Project Title

Team Id: NM2025TMID14991

Members: 3

Team Leader: THARNESHWARAN G

Team Member 1: THENNARASAN J

Team Member 2: THIYAGARAJAN R

Problem Statement:

Objective:

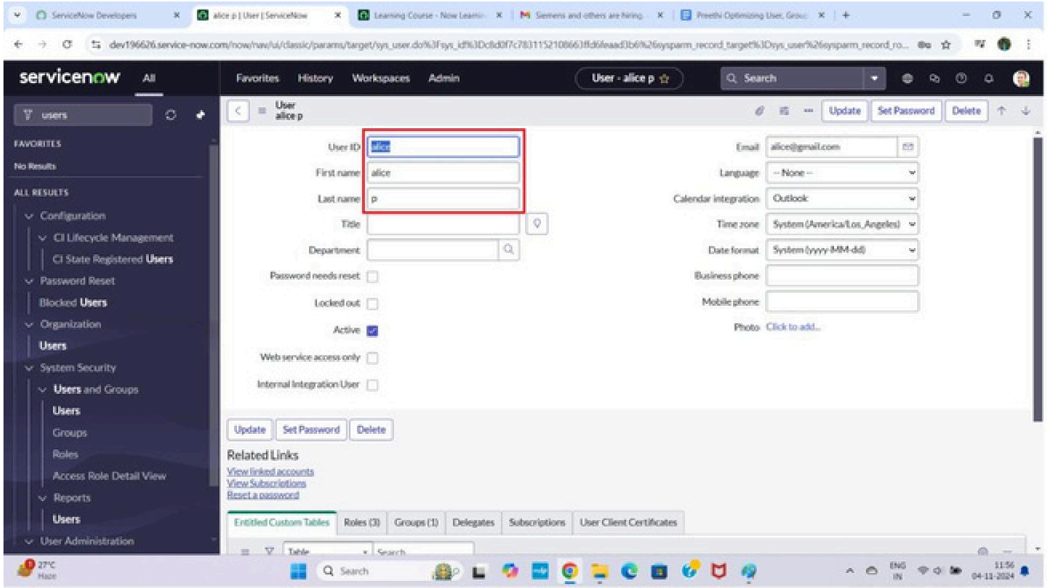
Skills:

TASK INITIATION

Milestone 1 : Users

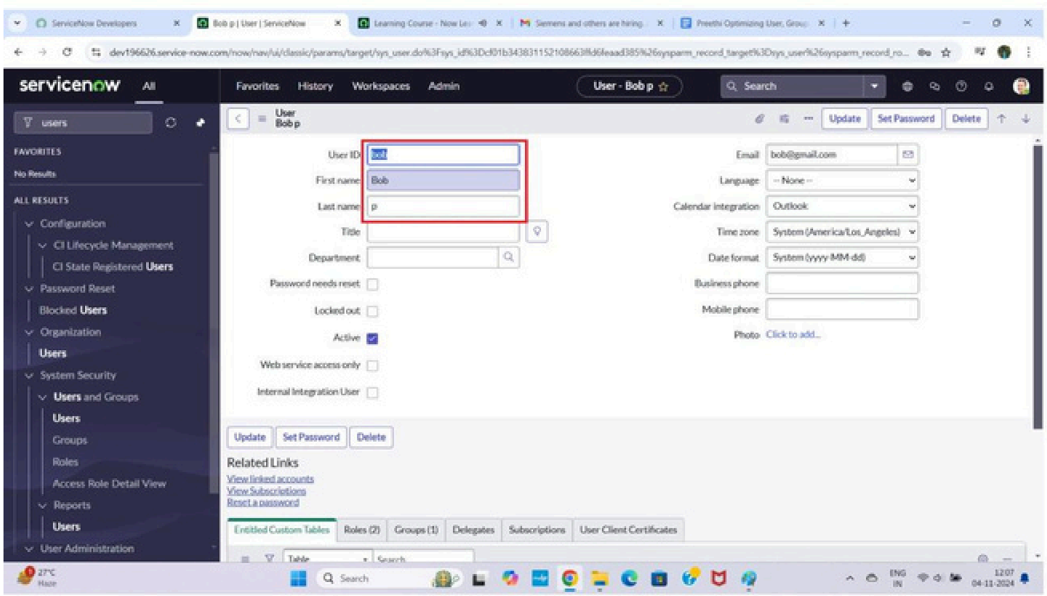
Activity 1: Create Users

1. Open service now
2. Click on All >> search for users
3. Select Users under system security
4. Click on new
5. Fill the following details to create a new user
6. Click on submit



Create one more user:

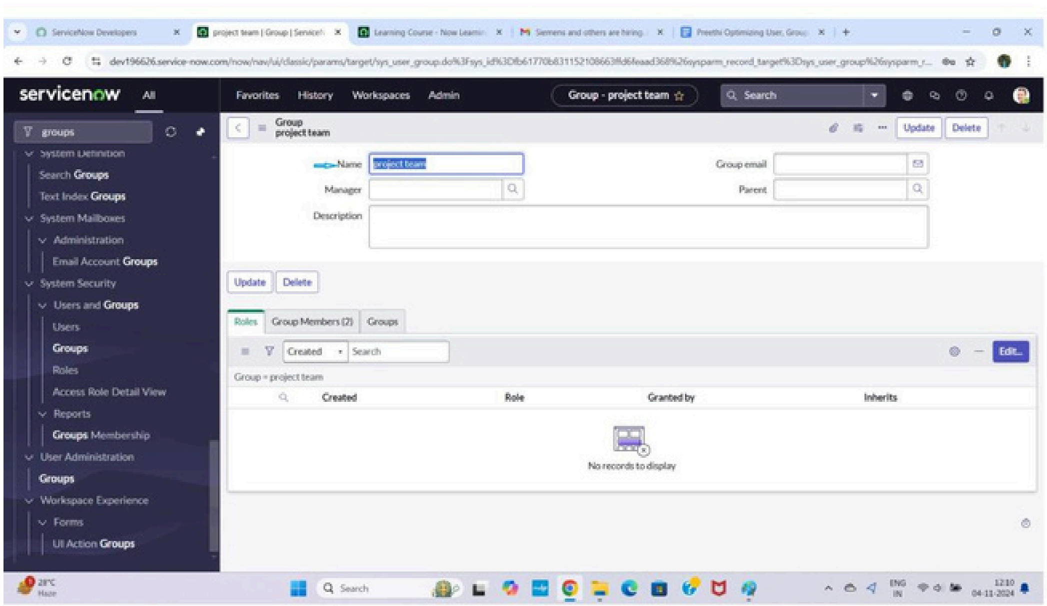
7. Create another userwiththe following details
8. Click on submit



Milestone 2 : Groups

Activity 1: Create Groups

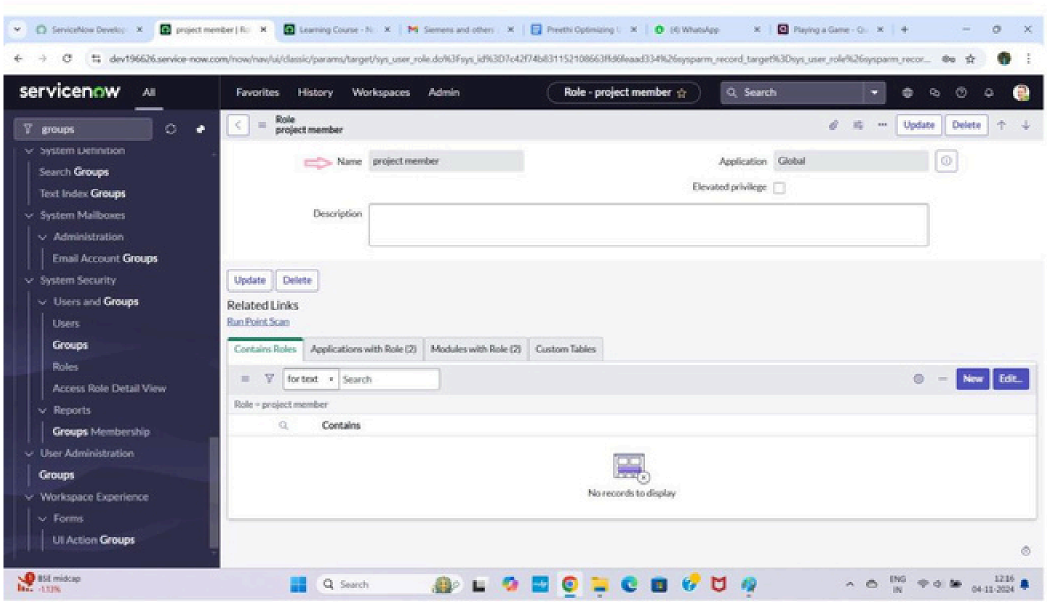
1. Open service now.
2. Click on All >> search for groups
3. Select groups under system security
4. Click on new
5. Fill the following details to create a new group
6. Click on submit



Milestone 3 : Roles

Activity 1: Create roles

1. Open service now.
2. Click on All >> search for roles
3. Select roles under system security
4. Click on new
5. Fill the following details to create a new role
6. Click on submit



Createone more role:

7.Create anotherrole with the following details

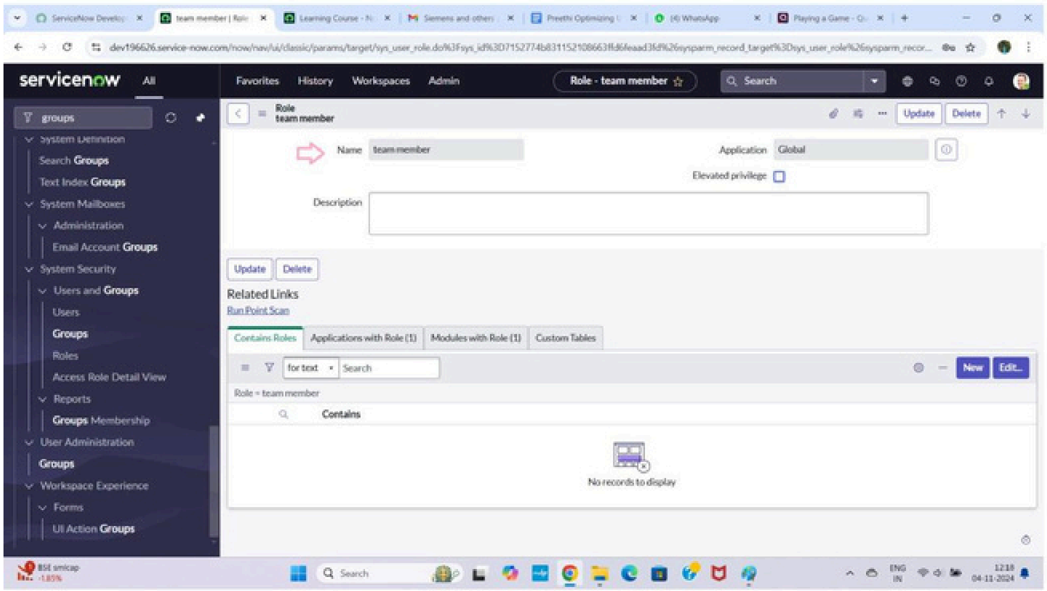
8.Click on submit

Milestone 4 : Table Activity 1: Create Table

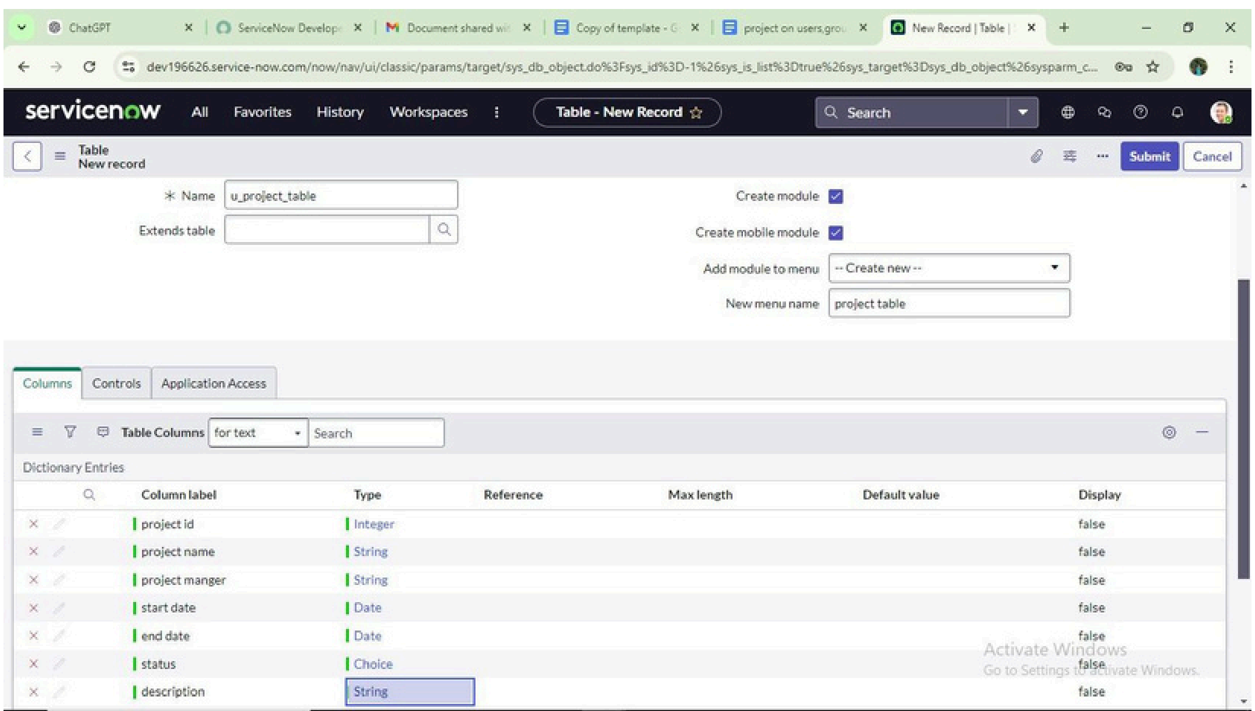
1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Click on new
5. Fill the following details to create a new table

   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



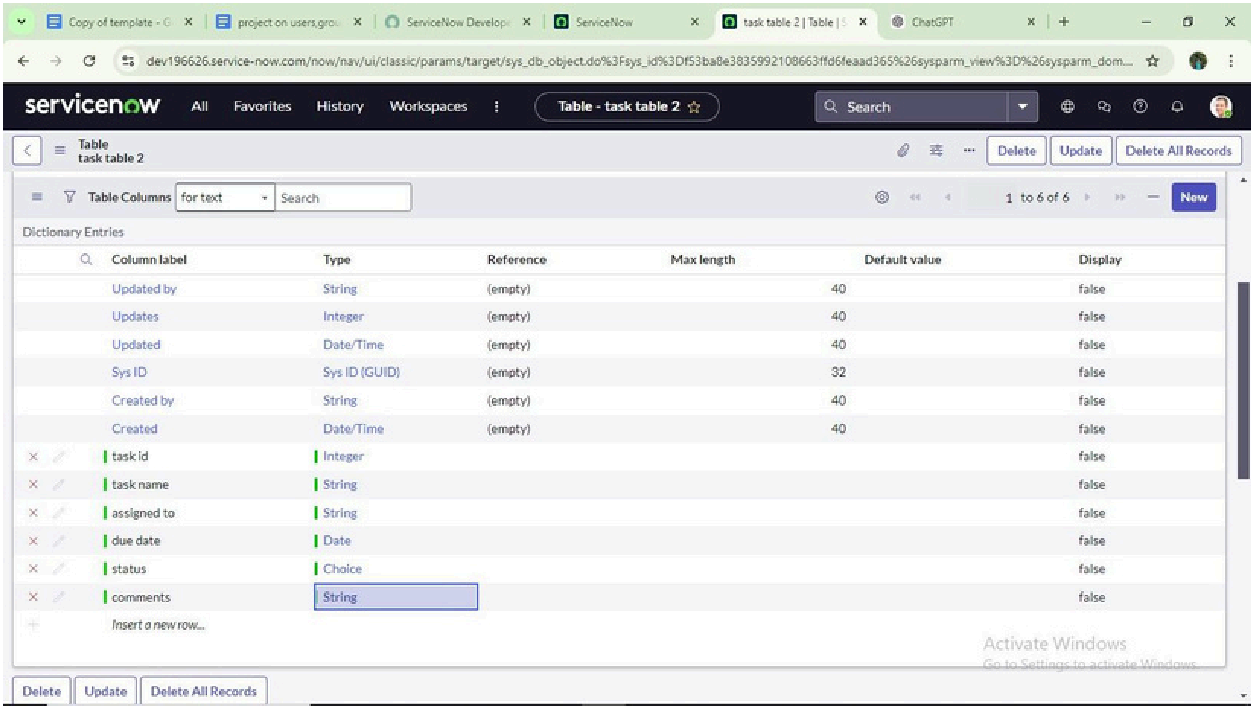
8. Click on submit



Create one more table:

9.Create another table as:task table 2 and fill with following details.

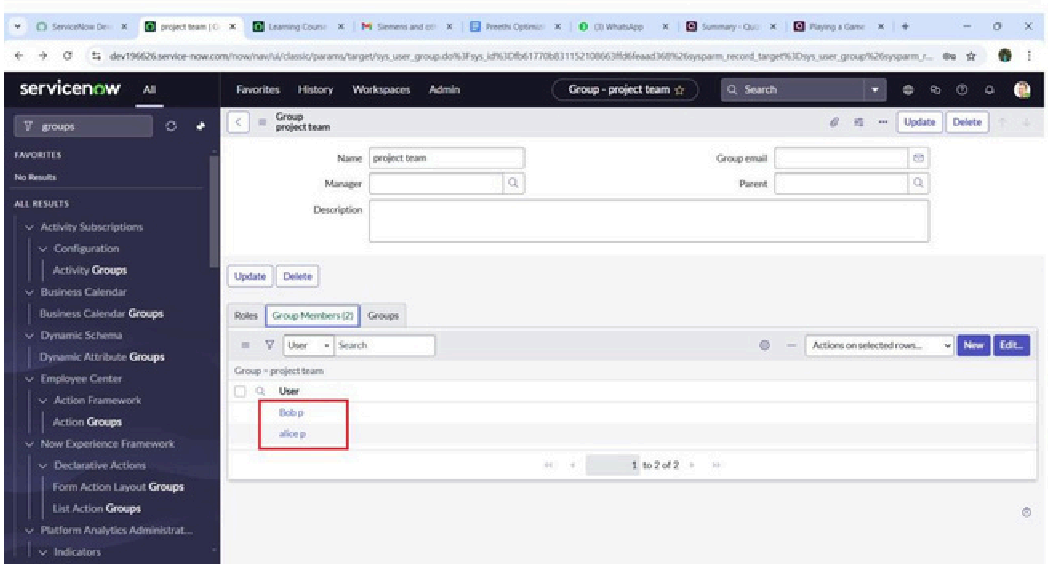
10. Click on submit.



Milestone 5 : Assign users to groups

Activity 1: Assign users to project team group

1.Open service now.
2.Click on All >> search for groups
3.Select tables under system definition
4.Select the project team group
5.Under group members
6.Click on edit
7.Select alice p and bob p and save

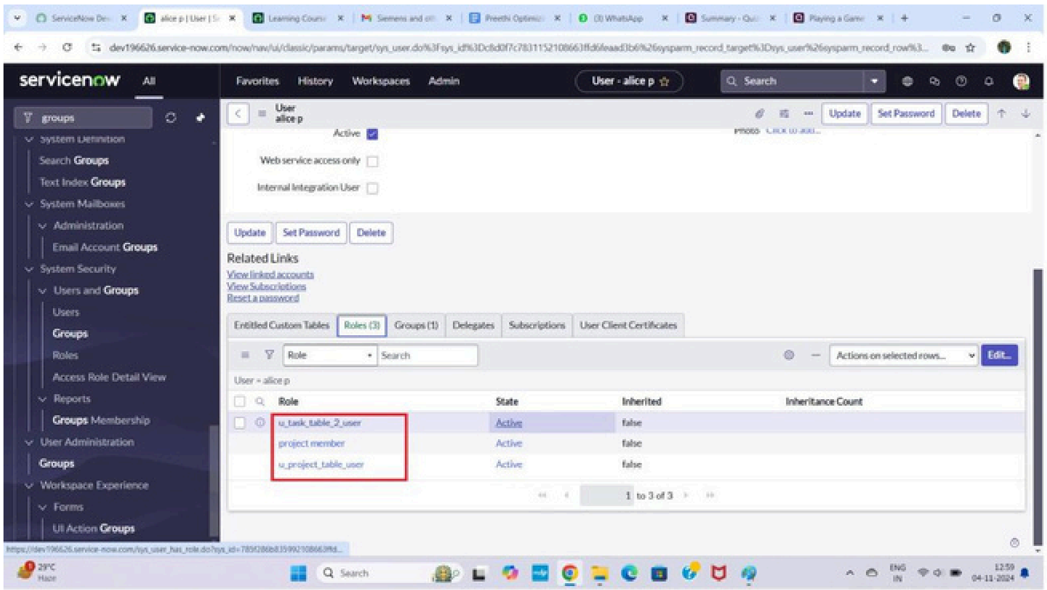


Milestone 6 : Assign roles to users

Activity 1: Assign roles to alice user

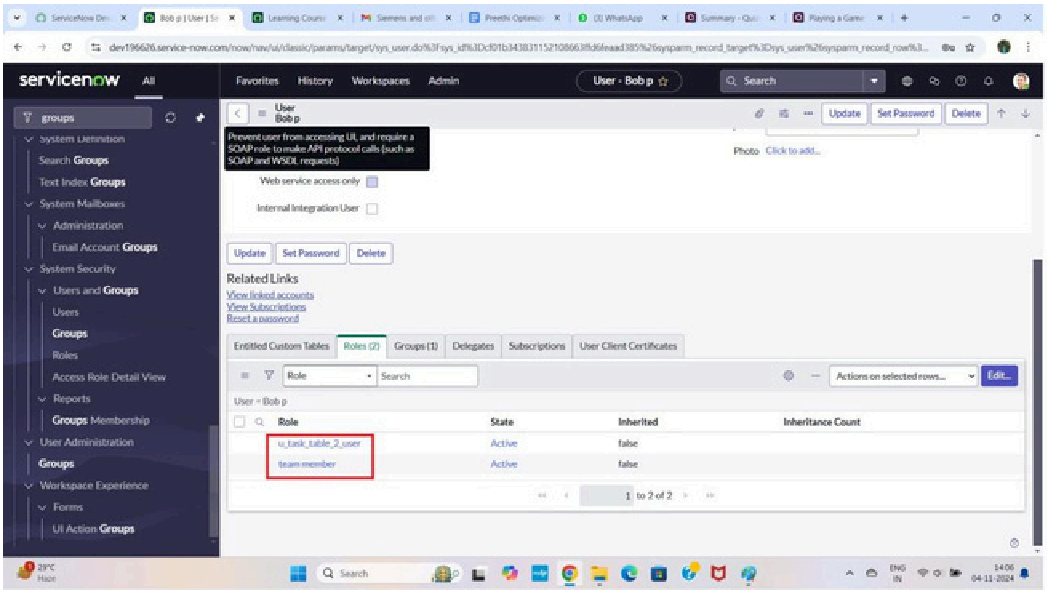
1.Open servicenow.Click on All >> search for user

2.Select tables under system definition
3.Select the project manager user
4.Under project manager
5.Click on edit
6.Select project member and save
7.click on edit add u_project_table role and u_task_table role
8.click on save and update the form.



Activity 2: Assign roles to bob user

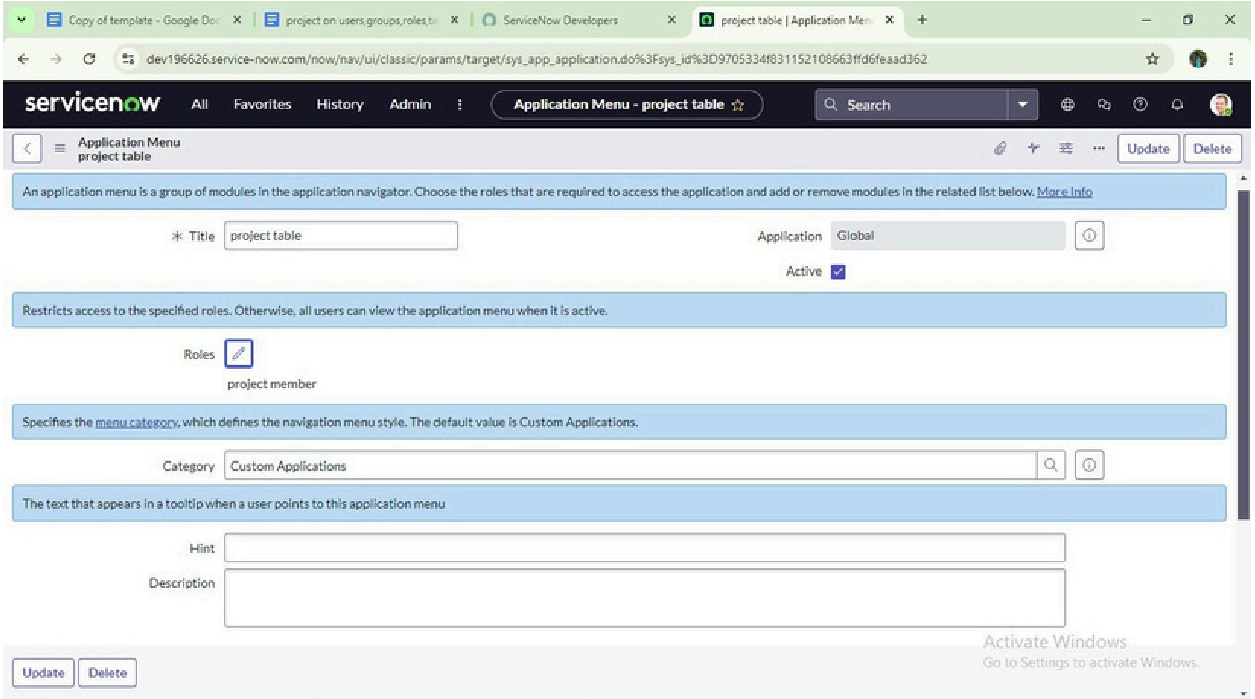
1. Open servicenow.Click on All >> search for user
2. Select tables under system definition
3. Select the bob p user
4. Under team member
5. Click on edit
6. Select team member and give table role and save
7. Click on profile icon Impersonate user to bob
8. We can see the task table2.

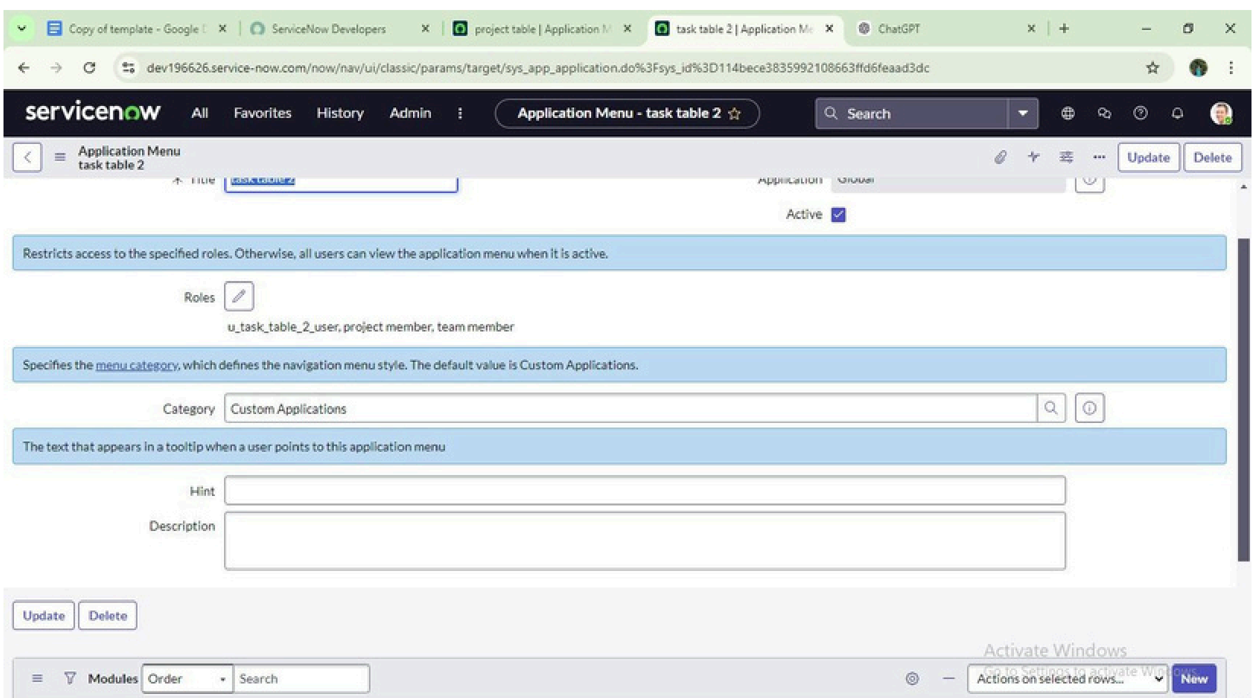


Milestone 7 : Application access

Activity 1: Assign table access to application

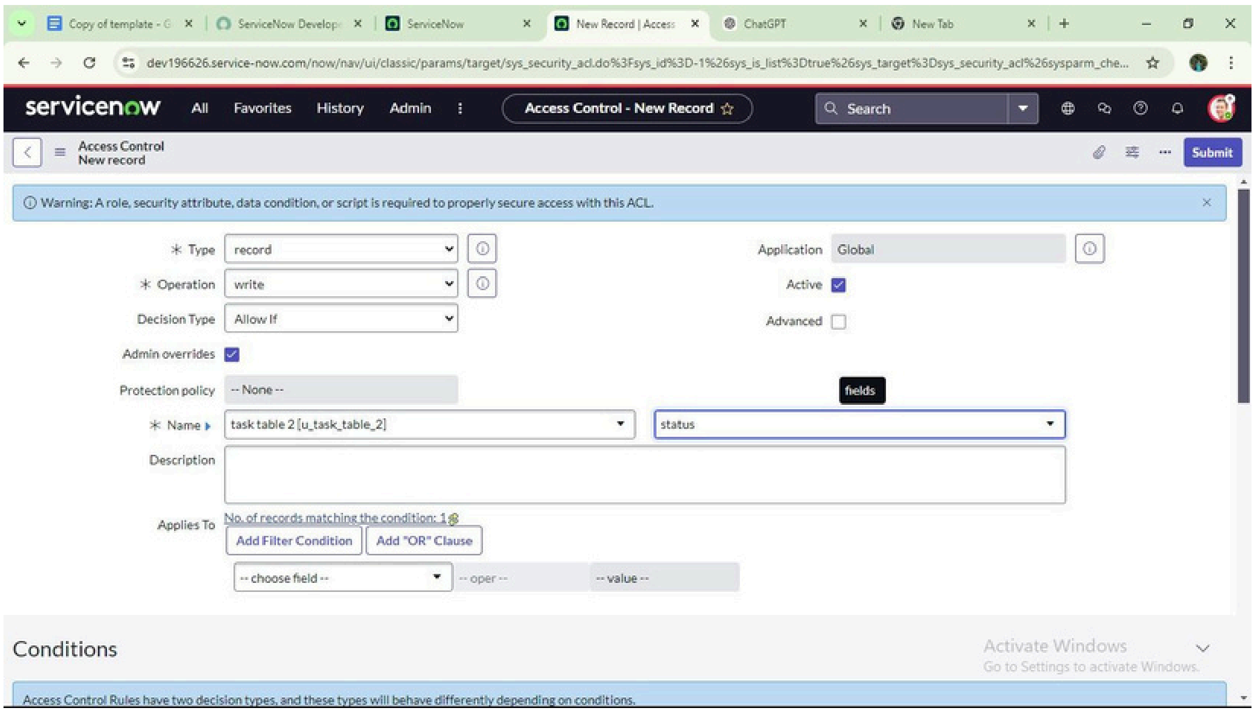
1. while creating a table it automatically create a application and module for that table
2. Go to application navigator search for search project table application
3. Click on edit module
4. Give project member roles to that application
5. Search for task table2 and click on edit application.
6. Give the project member and team member role for task table 2 application


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
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

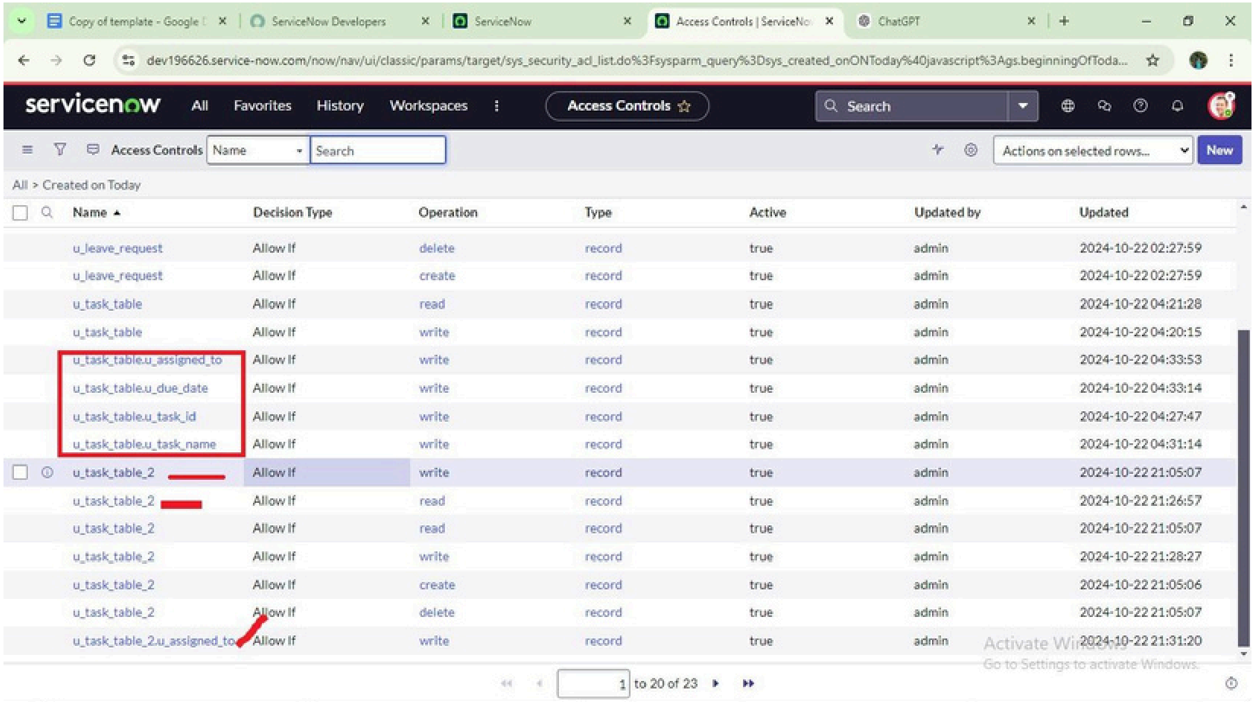

servicenow
All
Favorites
History
Admin
Application Menu - task table 2
Search
Application Menu
task table 2
Update
Delete
Active
Restricts access to the specified roles. Otherwise, all users can view the application menu when it is active.
Roles
u_task_table_2_user, project member, team member
Specifies 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

Milestone 8 :Access control list Activity 1: Create ACL

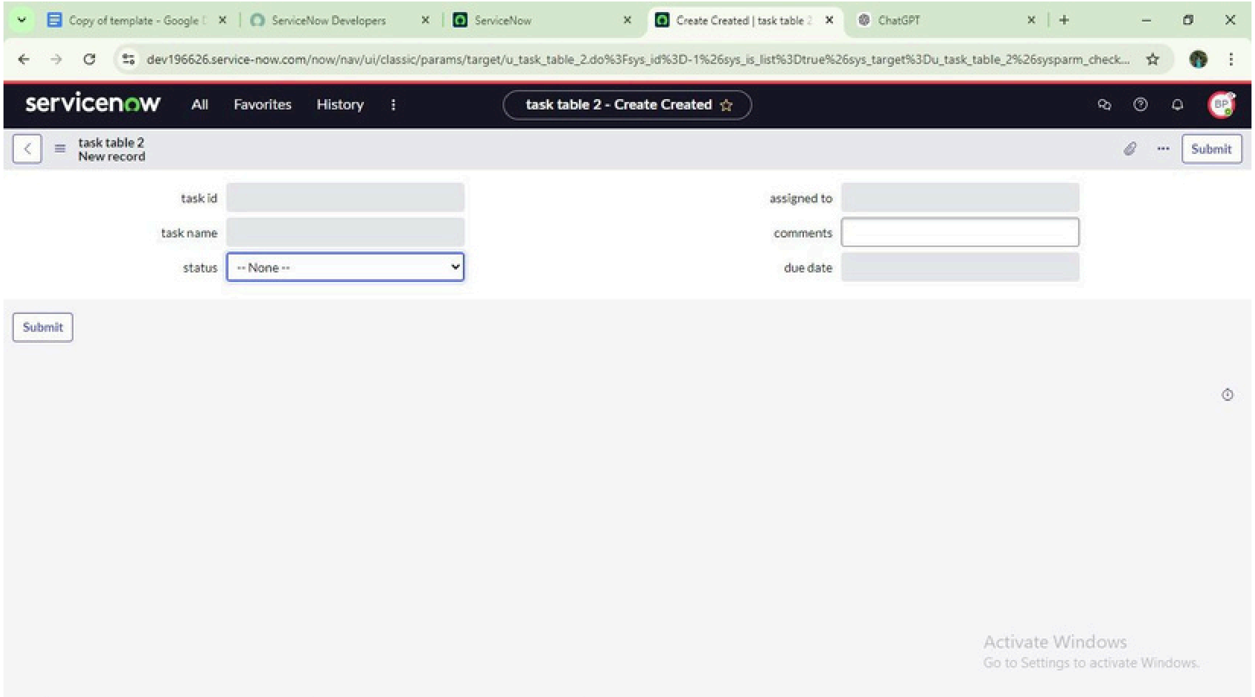
1. Open service now.
2. Click on All >> search for ACL
3. Select Access Control(ACL) under system security
4. Click on elevate role 5. Click on new



6. Fill the following details to create a new ACL
7. Scroll down under requires role
8. Double click on insert a new row
9. Give task table and team member role
10. Click on submit
11. Similarly create 4 acl for the following fields



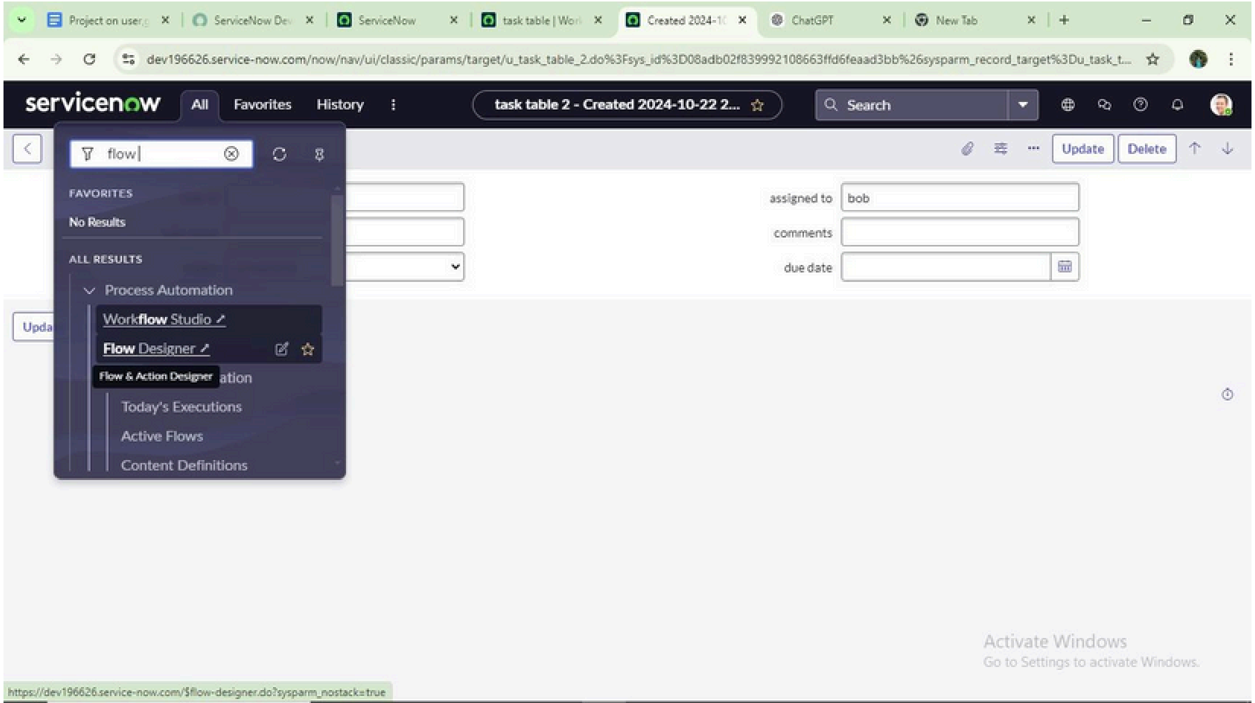
12.Click on profile on top right side
13.Click on impersonate user
14.Select bob user
15.Go to all and select task table2 in the application menu bar
16. Comment and status fields are have the edit access

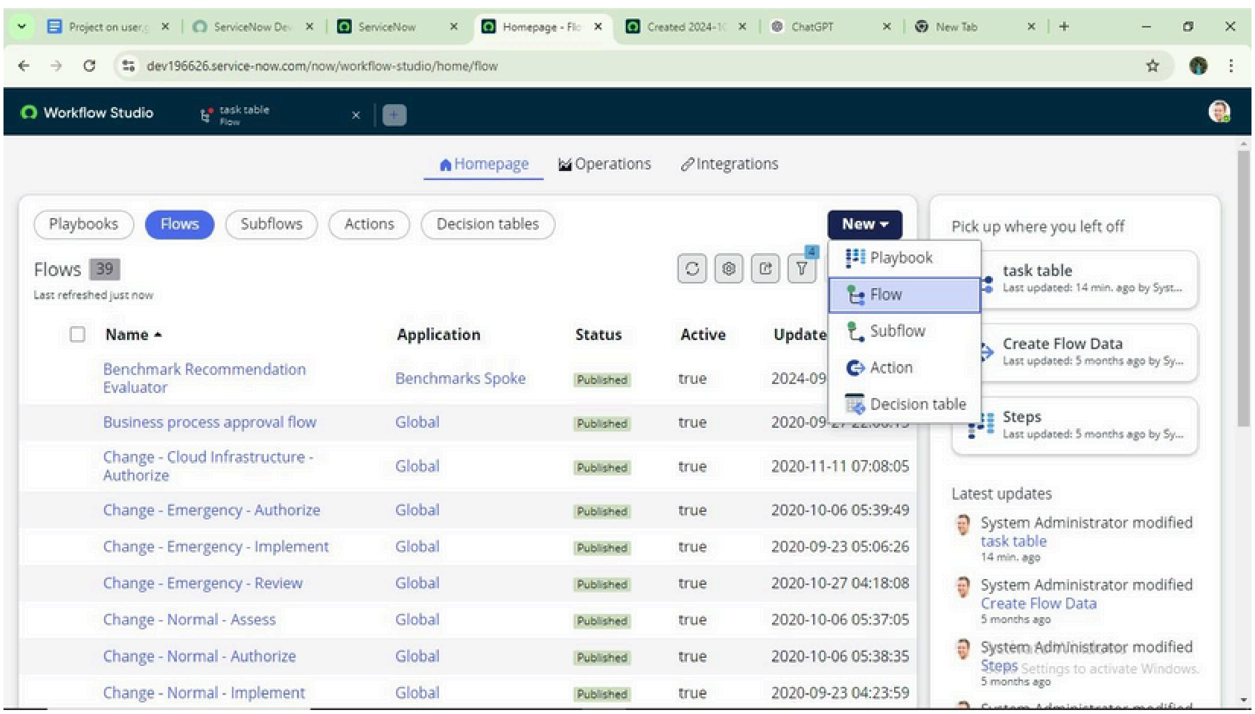


Milestone 9: Flow

Activity1:CreateaFlow to Assign operations ticket to group

1. Open service now.
2. Click on All >> search for Flow Designer
3. Click on Flow Designer under Process Automation.
4. After opening Flow Designer Click on new and select Flow.
5. Under Flow properties Give Flow Name as “ task table”.
6. Application should be Global.
7. Click build flow.


dev196626.service-now.com/now/nav/ui/classic/params/target/u_task_table_2.do%3Fsys_id%3D08adb02f839992108663ffd6feaad3bb%26sysparm_record_target%3Du_task_t...
servicenow
All
Favorites
History
task table 2 - Created 2024-10-22 2...
Search
flow
Update
Delete
FAVORITES
No Results
ALL RESULTS
Process Automation
Workflow Studio
Flow Designer
Flow & Action Designer
Today's Executions
Active Flows
Content Definitions
assigned to
bob
comments
due date
https://dev196626.service-now.com/$flow-designer.do?sysparm_nostack=true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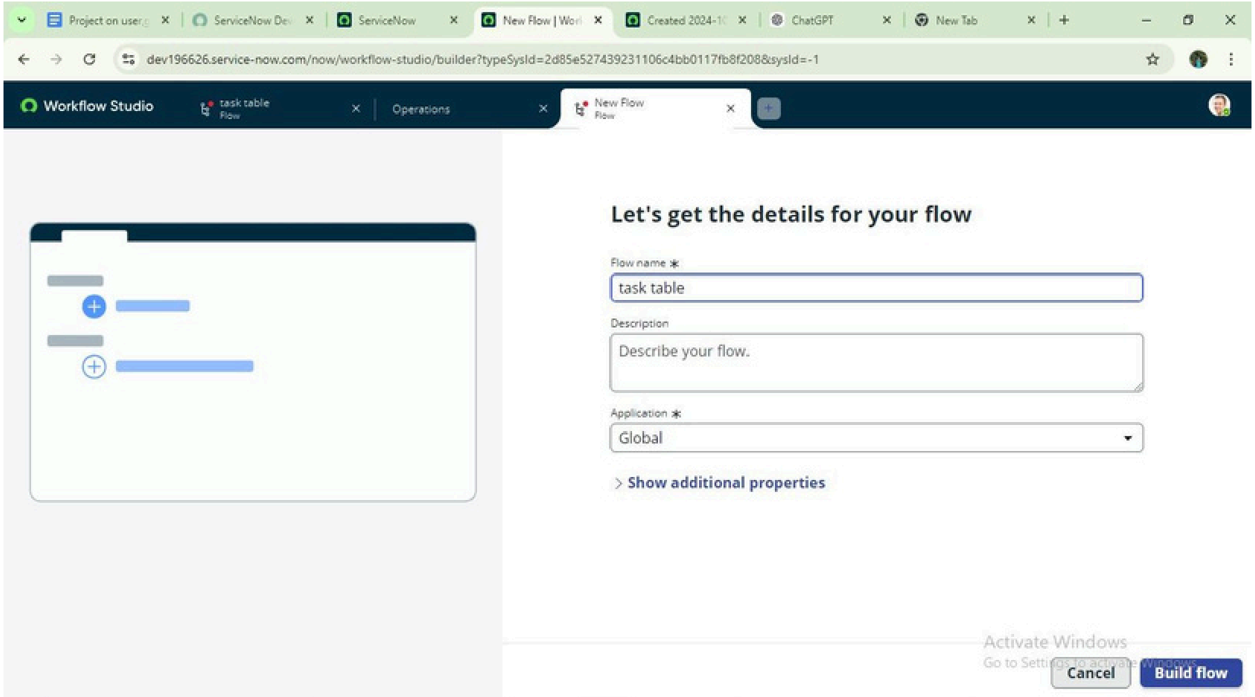
Workflow Studio
task table
Homepage
Operations
Integrations
Playbooks
Flows
Subflows
Actions
Decision tables
New
Playbook
Flow
Subflow
Action
Decision table
Flows 39
Last refreshed just now
Name
Application
Status
Active
Benchmark Recommendation Evaluator
Benchmarks Spoke
Business process approval flow
Change - Cloud Infrastructure - Authorize
Change - Emergency - Authorize
Change - Emergency - Implement
Change - Emergency - Review
Change - Normal - Assess
Change - Normal - Authorize
Change - Normal - Implement
Global
Published
true
2020-11-11 07:08:05
2020-10-06 05:39:49
2020-09-23 05:06:26
2020-10-27 04:18:08
2020-10-06 05:37:05
2020-10-06 05:38:35
2020-09-23 04:23:59
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
5 months ago

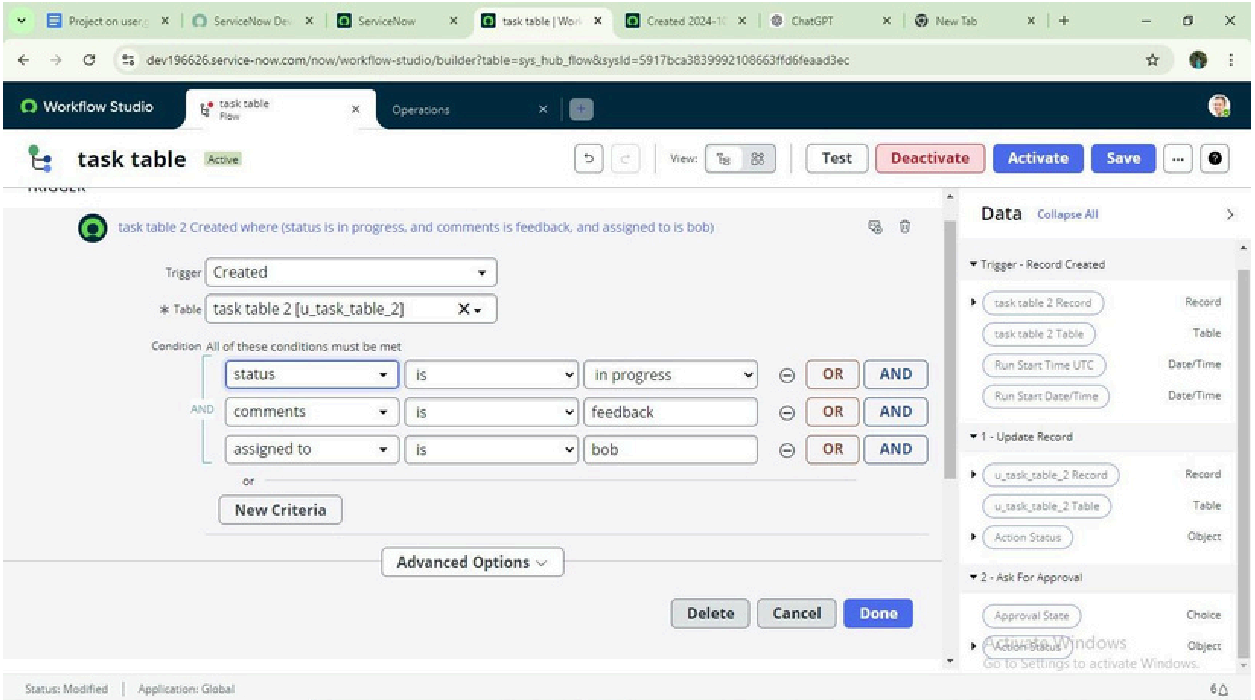


next step:

1. ClickonAddatrigger
2. SelectthetriggerinthatSearchfor “create record” and select that.
3. Givethetablenameas“tasktable ”.
4. GivetheConditionasField:status Operator :is Value : in progress

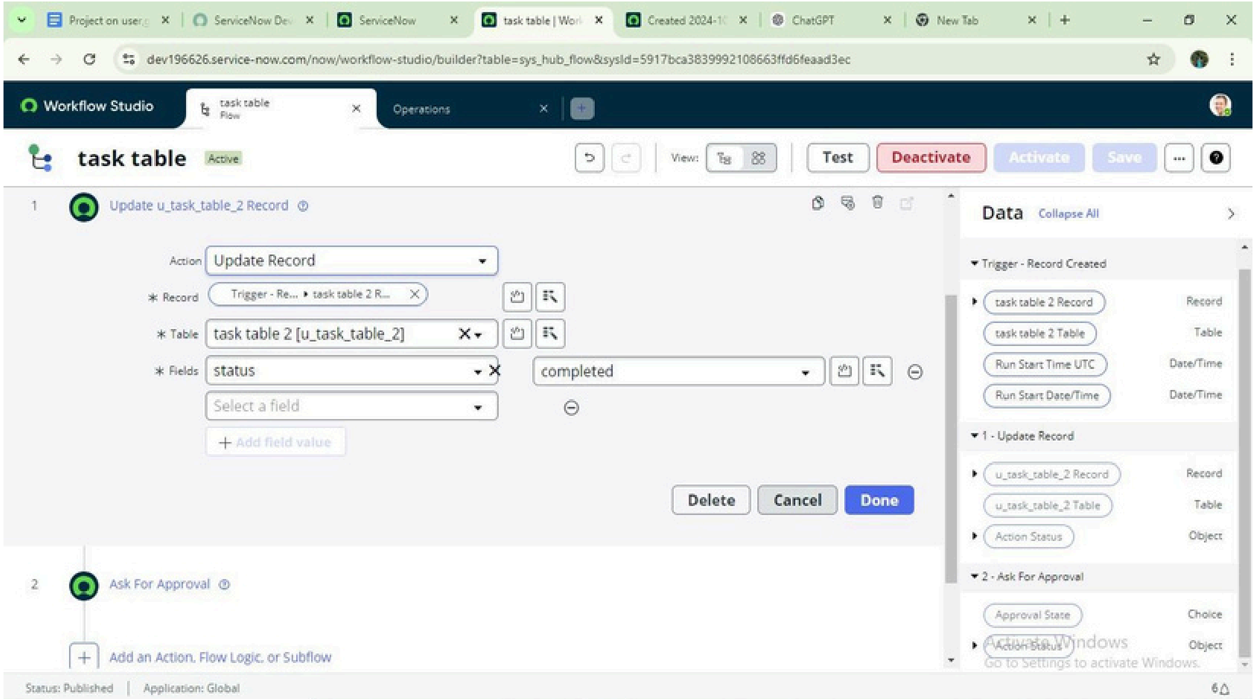
   Field:commentsOperator:isValue : feedback

   Field:assigned to Operator :is Value : bob
5. AfterthatclickonDone.



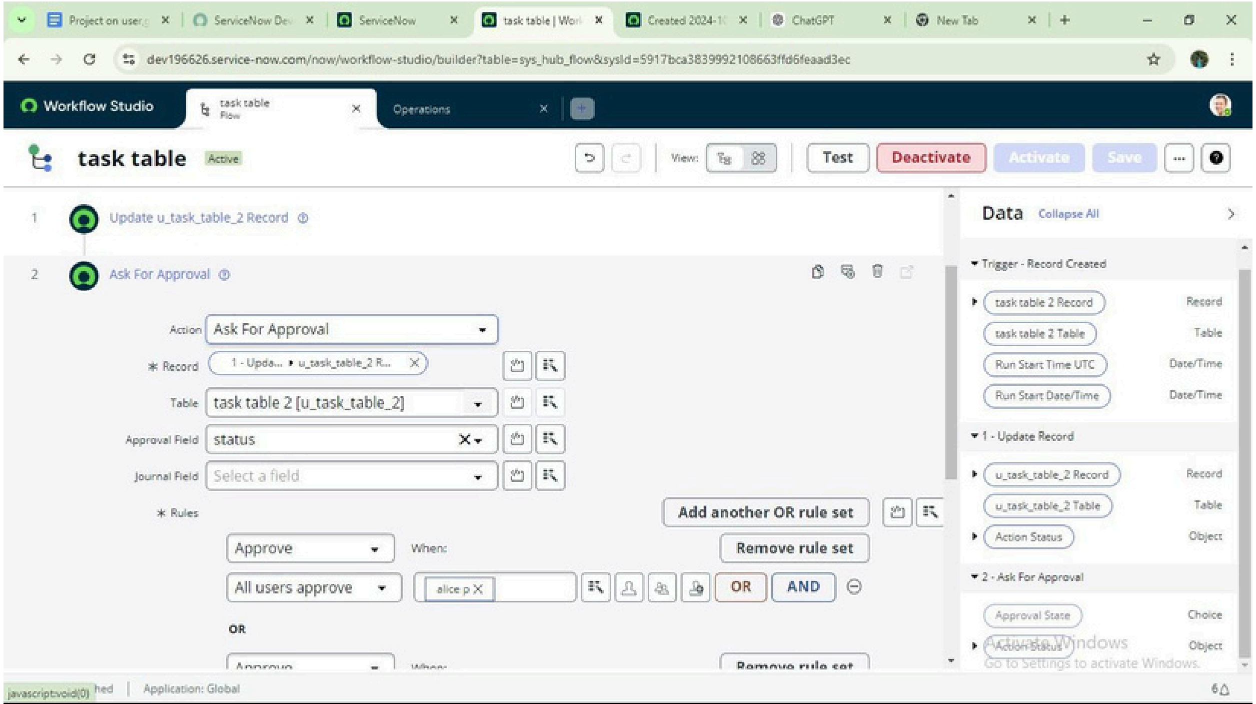
Next step:

1. Clickon Add an action.
2. Selectaction in that ,search for “ update records”.
3. In Record field drag the fields from the data navigation from Right Side(Data pill)
4. Tablewill be auto assigned after that
5. Addfields as “status” and value as “completed”
6. Clickon Done.

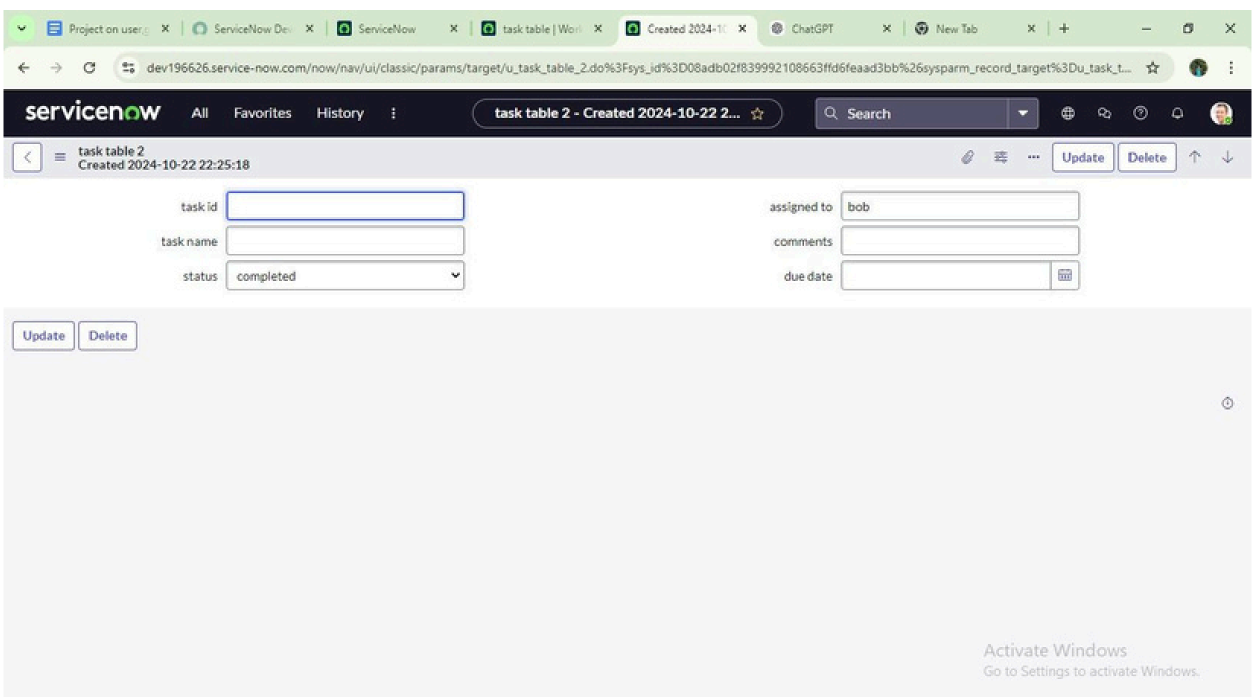


Next step:

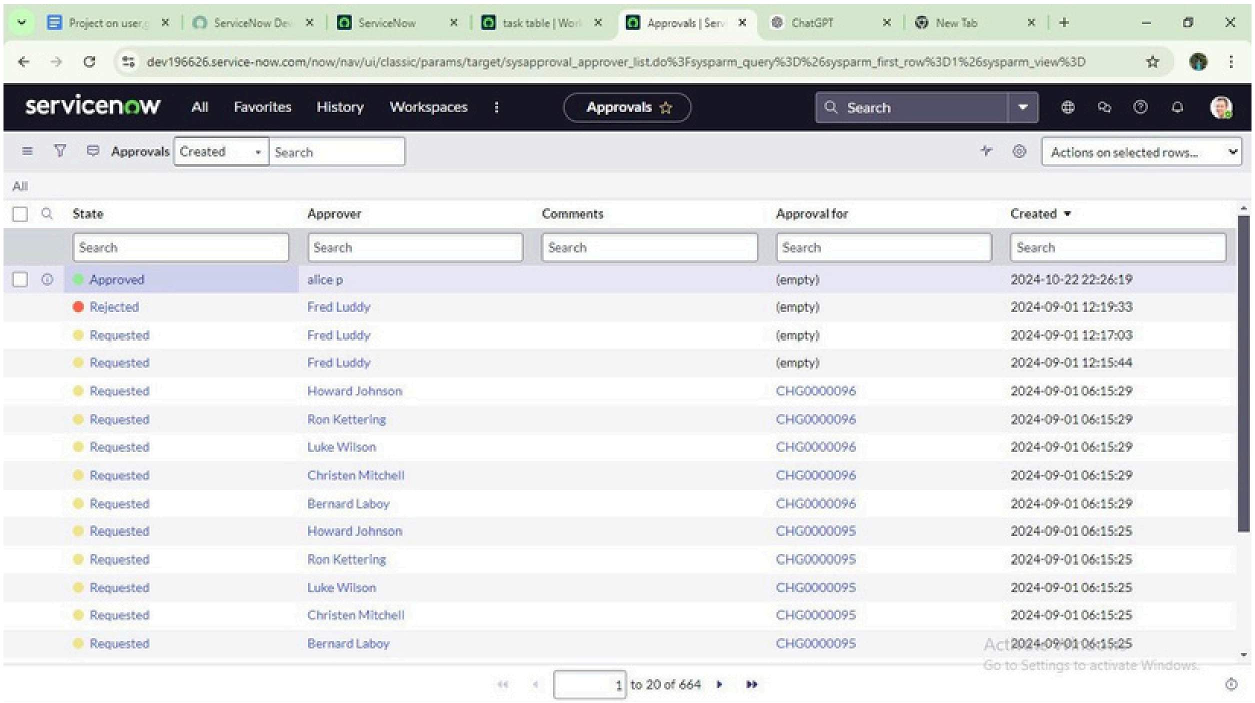
1. NowunderActions.
2. ClickonAdd an action.
3. Selectaction in that ,search for “ ask for approval ”.
4. In Recordfield drag the fields from the data navigation from Right side
5. Tablewillbe auto assigned after that
6. Givetheapprove field as “ status” 7. Give approver as alice p
8. ClickonDone.



9.Go to application navigator search for task table.
10.It status field is updated to completed



11.Go to application navigator and search for my approval
12.Click on my approval under the service desk.
13. Alice p got approval request then right click on requested then select approved



Conclusion :