INTRODUCTION

TEAM ID: LTVIP2025TMID30113

PROJECT NAME: Streamlining Ticket Assignment For Efficient Support Operations.

Project Objective:

To design and implement a secure and automated ticket handling system in ServiceNow by managing users, groups, roles, permissions, and workflows efficiently.

In this project, team will:

- Create users, roles, and groups in ServiceNow
- Assign roles and users to appropriate groups.
- Configure access control using ACL's
- Create a custom table to store records.
- Automate ticket assignment or approvals using Flow Designer.

This simulate a real- world IT support system where different users(Admin, Manager, User) interact securely based on roles.

User Story

Administrator - As a admin, I want to manage users, groups,

and roles so that access control is centralized.

Administrator – As a admin, I want to set ACL's and assign roles to tables to secure data access.

Manager – As a manager, I want automated flows to assign tasks based on category or priority.

User – As a user, I want to see and complete tasks assigned to me.

Functional Requirements

User Management : Create and manage user profiles in the system.

Group Management : Organize users into groups based on roles or departments

**Role Management :** Create roles and assign them to user/groups.

Table Creation : Design a custom table for handling business data.

ACL Configuration : Secure tables and fields using Access Control Lists

Workflow Automation : Automate processes like ticket routing using Flow Designer

Role-to-Table Mapping : Define which roles can access or modify the custom table

Data Flow
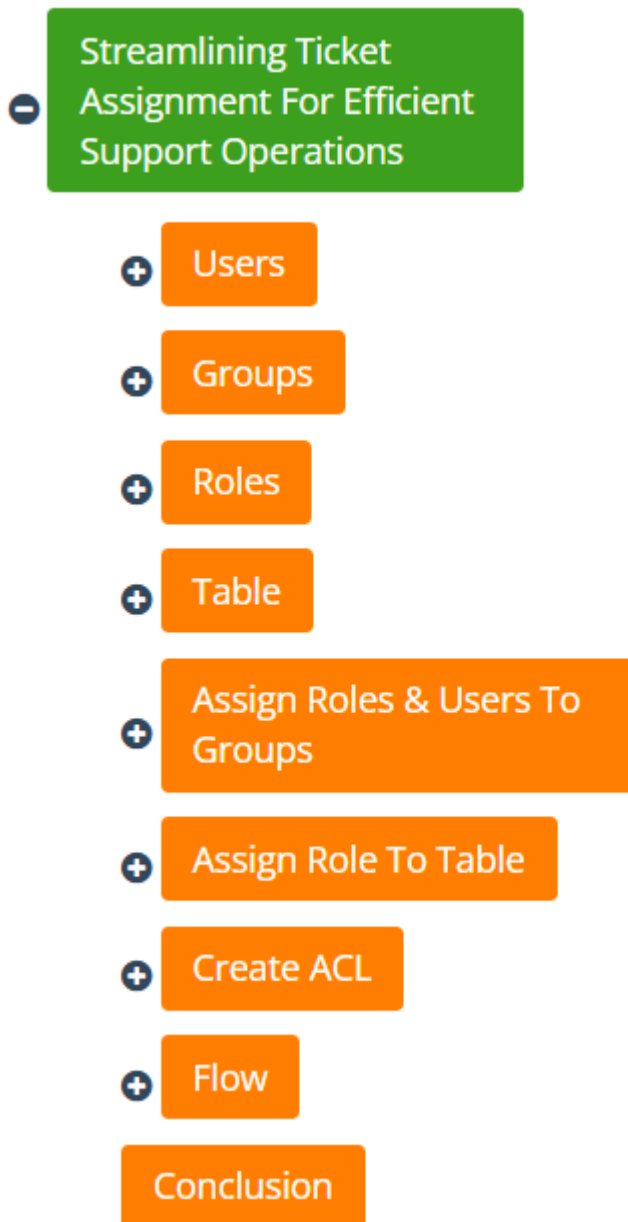
Technology Stack:

platform **–** ServiceNow

Automation Tool – Flow Designer

Access Control – ServiceNow ACL's

UI – ServiceNow Forms and Lists

Database – ServiceNow Tables