PROJECT DESIGN

Team Id	**LTVIP2025TMID30968**
Project Name	**Optimizing User, Group, and Role Management with Access Control and Workflows**

Proposed Solutions:

S.No	Parameter	Description
1	**Problem Statement**	**I**n a small project management team consisting of a Project Manager (Alice) and a Team Member (Bob), there is a need to efficiently manage project tasks and ensure accountability throughout the project lifecycle. The current system lacks clear role definitions, access controls, and a structured workflow, leading to confusion regarding task assignments and progress tracking**.**
2	**Idea/Solution Description**	**p**roject involves designing and implementing a streamlined system within ServiceNow that automates and optimizes the management of users, groups, and roles, while enforcing access control and triggering appropriate workflows.
3	**Novelty/Uniqueness**	**U**niqueness points: 1.Access ControlVisualization Too 2.lRole Expiry & Review Workflows 3.Custom Role Hierarchies 4.Dynamic Role Assignment Automation
4	**Social Impact/Customer Satisfaction**	**E**nhances both security and satisfaction, benefiting internal users (employees) and external customers by making systems faster, safer, and smarter.
5	**Business Model**	**I**t supports scalable role-based access for enterprise systems, reducing manual effort and improving compliance.
6	**Scalability of the solution**	**I**t highly scalable due to ServiceNow's cloud-native, multi-instance architecture, allowing seamless handling of increasing users

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

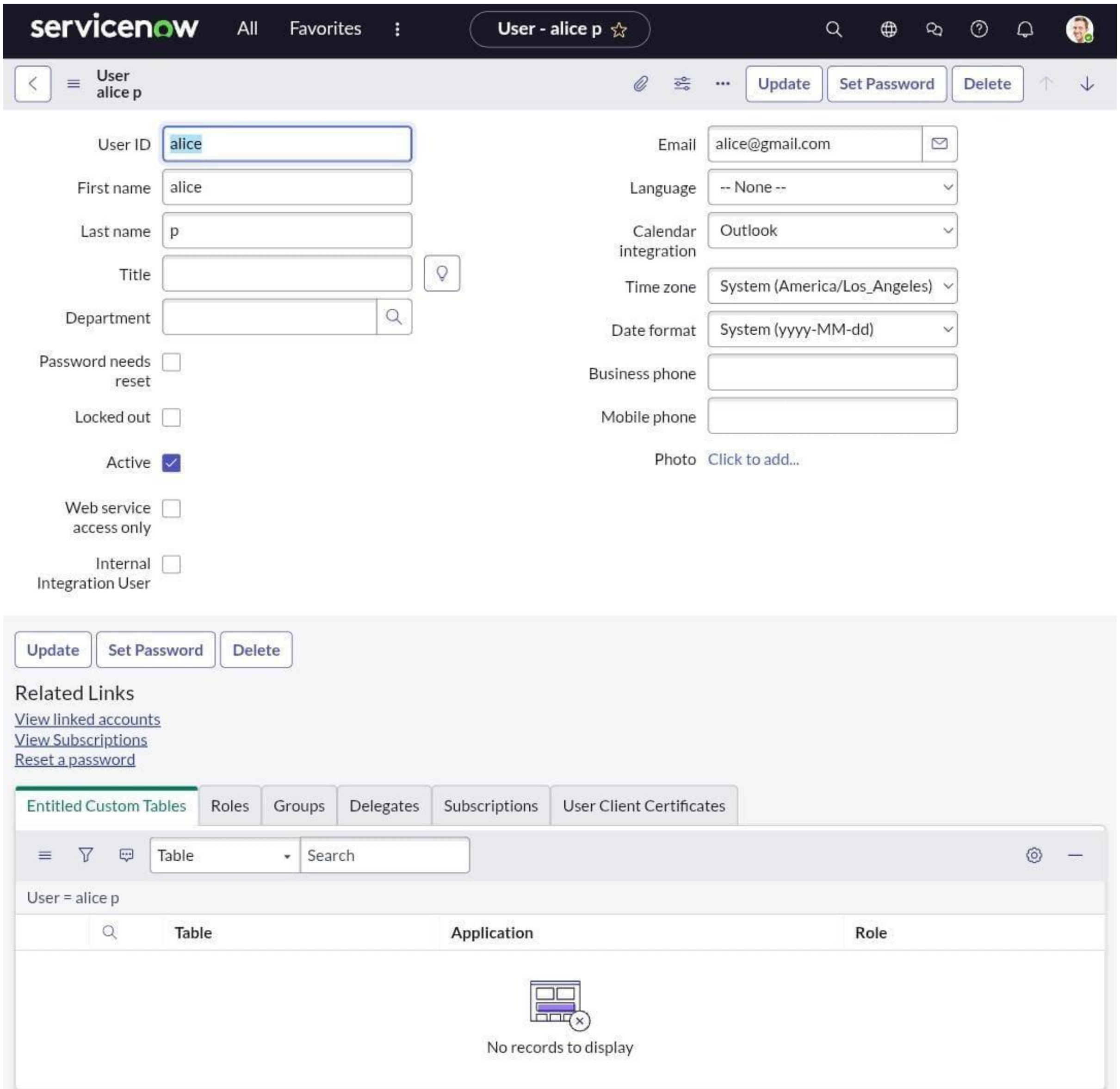
MILESTONE-1: USERS

USERS: User represents an individual who has access to the platform.

PURPOSE: User purpose is defined by the roles assigned to a user, which determine what they can see and do within the platform.

Activity-1:Create Users

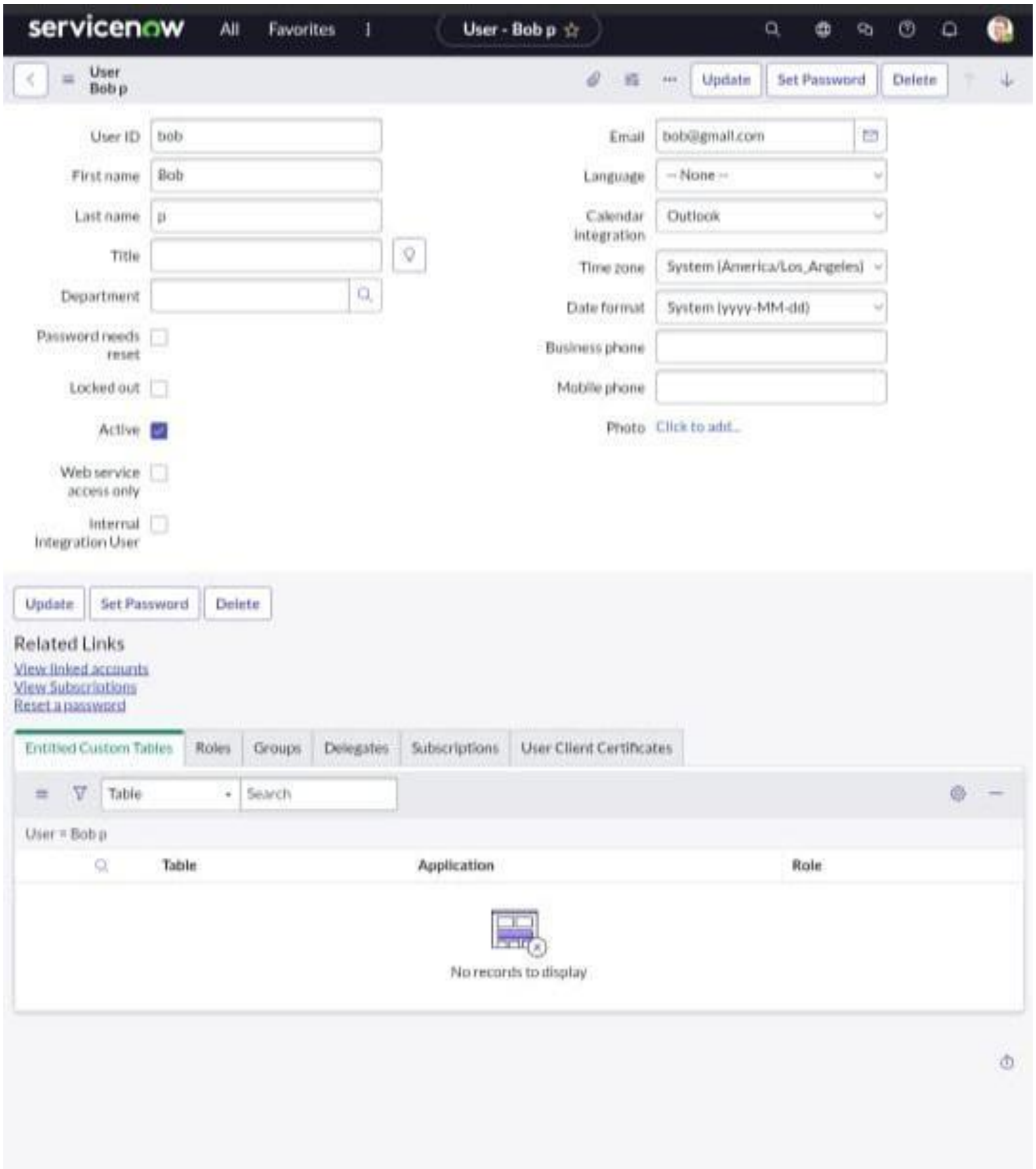
1. Open service now
2. Click on All >> search for users
3. Select Users under system security
4. Click on new
5. Fill the following details to create a new user
6. Click on submit



7.Create one more user:

8.Create another user with the following details

9.Click on submit



MILESTONE-2:GROUPS

GROUPS: Group is a set of users who share a common purpose. Groups may perform tasks such as approving change requests, resolving incidents, receiving email notifications, or performing work order tasks.

PURPOSE: Groups are designed to organize users based on their roles, responsibilities, or functions within an organization.

Activity-1:Create Groups

1. Open service now.

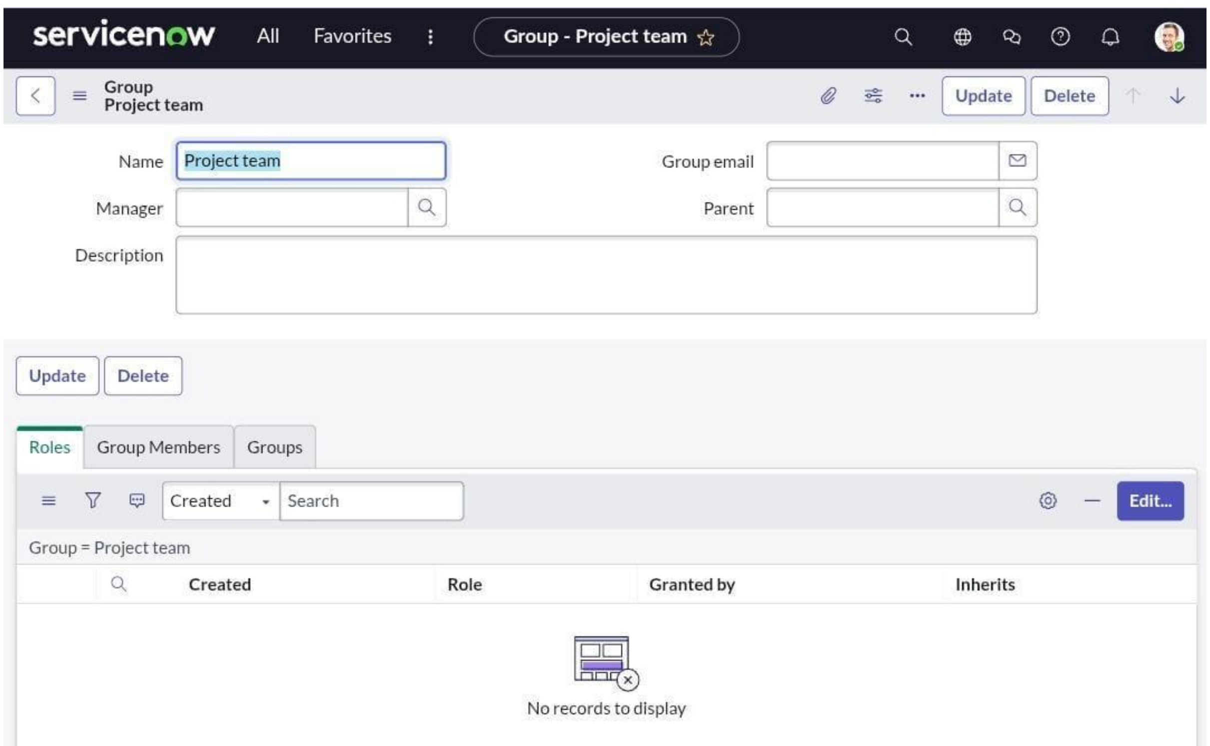
2. Click on All >> search for groups

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

ROLES: Roles define the access and permissions users have within the platform.

PURPOSE: Roles are used to grant users specific permissions and access to different features and functionalities within the platform

Activity-1:Create Roles

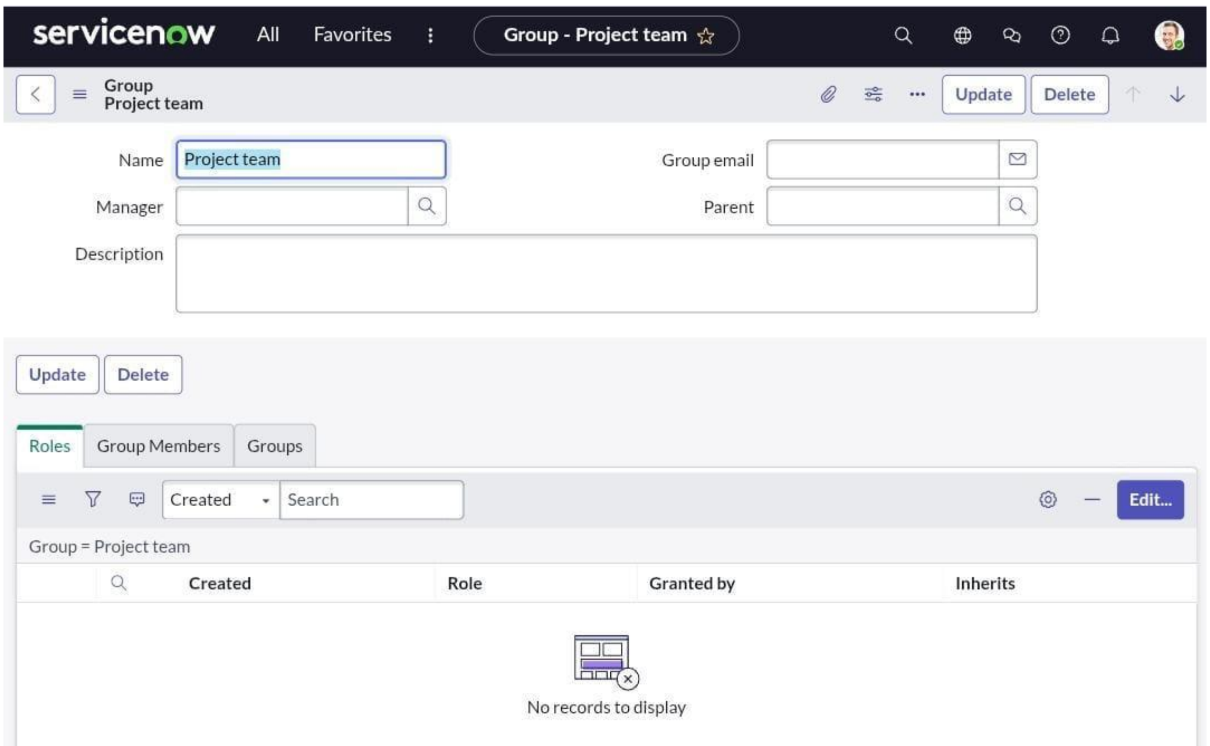
1. Open service now,

2. Click on All search for roles

3. Select roles under system security

4. Click on new

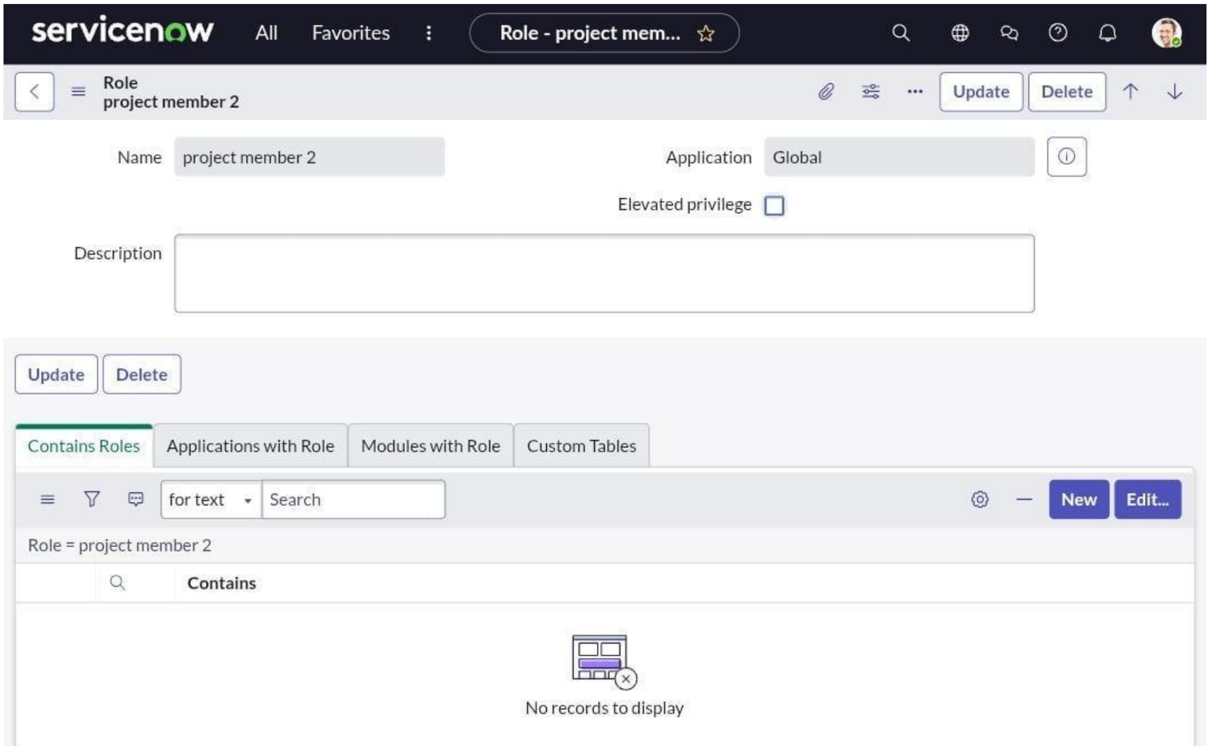
5. Fill the following details to create a new role



Create one more role:

7.Create another role with the following details

8.Click on submit



MILESTONE-4: TABLE

TABLE: Tables are the fundamental structures for storing and organizing data

PURPOSE: Tables serve as the fundamental building blocks for organizing and managing data

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

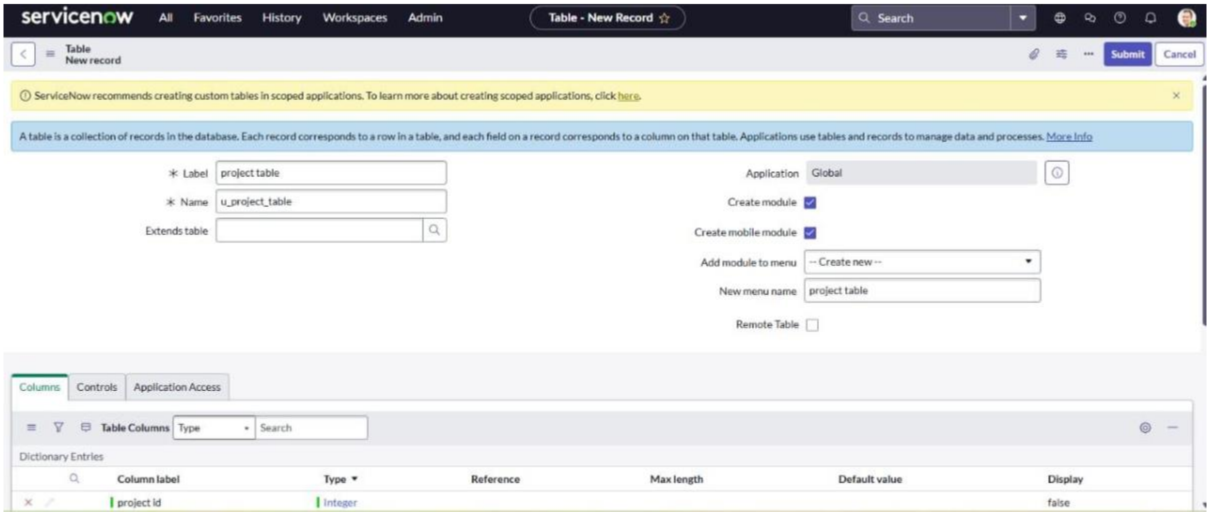
5. Fill the following details to create a new table

Label: project table

Check the boxes Create module & Create mobile module

6. Under new menu name: project table

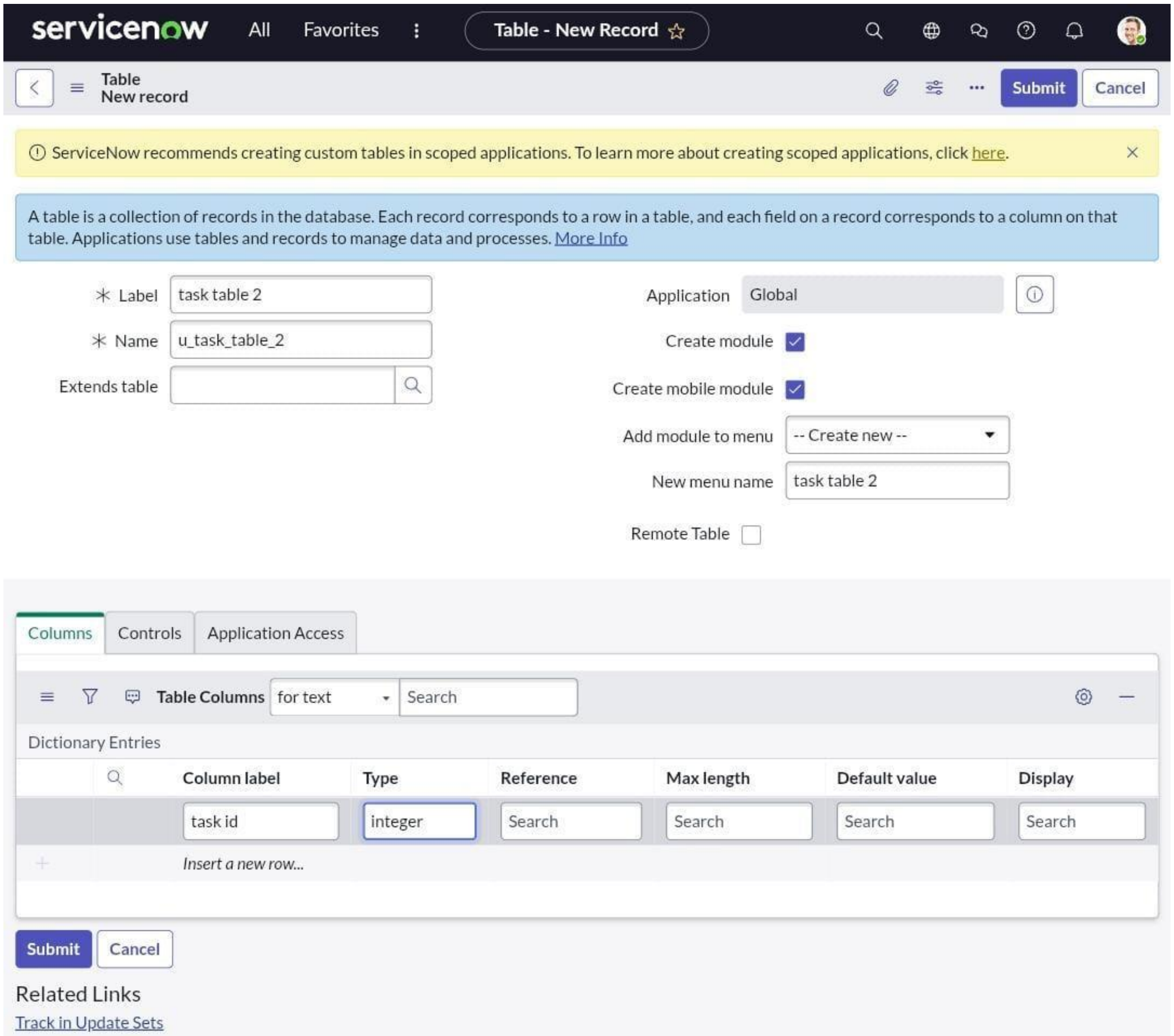
7. Under table columns give the columns



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

PURPOSE: Assigning roles to groups streamlines access management by granting permissions to multiple users simultaneously

Activity 1: Assign users to project team group

1.Open service now.

2.Click on All >> search for groups

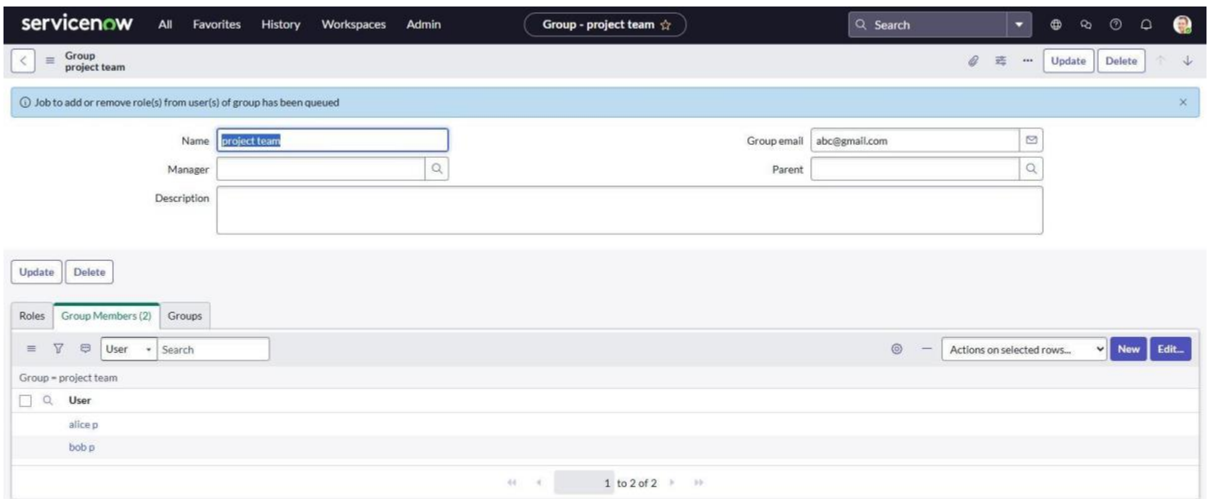
3.Select tables under system definition

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

PURPOSE: Assigning roles to users determines their access permissions and what they can do within the platform

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

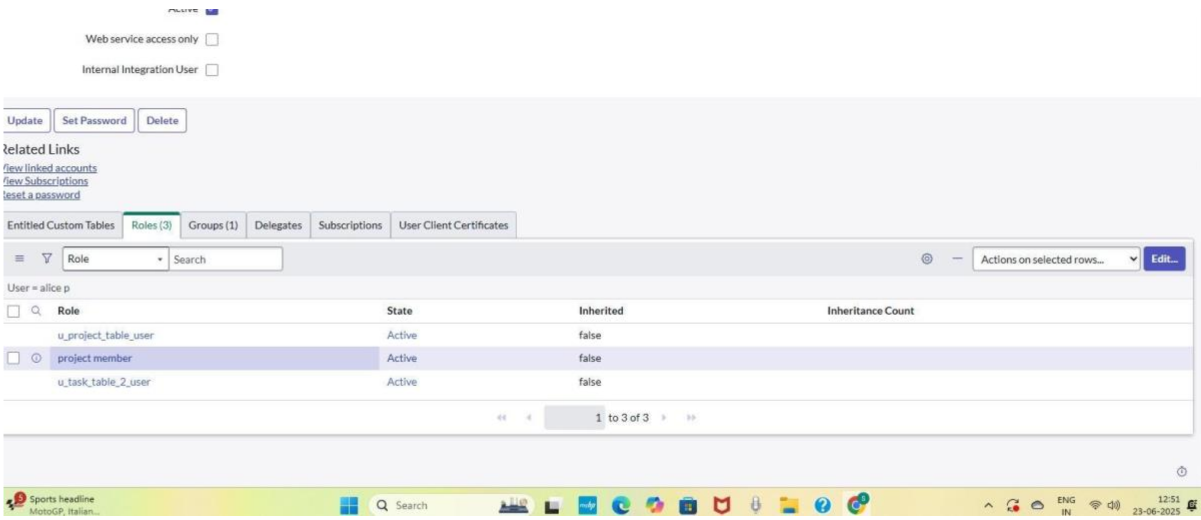
4. Under project manager

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

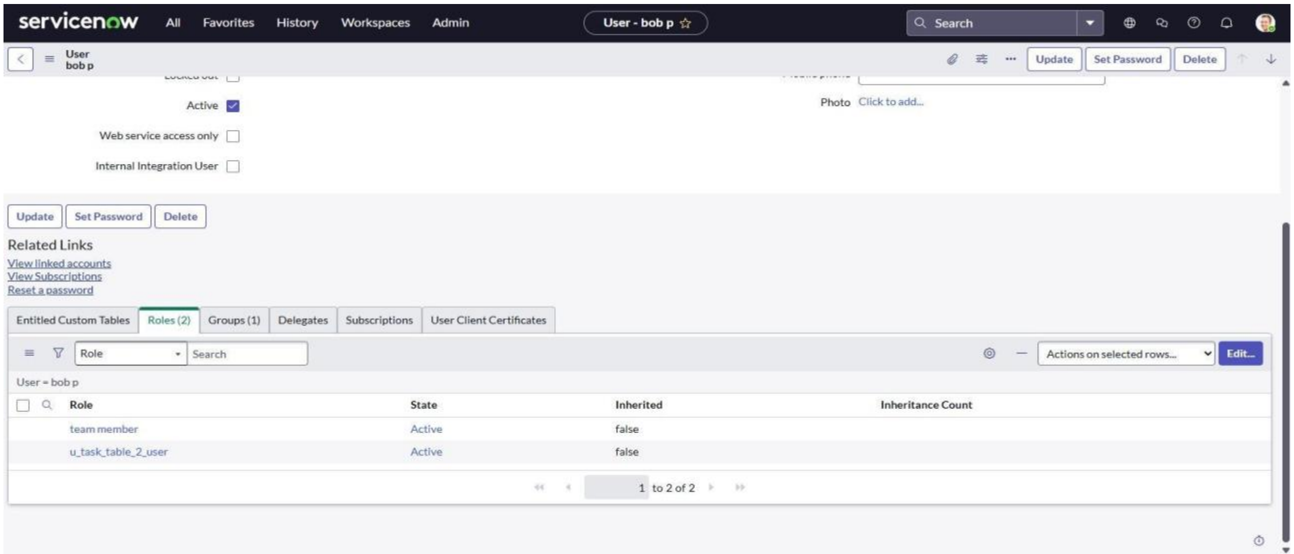
4.Under team member

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

APPLICATION ACCESS: The mechanism that controls which applications and users can access specific tables and their data

PURPOSE: Application access settings control which applications and users can interact with the data and functionality of a specific application.

Activity-1:Assign table access to application

1.while creating a table it automatically create a application and module for that table

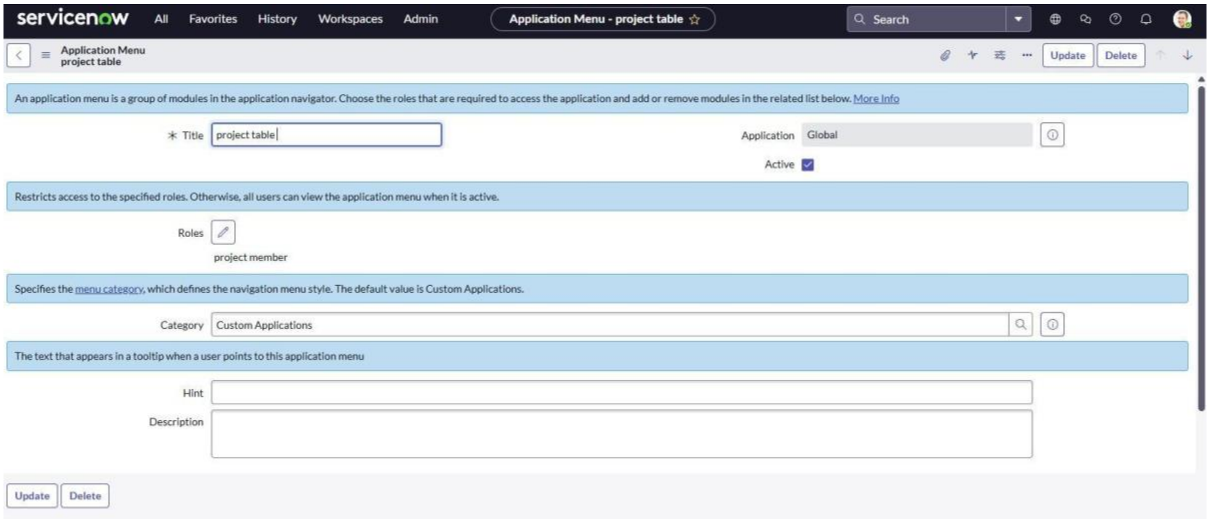
2.Go to application navigator search for search project table application

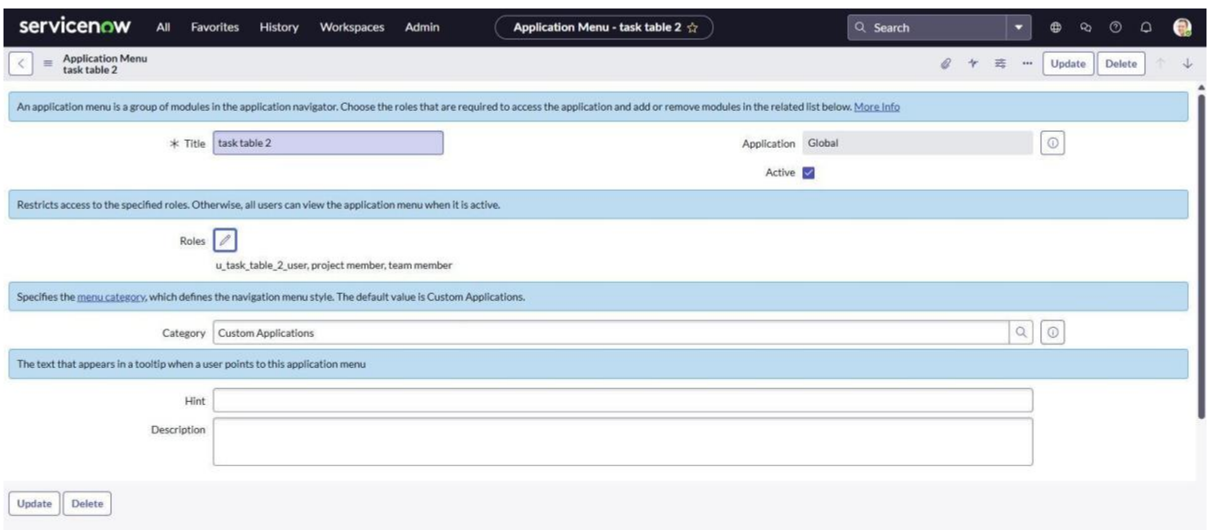
3.Click on edit module

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





MILESTONE-8:ACCESS CONTROL LIST

ACL: It is a security rule that controls user access to platform resources, such as tables, fields, and even scripts

PURPOSE: Access Control Lists (ACLs) are used to manage and restrict user access to data within the platform.

Activity-1:Create ACL

1.Open service now.

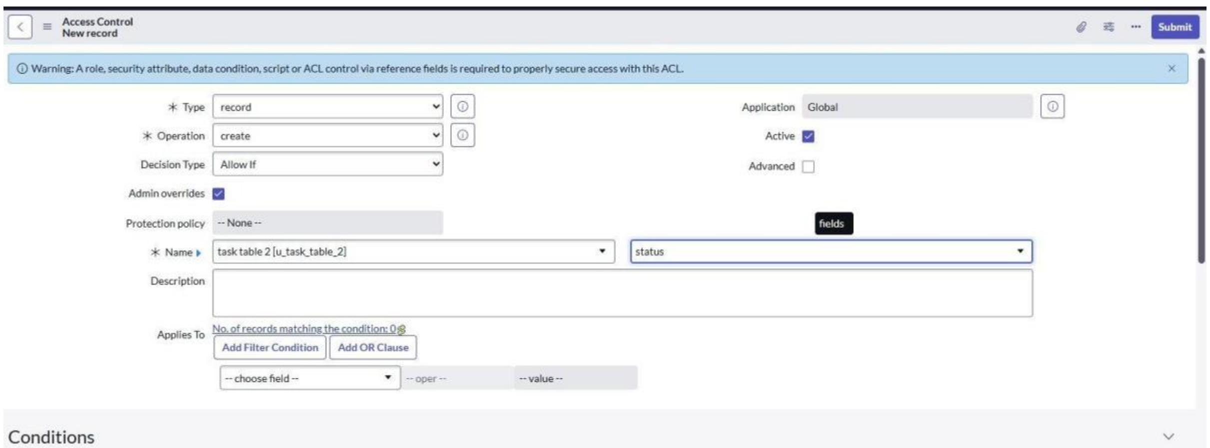
2.Click on All >> search for ACL

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



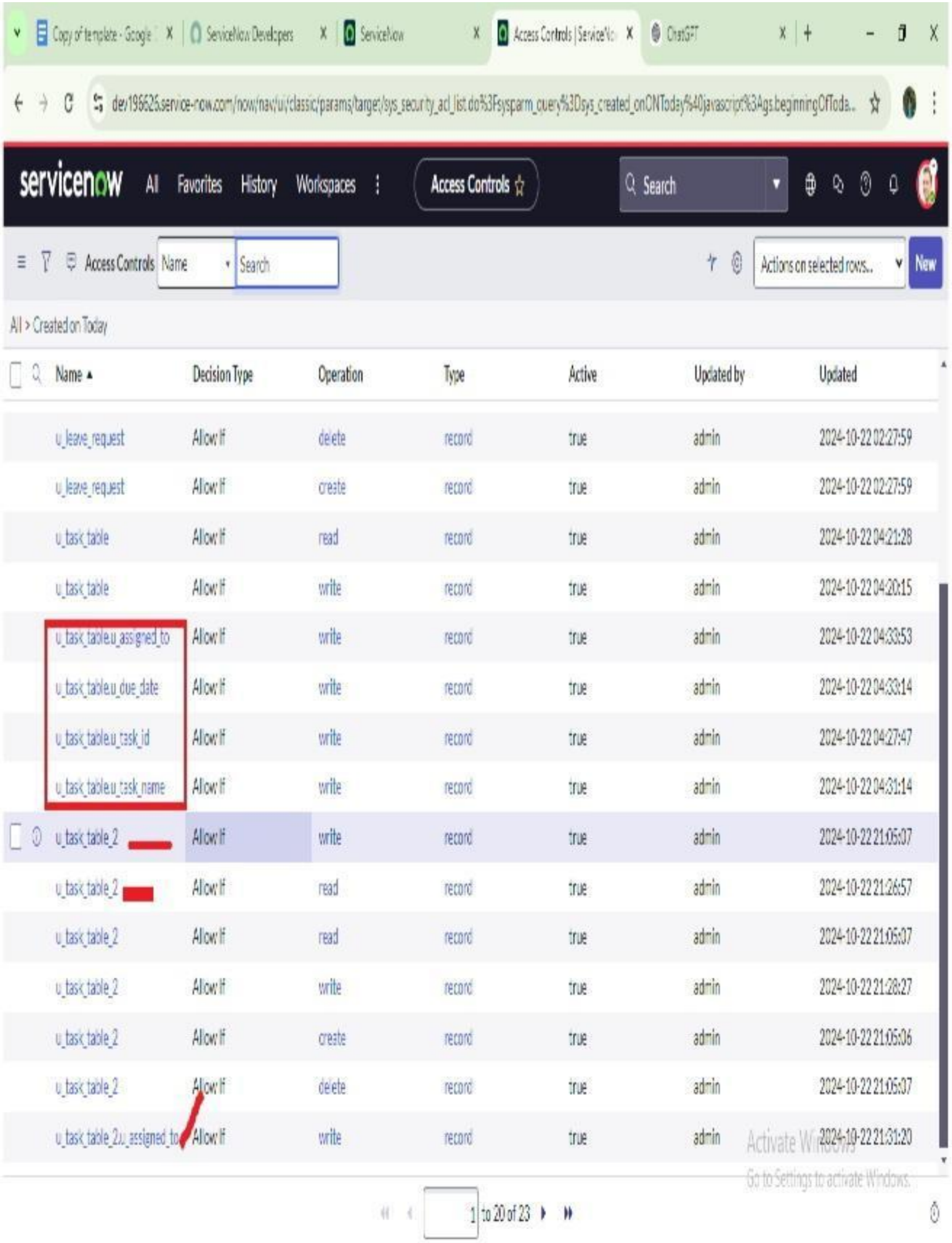
7.Scroll down under requires role

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



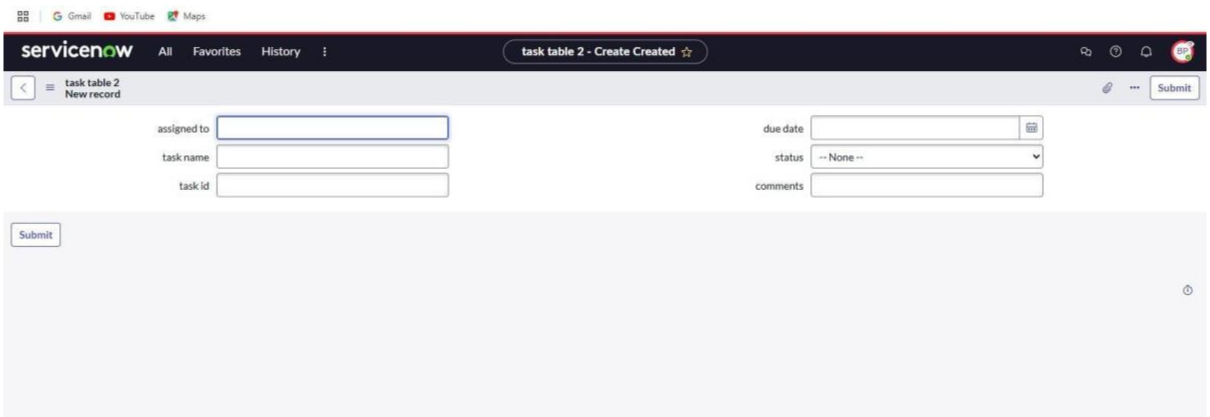
12.Click on profile on top right side

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

FLOW: Flow is a visual representation of an automated process.

PURPOSE:The purpose of a flow is to automate business processes by orchestrating a series of actions and logic.

Activity-1:Create a Flow to Assign operations ticket to group

1.Open service now.

2.Click on All >> search for Flow Designer

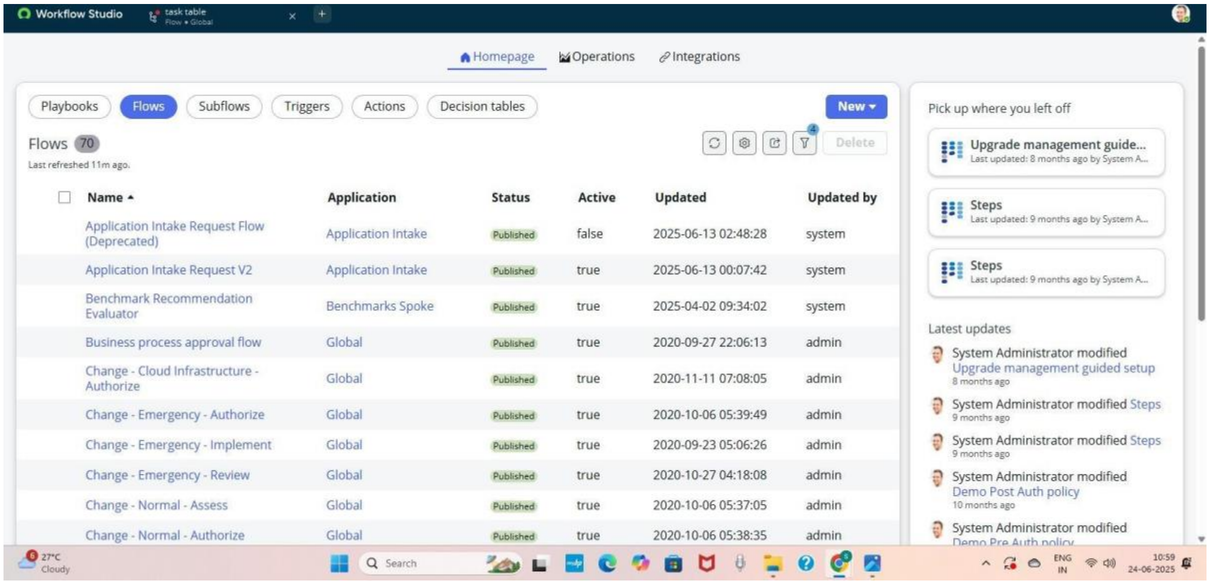
3.Click on Flow Designer under Process Automation.

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.



next step:

1.Click on Add a trigger

2.Select the trigger in that Search for “create record” and select that.

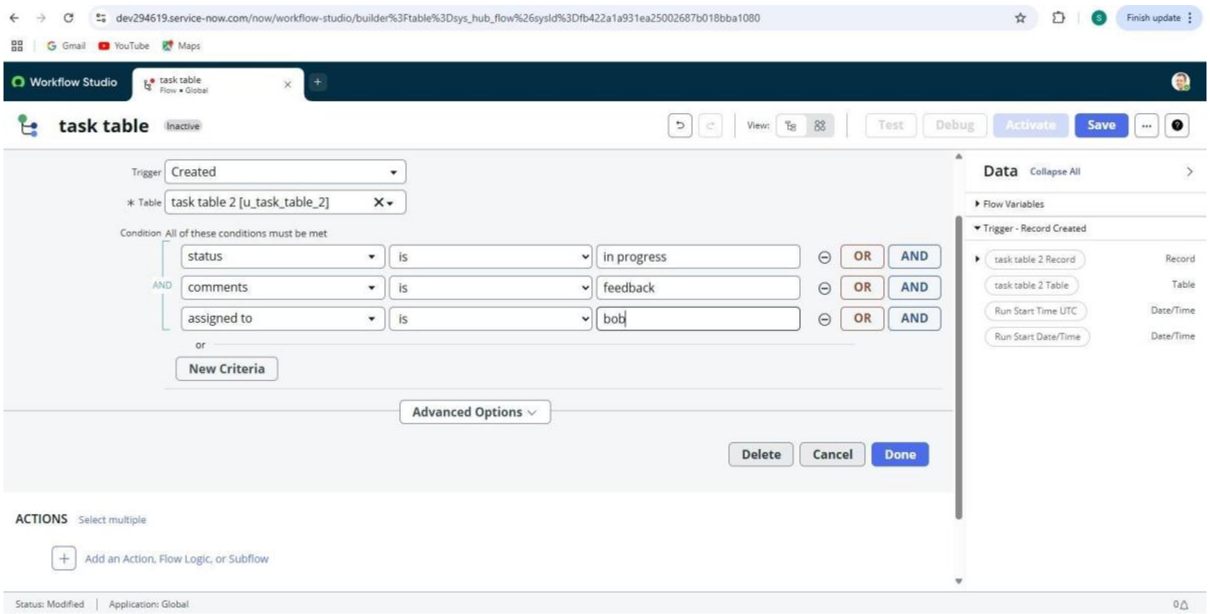
3.Give the table name as “ task table ”.

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



Next step:

1.Click on Add an action.

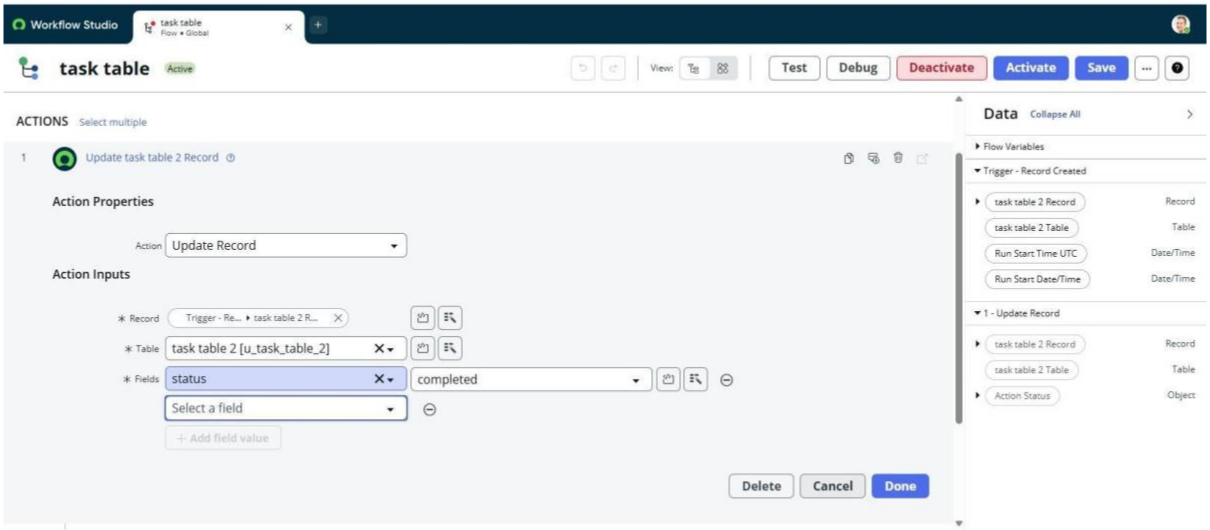
2.Select action in that ,search for “ update records”.

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.



Next step:

1.Now under Actions.

2.Click on Add an action.

3.Select action in that ,search for “ ask for approval ”.

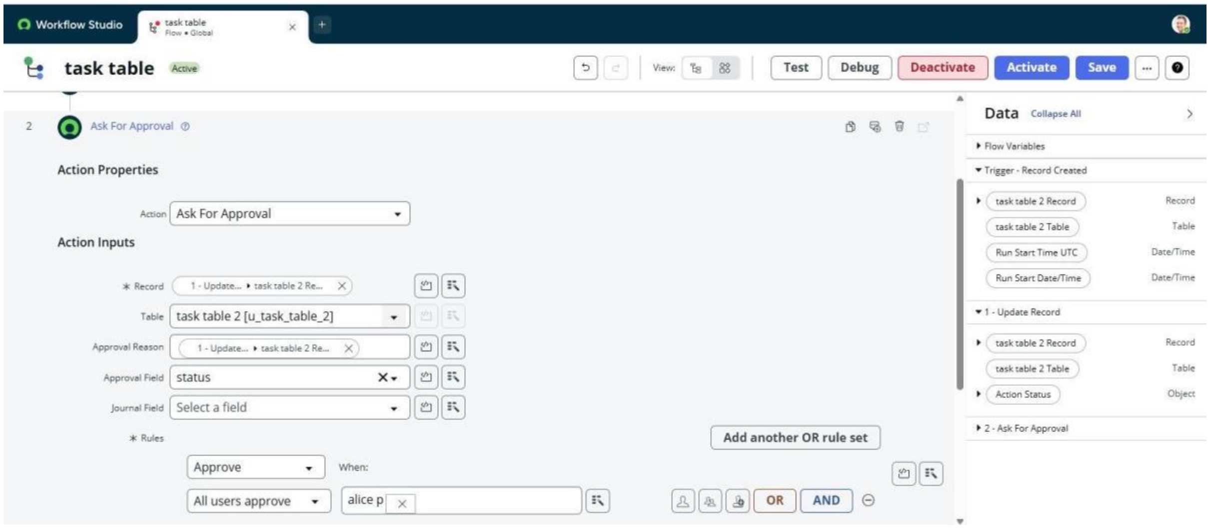
4.In Record field drag the fields from the data navigation from Right side

5.Table will be auto assigned after that

6.Give the approve field as “ status”

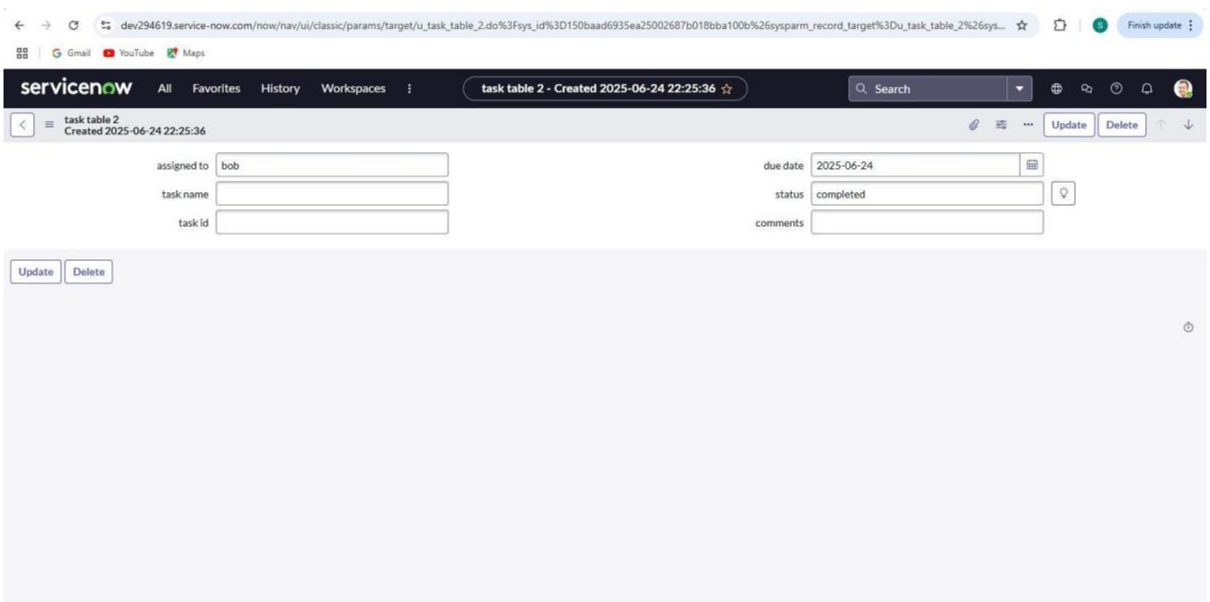
7.Give approver as alice p

8.Click on Done.



1.Go to application navigator search for task table.

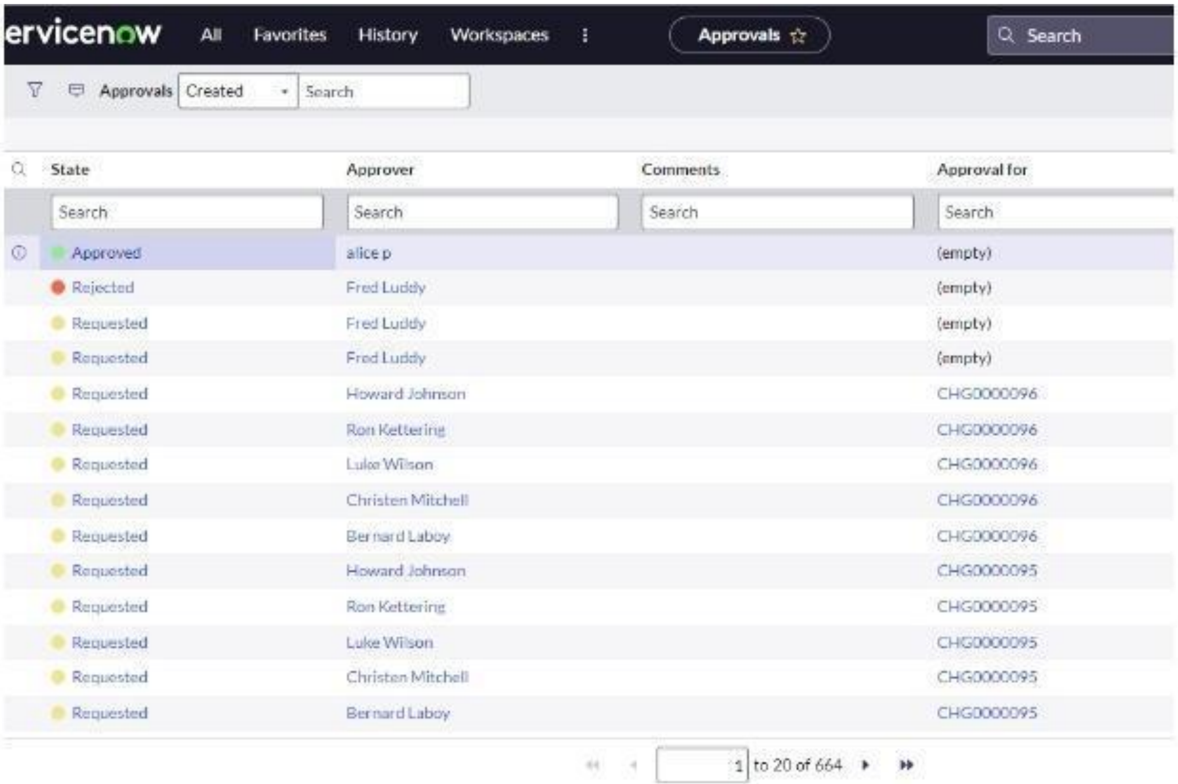
2.It status field is updated to completed



1.Go to application navigator and search for my approval

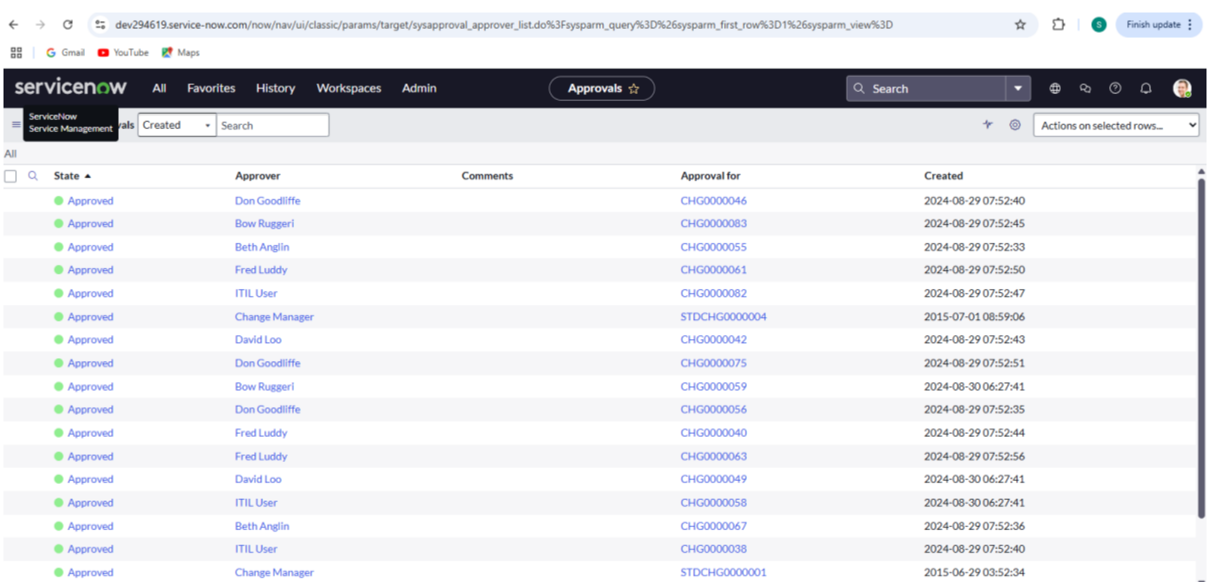
2.Click on my approval under the service desk.

3.Alice p got approval request then right click on requested then select approved



State	Approver	Comments	Approval for
Approved	alice p		(empty)
Rejected	Fred Luddy		(empty)
Requested	Fred Luddy		(empty)
Requested	Fred Luddy		(empty)
Requested	Howard Johnson		CHG0000096
Requested	Ron Kettering		CHG0000096
Requested	Luke Wilson		CHG0000096
Requested	Christen Mitchell		CHG0000096
Requested	Bernard Laboy		CHG0000096
Requested	Howard Johnson		CHG0000095
Requested	Ron Kettering		CHG0000095
Requested	Luke Wilson		CHG0000095
Requested	Christen Mitchell		CHG0000095
Requested	Bernard Laboy		CHG0000095

1 to 20 of 664



State	Approver	Comments	Approval for	Created
Approved	Don Goodliffe		CHG0000046	2024-08-29 07:52:40
Approved	Bow Ruggeri		CHG0000083	2024-08-29 07:52:45
Approved	Beth Anglin		CHG0000055	2024-08-29 07:52:33
Approved	Fred Luddy		CHG0000061	2024-08-29 07:52:50
Approved	ITIL User		CHG0000082	2024-08-29 07:52:47
Approved	Change Manager		STDCHG0000004	2015-07-01 08:59:06
Approved	David Loo		CHG0000042	2024-08-29 07:52:43
Approved	Don Goodliffe		CHG0000075	2024-08-29 07:52:51
Approved	Bow Ruggeri		CHG0000059	2024-08-30 06:27:41
Approved	Don Goodliffe		CHG0000056	2024-08-29 07:52:35
Approved	Fred Luddy		CHG0000040	2024-08-29 07:52:44
Approved	Fred Luddy		CHG0000063	2024-08-29 07:52:56
Approved	David Loo		CHG0000049	2024-08-30 06:27:41
Approved	ITIL User		CHG0000058	2024-08-30 06:27:41
Approved	Beth Anglin		CHG0000067	2024-08-29 07:52:36
Approved	ITIL User		CHG0000038	2024-08-29 07:52:40
Approved	Change Manager		STDCHG0000001	2015-06-29 03:52:34