

# TESTING

## Create ACL:

Date	25 June 2025
Team ID	LTVIP2025TMID29036
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	5 Marks

### Create ACL:

1. Open service now.
2. Click on All >> search for ACL.
3. Select Access control(ACL) under system security.
4. Click on new
5. Fill the following details to create a new ACL.

Access Control u\_operations\_related.u\_service\_request\_no

\* Type: record

\* Operation: write

Application: Global

Active: ☒

Admin overrides: ☒

Protection policy: -- None --

\* Name: Operations related [u\_operations\_related]

Service request No

Description

Condition: 4 records match condition

Add Filter Condition Add "OR" Clause

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

6. Scroll down under requires role.
7. Double click on insert a new row
8. Give admin role
9. Click on Submit
10. Similarly create 4 ACL for the following fields.

<input type="checkbox"/>	<input type="radio"/>	u_operations_related.u_priority	write	record	true	admin	2024-04-16 22:32:12
		u_operations_related.u_ticket_raised_date	write	record	true	admin	2024-04-16 22:30:22
		u_operations_related.u_name	write	record	true	admin	2024-04-16 22:29:00
		u_operations_related.u_issue	write	record	true	admin	2024-04-16 22:23:31
		u_operations_related.u_service_request_no	write	record	true	admin	2024-04-16 22:17:14

