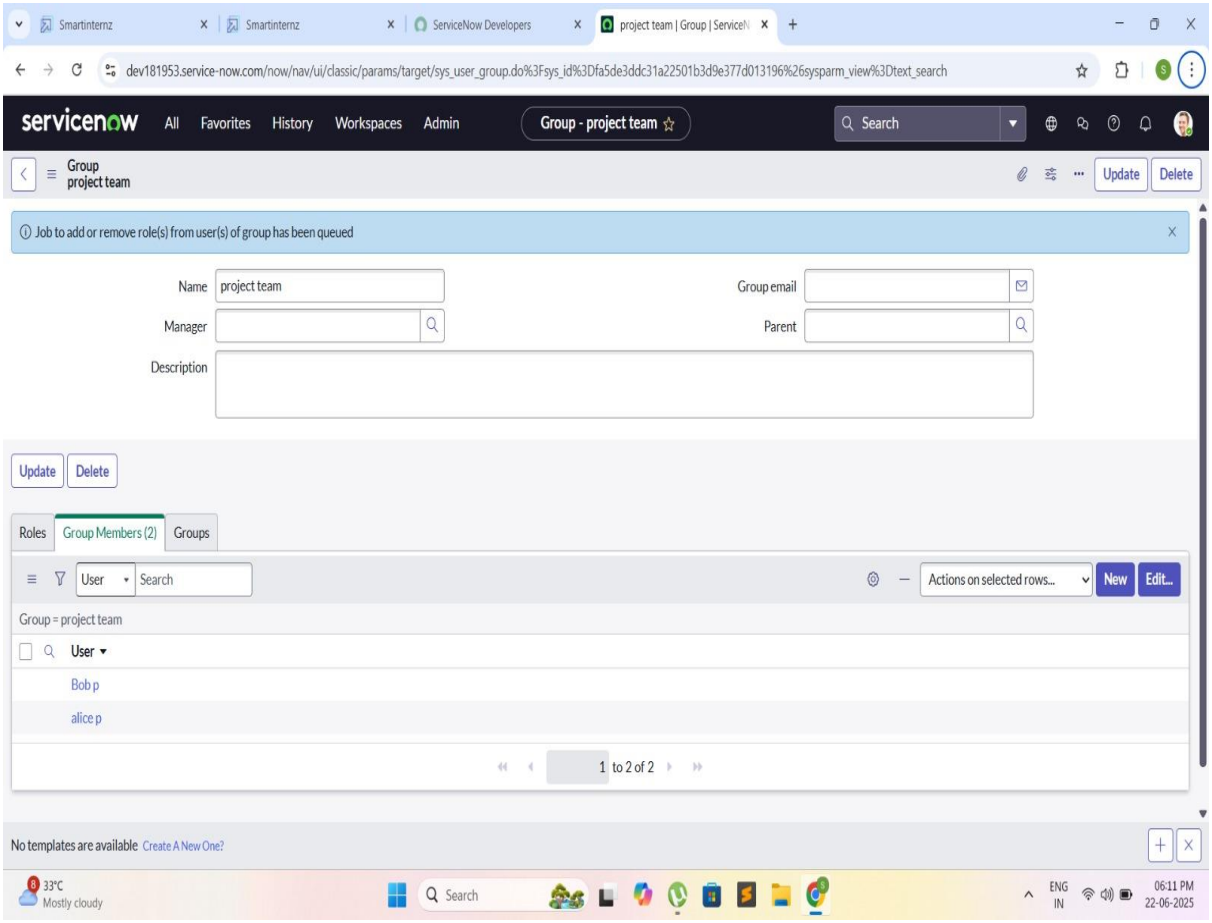
Alice p:



- **Bob User :**

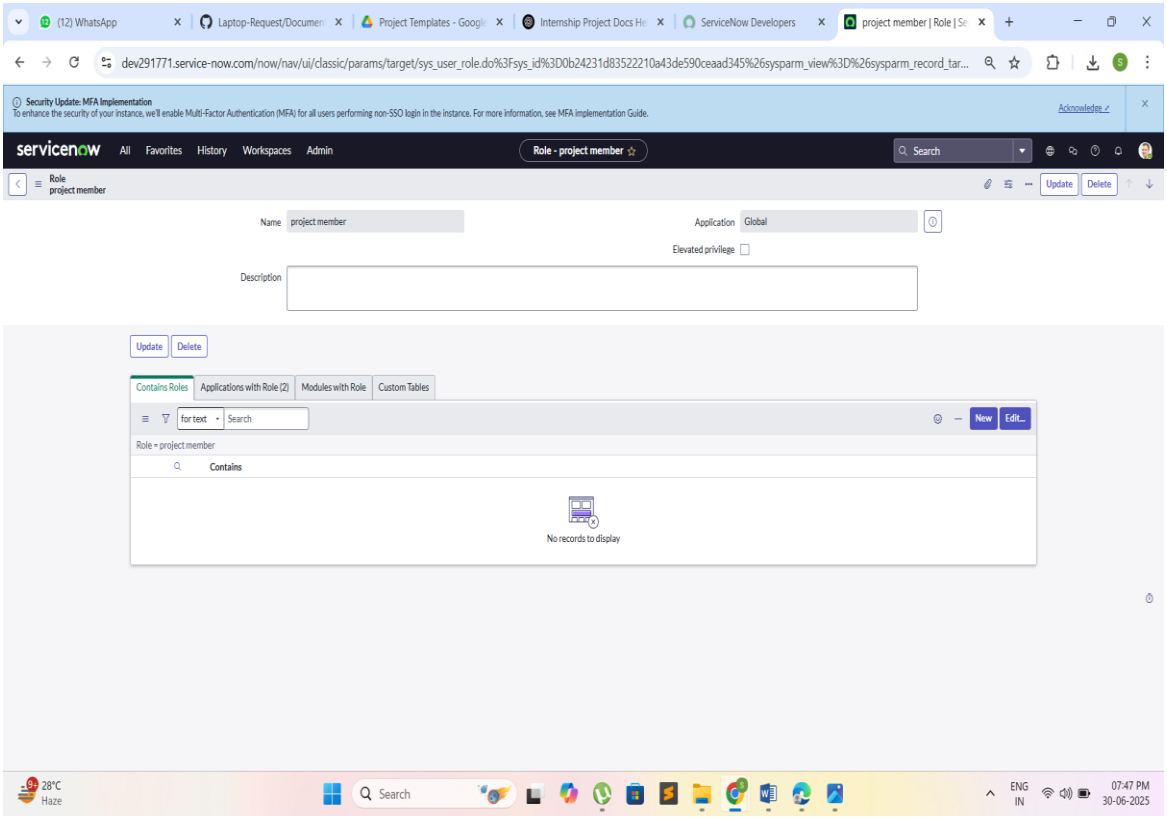


2. Creating Groups:



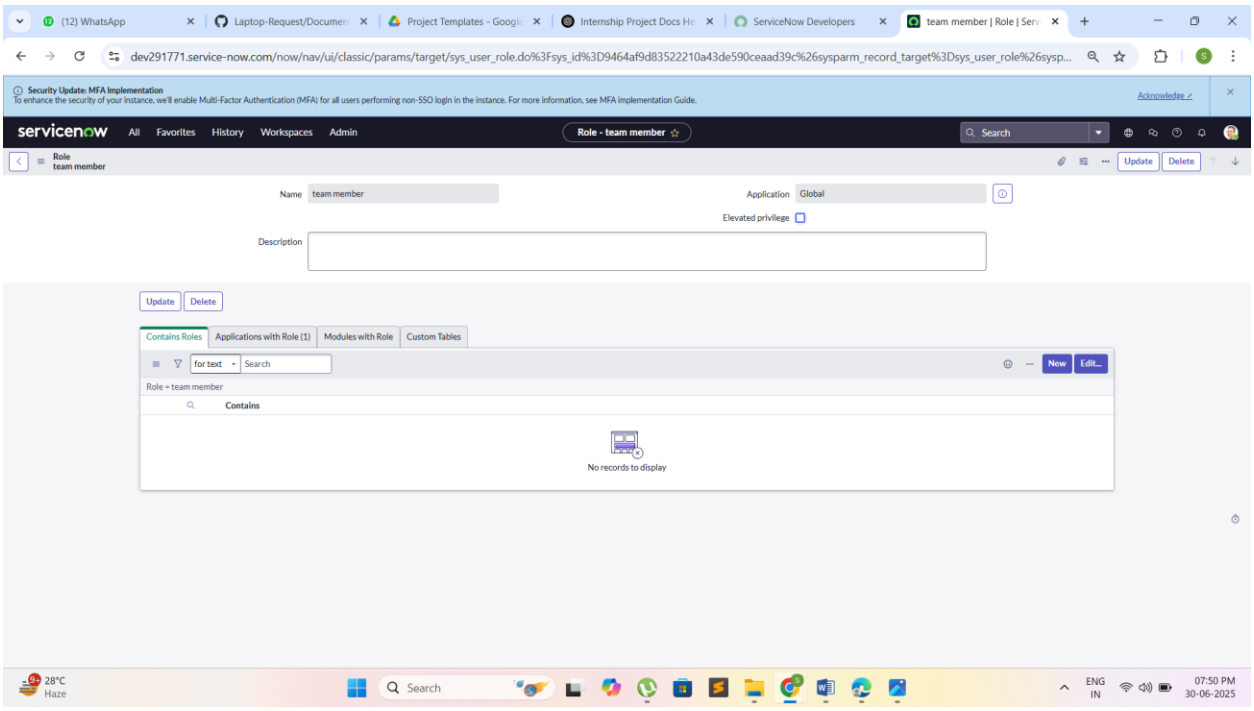
3. Creating Roles

Project member:



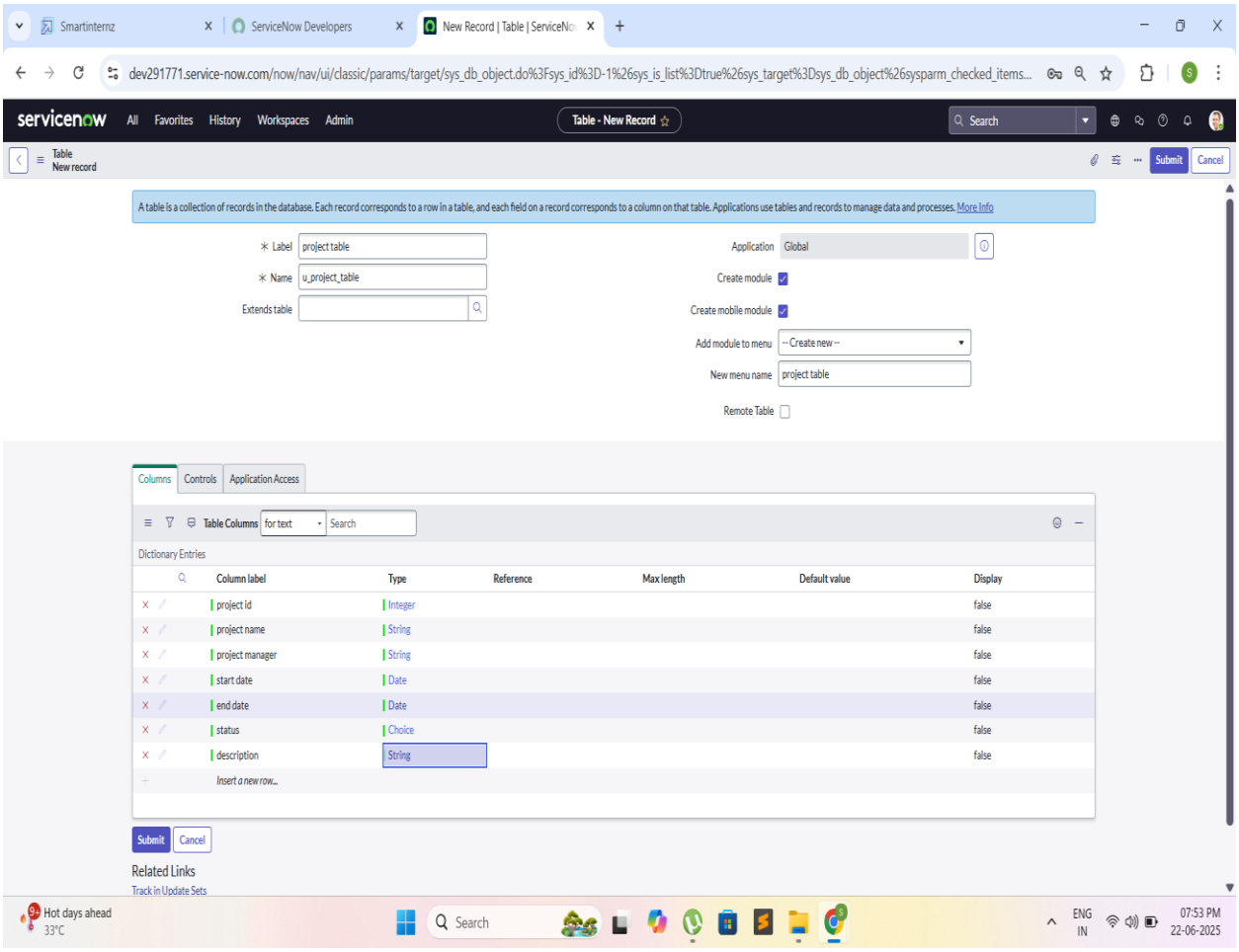
- **Creating one more role**

  Team member:

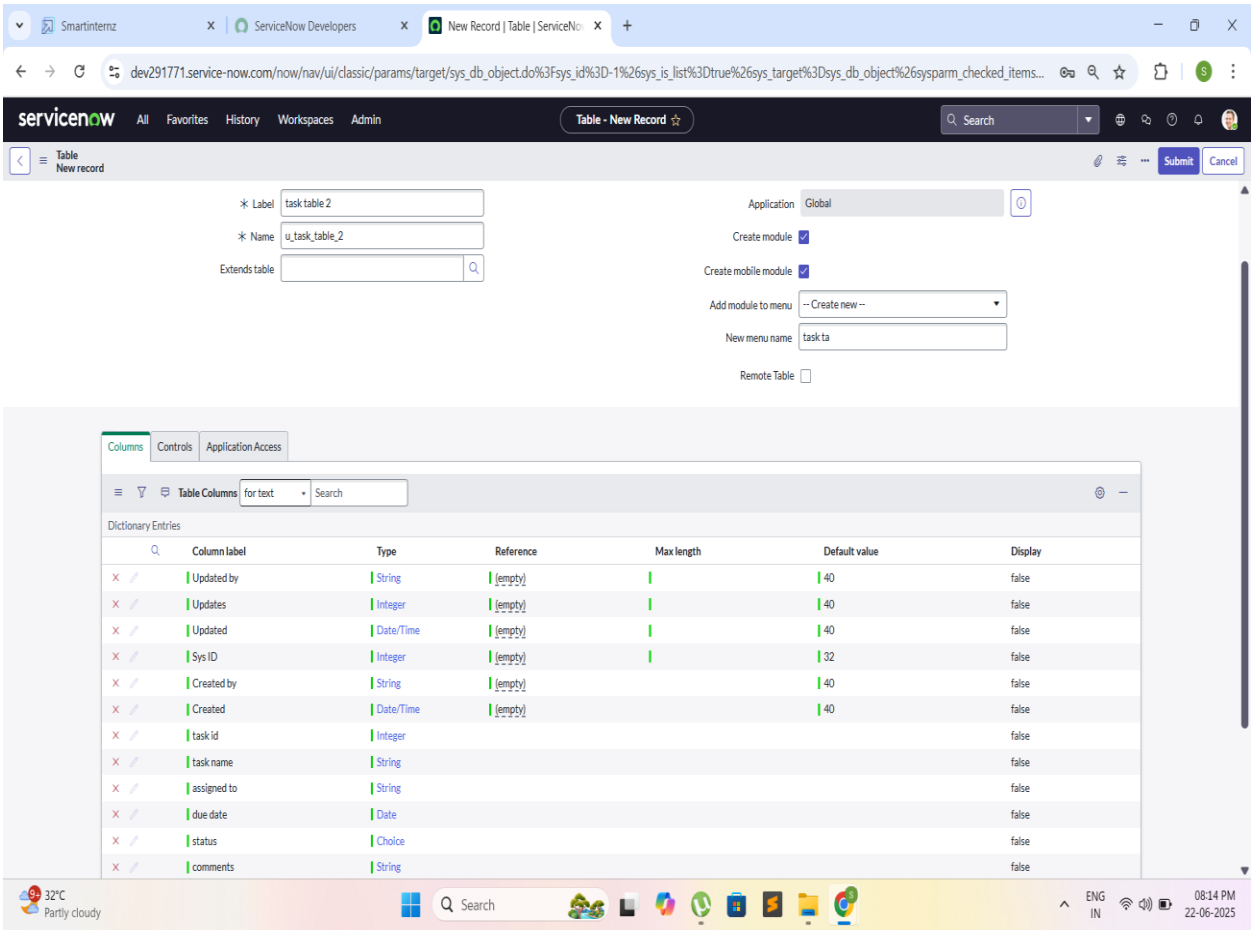


4. Creating tables

- **Project table:**

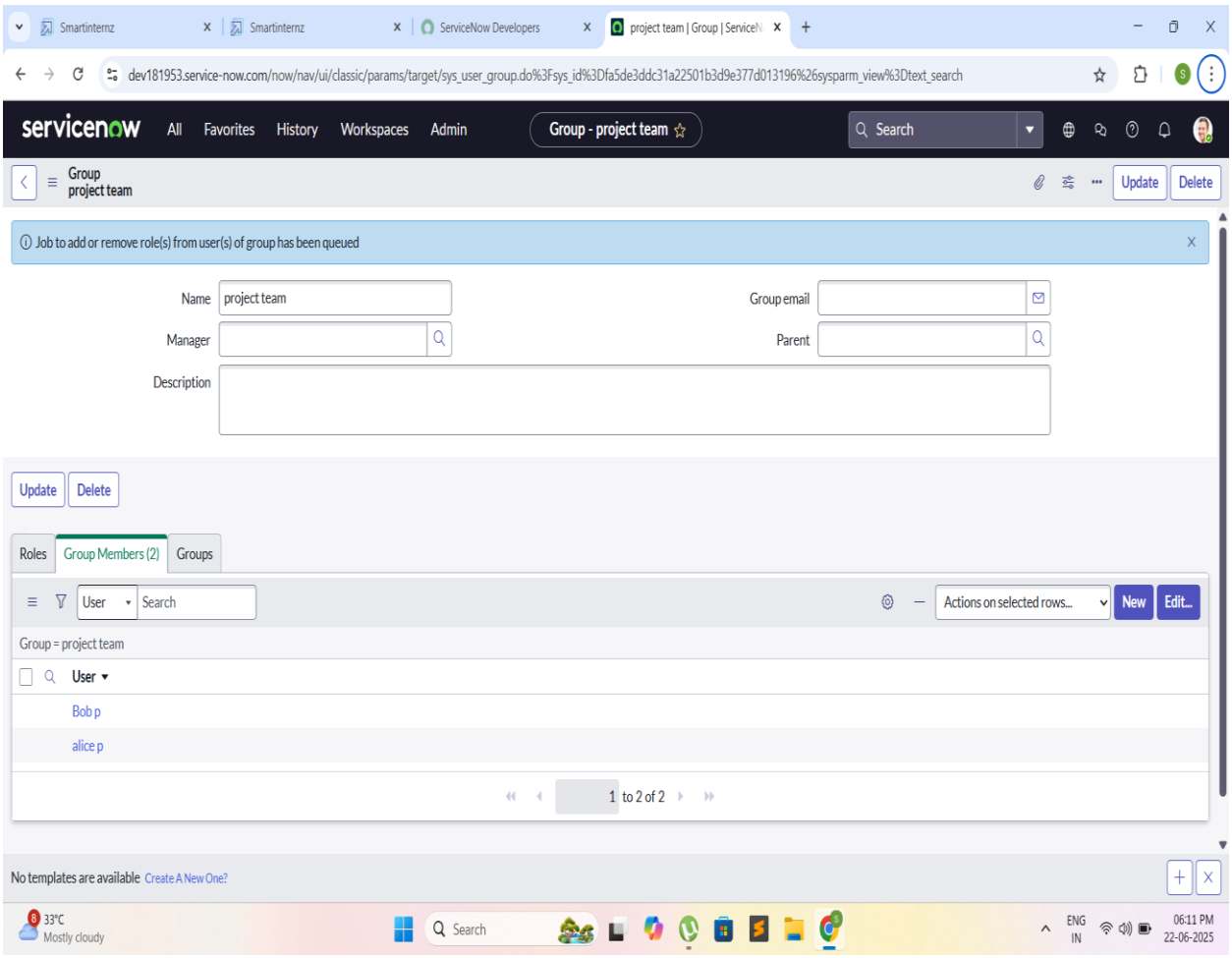

Smartinternz
ServiceNow Developers
New Record | Table | ServiceNo
dev291771.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_db_object%26sysparm_checked_items...
servicenow
All
Favorites
History
Workspaces
Admin
Table - New Record
Search
Table
New record
Submit
Cancel
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
project id
Integer
false
project name
String
false
project manager
String
false
start date
Date
false
end date
Date
false
status
Choice
false
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:**



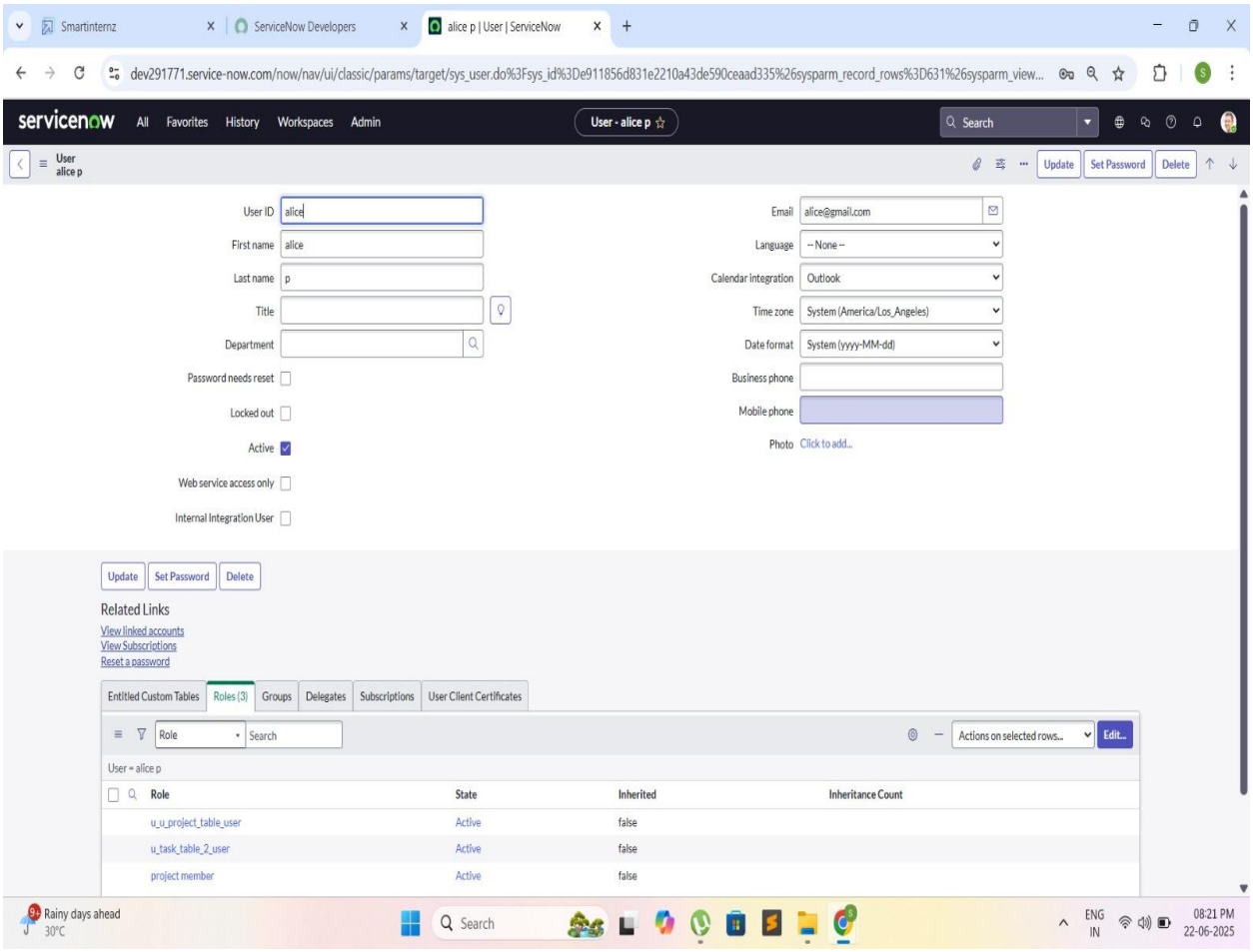
5. Assigning Users

- **Project Team Group:**

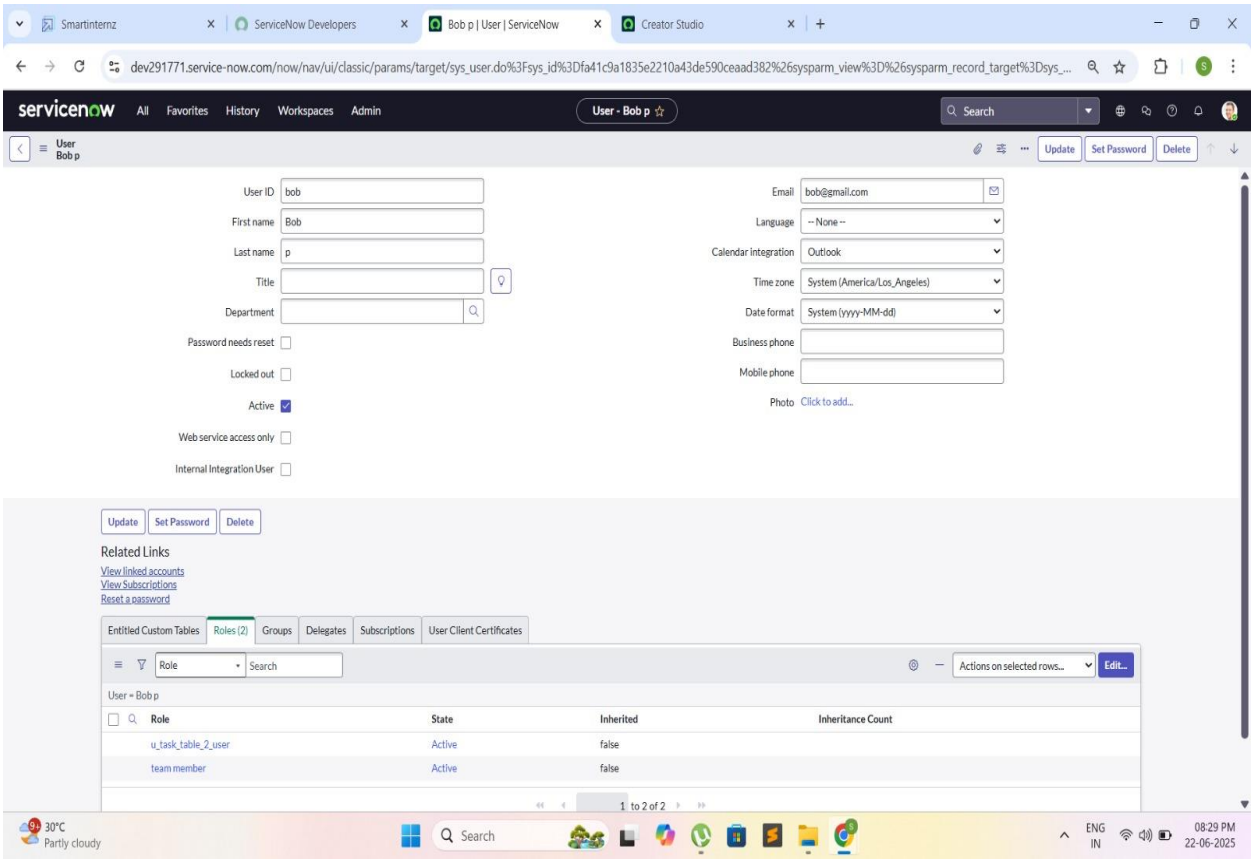


6. Assigning Roles to Users

- **Alice:**

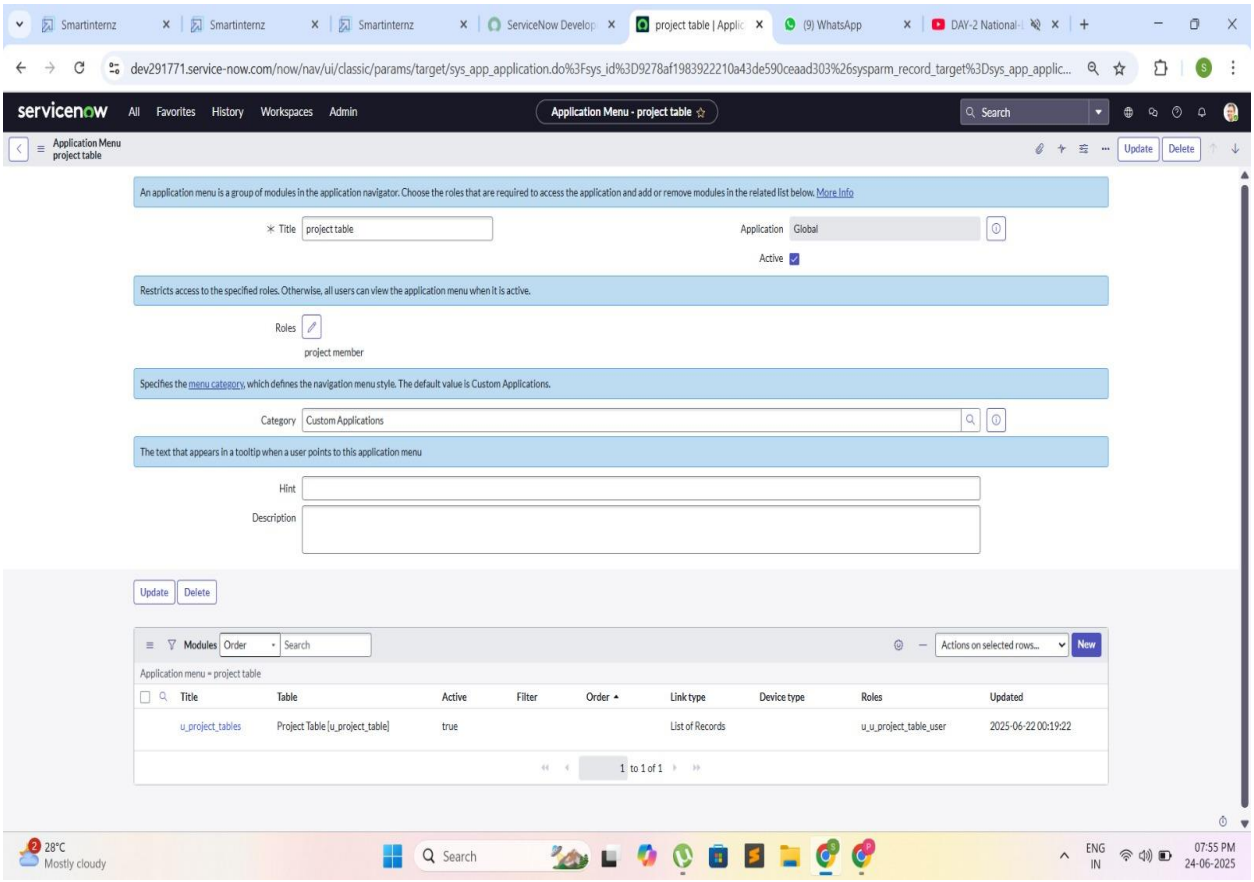

Smartinternz
ServiceNow Developers
alice p | User | ServiceNow
dev291771.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3De911856d831e2210a43de590ceaad335%26sysparm_record_rows%3D631%26sysparm_view...
servicenow
All
Favorites
History
Workspaces
Admin
User - alice p
Search
User
alice p
Update
Set Password
Delete
User ID
alice
First name
alice
Last name
p
Title
Department
Password needs reset
Locked out
Active
Web service access only
Internal Integration User
Email
alice@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 (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:**

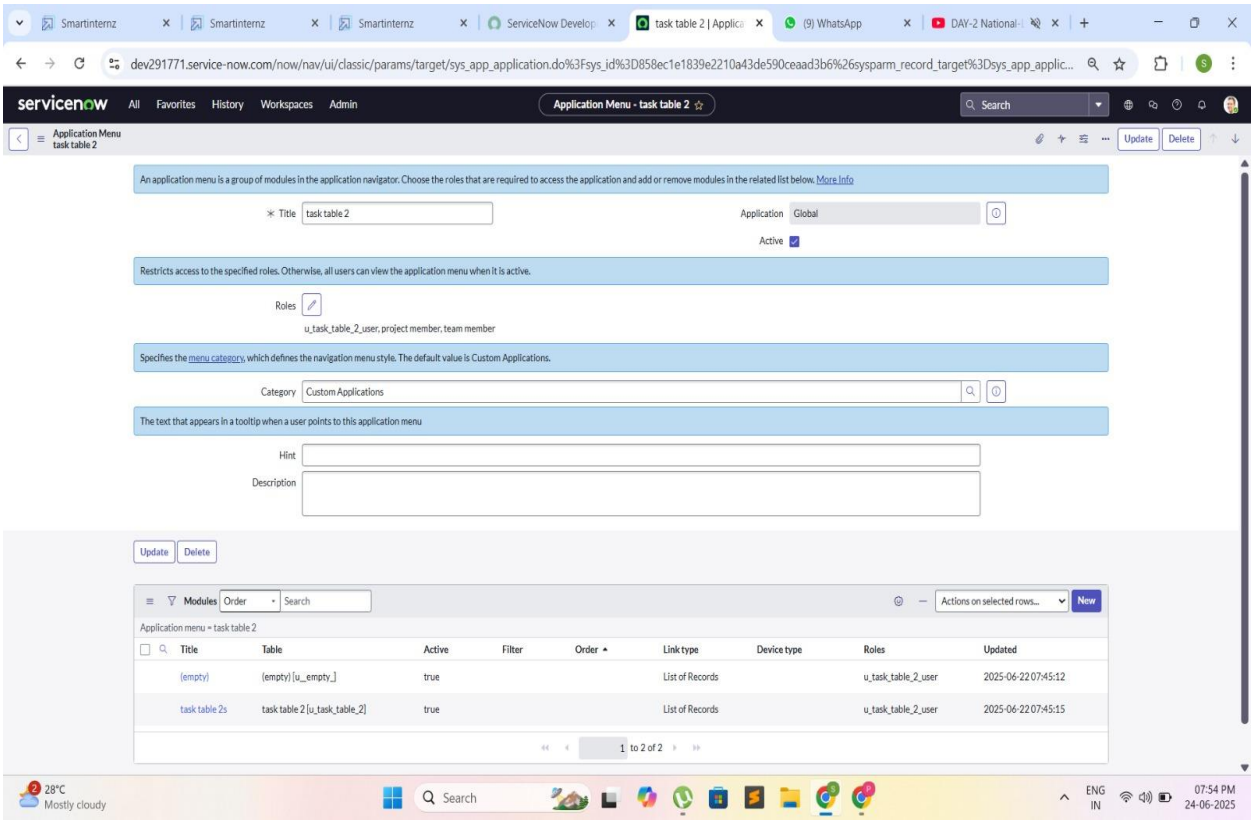


7.Assigning Table Access to Application

- **Project table:**

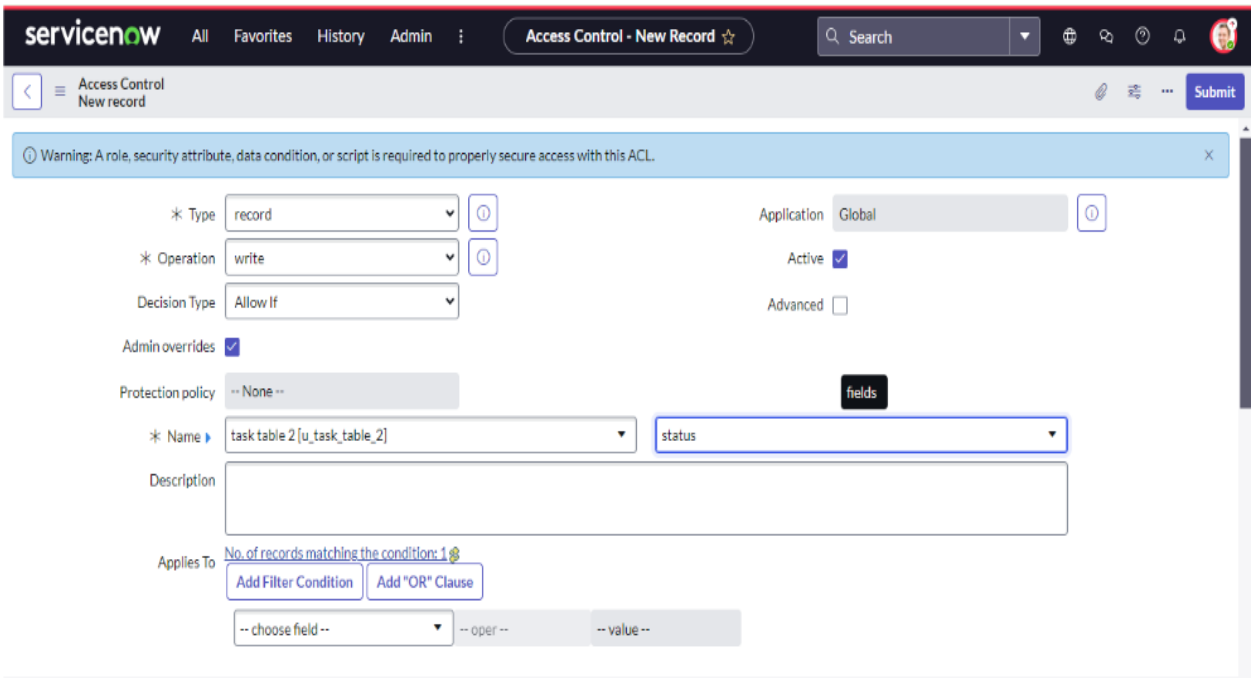

servicenow
All
Favorites
History
Workspaces
Admin
Application Menu - project table
Search
Application Menu
project table
Update
Delete
An application menu is a group of modules in the application navigator. Choose the roles that are required to access the application and add or remove modules in the related list below. More Info
Title
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
Modules
Order
Search
Actions on selected rows...
New
Application menu = project table
Title
Table
Active
Filter
Order
Link type
Device type
Roles
Updated
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
Search
ENG
IN
07:55 PM
24-06-2025

- **Task table 2:**



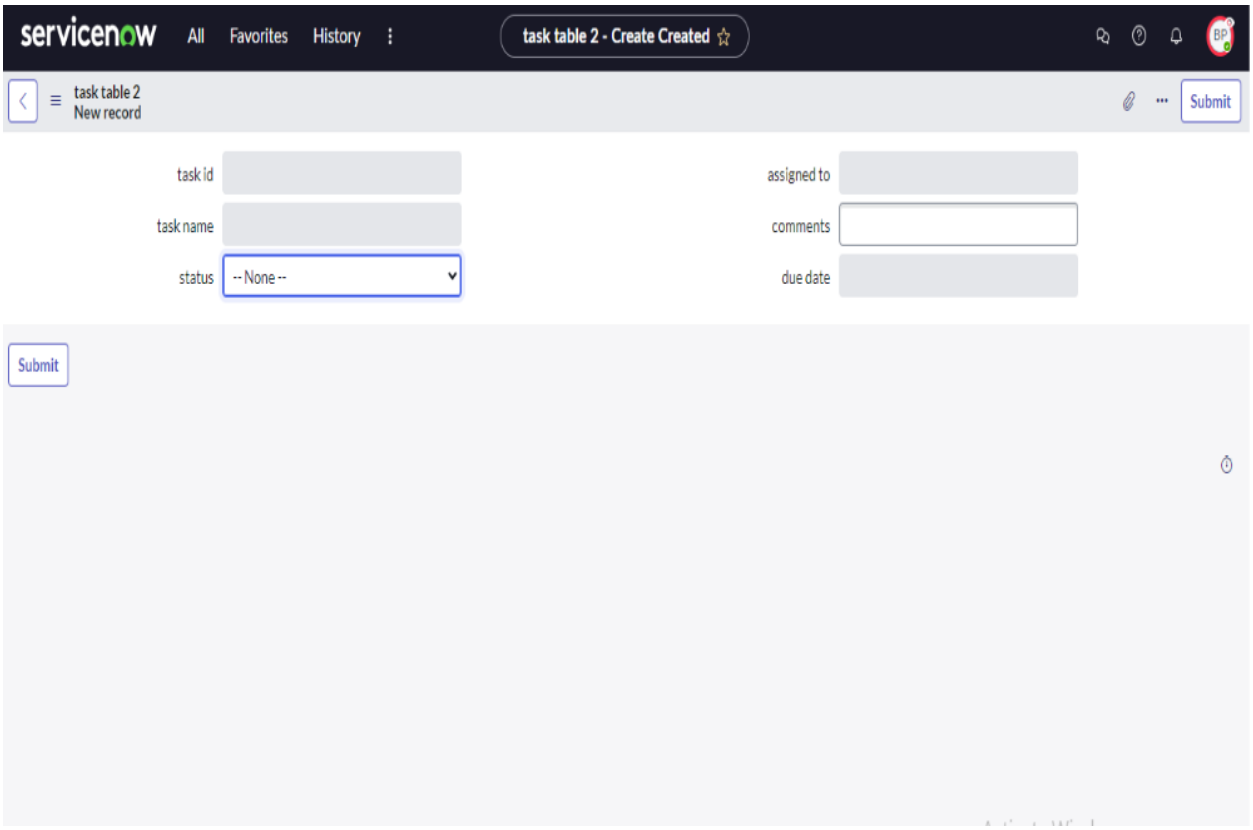
8. Access Control List

- **Creating ACL:**



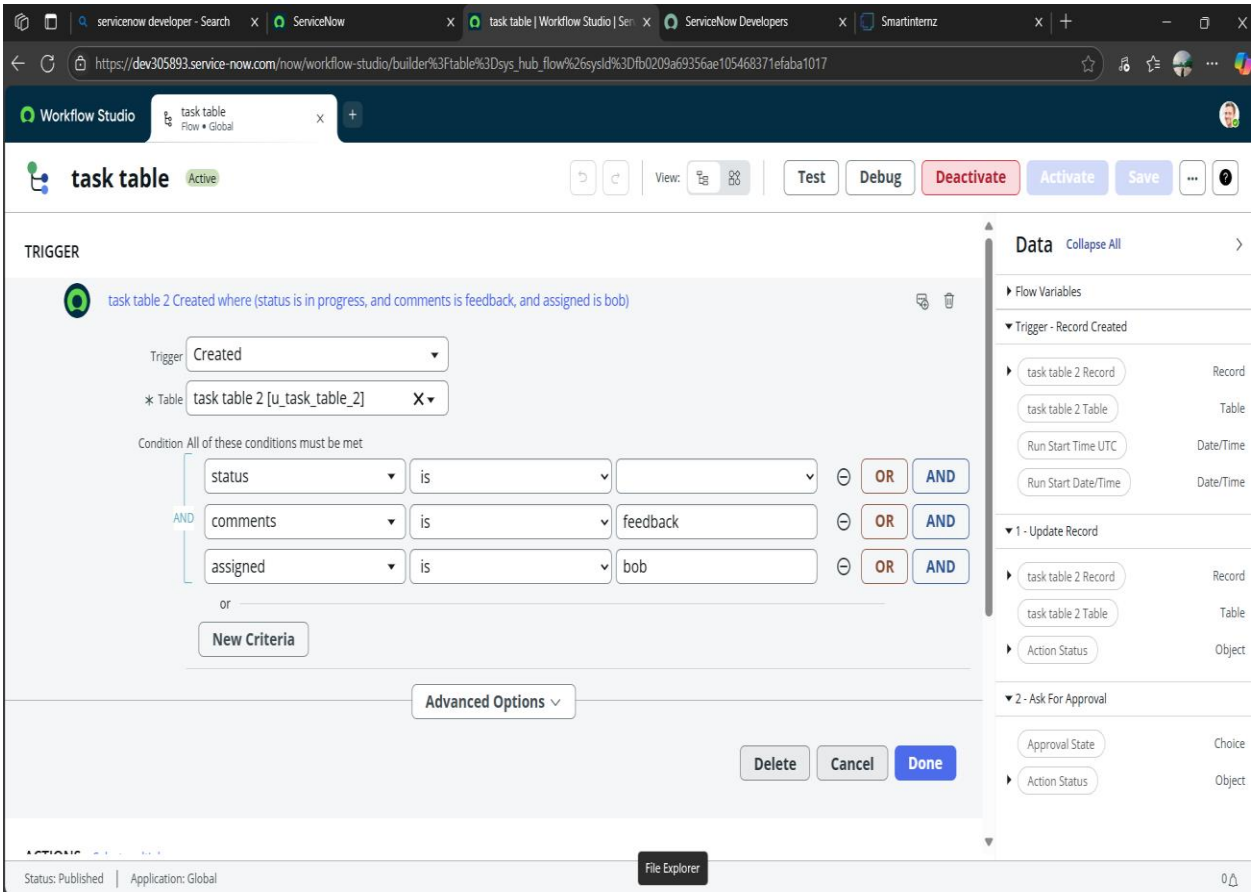
- **Assiging ACL Bob user :**

Task table 2:

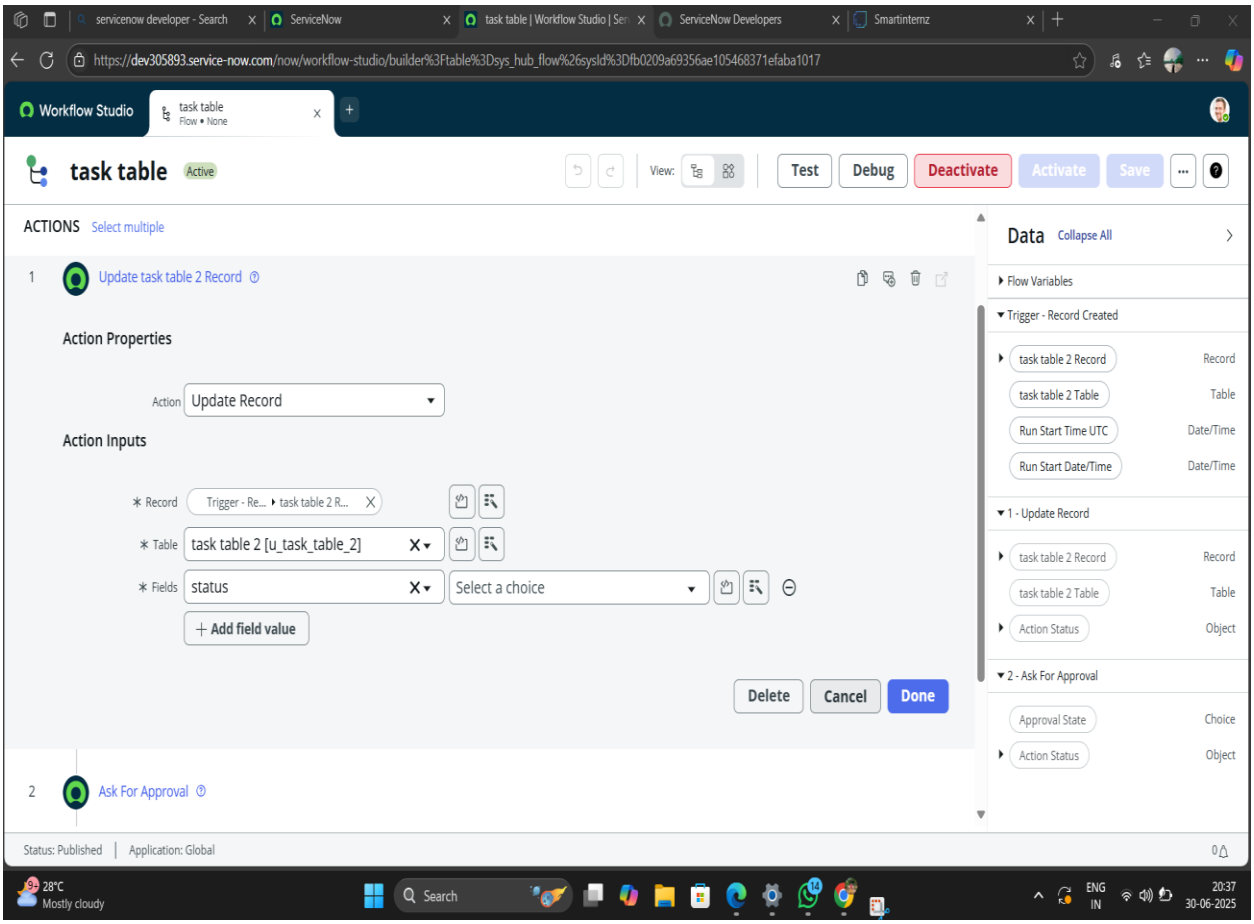


9.Creating Flow :

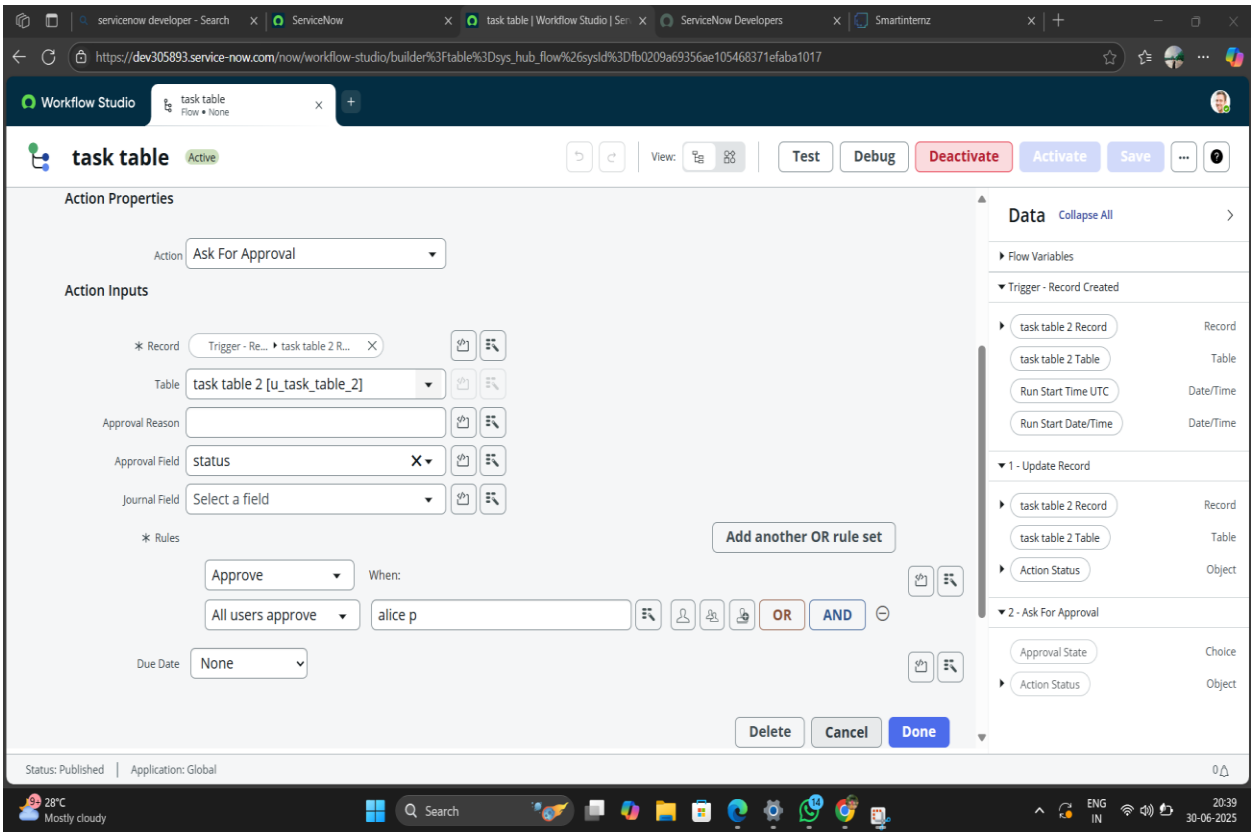
- **Adding a Trigger**



- **Adding an Action:**



- **Asking for Approval:**


servicenow developer - Search
ServiceNow
task table | Workflow Studio | Ser
ServiceNow Developers
Smartinternz
https://dev305893.service-now.com/now/workflow-studio/builder%3Ftable%3Dsys_hub_flow%26sysId%3Dfb0209a69356ae105468371efaba1017
Workflow Studio
task table
Flow • None
task table
Active
View:
Test
Debug
Deactivate
Activate
Save
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
Add another OR rule set
Approve
When:
All users approve
alice p
OR
AND
Due Date
None
Delete
Cancel
Done
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
Status: Published
Application: Global
28°C
Mostly cloudy
Search
ENG
IN
20:39
30-06-2025