

# EDUCATIONAL ORGANISATION USING SERVICE NOW

**TeamId:** NM2025TMID19168

**TeamMembers:** 3

**TeamLeader:** SIVA KISHORE B

**TeamMember1:** ABISHEK S

**TeamMember 2:** MOHAMMED DASTHAKIR

## ProblemStatement

: The current manual  
process of document  
issuance in the educational  
organization is time-  
consuming and prone to  
errors. Staff face  
challenges in tracking  
requests and maintaining  
records efficiently. This  
leads to delays in  
document delivery and  
reduced student  
satisfaction. Implementing  
ServiceNow can

streamline and automate

the document management

process.

**Objective:** To automate the document issuance process using ServiceNow for improved efficiency.  
To reduce manual errors and processing time in handling student document requests.  
To enable real-time tracking and centralized management of all document workflows.  
To enhance user satisfaction through faster and more transparent service delivery.

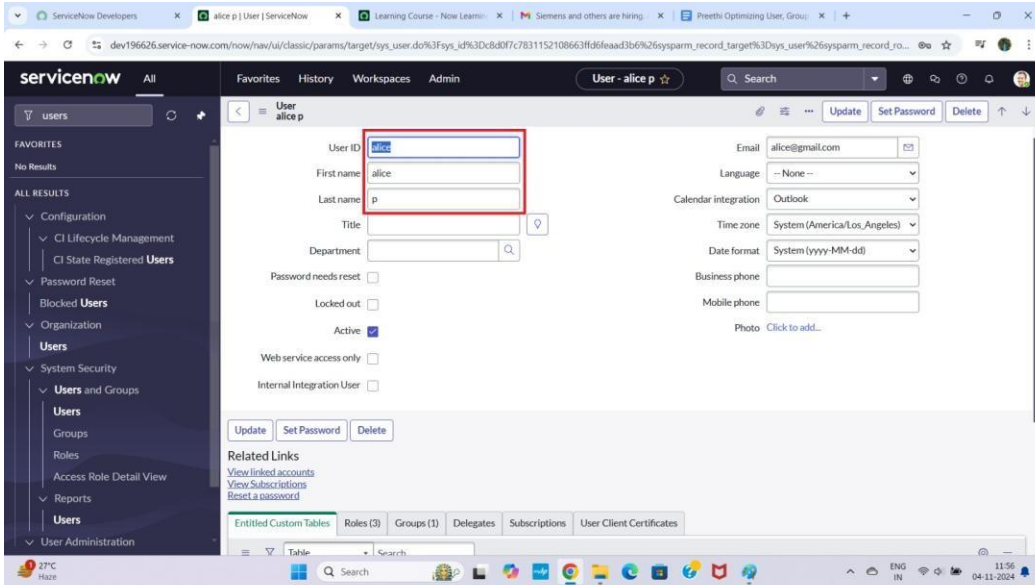
**Skills:** Proficiency in ServiceNow platform for workflow automation and form creation.  
Understanding of ITSM (IT Service Management) processes and best practices.  
Basic knowledge of scripting (JavaScript) for customizing ServiceNow applications.  
Strong communication and problem-solving skills for user support and training.

## **TASKINITIATION**

### **Milestone1:Users**

#### **Activity1:CreateUsers**

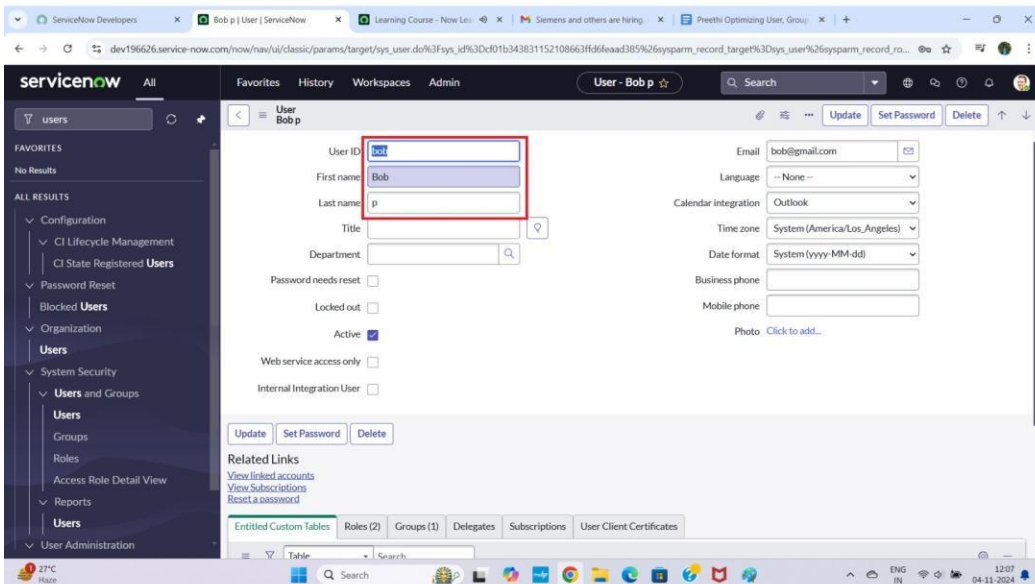
1. Openservicenow
2. ClickonAll>>search for users
3. SelectUsersundersystemsecurity
4. Clickon new
5. Fillthefollowingdetailstocreate anewuser
6. Clickon submit



The screenshot shows the ServiceNow User Administration interface. The left sidebar contains a navigation menu with categories like Configuration, 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 another user:

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

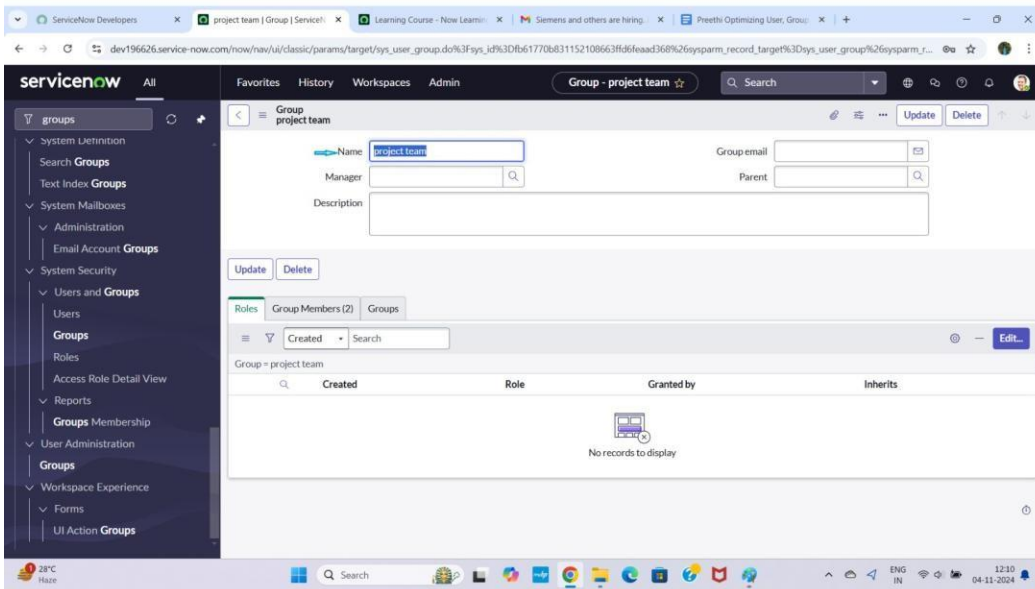


The screenshot shows the ServiceNow User Administration interface for a user named 'Bob p'. The left sidebar is the same as the previous screenshot. The main content area displays the details for the user 'Bob p'. The User ID field is highlighted with a red box. The form includes fields for First name, 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

## Activity1:CreateGroups

1. Openservicenow.
2. ClickonAll>>search for groups
3. Selectgroupsundersystem security
4. Clickon new
5. Fillthefollowingdetailstocreate anew group
6. Clickon submit



The screenshot shows the ServiceNow interface for creating a new group. The left sidebar shows the navigation menu with 'Groups' selected under 'System Security'. The main form is titled 'Group - project team' and contains the following fields:

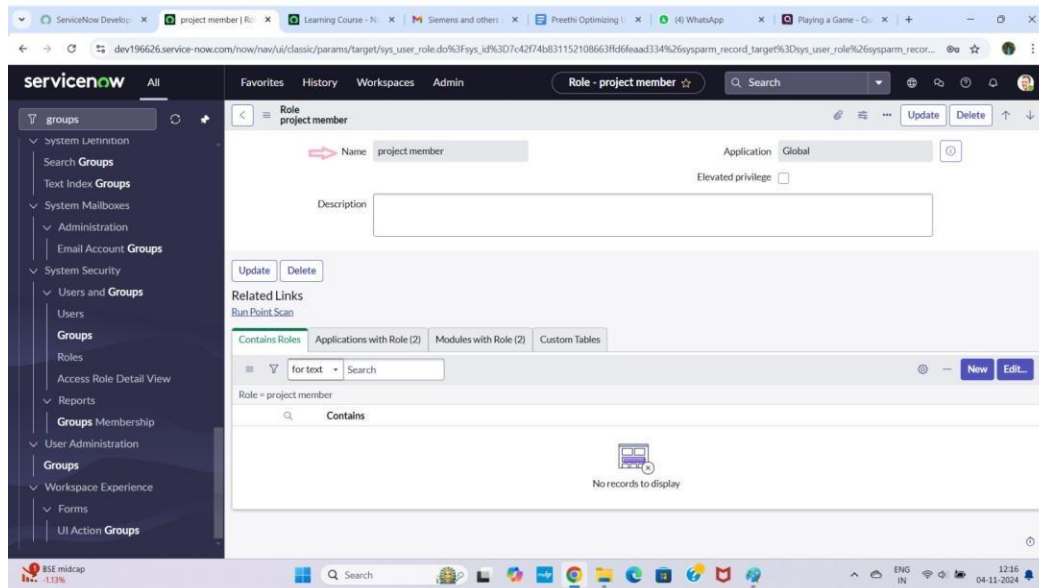
- Name:** project team
- Group email:** (empty)
- Manager:** (empty)
- Parent:** (empty)
- Description:** (empty)

Below the form are 'Update' and 'Delete' buttons. The 'Roles' tab is selected, showing 'Group Members (2)' and 'Groups'. A search bar is present. Below the search bar, a table is shown with the following columns: 'Created', 'Role', 'Granted by', and 'Inherits'. The table is currently empty, displaying 'No records to display'.

## Milestone3:Roles

### Activity1:Createroles

1. Openservicenow.
2. ClickonAll>>search for roles
3. Selectrolesundersystem security
4. Clickon new
5. Fillthefollowingdetailstocreate anew role
6. Clickon submit

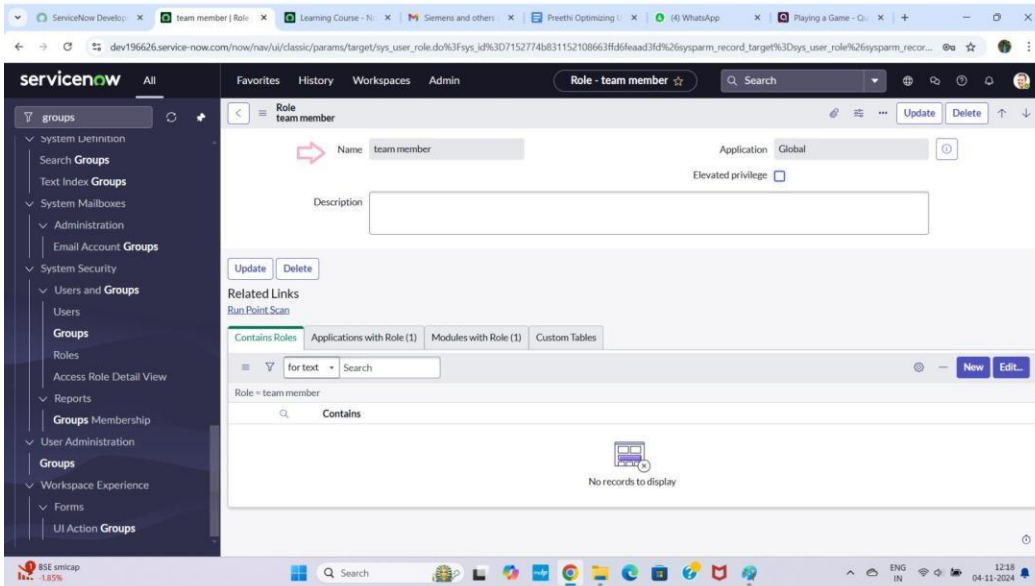


### Create another role:

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

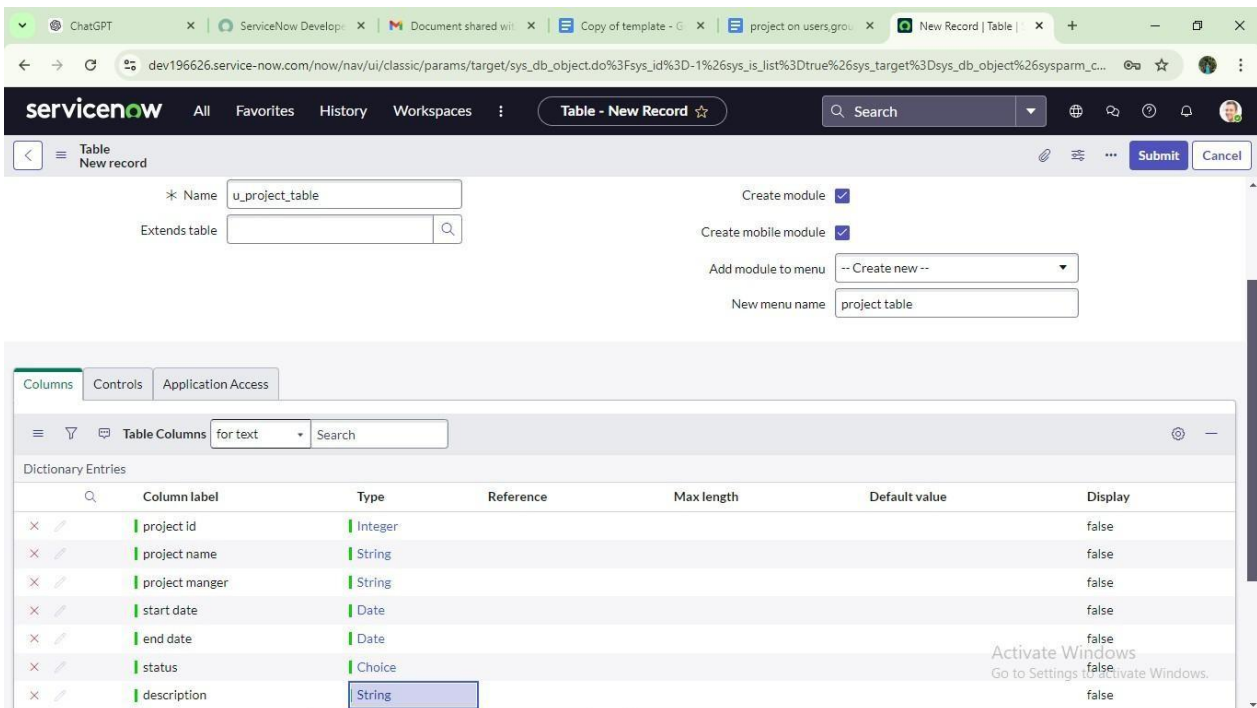
### Milestone 4: Table Activity 1: Create Table

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 Administration, System Security, and User Administration. The main content area shows the role configuration form with fields for Name, Application, Description, and Elevated privilege. Below the form are 'Update' and 'Delete' buttons. A 'Related Links' section includes a 'Run Point Scan' button. A 'Contains Roles' table is shown with a search bar and a 'No records to display' message.

8. Click on submit



The screenshot shows the ServiceNow interface for configuring a new table named 'u\_project\_table'. The top section includes fields for Name, Extends table, Create module, Create mobile module, Add module to menu, and New menu name. Below this is a 'Table Columns' section with a search bar and a table of dictionary entries.

Column label	Type	Reference	Max length	Default value	Display
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 another table:**

9. Create another table as: tasktable 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...

servicenow All Favorites History Workspaces Table - task table 2 Search

Table task table 2 Delete Update Delete All Records

Table Columns for text Search

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...					

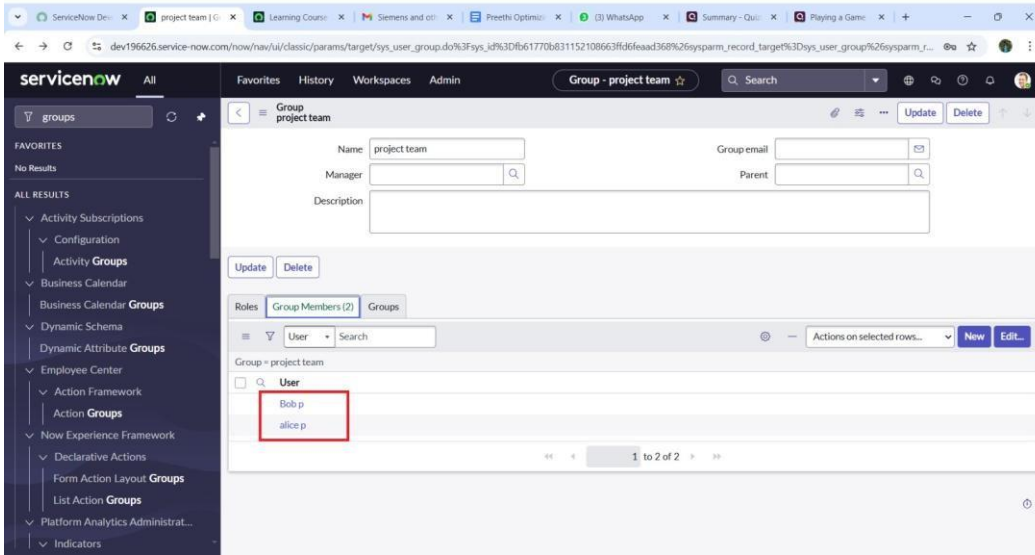
Activate Windows  
Go to Settings to activate Windows

Delete Update Delete All Records

## Milestone5:Assignuserstogroups

### Activity1:Assignuserstoprojectteamgroup

1. Openservicenow.
2. ClickonAll>>searchfor groups
3. Selecttablesundersystem definition
4. Selecttheprojectteamgroup
5. Undergroup members
6. Clickon edit
7. Selectalicep and bobp and save

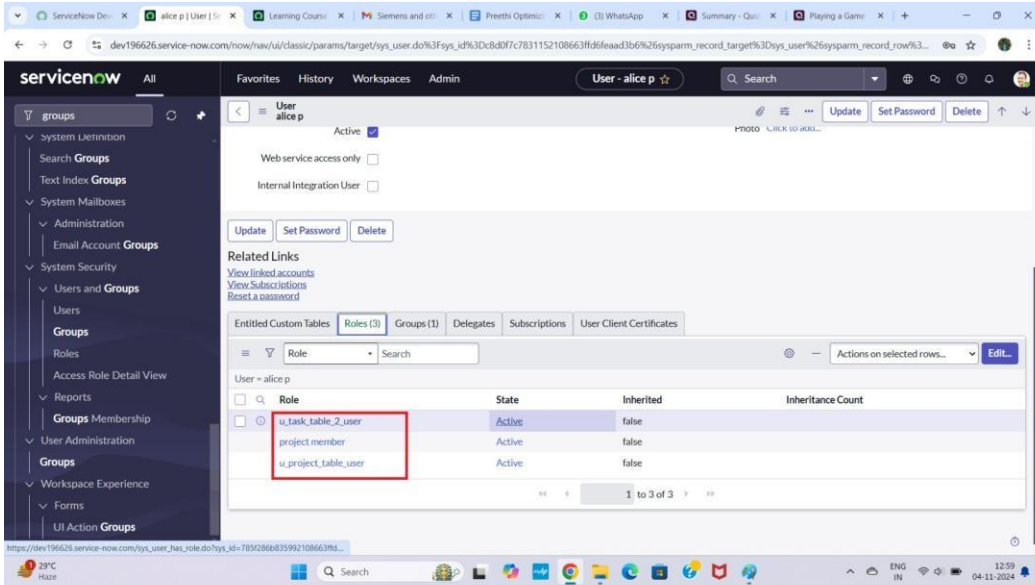


## Milestone 6 :Assignroles to users

### Activity1:Assignrolestoaliceuser

1. Openservicenow.ClickonAll>>searchforuser
2. Selecttablesundersystem definition
3. Selecttheprojectmanageruser
4. Underproject manager
5. Clickon edit
6. Selectprojectmemberandsave
7. clickoneditaddu\_project\_table andu\_task\_table role
8. clickon saveandupdate theform.





ServiceNow User Profile for 'alice p'.

Related Links:

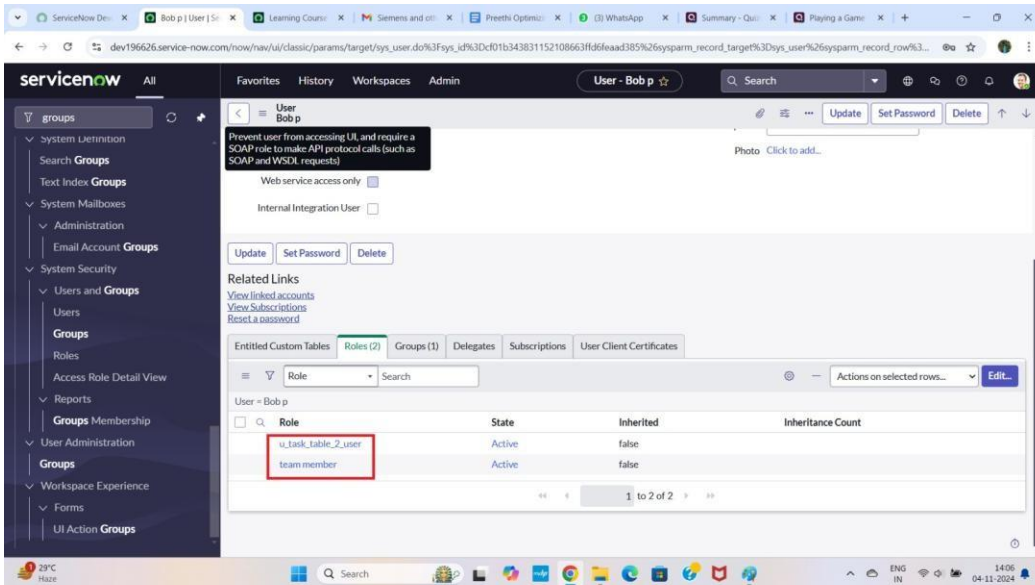
- View linked accounts
- View Subscriptions
- Reset a password

Entitled Custom Tables: Roles (3), Groups (1), Delegates, Subscriptions, User Client Certificates

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

## Activity2:Assignrolestobob user

1. Openservicenow.ClickonAll>>searchforuser
- 2.Selecttablesundersystem definition
- 3.Selectthebobp user
- 4.Underteammember
- 5.Clickon edit
- 6.Selectteammemberandgivetable roleandsave
7. ClickonprofileiconImpersonate userto bob
8. Wecanseethetasktable2.



ServiceNow User Management Interface for User: Bob p

Prevent user from accessing UI, and require a SOAP role to make API protocol calls (such as SOAP and WSDL requests)

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 (2) Groups (1) Delegates Subscriptions User Client Certificates

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

1 to 2 of 2

## Milestone7:Applicationaccess

### Activity1:Assigntableaccesstoapplication

1. whilecreatingatableitautomatically createaapplicationandmoduleforthat table
2. Gotoapplicationnavigatorsearch forsearchprojecttable application
3. Clickoneditmodule
4. Giveprojectmemberrolestothat application
5. Searchfortasktable2 andclickoneditapplication.
6. Givetheprojectmember andteammember rolefortasktable2 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

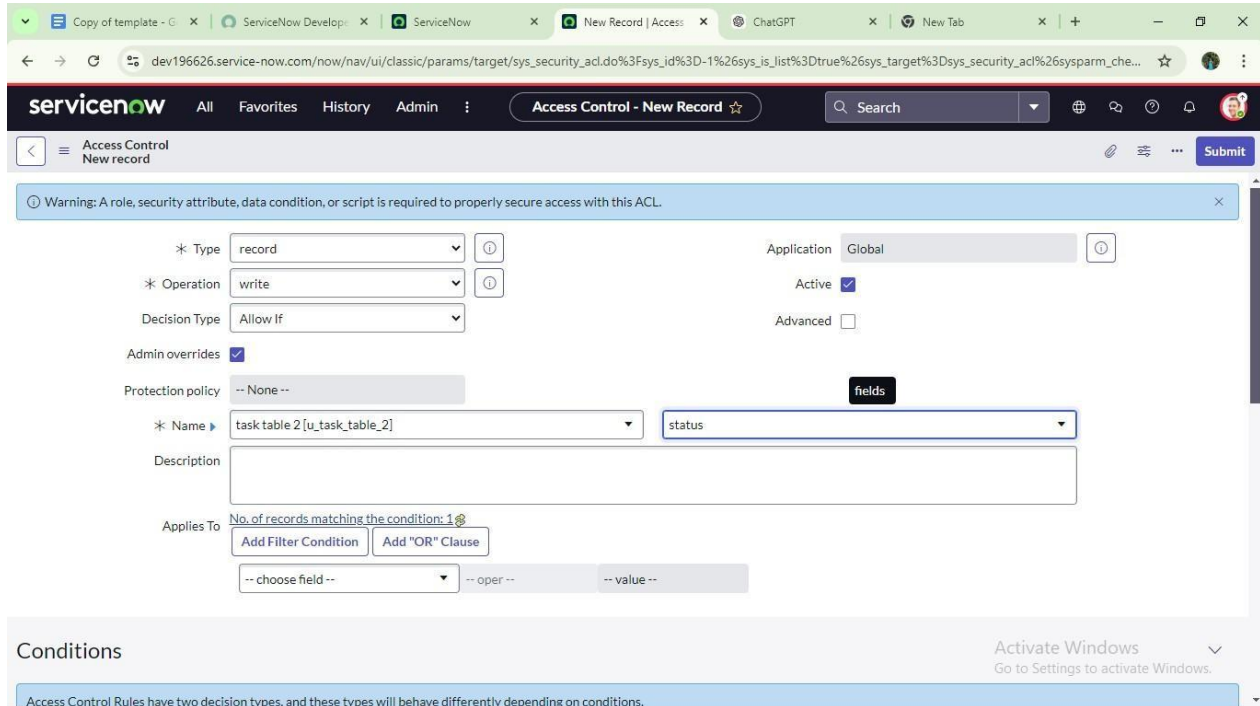
Update Delete

Activate Windows  
Go to Settings to activate Windows.

Modules Order Search Actions on selected rows... New

## Milestone8:AccesscontrollistActivity1:CreateACL

1. Openservicenow.
2. ClickonAll>>search forACL
3. SelectAccessControl(ACL)undersystem security
4. Clickonelevaterole 5.Clickon new



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]

Description:

status

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

Add Filter Condition Add "OR" Clause

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

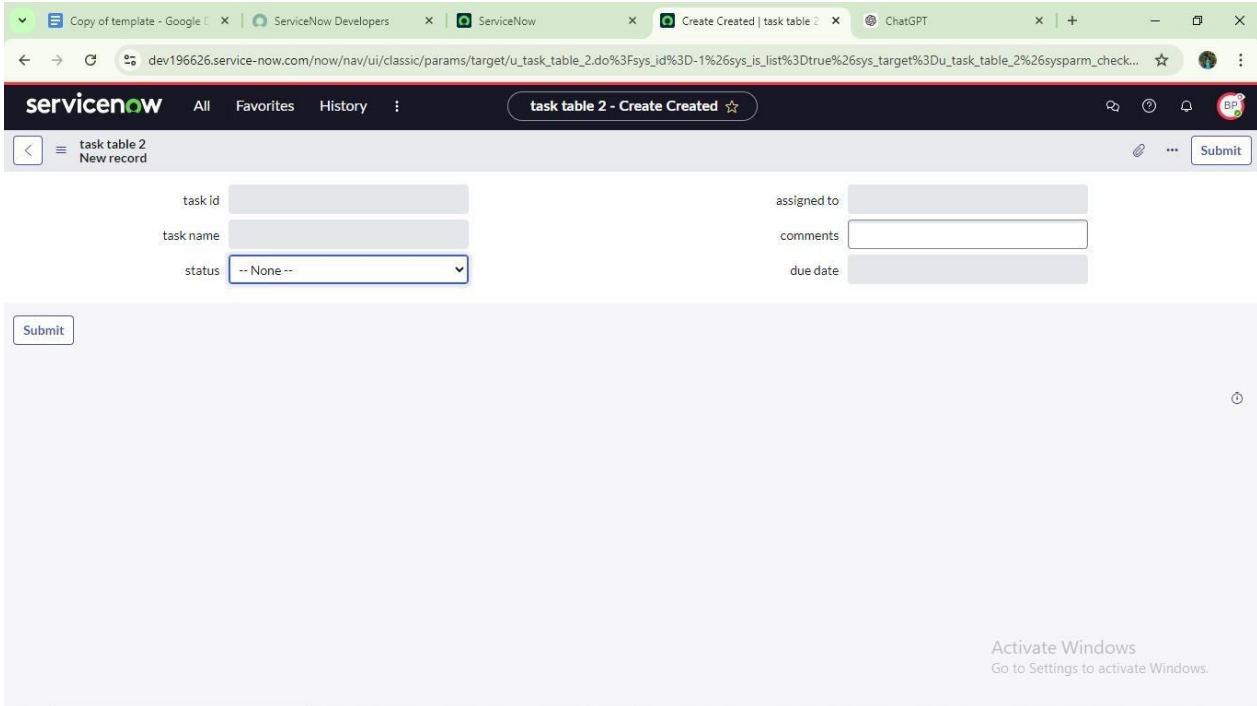
Conditions

Activate Windows  
Go to Settings to activate Windows.

Access Control Rules have two decision types, and these types will behave differently depending on conditions.

6. Fillthefollowingdetailstocreate anewACL
7. Scrolldownunderrequiresrole
8. Doubleclickoninsertanewrow
9. Givetasktableandteammember role
10. Clickon submit
11. Similarlycreate4aclfor thefollowingfields

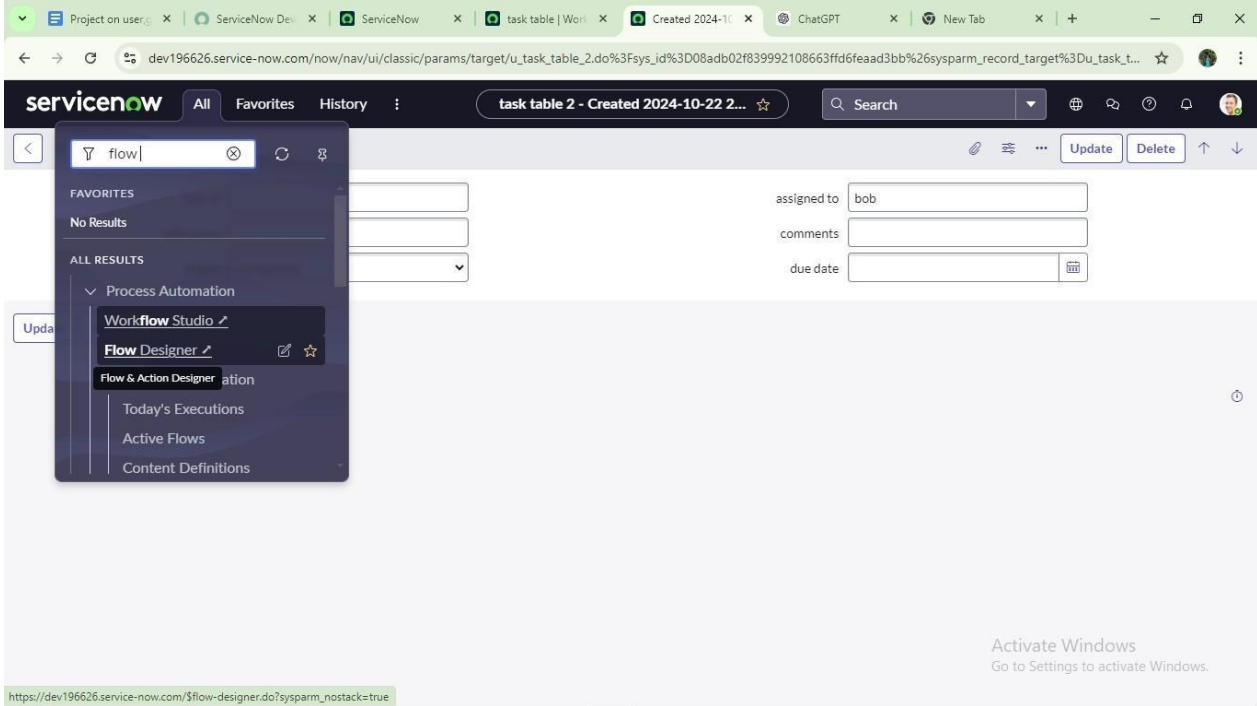
12. Click on profile on top right side
13. Click on impersonate user
14. Select bob user
15. Go to all and select task table 2 in the application menu bar
16. Comment and status fields should have the edit access



## Milestone9:Flow

### Activity1:CreateaFlowtoAssignoperationstickettogroup

1. Openservicenow.
2. ClickonAll>>searchfor FlowDesigner
3. ClickonFlowDesignerunderProcessAutomation.
4. AfteropeningFlowDesignerClickonnewandselect Flow.
5. UnderFlowpropertiesGiveFlowNameas“task table”.
6. ApplicationshouldbeGlobal.
7. Clickbuild flow.

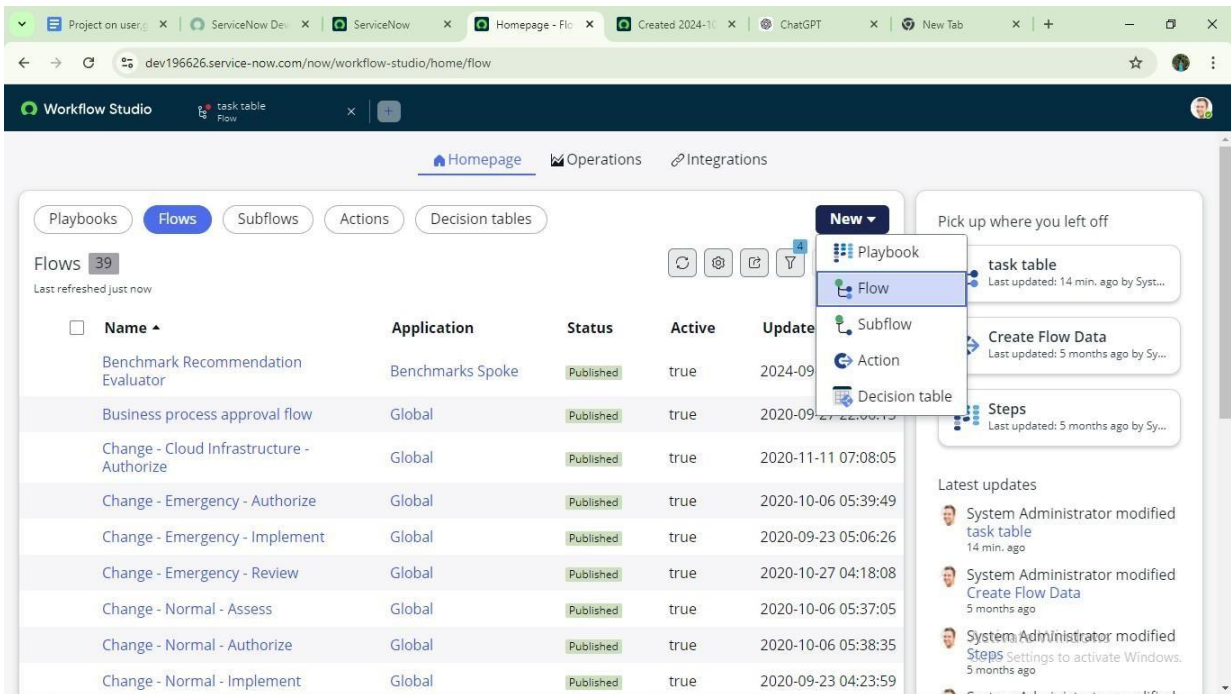


The screenshot shows the ServiceNow interface for a record titled "task table 2 - Created 2024-10-22 2...". A search dropdown is open with the text "flow" entered. The dropdown shows "No Results" under "FAVORITES" and a list of "ALL RESULTS" under "Process Automation":

- Workflow Studio
- Flow Designer
- Flow & Action Designer
- Today's Executions
- Active Flows
- Content Definitions

The form fields visible are "assigned to" (bob), "comments", and "due date".

Activate Windows  
Go to Settings to activate Windows.



The screenshot shows the ServiceNow Workflow Studio interface. The "Flows" tab is selected, showing a list of 39 flows. A "New" dropdown menu is open, showing options: Playbook, Flow, Subflow, Action, and Decision table. The "Flow" option is highlighted.

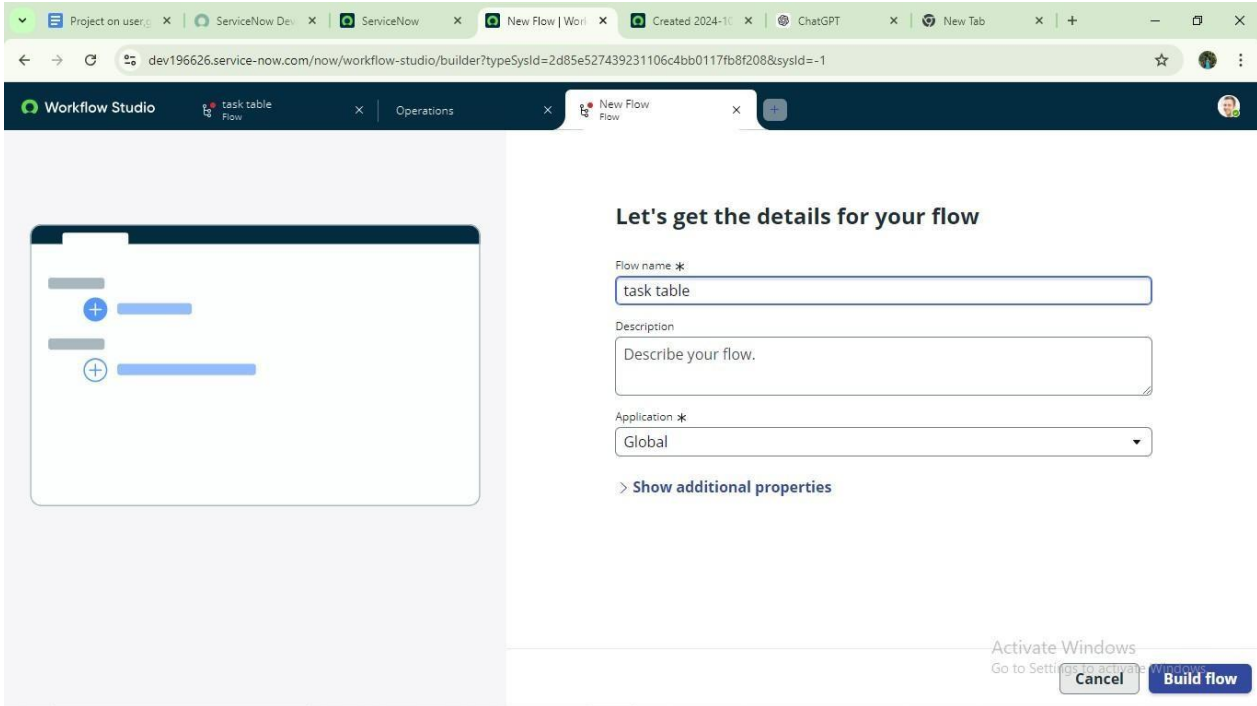
Flows 39  
Last refreshed just now

Name	Application	Status	Active	Updated
Benchmark Recommendation Evaluator	Benchmarks Spoke	Published	true	2024-09-27 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

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





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

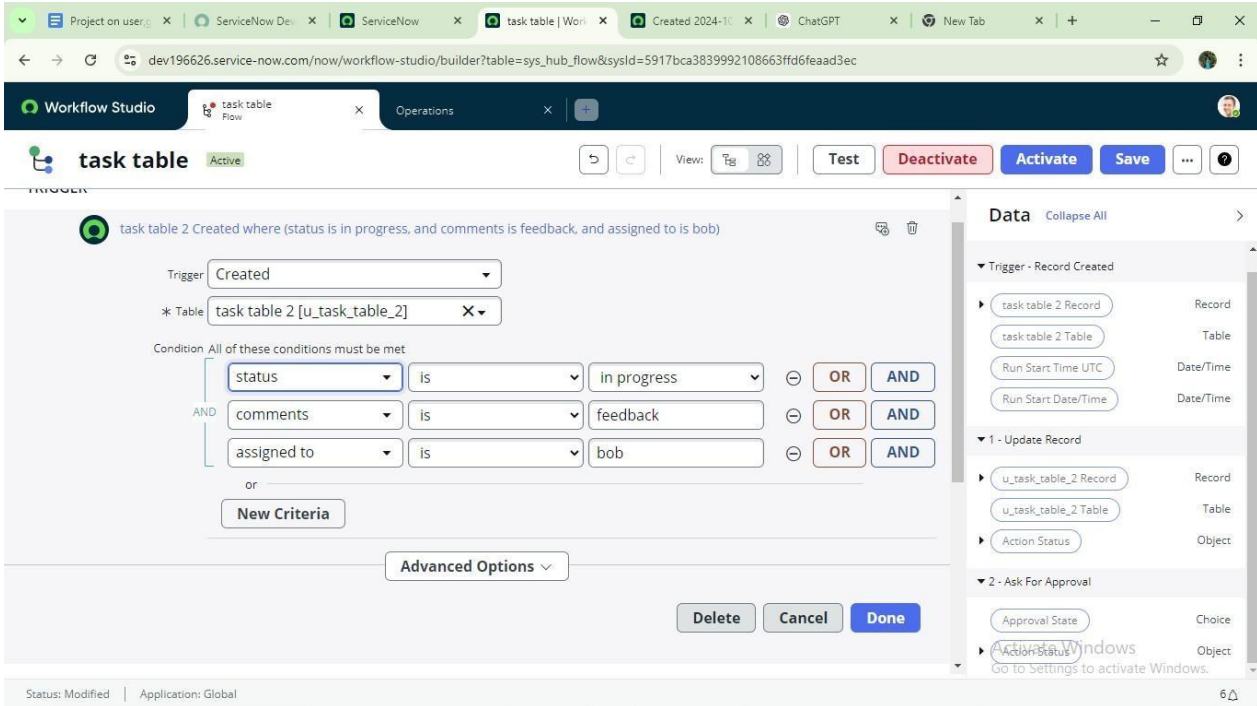
Activate Windows  
Go to Settings to activate Windows

Cancel Build flow

#### nextstep:

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.

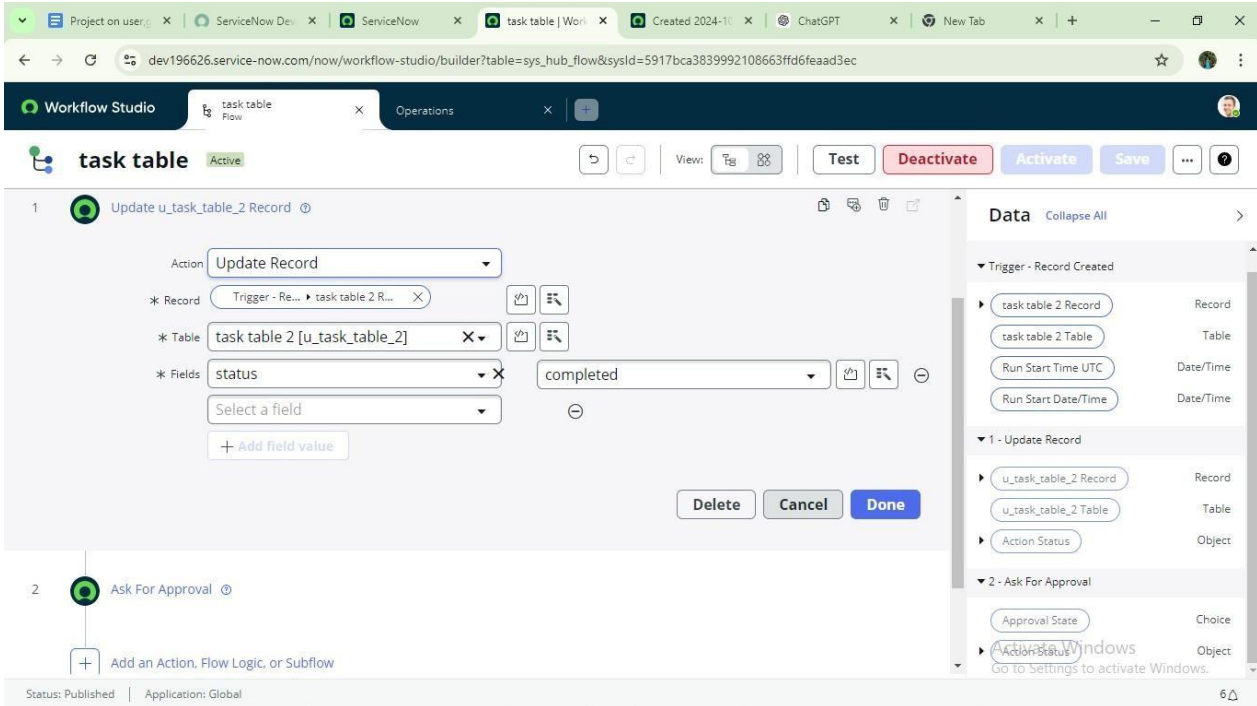




The screenshot shows the ServiceNow Workflow Studio interface. The main workspace displays a workflow configuration for 'task table 2'. The trigger is set to 'Created'. The table is 'task table 2 [u\_task\_table\_2]'. The condition is 'All of these conditions must be met' with three criteria: 'status is in progress', 'comments is feedback', and 'assigned to is bob'. The right sidebar shows the 'Data' section with a list of fields: 'task table 2 Record', 'task table 2 Table', 'Run Start Time UTC', 'Run Start Date/Time', 'u\_task\_table\_2 Record', 'u\_task\_table\_2 Table', 'Action Status', 'Approval State', and 'Action Status'. The bottom status bar indicates 'Status: Modified' and 'Application: Global'.

## Next step:

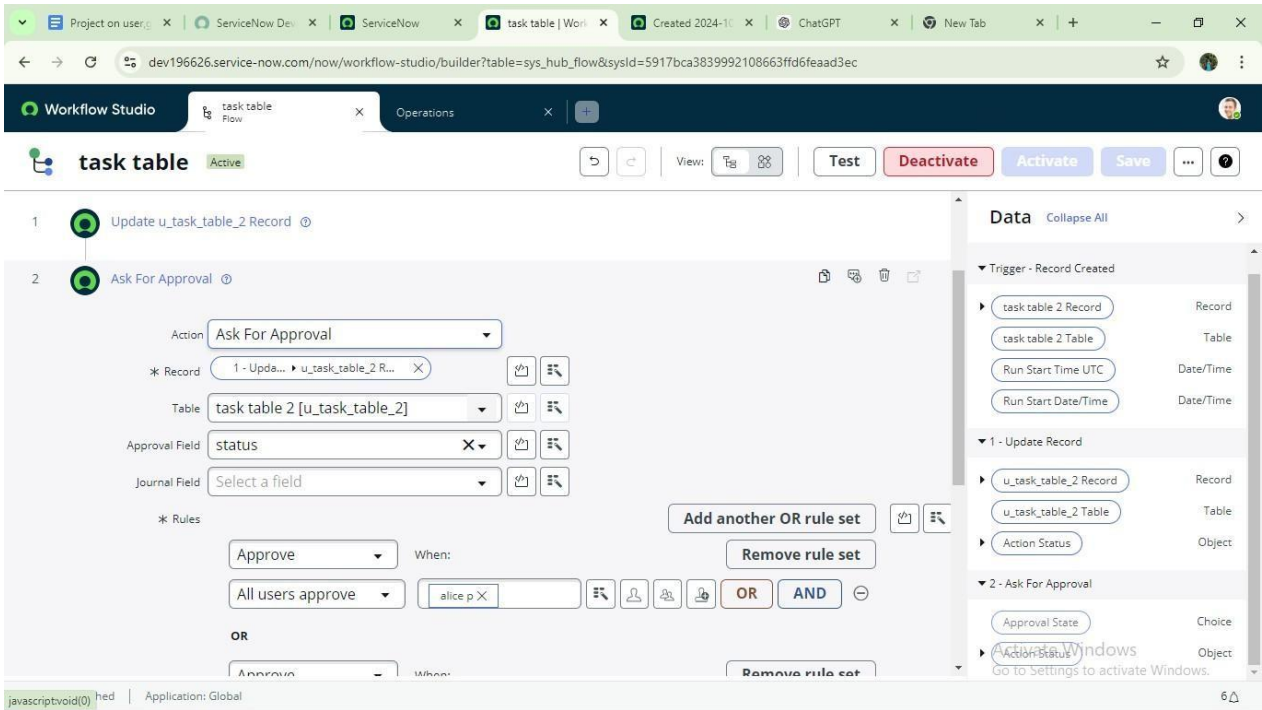
1. Click on Add an action.
2. Select an action in that, search for "update records".
3. In Record field drag the fields from the data navigation from Right Side (Data pill)
4. Table will be auto assigned after that
5. Add fields as "status" and value as "completed"
6. Click on Done.



The screenshot shows the ServiceNow Workflow Studio interface. The main workspace displays the configuration for an 'Update Record' action. The 'Record' field is set to 'Trigger - Record', the 'Table' is 'task table 2 [u\_task\_table\_2]', and the 'Fields' section has 'status' selected with a value of 'completed'. The right-hand 'Data' pane shows the data navigation tree, including 'Trigger - Record Created' and '1 - Update Record'. The bottom status bar indicates 'Status: Published' and 'Application: Global'.

## Next step:

1. Now under Actions.
2. Click on Add an action.
3. Select an action in that, search for "ask for approval".
4. In Record field drag the fields from the data navigation from the right side.
5. Table will be auto-assigned after that.
6. Give the approval field as "status".
7. Give approval as a license.
8. Click on Done.



The screenshot shows the ServiceNow Workflow Studio interface for a workflow named "task table". The workflow consists of two steps:

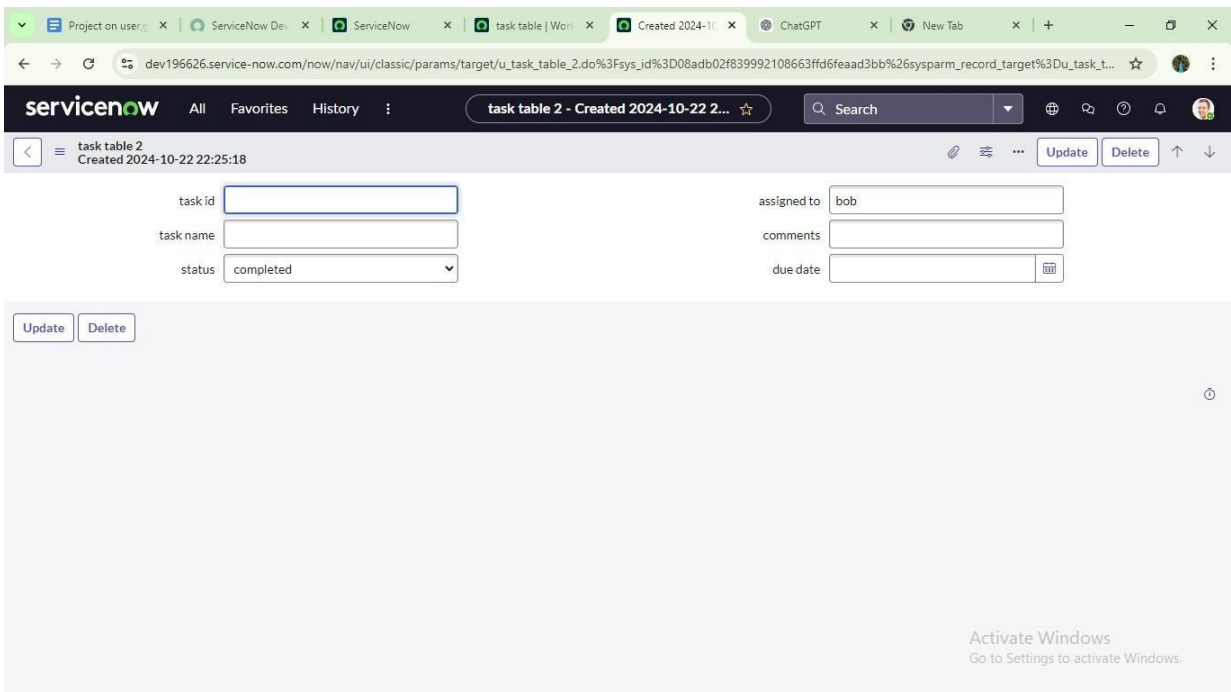
- Update u\_task\_table\_2 Record**: This step is configured with the following details:
  - Action**: Ask For Approval
  - Record**: 1 - Upda... u\_task\_table\_2 R...
  - Table**: task table 2 [u\_task\_table\_2]
  - Approval Field**: status
  - Journal Field**: Select a field
  - Rules**: A rule set is defined with the condition "Approve" and the action "All users approve".
- Ask For Approval**: This step is currently empty.

The right-hand pane shows the **Data** section, which lists the data available for the workflow steps:

- 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)

9. Gotoapplicationnavigatorsearchfortasktable.

10. Itstatusfieldisupdatedto completed

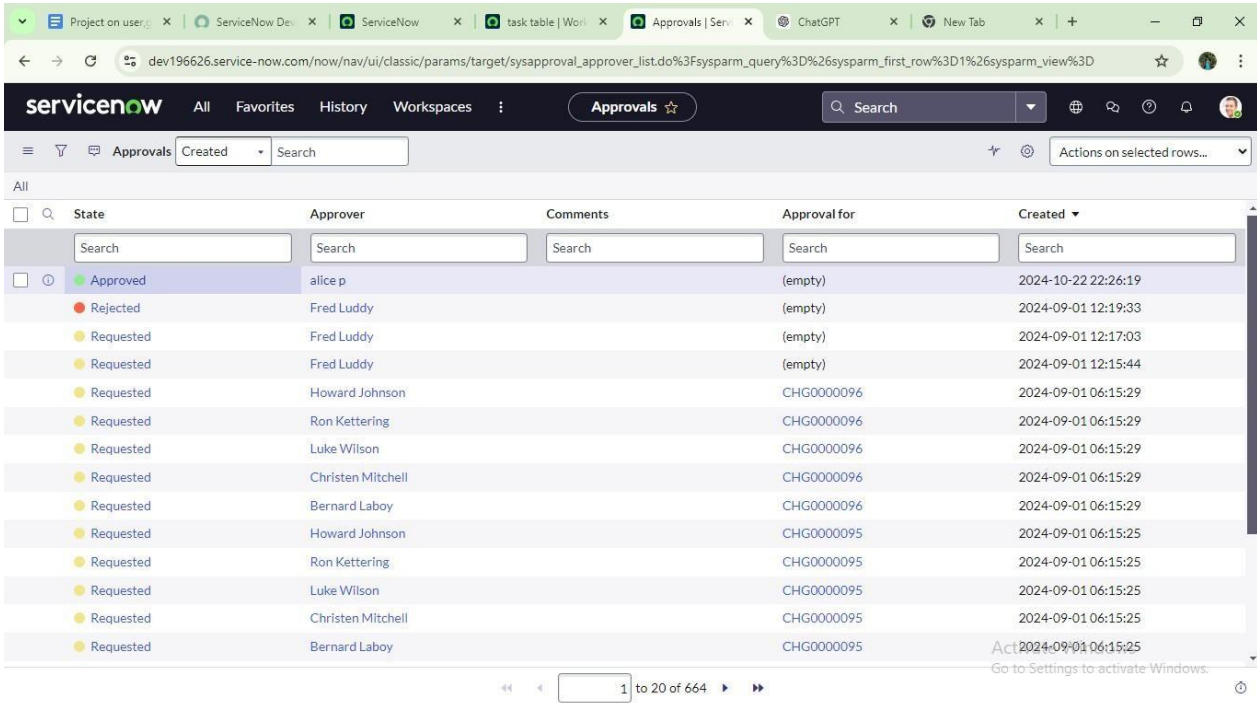


The screenshot shows the ServiceNow task table record form for a task named "task table 2". The form is titled "task table 2 - Created 2024-10-22 22:25:18". The form fields are as follows:

- task id**: [Empty text field]
- task name**: [Empty text field]
- status**: [Dropdown menu with "completed" selected]
- assigned to**: [Text field with "bob" entered]
- comments**: [Empty text area]
- due date**: [Calendar icon]

At the bottom of the form, there are "Update" and "Delete" buttons. The bottom right corner of the screen displays the "Activate Windows" watermark.

11. Gotoapplicationnavigatorandsearchformy approval
12. Clickonmyapproval undertheservicedesk.
13. Alicegot approvalrequestthen rightclickonrequestedthenselect 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' by 'alice p' on '2024-10-22 22:26:19'. Other rows show 'Requested' and 'Rejected' states for various approvers and request IDs.

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:**