

STREAMLINING TICKET

Team Id: NM2025TMID15245

Team Leader:AFSAL A

Team Member:SIDDHARTH MS

Team Member: SUDHARSAN M

Team Member VISHWARAMAN P

Open service now.

Click on All >> search for users

Select Users under system security

Click on new

Fill the following details to create a new use

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User
Manne Niranjan

...

Update

Set Password

Delete

↑

↓

User ID

manne.niranjan

First name

Manne

Last name

Niranjan

Title

Department

Password needs reset

☐

Locked out

☐

Active

☒

Web service access only

☐

Internal Integration User

☐

Email

niranjanreddymanne2507@gr

Language

-- None --

Calendar integration

Outlook

Time zone

System (America/Los_Angeles)

Date format

System (yyyy-MM-dd)

Business phone

Mobile phone

Photo

Click to add...

Create roles


Open service now.

Click on All >> search for roles

Select roles under system security

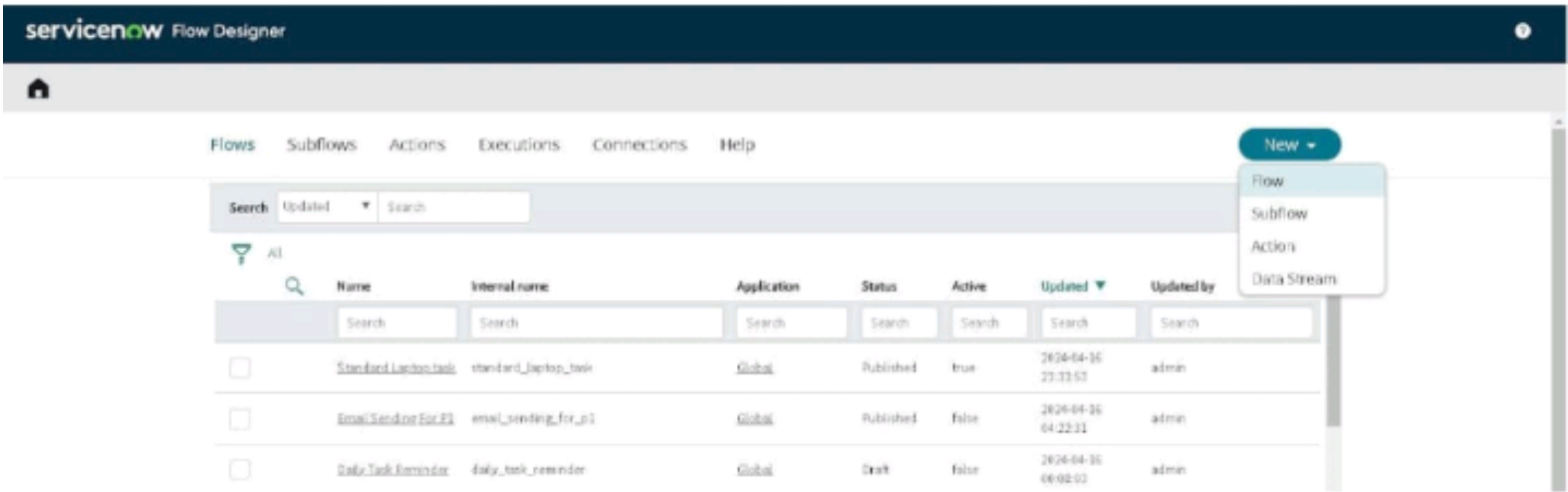
Click on new

Fill the following details to create a new role

Name	<input type="text" value="Certification_role"/>	Application	<input type="text" value="Global"/>	
Requires Subscription	<input type="text" value="Unspecified"/>	Elevated privilege	<input type="checkbox"/>	
Description	<input type="text" value="Can deal with certification issues"/>			

Click on submit

Create a Flow to Assign operations ticket to group
Open service now.
Click on All >> search for Flow Designer
Click on Flow Designer under Process Automation.
After opening Flow Designer Click on new and select Flow.
Under Flow properties Give Flow Name as “ Regarding
Certificate”.
Application should be Global.
Select Run user as “ System user ” from that choice.
Click on Submit.



Flow properties



* Flow name	<input type="text" value="Regarding certificates"/>
Description	<input type="text" value="Describe your flow"/>
Application	<input type="text" value="Global"/>
Protection	<input type="text" value="-- None --"/>
Run As	<input type="text" value="System User"/>

Cancel

Submit

Click on Add a trigger

Select the trigger in that Search for “create or update a record” and select that.

Give the table name as “ Operations related ”.

Give the Condition as

Field : issue

Operator : is

Value : Regrading Certificates

After that click on Done.



Regarding certificates

Active

View:



Test

Deactivate

Activate

Save

TRIGGER

Regarding certificates



Operations related Created or Updated where (Issue is Regarding certificates)

ACTIONS

Select multiple

1



Update Operations related Record



Add an Action, Flow Logic, or Subflow

Data

Collapse All

Flow Variables

Trigger - Record Created or Updated

Operations related Record

Changed Fields

Operations related Table

Run Start Time UTC

Run Start Date/Time

1 - Update Record

1

Update Operations related Record

Action

Update Record

* Record

Trigger ... ▶ Operations relate...

X

* Table

Operations related [u_operations_related]

X

* Fields

Assigned to group

X

certificates

X

+ Add field value

Delete

Cancel

Done

3GER

Operations related Created or Updated (Trigger: Created or Updated regarding certificates)

Trigger: Created or Updated

* Table: Operations related [u_operations_related]

Condition: All of these conditions must be met

Issue is Regarding certificates

OR AND

New Criteria

Run Trigger: For every update

Advanced Options

Delete Cancel Done

Now under Actions.

Click on Add an action.

Select action in that search for “ Update Record ”.

In Record field drag the fields from the data navigation from left side

Table will be auto assigned after that

Give the field as “ Assigned to group ”



Give value as “ Certificates ”

Click on Done.

Click on Save to save the Flow.

Click on Activate.

Scroll down under requires role Double click on
insert a new row Give admin role Click on submit
Similarly create 4 acl for the following fields

		u_operations_related.u_priority	write	record	true	admin	2024-04-16 22:32:12
		u_operations_related.u_ticket_raised_date	write	record	true	admin	2024-04-16 22:30:22
		u_operations_related.u_name	write	record	true	admin	2024-04-16 22:29:00
		u_operations_related.u_issue	write	record	true	admin	2024-04-16 22:23:31
		u_operations_related.u_service_request_no	write	record	true	admin	2024-04-16 22:17:14

- Assign role to table
- Open service now.
- Click on All >> search for tables
- Select operations related table
- Click on the Application Access
- Click on u_operations_related read operation
- Click on the profile on top right side
- Click on elevate role
- Click on security admin and click on update
- Under Requires role
- Double click on insert a new row
- Give platform role
- And add certificate role
- Click on update

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Access Control

u_operations_related

Update

Delete

Definition

Access Control Rules allow access to the specified resource if all three of these checks evaluate to true:

1. The user has one of the roles specified in the **Role** list, or the list is empty.

2. Conditions in the **Condition** field evaluate to true, or conditions are empty.

3. The script in the **Script** field (advanced) evaluates to true, or sets the variable "answer" to true, or is empty.

The three checks are evaluated independently in the order displayed above.

[More Info](#)

Requires role

1 to 3 of 3

	Role
	u_operations_related_user
	Platform_role
	Certification_role
	Insert a new row...

Create one more role:

Create another role with the following details

Name	Platform_role	Application	Global	
Requires Subscription	Unspecified	Elevated privilege	<input type="checkbox"/>	
Description	Can deal with platform related issues			

Click on submit

Click on submit

Create one more group:

Create another group with the following details

Name	<input type="text" value="Platform"/>	Group email	<input type="text"/>	
Manager	<input type="text" value="Manne Niranjan"/>		<input type="text"/>	
		Parent	<input type="text"/>	
Description	<input type="text"/>			

Click on submit

Create Groups

Open service now.

Click on All >> search for groups

Select groups under system security




Click on new

Fill the following details to create a new group

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Group certificates





Name

certificates

Group email

Manager

Katherine Pierce



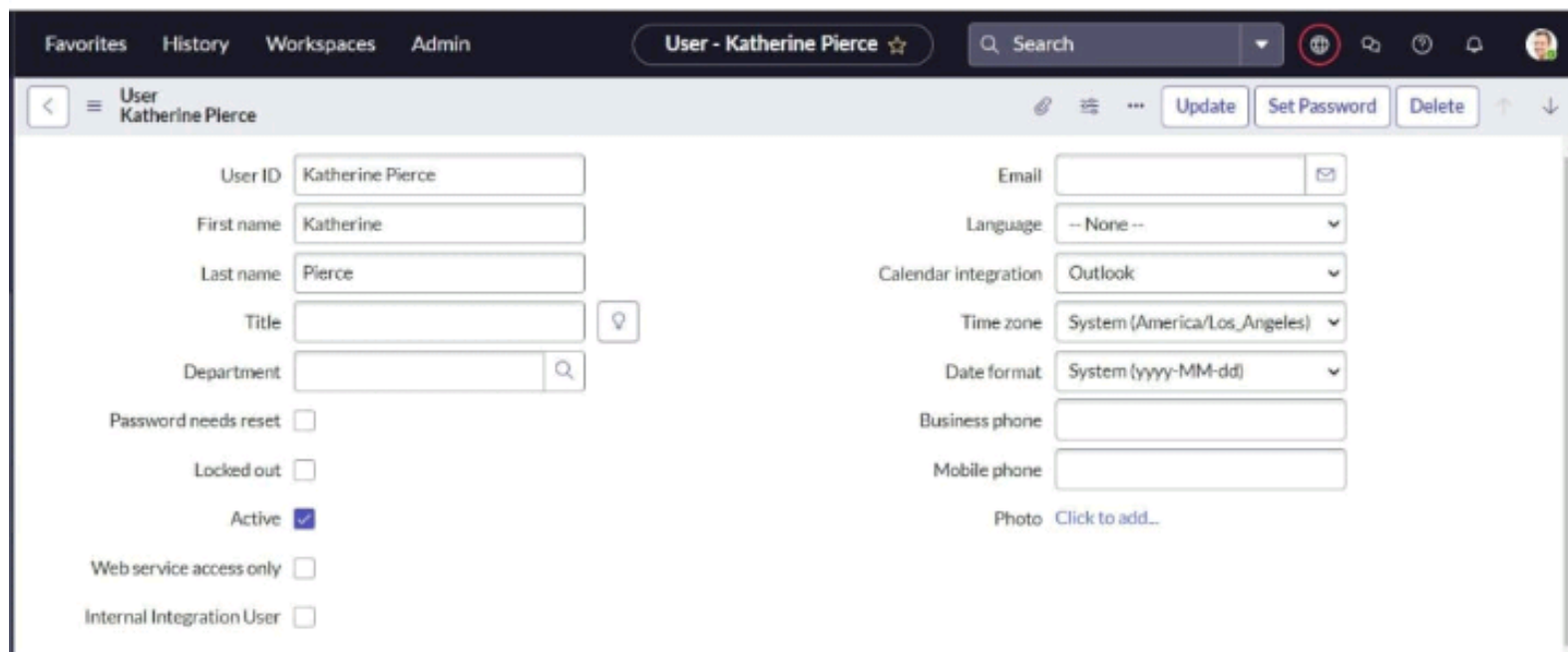
Parent

Description

Click on submit

Create one more user:

Create another user with the following details



The screenshot shows the Microsoft 365 Admin Center interface for managing a user named Katherine Pierce. The top navigation bar includes 'Favorites', 'History', 'Workspaces', and 'Admin'. The current page is titled 'User - Katherine Pierce' with a search bar and several icons. Below the navigation bar, there are tabs for 'User' and 'Katherine Pierce'. The main content area is divided into two columns. The left column contains fields for 'User ID' (Katherine Pierce), 'First name' (Katherine), 'Last name' (Pierce), 'Title' (empty), and 'Department' (empty). Below these fields are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. The right column contains fields for 'Email' (empty), 'Language' (None), 'Calendar integration' (Outlook), 'Time zone' (System (America/Los Angeles)), 'Date format' (System (yyyy-MM-dd)), 'Business phone' (empty), 'Mobile phone' (empty), and 'Photo' (Click to add...).

Navigation: Favorites, History, Workspaces, Admin

User: Katherine Pierce

Search: Search

Buttons: Update, Set Password, Delete

Fields:

- User ID: Katherine Pierce
- First name: Katherine
- Last name: Pierce
- Title:
- Department:
- Email:
- Language: -- None --
- Calendar integration: Outlook
- Time zone: System (America/Los Angeles)
- Date format: System (yyyy-MM-dd)
- Business phone:
- Mobile phone:
- Photo: Click to add...

Checkboxes:

- Password needs reset: ☐
- Locked out: ☐
- Active: ☒
- Web service access only: ☐
- Internal Integration User: ☐

Click on submit