

# **ServiceNow Modules**

To use ServiceNow university with username and password provided by the ServiceNow.

## WELCOME TO SERVICENOW UNIVERSITY

The screenshot shows the ServiceNow University homepage. At the top, there's a purple banner with the text "Highlight your achievements with Credly" and a call-to-action button "Activate now". Below the banner, a section titled "Get started with ServiceNow University" is displayed. It features four cards: "First steps" (20m), "Start learning" (4h 47m), "Grow your network" (18m), and a "How to navigate this learning platform?" tour (2m). Each card includes a thumbnail image, a title, a duration, and a "Review" button.

## WELCOME TO SERVICENOW:

- Open ServiceNow university and get started on the course of welcome to ServiceNow. Enroll the course to start.

The screenshot shows the "Welcome to ServiceNow" course page. At the top, it displays the course details: "ON-DEMAND COURSE | LEVEL: BEGINNER | 3 HOURS". Below this, a message says "Completed on Aug 21, 2025". The main content area features the course title "Welcome to ServiceNow" and a brief description: "Whether you're just starting your journey or exploring new roles, this course is your perfect launchpad. Dive into interactive lessons, engaging videos, hands-on simulations, and knowledge checks to kickstart your ServiceNow experience with confidence.". A "Skills you'll strengthen:" section lists "Knowledge Management", "Visual Task Boards", "Platform Analytics", "ServiceNow AI Platform", and "Service Catalog". A prominent "enroll" button is located at the bottom left. On the right side, there's an "Achievements" section with a circular icon and the text "Welcome to ServiceNow Completed on Aug 21, 2025". Below this, a box highlights "180+ Points" with the note "Points help advance your overall rank. Learn more".

- Complete the given task in the welcome to service now by using the given task instruction.

**Task Instructions:**

1. Navigate to the **User Menu** (select the System Administrator avatar in the top right corner).
2. Select **Impersonate user**.
3. Locate and select **Platform User [platform.user]**.
4. Complete the impersonation request by selecting the **Impersonate user** button.
5. Select and **pin the 'All' menu** so it is always present as you walk through tasks.  
*(Important Tip: If you collapse your browser window or modify its sizing, the All menu may be hidden. Simply expand the browser for the pinned All menu to display again.)*
6. Navigate to **Self-Service > Knowledge**, explore the homepage.
7. **Favorite** the Knowledge module in order to easily locate it again in the future.
8. Ask yourself: what applications are available to you as the Platform User?

The screenshot shows the ServiceNow University course interface with the sidebar expanded. On the right, a screenshot of the ServiceNow homepage is displayed, showing the pinned 'All' menu with a green circle containing the number 5. The 'Knowledge' module is highlighted with a red box and a green star icon. A green circle with the number 6 is also visible on the homepage screenshot.

- After, complete the task.  
It shows the validated task with 100%.

The screenshot shows the ServiceNow University course interface with the sidebar expanded. On the right, a screenshot of the ServiceNow homepage is displayed, showing the pinned 'All' menu with a green circle containing the number 5. The 'Knowledge' module is highlighted with a red box and a green star icon. A green circle with the number 6 is also visible on the homepage screenshot. Below the screenshot, a message states: "Upon completion of these tasks, select the **Validate Task** button, located above the Task Description (this applies for every task in this simulator). • If the validation is a success, move to the next lesson in the course. • If the validation fails, refer to the recommendations for hints and try again."

**Task Instructions:**

1. Navigate to the **All** menu and select **Incident > All**.
2. Select **Show/hide filter** (funnel) icon.
3. Set the field, operator/filter/condition), and value choice lists to the following:  
**State | is not | Closed AND Assignment Group | is not empty AND Assigned to | is not empty**
4. Select **Run**.
5. Select the **Priority** column to sort the list so that **1-Critical** incidents appear first in the list.
6. Select the **State** column of all **1-Critical** incidents and use the **List Editor** to change the **State** to **In Progress**. Select the green check mark to **save** the list changes. *(10 rows will be updated.)*  
**TIP:** To use the List Editor, press the *Shift* key on your keyboard, and use your mouse to click and drag to select multiple fields in a column. This allows you to edit multiple records at the same time.

The screenshot shows the ServiceNow University course interface with the sidebar expanded. On the right, a screenshot of the ServiceNow incident search interface is displayed, showing the filter criteria with AND operators and dropdown menus. A green circle with the number 4 is visible on the screenshot.

- The given task completed. The welcome to ServiceNow shows 100% and then do other task given by the ServiceNow university through the direct session of Naan Mudhalvan.

The screenshot shows the ServiceNow University interface. On the left, there's a sidebar with a tree view of courses and lessons. The main area displays a list of tickets (incidents) with columns for Caller, Priority, State, and Category. A tooltip 'Save [Enter]' points to the 'Save' button in the bottom right corner of the ticket row for 'Rick Berzle'. Below the ticket list, two numbered steps are listed:

- Select the Personalize List (gear) icon to remove the "Opened" and "Updated by" columns.
- Locate INC0000055 and set the Category to Software.

- Complete the course and review the course.

The screenshot shows the ServiceNow University interface. At the top, it says 'ON-DEMAND COURSE | LEVEL: BEGINNER | 3 HOURS'. It shows a checkmark indicating 'Completed on Aug 21, 2025'. The main content area is titled 'Welcome to ServiceNow' and includes a brief description: 'Whether you're just starting your journey or exploring new roles, this course is your perfect launchpad. Dive into interactive lessons, engaging videos, hands-on simulations, and knowledge checks to kickstart your ServiceNow experience with confidence.' Below this, it lists 'Skills you'll strengthen:' with buttons for 'Knowledge Management', 'Visual Task Boards', 'Platform Analytics', 'ServiceNow AI Platform', and 'Service Catalog'. A 'Review' button is at the bottom. To the right, there's an 'Achievements' section with a circular icon containing a sun and waves, labeled 'Welcome to ServiceNow Completed on Aug 21, 2025'. It also mentions '180+ Points' and a note about points helping to advance overall rank.

## MICRO-CERTIFICATE-WELCOME TO SERVICENOW:

- Open ServiceNow university and get started on the course of micro-certificate welcome to ServiceNow. Enroll the course to start.

The screenshot shows the ServiceNow University interface. At the top, there's a navigation bar with links like 'MyNow', 'Products', 'Industries', 'Learning', 'Support', 'Partners', and 'Company'. Below that is a secondary navigation bar with 'Home', 'My Learning', 'My University account', 'Career journeys', 'Credential program', 'Help Center', and 'Tours'. A green button on the right says 'Explore catalog'. The main content area is titled 'ON-DEMAND COURSE | LEVEL: BEGINNER | 1 HOUR 15 MINUTES'. It shows a progress bar at 20% completed with '15 minutes completed'. The course title is 'Micro-Certification - Welcome to ServiceNow (Xanadu)'. Below the title, it says 'Perform tasks to achieve a Micro-Certification badge from topics covered in the Welcome to ServiceNow course. It is recommended you complete the Welcome to ServiceNow course before attempting this exam.' A section titled 'Skills you'll strengthen:' lists 'Knowledge Management', 'ServiceNow AI Platform', 'Visual Task Boards', 'Service Catalog', and 'Platform Analytics'. A large blue button labeled 'Start' is prominent. To the right, there's a 'Achievements' section with a green hexagonal badge labeled 'servicenow Micro-Cert Welcome to ServiceNow'. Below the badge, it says 'Micro-Certification - Welcome to ServiceNow Completed on Sep 04, 2025'. A blue box below the badge shows '1875+ Points' with a note that points help advance overall rank. A green circular icon with a star is in the bottom right corner.

- Complete the given task in the micro-certification welcome to service now by using the given task instruction.

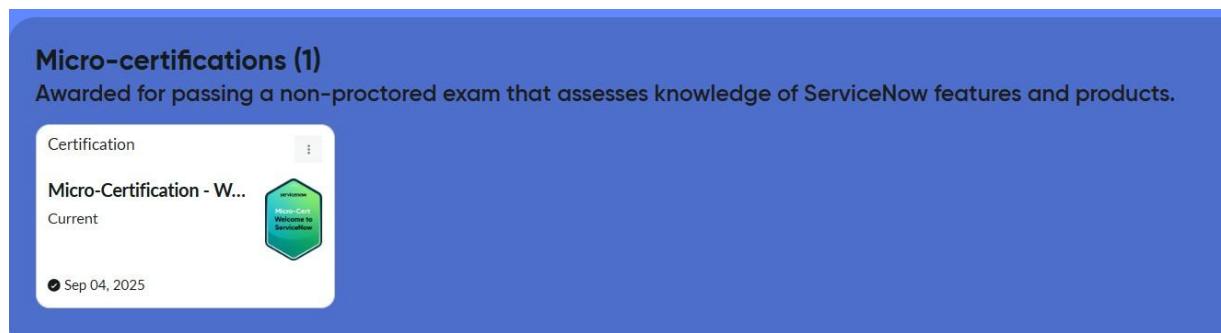
The screenshot shows the 'Assessment Simulator Task 1: Personalize Your Instance' page. On the left, there's a sidebar with a tree view of tasks: 'Personalize Your Instance' (1 LESSON), 'Assessment Simulator Task 1: Personalize Your Instance' (1 LESSON, 20% complete), 'Favorite a Filtered List' (1 LESSON, In Progress), 'Create and Comment on a Record' (1 LESSON), 'Create a Visual Task Board from a List' (1 LESSON), 'Order an Item from Service Catalog' (1 LESSON), and 'Create a Dashboard and a Visualization' (1 LESSON). The main content area has a heading 'Before you begin:' with instructions to select 'Request Lab Instance', then 'Open My Instance', and finally 'Validate Task'. It includes a note about impersonating a 'Platform User'. Below that is a 'Task Instructions:' section with three steps: 1. Impersonate 'Platform User'. 2. Set your instance preferences to show date and time formats on forms. 3. Set your instance preferences to show help tips on forms.

- After, complete the task.

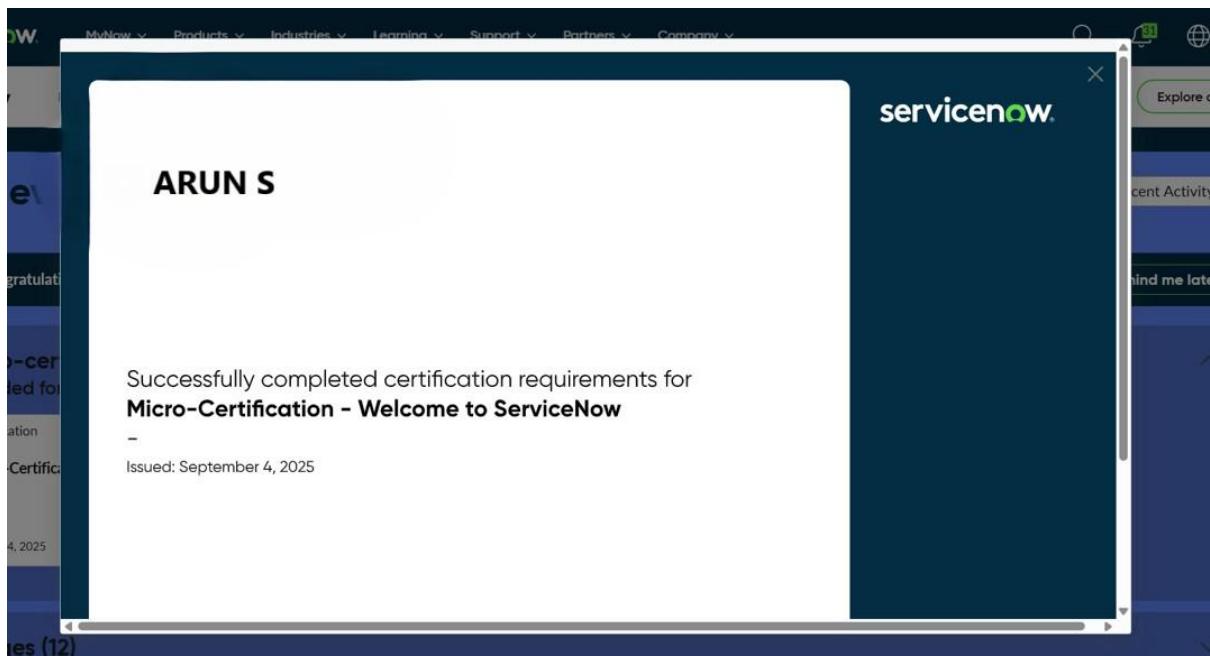
It shows the validated task with 100%.

The screenshot shows the completed 'Assessment Simulator Task 1: Personalize Your Instance' page. The sidebar remains the same. The main content area shows the task title 'Assessment Simulator Task 1: Personalize Your Instance' and a status message 'Simulator Task'. It displays 'INSTANCE STATUS' as 'Terminated', 'Request Lab Instance' as a button, 'You have...' showing '1 extensions remaining' and '7 instances remaining', and 'SIMULATOR PROGRESS' at '14% Passed'. Below that, a 'Task Result: Success' message is shown with 'Task validation successful!'. A 'Before you begin:' section and a note about impersonating a 'Platform User' are also present. A green circular icon with a star is in the bottom right corner.

- The given task completed. The welcome to ServiceNow shows 100% and then do other tasks given by the ServiceNow university through the direct session of Naan Mudhalvan.



- Complete the course and review the course certificate of micro certification.



## SERVICENOW ON ADMINISTRATIVE FUNDAMENTALS:

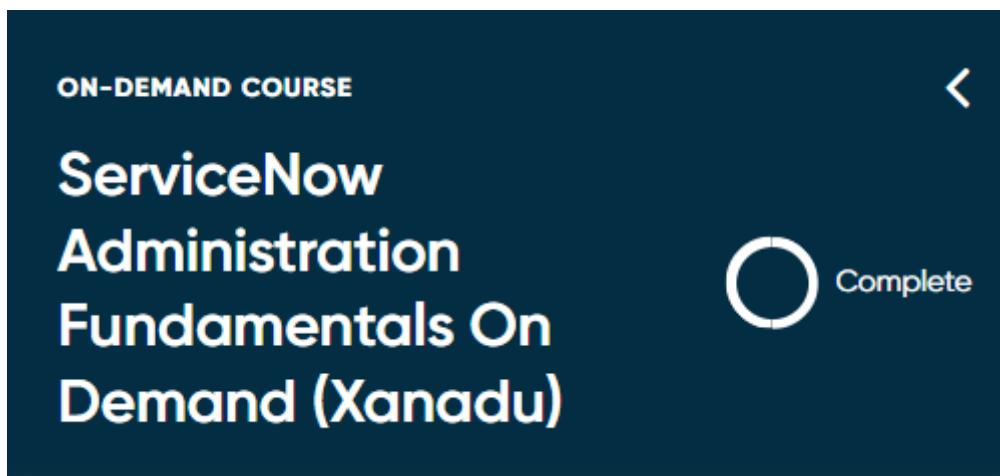
- Open service now university and get started on the course of service now on administrative fundamentals. Enroll the course to start.

The screenshot shows the ServiceNow University website. At the top, there's a navigation bar with links like 'MyNow', 'Products', 'Industries', 'Learning', 'Support', 'Partners', 'Company', and a search icon. Below the navigation is a secondary header with 'servicenow university' and links for 'Home', 'My Learning', 'My University account', 'Career journeys', 'Credential program', 'Help Center', and 'Tours'. A green button labeled 'Explore catalog' is on the right. The main content area features a blue banner for an 'ON-DEMAND COURSE | LEVEL: BEGINNER | 12 HOURS'. It includes a checkmark indicating completion on 'Aug 31, 2025'. The course title is 'ServiceNow Administration Fundamentals On Demand (Xanadu)'. A brief description says: 'Begin your System Administrator journey by learning the fundamentals of administering the ServiceNow platform.' Below this, a section titled 'Skills you'll strengthen:' lists 'Service Catalog', 'Workflow Studio', 'Platform Analytics Experience', 'ServiceNow AI Platform', and 'Knowledge Management'. A large 'enroll' button is prominently displayed. To the right, there's a 'Achievements' section with a green circular icon showing a person at a computer, and a '720+ Points' badge. A note says 'Points help advance your overall rank. Learn more'.

- Watching and listening the given video in the service now administrative fundamentals by using the given task instruction.

The screenshot shows the content page for the 'ServiceNow Administration Fundamentals On Demand (Xanadu)' course. The left sidebar lists course modules: 'Instance help' (Optional), 'eBook help', 'SNAF lab update sets' (Optional), 'SNAF Module 1: The modernized work experience' (5 LESSONS), 'Course Introduction', 'The Modernized Work Experience', 'User Access And Personas', and 'Explore The Modernized Work Experience'. The main content area has a dark background with a green play button icon. The course title 'ServiceNow Administration Fundamentals' is displayed in large green letters. To the right is an illustration of a traditional Japanese building with a curved roof, labeled 'XANADU RELEASE'. Below the title, a green button with a play icon and the text 'Explore the power of ServiceNow Platform Lab 2.1.1' is shown. The bottom of the page includes a search bar and a transcript search bar.

- After, complete the task.  
It shows the validated task with 100%.



- Complete the course and review the course.

A screenshot of the ServiceNow Learning platform. At the top, there's a navigation bar with links like "MyNow", "Products", "Industries", "Learning", "Support", "Partners", and "Company". Below that is a secondary navigation bar with "Home", "My Learning", "My University account", "Career journeys", "Credential program", "Help Center", and "Tours". On the right, there's a search bar, a notification bell, a globe icon, and a user profile icon. A green button labeled "Explore catalog" is visible.

The main content area shows a course card for "ServiceNow Administration Fundamentals On Demand (Xanadu)". It includes the following details:

- ON-DEMAND COURSE | LEVEL: BEGINNER | 12 HOURS
- Completed on Aug 31, 2025
- Description: Begin your System Administrator journey by learning the fundamentals of administering the ServiceNow platform.
- Skills you'll strengthen: Service Catalog, Workflow Studio, Platform Analytics Experience, ServiceNow AI Platform, Knowledge Management
- Achievements: By completing this course you will achieve the following. It features a circular icon with a person at a computer and text about achievements.
- 720+ Points: Points help advance your overall rank. Learn more

At the bottom left of the card is a "Review" button.

## IT SERVICE MANAGEMENT (ITSM) ON FUNDAMENTAL ON DEMAND:

- Open service now university and get started on the course of service now on administrative fundamentals. Enroll the course to start.

The screenshot shows the ServiceNow University course page for "IT Service Management (ITSM) Fundamentals On Demand". The course is marked as completed on Oct 23, 2025. It includes a brief description, skills learned, and an "enroll" button. A sidebar on the right displays achievements and points.

ON-DEMAND COURSE | LEVEL: BEGINNER 9 HOURS 40 MINUTES

Completed on Oct 23, 2025

### IT Service Management (ITSM) Fundamentals On Demand

Learn the basics about IT Service Management (ITSM) and how to use its applications.

Skills you'll strengthen:

- IT Service Management
- Request Management
- Problem Management
- Incident Management
- Demand Management

**enroll**

Achievements

By completing this course you will achieve the following:

ITSM Fundamentals on Demand (Xanadu)  
Completed on Oct 23, 2025

**580+ Points**

Points help advance your overall rank. Learn more

- Watching and listening the given video in the service now administrative fundamentals by using the given task instruction.

The screenshot shows the "eBook Details" section for the ITSM Fundamentals course. It provides instructions for accessing the eBook via the ServiceNow Inkling library, including steps for new users and existing users. It also includes information on mobile device compatibility and troubleshooting.

This information applies to users enrolling in courses with an eBook after February 1, 2024.

New Inkling Users: If you have not accessed your ServiceNow Inkling account, please check the eBook tab on the main page of this course.

Important: eBook Details

The course includes access to an eBook. Please follow the instructions below to access the eBook.

eBook Title: ServiceNow Administration Fundamentals On Demand - English edition

Expiration Date: 02-01-2025

Accessing your eBook: Your eBook will automatically be placed in your ServiceNow Inkling library. See instructions below on how to navigate to your eBook.

Desktop web browser

- Go to ServiceNow's Inkling Library
- Log in to your account
- Enter your password

New Inkling User: If you have not set up your ServiceNow Inkling account, please check your inbox for an email from Now Learning with the subject line "Important: Welcome to your ServiceNow Inkling Account".

Existing Inkling User: If you have not yet set up your ServiceNow Inkling account, please log in to your ServiceNow Inkling account and update your user login credentials.

To view your eBook, click the library icon located at the top of the page.

Mobile device (optional)

- Download the Inkling application from either the Apple App Store or the Google Play Store
- Open the Inkling application and enter company code "servicenow".
- Enter your ServiceNow Inkling account credentials.
- Follow the prompts on screen to access your eBook.

IMPORTANT: You will have access to your eBook for one year (see expiration date above). Your ServiceNow Inkling account will remain active as long as you have a book in your library. If you unenroll from this course, you will lose access to your eBook.

Troubleshooting: For further guidance in accessing your Inkling account, check out the [Inkling FAQ](#). For questions or concerns, see our [Inkling Help](#).

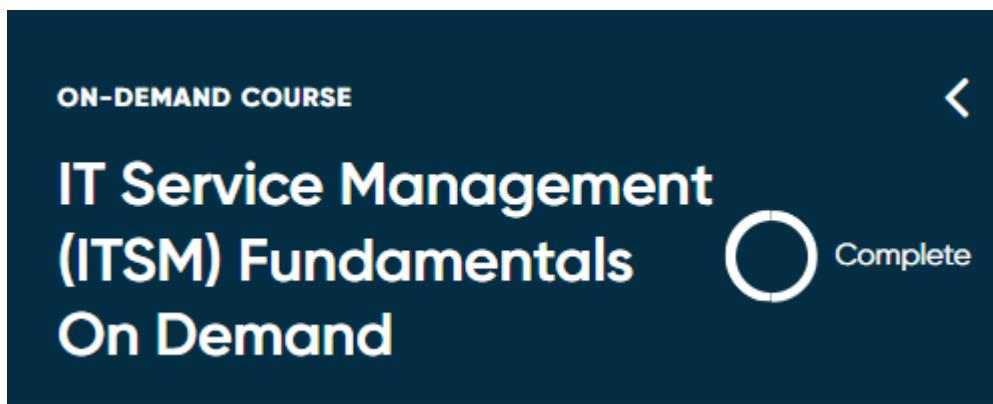
The screenshot shows the course introduction for "IT Service Management (ITSM) Fundamentals On Demand". It features a large green title and a video thumbnail of a person working at a desk.

### IT Service Management (ITSM) Fundamentals On Demand

#### Introduction

Welcome to IT service management fundamentals.

- After, complete the task.  
It shows the validated task with 100%.



- Complete the course and review the course.

A screenshot of the ServiceNow University course completion page for "IT Service Management (ITSM) Fundamentals On Demand". The page has a dark blue header with the ServiceNow University logo and a navigation bar with links like Home, My Learning, My University account, Career journeys, Credential program, Help Center, and Tours. The main content area has a light blue background. At the top left, it says "ON-DEMAND COURSE | LEVEL: BEGINNER | 9 HOURS 40 MINUTES". Below that is a circular icon with a checkmark and the text "Completed on Oct 23, 2025". The course title "IT Service Management (ITSM) Fundamentals On Demand" is displayed in large bold letters. A brief description follows: "Learn the basics about IT Service Management (ITSM) and how to use its applications." A section titled "Skills you'll strengthen:" lists "IT Service Management", "Request Management", "Problem Management", "Incident Management", and "Demand Management". A "Review" button is located at the bottom left. On the right side, there is a "Achievements" box with a green circular icon containing a lightbulb and the text "ITSM Fundamentals on Demand (Xanadu) Completed on Oct 23, 2025". It also displays "580+ Points" and a note that points help advance overall rank. There are also icons for sharing and bookmarking.

# **OPTIMIZING USER, GROUP, AND ROLE MANAGEMENT WITH ACCESS CONTROL AND WORKFLOWS**

## **Problem Context:**

In a small project environment, a Project Manager (Alice) and a Team Member (Bob) are responsible for delivering tasks. However, the absence of well-defined roles, access restrictions, and structured workflows often creates confusion in responsibilities, accountability, and progress monitoring.

## **Objectives:**

- 1. Role Definition:** Clearly outline the duties of Alice as Project Manager and Bob as Team Member, ensuring both responsibility and access boundaries are transparent.
- 2. Access Control:** Introduce mechanisms that limit Bob's ability to create or edit projects beyond his assigned tasks, while still allowing him to view and update his responsibilities.
- 3. Workflow Organization:** Establish a structured process that enables Alice to assign work, track task progress, and oversee completion in a timely and efficient manner.

**Key Skills/Tools:** Users, Groups, Roles, Tables, Access Control Lists (ACL), Workflow/Flow Designer.

## **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

The screenshot shows the ServiceNow User creation interface. The top navigation bar includes tabs for All, Favorites, History, Workspaces, Admin, and the current view, User - Alice p. Below the navigation is a search bar and a toolbar with icons for edit, delete, and other actions. The main form contains the following fields:

User ID	alice	Email	alice@gmail.com
First name	Alice	Language	... None ...
Last name	p	Calendar integration	Outlook
Title		Time zone	System (America/Los_Angeles)
Department		Date format	System (yyyy-MM-dd)
Password needs reset <input type="checkbox"/>		Business phone	
Locked out <input type="checkbox"/>		Mobile phone	
Active <input checked="" type="checkbox"/>		Photo	Click to add...
Web service access only <input type="checkbox"/>			
Internal Integration User <input type="checkbox"/>			

Below the form are three buttons: Update, Set Password, and Delete. A Related Links section lists View linked accounts, View Subscriptions, and Reset a password. At the bottom, there are tabs for Entitled Custom Tables, Roles, Groups, Delegates, Subscriptions, and User Client Certificates, along with a search bar.

Create one more user:

7. Create another user with the following details

8. Click on submit

The screenshot shows the ServiceNow User profile page for a user named 'Bob p'. The page includes fields for User ID (bob), First name (Bob), Last name (p), Title, Department, Email (bob@gmail.com), Language (None), Calendar integration (Outlook), Time zone (System (America/Los\_Angeles)), Date format (System (yyyy-MM-dd)), Business phone, Mobile phone, and Active status (checked). There are also checkboxes for Password needs reset, Locked out, Web service access only, and Internal Integration User. Below the main form, there are 'Related Links' (View linked accounts, View Subscriptions, Reset a password) and tabs for Entitled Custom Tables, Roles, Groups, Delegates, Subscriptions, and User Client Certificates. At the bottom, there are buttons for Update, Set Password, and Delete.

## 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.

The screenshot shows the 'Group - New Record' page in ServiceNow. The 'Name' field contains 'project team'. The 'Manager' field is empty. The 'Group email' field is empty. The 'Parent' field is empty. There is a 'Description' field which is also empty. At the bottom left is a 'Submit' button.

## 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.

The screenshot shows the 'Role - project member' page in ServiceNow. The 'Name' field contains 'project member'. The 'Application' field is set to 'Global'. The 'Elevated privilege' checkbox is unchecked. The 'Description' field is empty. At the bottom left are 'Update' and 'Delete' buttons. Below the main form is a section titled 'Contains' with a search bar. The search results table is empty and displays the message 'No records to display'.

Create one more role:

7. Create another role with the following details

8. Click on submit

The screenshot shows a ServiceNow interface for creating a new role. The top navigation bar includes links for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The main title is 'Role - New Record'. The form fields are as follows: 'Name' is set to 'team member'; 'Application' is set to 'Global'; 'Elevated privilege' is unchecked; and the 'Description' field is empty. At the bottom left is a blue 'Submit' button.

## 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

https://dev194007.service-now.com/nav/ui/classic/params/target/sys\_db\_object.do?sys\_id=1%26sys\_is\_list%3Dtrue%26sys\_target%3Dsys\_db\_object%26sysparm\_checked\_items%3...

servicenow All Favorites History Workspaces Admin Table - New Record

Name: u\_project\_table

Create module:

Extends table:

Create mobile module:

Add module to menu: -- Create new --

New menu name: project table

Remote Table:

Columns Controls Application Access

Table Columns: for text Search

Dictionary Entries

	Column label	Type	Reference	Max length	Default value	Display
X	project id					false
X	project name					false
X	project manager					false
+	s#					

## 8. Click on submit

https://dev194007.service-now.com/nav/ui/classic/params/target/sys\_db\_object.do?sys\_id=1%26sys\_is\_list%3Dtrue%26sys\_target%3Dsys\_db\_object%26sysparm\_checked\_items%3...

servicenow All Favorites History Workspaces Admin Table - New Record

Name: u\_task\_table\_2

Create module:

Extends table:

Create mobile module:

Add module to menu: -- Create new --

New menu name: task table 2

Remote Table:

Columns Controls Application Access

Table Columns: Column label Search

Dictionary Entries

	Column label	Type	Reference	Max length	Default value	Display
X	Updated by	String	{empty}	40		false
X	Updates	Integer	{empty}	40		false
X	Updated	Date/Time	{empty}	40		false
X	Sys ID		{empty}	32		false
X			{empty}	40		false
X			{empty}	40		false
+	Insert a new row...					

## Create one more table:

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

10. Click on submit.

The screenshot shows the ServiceNow Table - New Record interface. The table has 13 columns: Column label, Type, Reference, Max length, Default value, and Display. The columns are: Updated by (String, empty, 40, false), Updates (Integer, empty, 40, false), Updated (Date/Time, empty, 40, false), Sys ID (Integer, empty, 32, false), Created by (String, empty, 40, false), Created (Date/Time, empty, 40, false), task id (Integer, empty, 40, false), task name (String, empty, 40, false), assigned to (String, empty, 40, false), due date (Date, empty, 40, false), status (Choice, empty, 40, false), and comments (String, empty, 40, false). A tooltip 'Insert a new row...' is visible at the bottom left. At the bottom right, there are 'Submit' and 'Cancel' buttons.

## 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

The screenshot shows the ServiceNow user management interface. At the top, there's a navigation bar with links for All, Favorites, History, Workspaces, Admin, and a search bar. Below that, the user profile 'User - alice p' is displayed. On the left, there are checkboxes for Locked out (unchecked) and Active (checked). To the right, there are fields for Business phone and Mobile phone, both of which are currently empty. A 'Photo' placeholder with the text 'Click to add...' is present. At the bottom of the page, there are buttons for Update, Set Password, and Delete. Under the user profile, there's a section titled 'Related Links' with links to view linked accounts, subscriptions, and password reset. The main content area shows a table with the following columns: Role, State, Inherited, and Inheritance Count. One record is listed: a role icon followed by 'No records to display'. The 'Roles' tab is highlighted in blue.

## 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.

User - alice p

Password needs reset

Locked out

Active

Internal Integration User

Date format: System (yyyy-MM-dd)

Business phone:

Mobile phone:

Photo: Click to add...

Update Set Password Delete

Related Links:

- New linked accounts
- New Subscriptions
- Reset a password

Entitled Custom Tables Roles (2) Groups (1) Delegates Subscriptions User Client Certificates

User = alice p

Role	State	Inherited	Inheritance Count
u_project_table_user	Active	false	
u_task_table_2_user	Active	false	

1 to 2 of 2

## 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.

User ID: bob

First name: bob

Last name: p

Title:

Department:

Email: bob@gmail.com

Identity type: Human

Language: None

Calendar integration: Outlook

Time zone: System (America/Los\_Angeles)

Date format: System (yyyy-MM-dd)

Business phone:

Mobile phone:

Active:

Internal Integration User:

Photo: Click to add...

**Related Links:**

- few linked accounts
- few Subscriptions
- reset a password

Entitled Custom Tables | Roles | Groups (1) | Delegates | Subscriptions | User Client Certificates

Group: Search Actions on selected rows... New Edit...

## Milestone 7: Application access

### Activity 1: Assign table access to application

1. while creating a table it automatically create 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

Roles: u\_project\_table\_user

Category: Custom Applications

Hint:

Description:

Restricts access to the specified roles. Otherwise, all users can view the application menu when it is active.

Specifies the menu category, which defines the navigation menu style. The default value is Custom Applications.

Update Delete

Modules Order Search

Application menu = project table

Title	Table	Active	Filter	Order ▲	Linktype	Device type	Roles	Updated
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## 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

The screenshot shows the ServiceNow Access Controls 'New record' interface. The main form contains the following data:

- Type: record
- Operation: write
- Decision Type: Allow If
- Application: Global
- Active: checked
- Admin overrides: checked
- Protection policy: --None--
- Name: \*
- Description: (empty)
- Applies To: Add Filter Condition, Add OR Clause

A 'Conditions' section is visible below the main form, but it is collapsed.

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 have the edit access

## Milestone 9: Flow

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

1. Open service now.

2. Click on All >> search for Flow Designer

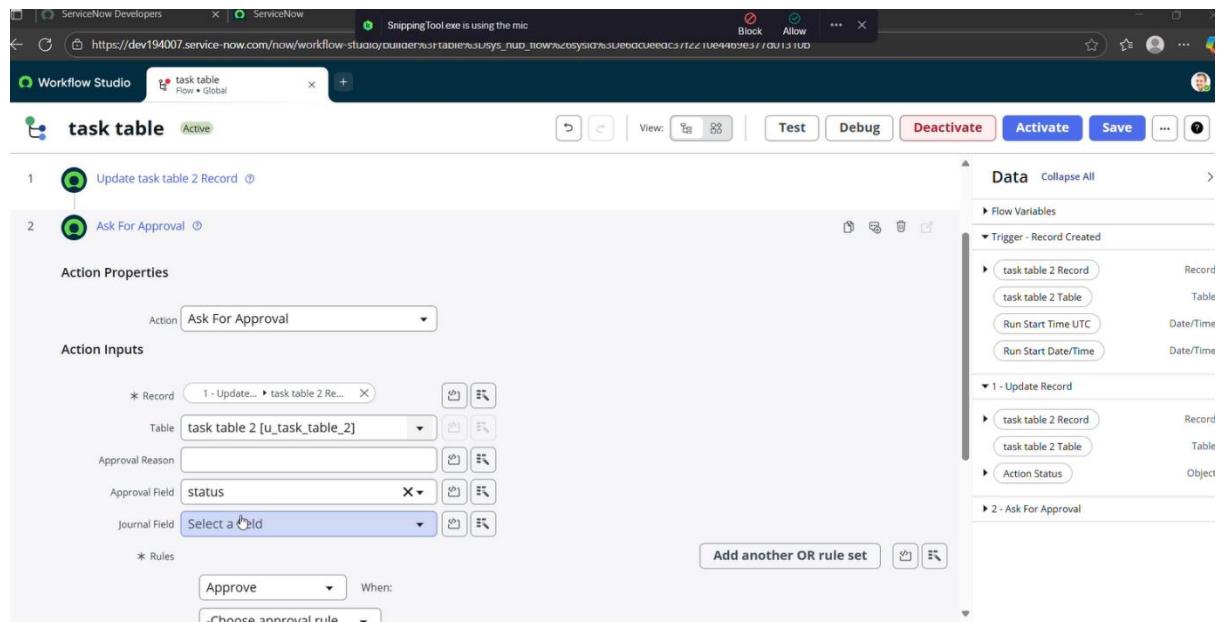
3. Click on Flow Designer under Process Automation.

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.

The screenshot shows the ServiceNow Workflow Studio interface for a 'task table' workflow. The main area displays a configuration for a 'Record Created' trigger. A rule set is defined with one condition: 'status' is 'in progress'. An action is attached to this rule, labeled '1 - Update... > task table 2 Re...', which updates the 'task table 2' record. The 'Approval Field' is set to 'status'. The 'Journal Field' is set to 'Select a field'. The 'Rules' section contains an 'OR' rule set with a condition 'All users approve' and a value 'alice p'. The 'Due Date' is set to 'None'. On the right side, the 'Data' panel is expanded, showing the flow variables and triggers used in the rule. The 'Trigger - Record Created' section lists 'task table 2 Record' and 'task table 2 Table'. The '1 - Update Record' section lists 'task table 2 Record' and 'task table 2 Table'. The '2 - Ask For Approval' section lists 'Action Status'. At the bottom, there are 'Delete', 'Cancel', and 'Done' buttons.

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.
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

The screenshot shows a ServiceNow application window titled "Approvals". The top navigation bar includes "servicenow", "All", "Favorites", "History", "Workspaces", "Approvals", "Search", and "Actions on selected rows...". The main content area displays a table of approval records. The columns are: State, Approver, Comments, Approval for, and Created. A search bar at the top of the table allows filtering by State, Approver, Comments, Approval for, and Created. The table lists 664 records, with page 1 of 20 currently selected. The data in the table is as follows:

State	Approver	Comments	Approval for	Created
Approved	alice p	(empty)		2024-10-22 22:26:19
Rejected	Fred Luddy	(empty)		2024-09-01 12:19:33
Requested	Fred Luddy	(empty)		2024-09-01 12:17:03
Requested	Fred Luddy	(empty)		2024-09-01 12:15:44
Requested	Howard Johnson	CHG0000096		2024-09-01 06:15:29
Requested	Ron Kettering	CHG0000096		2024-09-01 06:15:29
Requested	Luke Wilson	CHG0000096		2024-09-01 06:15:29
Requested	Christen Mitchell	CHG0000096		2024-09-01 06:15:29
Requested	Bernard Laboy	CHG0000096		2024-09-01 06:15:29
Requested	Howard Johnson	CHG0000095		2024-09-01 06:15:25
Requested	Ron Kettering	CHG0000095		2024-09-01 06:15:25
Requested	Luke Wilson	CHG0000095		2024-09-01 06:15:25
Requested	Christen Mitchell	CHG0000095		2024-09-01 06:15:25
Requested	Bernard Laboy	CHG0000095		2024-09-01 06:15:25

## **Conclusion:**

This approach provides a streamlined system for managing projects by defining roles, applying access restrictions, and organizing workflows. It helps the team collaborate effectively, improves accountability, simplifies task tracking, and ensures successful project delivery.