ServiceNow Application Developer

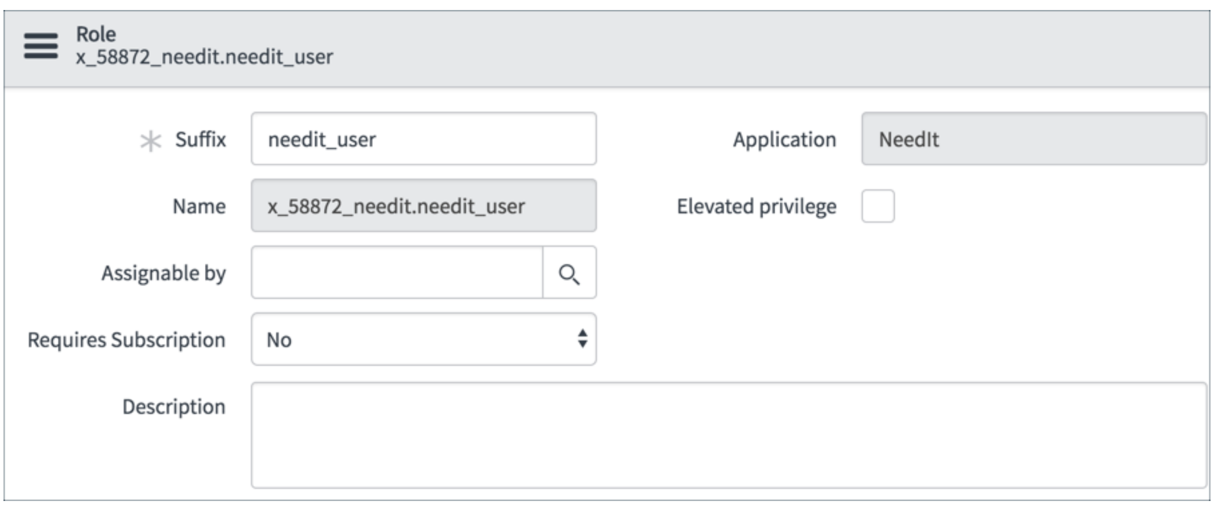
Securing Applications Against Unauthorized Users > Roles and Groups

Roles and groups organize permissions so that users can be granted access to applications, modules, and records without editing individual user records.

Roles

Securing applications against unauthorized access starts with roles. Roles control access to features and capabilities in applications and modules.

To create roles, select the **Create Application File** button in Studio. Select the file type **Role** and click the **Create** button. Configure the role:



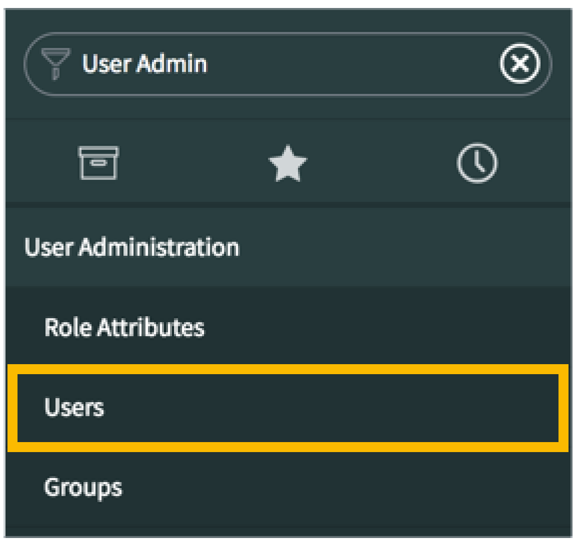
- ***Suffix***: Unique part of the *Name* field. Appended to the scope in the *Name* field.

- ***Name***: Name of the role. Appears in fields when assigning roles.

- ***Assignable by***: Role that can assign this role to users and groups.

- ***Requires Subscription***: Set to *Yes* if a subscription (license) is required for a user to be granted this role. ServiceNow tracks the subscriptions as part of licensing and Usage Analytics.
- ***Application***: The application containing this record.
- ***Elevated privilege***: Select this option to mark this role as required to elevate to high security. Roles that require users to elevate to high security grant modification access to the High Security Settings and allow the user to modify the Access Control List.
- ***Description***: Description of the role's intended use.

To assign a role to a User, use the Application Navigator in the main ServiceNow browser window (not Studio) to open **User Administration > Users**.

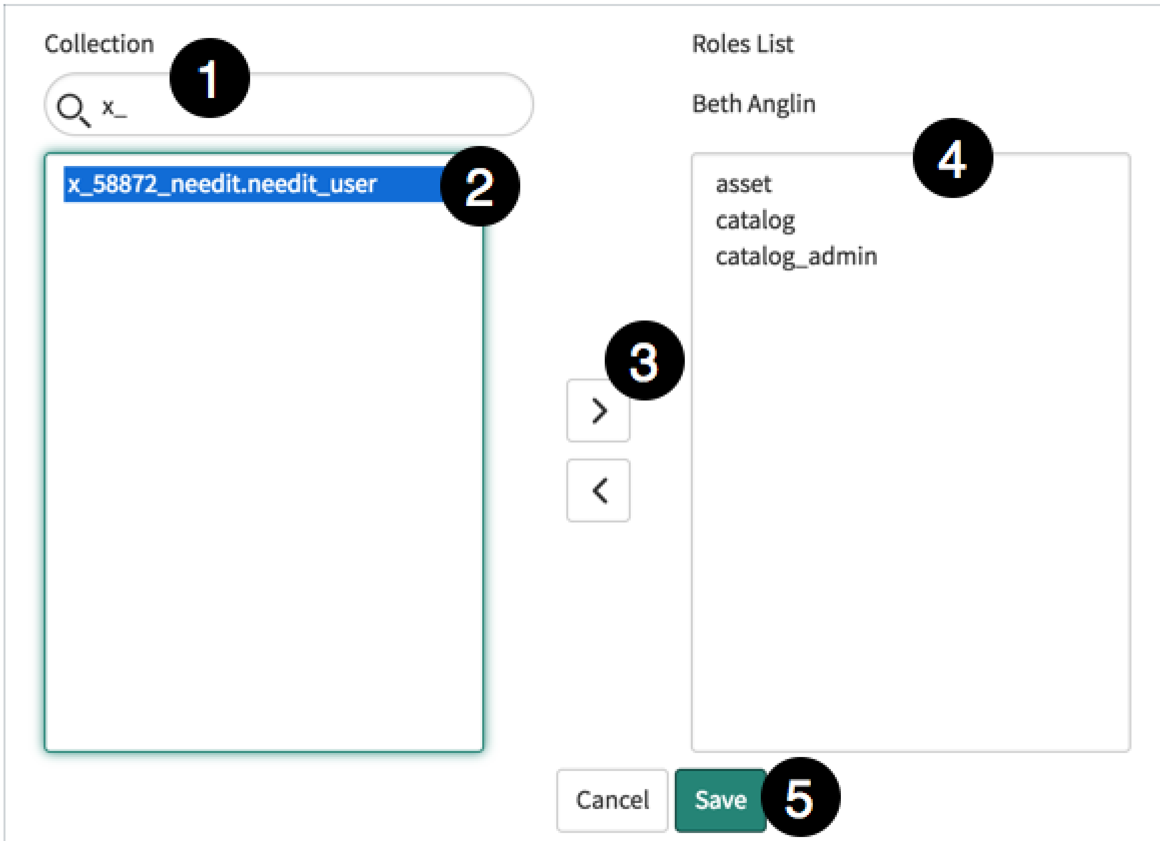


Open a *User* record from the list. Scroll to the *Roles* related list and click the **Edit...** button.

1. Select the role to add from the *Collection* slushbucket. There can be thousands of roles in the database. The slushbucket loads the first one hundred roles. If you do not see a role in the first one hundred roles, use the search field to locate the role.
2. Select the role to add by clicking on it.
3. Use the **Add** button () to move the role to the *Roles List*.

4. You should see the role in the *Roles List* slushbucket.

5. Click the **Save** button.



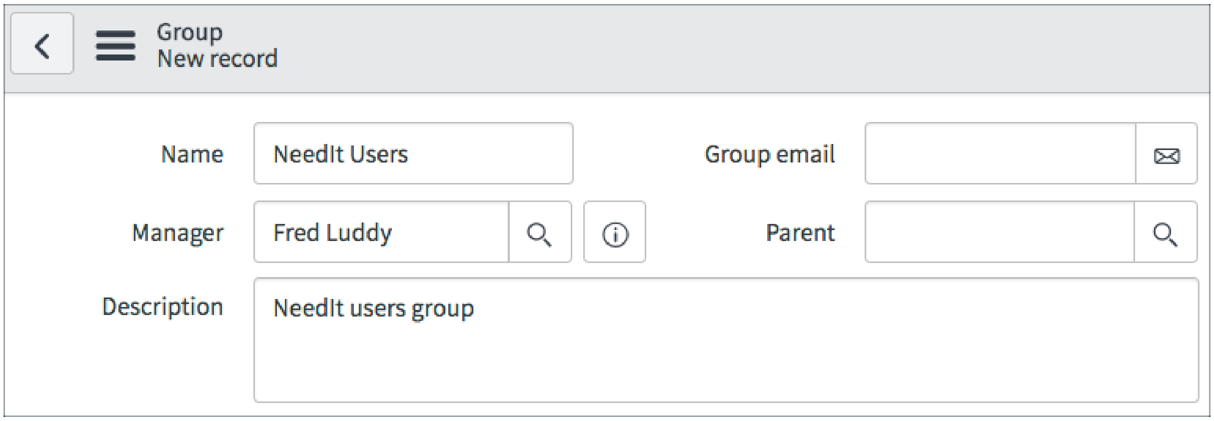
User administration is not part of an application's files. That is to say, adding a role to a user is not captured as part of an application. When the application is installed on another instance the installation process will not update user records with roles.

Groups

A 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.

Groups are a shortcut way of assigning roles to users. Rather than adding a role individually to each user, assign a role to a group. Group members have all of the roles assigned to a group.

To create groups, use the Application Navigator in the main ServiceNow browser window (not Studio) to open **User Administration > Groups**. Click the **New** button. Configure the group:



- ***Name***: Name of the group.

- ***Manager***: Group manager or lead.

- ***Group email***: Group email distribution list or the email address of the group's point of contact, such as the group manager.

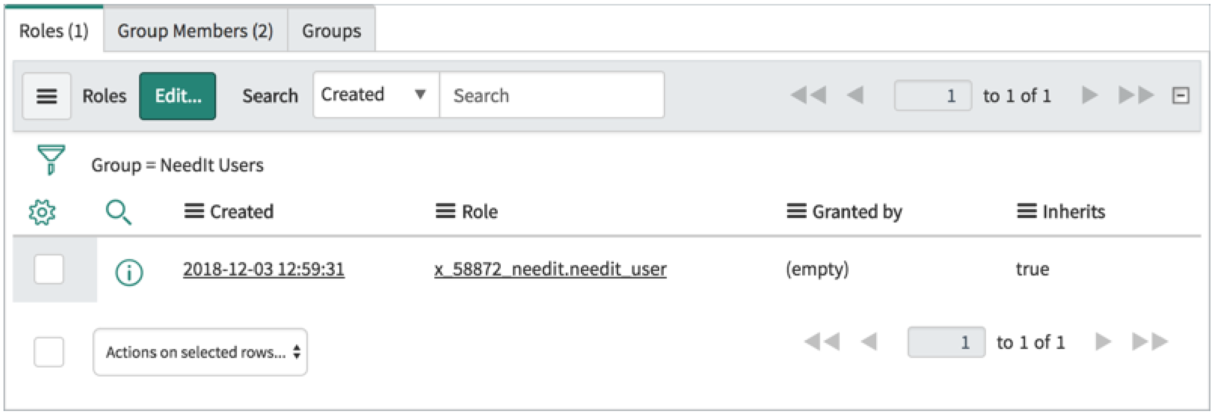
- ***Parent***: Other group of which this group is a member. If a group has a parent, the child group inherits the roles of the parent group. The members of the child group are not members of the parent group.

- ***Description***: Description of the group's intended purpose.

After creating a group, scroll to the *Roles* related list. Click the **Edit...** button. Add roles to the group using the slushbucket. Select the **Save** button after the role(s) have been added.

Use the *Group Members* related list to add users to the group. Select the **Edit...** button. Add the desired users to the *Group Members List* using the slushbucket. As with all slushbuckets, only the first one hundred users are loaded into the slushbucket from the database. You may have to use the search field to locate the users of interest. Click the **Save** button after all user(s) have been added.

The *NeedIt Users* group has one role and two members.



Group administration is not part of an application's files. That is to say, when an application is installed on another instance, no groups will be created or updated on the target instance.