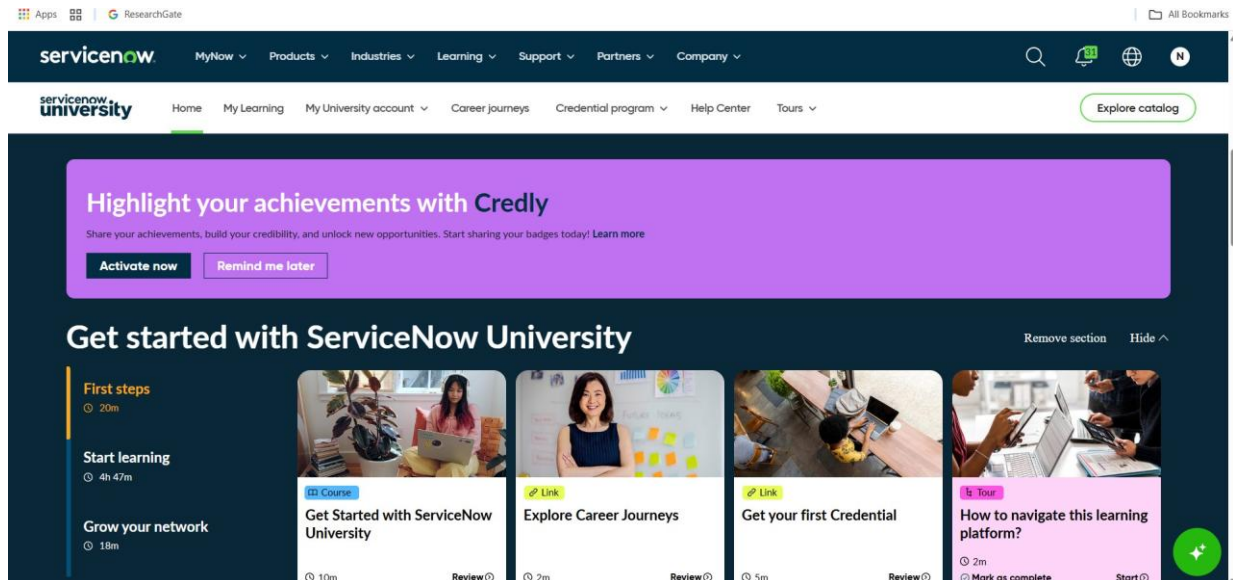


ServiceNow Modules

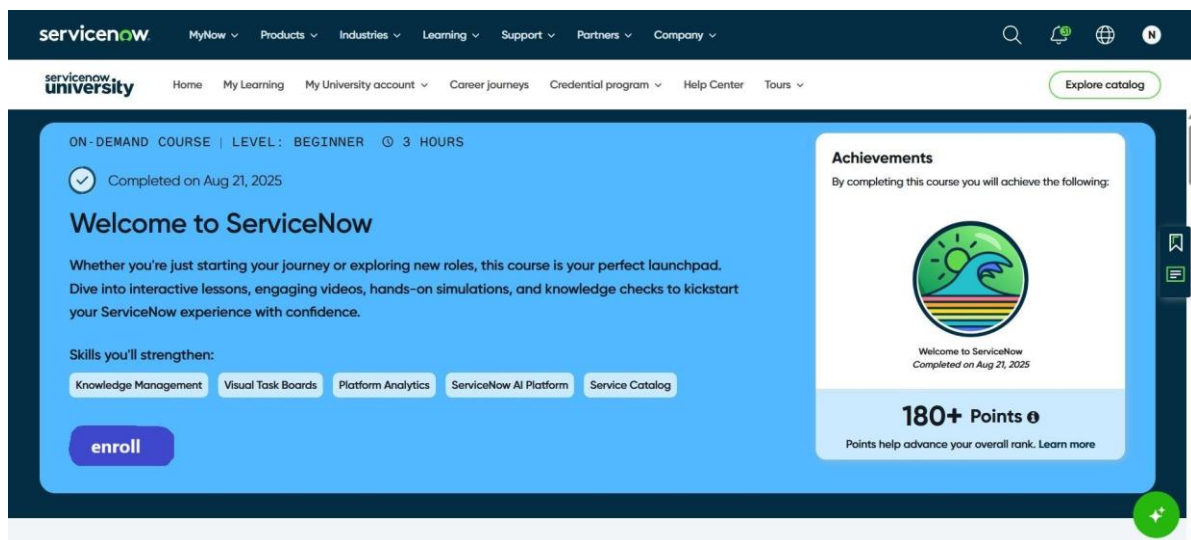
To use ServiceNow university with username and password provided by the ServiceNow.

WELCOME TO SERVICENOW UNIVERSITY



WELCOME TO SERVICENOW:

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



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

The screenshot shows the ServiceNow University interface. On the left, there's a course overview for 'Welcome to ServiceNow' with a 'Complete' button. The main area displays 'Task Instructions' for a task. The instructions are:

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?

Below the instructions, there are two screenshots. The first shows the 'All' menu being pinned (indicated by a green circle with the number 5). The second shows the 'Self-Service > Knowledge' page (indicated by a green circle with the number 6).

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

The screenshot shows the ServiceNow University interface. On the left, there's a course overview for 'Next Experience, Navigation, And Access Task' with a 'Complete' button. The main area displays 'Task Instructions' for a task. The instructions are:

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.)

Below the instructions, there is a screenshot of the 'Incidents' list with filters applied. The filters are: State is not Closed AND Assignment group is not empty AND Assigned to is not empty. The list shows 10 rows of incidents, with the first row being '1-Critical'.

The screenshot shows the ServiceNow University interface. On the left, there's a course overview for 'Lists And Filters Task' with a 'Complete' button. The main area displays 'Task Instructions' for a task. The instructions are:

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.)

Below the instructions, there is a screenshot of the 'Incidents' list with filters applied. The filters are: State is not Closed AND Assignment group is not empty AND Assigned to is not empty. The list shows 10 rows of incidents, with the first row being '1-Critical'.

- 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 displays the ServiceNow University interface. On the left, there is a sidebar with a course overview for 'A ServiceNow Platform Overview'. The main content area shows a list of tasks with columns: Caller, Priority, State, and Category. A 'Save (Enter)' button is visible next to the 'In Progress' state. Below the list, there are instructions for selecting the 'Personalize List' gear icon to remove the 'Opened' and 'Updated by' columns, and for locating 'INC0000055' and setting the 'Category' to 'Software'.

Caller	Priority	State	Category
Fred Luddy	1 - Critical	On Hold	Network
Margaret Grey	1 - Critical	On Hold	Inquiry / Help
Bud Richman	1 - Critical	On Hold	Software
Joe Employee	1 - Critical	On Hold	Software
Jerrold Bennett	1 - Critical	On Hold	Hardware
Rick Berzle	1 - Critical	On Hold	Software
David Loo	1 - Critical	In Progress	Software

- Complete the course and review the course.

The screenshot shows the 'Welcome to ServiceNow' course completion screen. It indicates the course is 'ON-DEMAND COURSE | LEVEL: BEGINNER | 3 HOURS' and was 'Completed on Aug 21, 2025'. The course description states: '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.' Skills strengthened include Knowledge Management, Visual Task Boards, Platform Analytics, ServiceNow AI Platform, and Service Catalog. A 'Review' button is present. On the right, the 'Achievements' section shows a 'Welcome to ServiceNow' badge completed on Aug 21, 2025, and '180+ Points' earned, with a note that 'Points help advance your overall rank. Learn more'.

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. The top navigation bar includes 'servicenow' and 'MyNow', 'Products', 'Industries', 'Learning', 'Support', 'Partners', and 'Company'. Below this, the 'servicenow university' header includes 'Home', 'My Learning', 'My University account', 'Career journeys', 'Credential program', 'Help Center', and 'Tours'. The main content area displays the course 'Micro-Certification - Welcome to ServiceNow (Xanadu)' with a progress indicator of 20% (15 minutes completed). The course level is 'BEGINNER' and duration is '1 HOUR 15 MINUTES'. A 'Start' button is visible. On the right, the 'Achievements' section shows a 'Micro-Cert Welcome to ServiceNow' badge and states '1875+ Points'. Below the badge, it says 'Micro-Certification - Welcome to ServiceNow Completed on Sep 04, 2025' and 'Points help advance your overall rank. Learn more'.

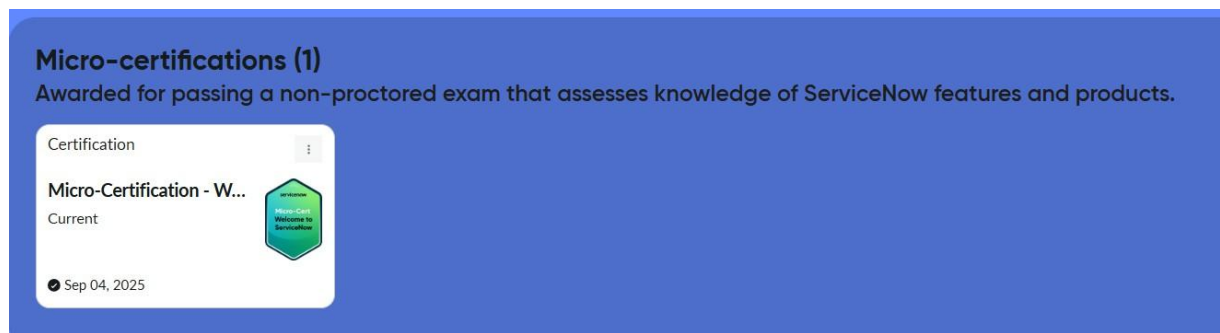
- Complete the given task in the micro-certification welcome to service now by using the given task instruction.

The screenshot shows the 'Assessment Simulator Task 1: Personalize Your Instance' page. The left sidebar lists tasks: 'Personalize Your Instance' (1 LESSON), 'Assessment Simulator Task 1: Personalize Your Instance' (checked), 'Favorite a Filtered List' (1 LESSON), 'Assessment Simulator Task 2: Favorite A Filtered List - Failed' (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 'Before you begin' section with instructions: 'Select Request Lab Instance. Then, when the lab instance is ready and running, select Open My Instance. Once you have performed the instructions below and are done with the task, select Validate Task.' It also includes a 'PLEASE NOTE' about impersonating the Platform User. The 'Task Instructions' section lists: 1. Impersonate 'Platform User', 2. Set your instance preferences to show date and time formats on forms, and 3. Set your instance preferences to show help tips on forms.

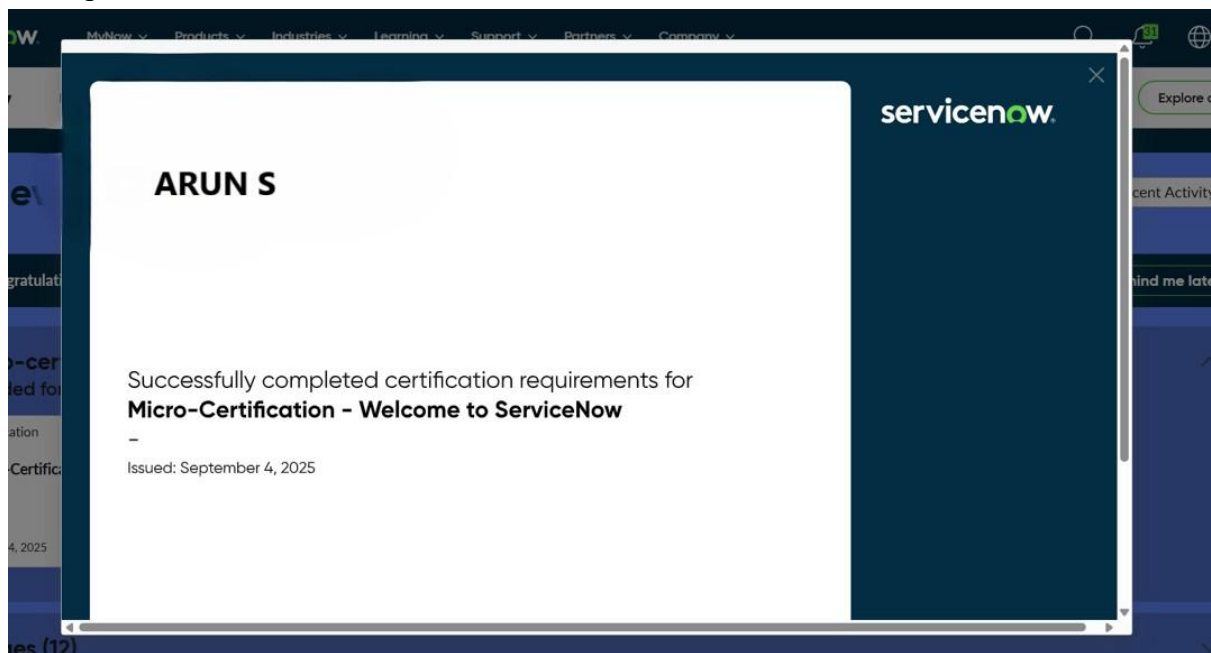
- After, complete the task.
It shows the validated task with 100%.

The screenshot shows the 'Assessment Simulator Task 1: Personalize Your Instance' page after completion. The left sidebar is the same as the previous screenshot. The main content area shows the 'INSTANCE STATUS' as 'Terminated' with a 'Request Lab Instance' button. The 'You have...' section shows '1 extensions remaining' and '7 instances remaining'. The 'SIMULATOR PROGRESS' section shows '14% Passed' with a progress bar. The 'Task Result: Success' section shows 'Task validation successful!'. The 'Before you begin' section is the same as the previous screenshot. The 'PLEASE NOTE' is also present.

- 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.

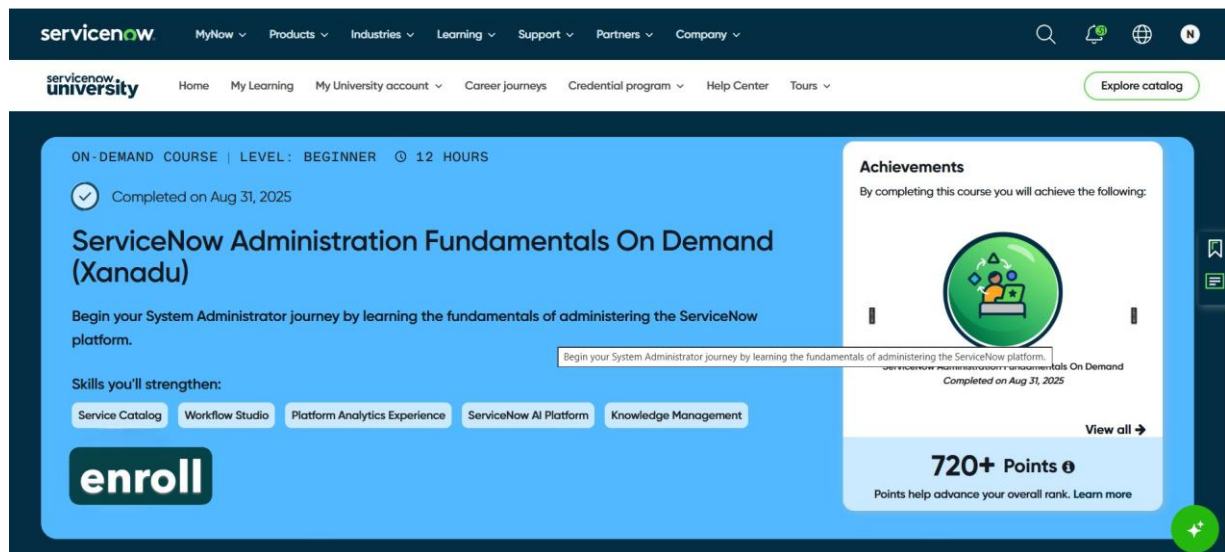


- Complete the course and review the course certificate of micro certification.

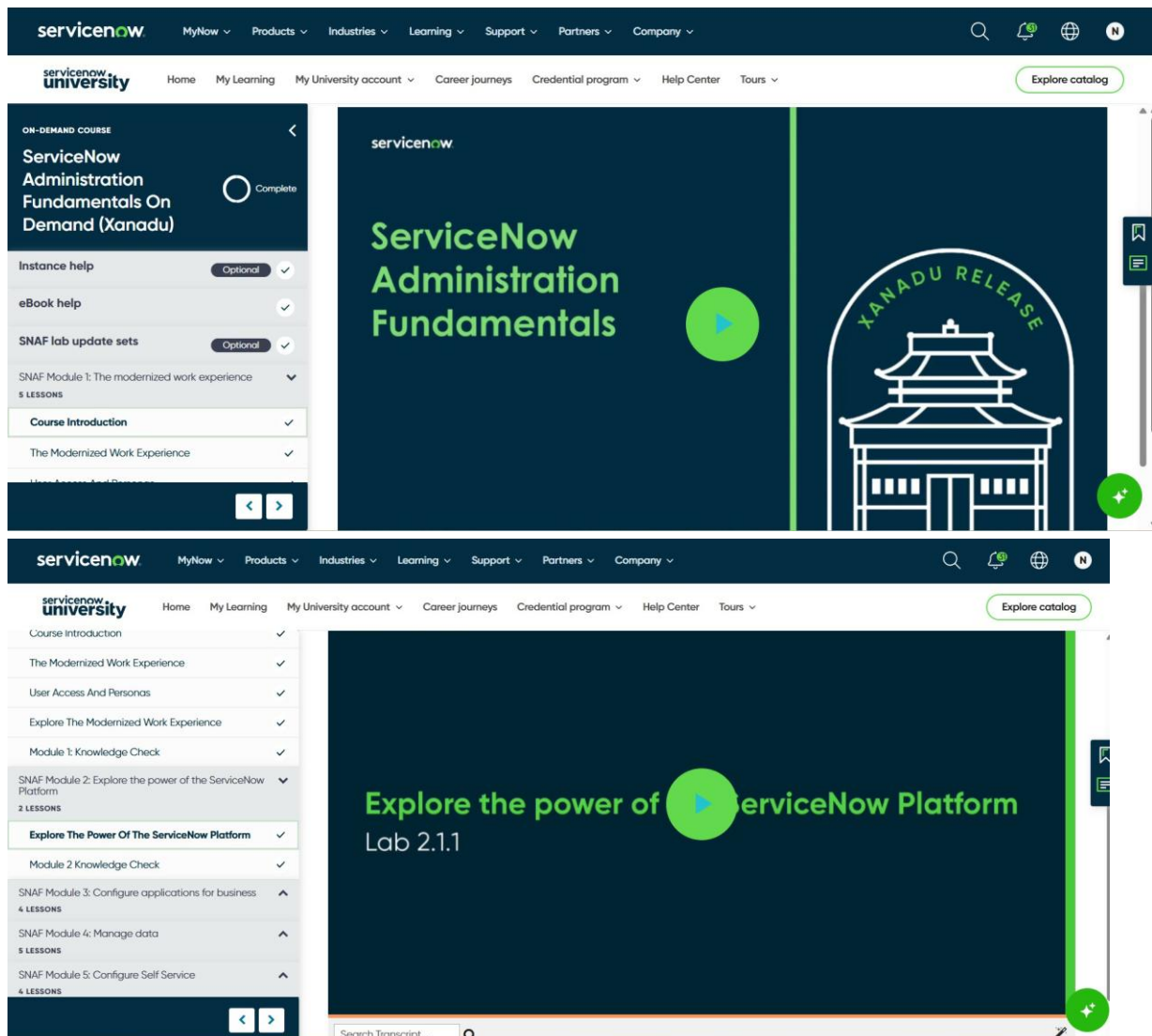


SERVICENOW ON ADMINISTRATIVE FUNDAMENTALS:

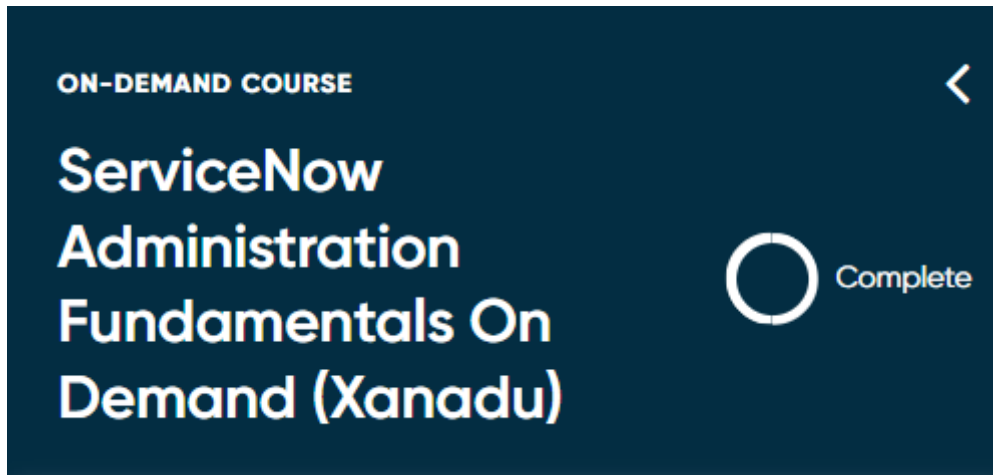
- Open service now university and get started on the course of service now on administrative fundamentals. Enroll the course to start.



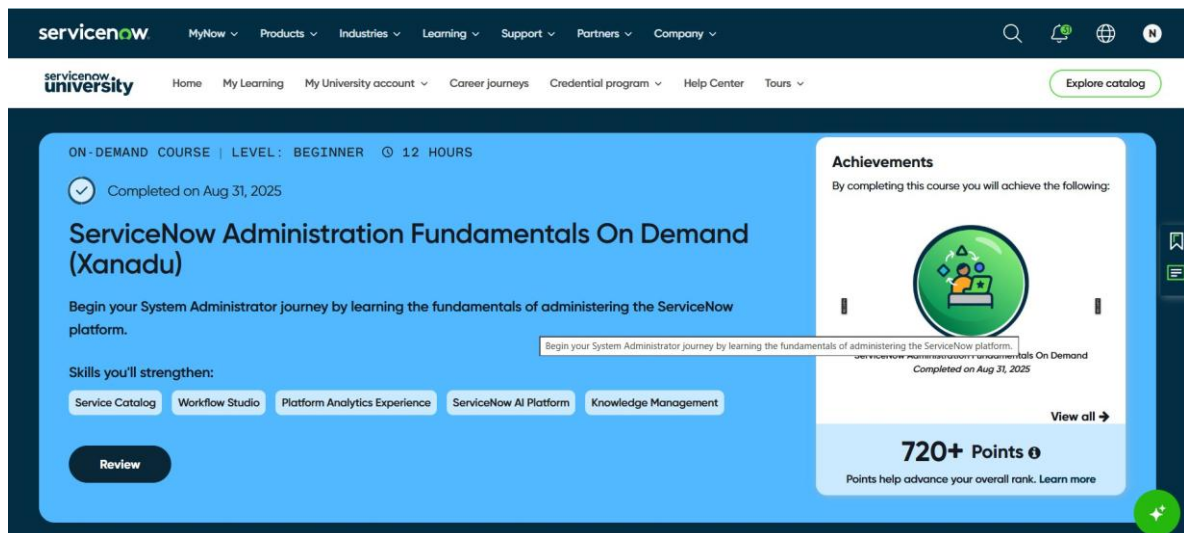
- Watching and listening the given video in the service now administrative fundamentals by using the given task instruction.



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



- Complete the course and review the course.



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.

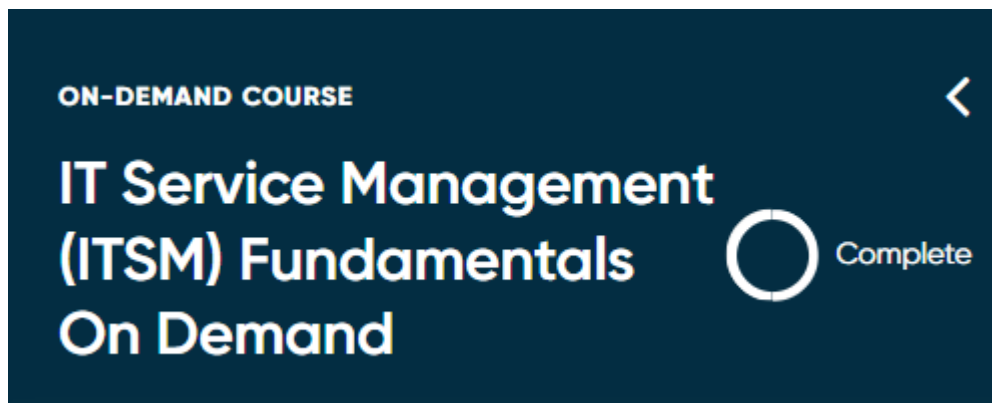
The screenshot shows the ServiceNow University interface. At the top, there's a navigation bar with 'servicenow' and 'MyNow' dropdowns, followed by 'Products', 'Industries', 'Learning', 'Support', 'Partners', and 'Company'. Below this is a secondary navigation bar with 'Home', 'My Learning', 'My University account', 'Career journeys', 'Credential program', 'Help Center', and 'Tours'. A green 'Explore catalog' button is on the right. The main content area features a blue header with 'ON-DEMAND COURSE | LEVEL: BEGINNER | 9 HOURS 40 MINUTES'. Below this, it says 'Completed on Oct 23, 2025'. The course title 'IT Service Management (ITSM) Fundamentals On Demand' is prominently displayed, followed by the description '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 large 'enroll' button is on the left. On the right, an 'Achievements' box states 'By completing this course you will achieve the following:' and shows a lightbulb icon with 'ITSM Fundamentals on Demand (Xanadu) Completed on Oct 23, 2025' and '580+ Points'. 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.

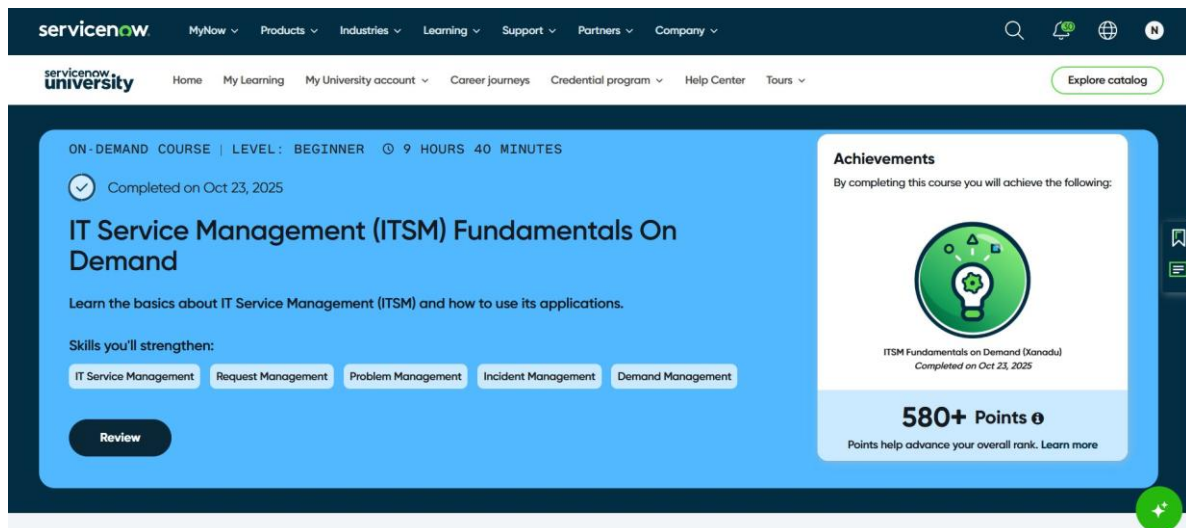
This screenshot shows the 'eBook' tab of the course page. The left sidebar is the same as the previous screenshot. The main content area has a header 'This information applies to users enrolling in courses with an eBook after February 1, 2024.' Below this, it says 'New Inking Users: If you have not accessed your ServiceNow Inking account, please check the eBook tab on the main page of this course.' The 'eBook' tab is selected, showing 'Important: eBook Details'. It includes a section 'Accessing your eBook' with instructions for desktop and mobile devices. The desktop instructions list steps like 'Go to ServiceNow's eBook Library', 'Enter your username', 'Enter your password', 'New Inking Users' (with a link to 'Important: Welcome to your ServiceNow Inking Account and eBook Library'), and 'Click Log In'. The mobile instructions list steps like 'Download the Inking application from either the Apple App Store or the Google Play Store', 'Open the Inking application and enter company code "servicenow"', and 'Follow the prompts on screen to access your eBook(s)'. An 'IMPORTANT' note states 'You will have access to your eBook for one year (see expiration date above). Your ServiceNow Inking 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.' A 'Troubleshooting' link is provided at the bottom.

This screenshot shows the 'Introduction' video page of the course. The left sidebar is the same as the previous screenshots. The main content area features a large video player with the title 'IT Service Management Fundamentals Introduction' and a play button icon. Below the video player, it says 'Welcome to IT service management fundamentals.' The video player has a green play button overlay. The right sidebar is the same as the previous screenshots.

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



- Complete the course and review the course.



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

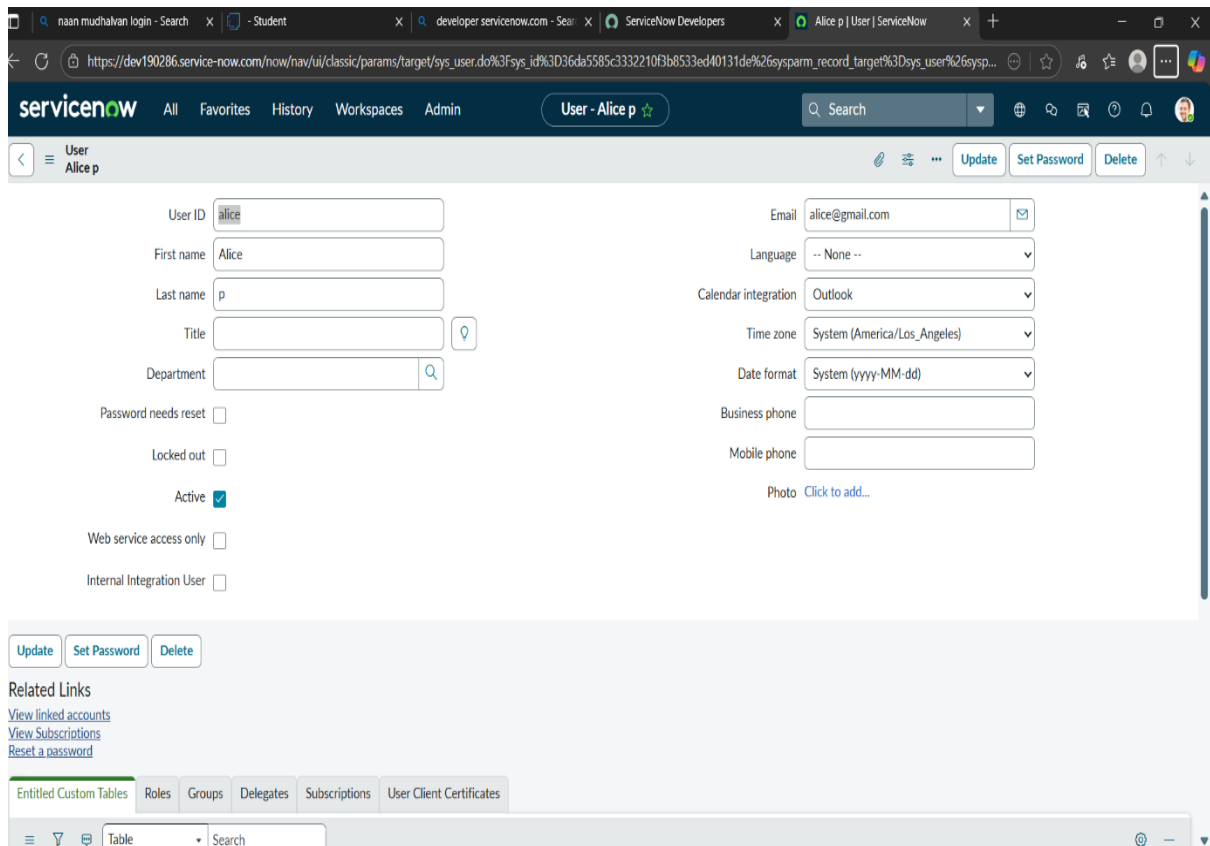
Milestone 1: Users

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 management interface for a user named 'Alice p'. The form is divided into two main sections: personal information and system settings. The personal information section includes fields for User ID (alice), First name (Alice), Last name (p), Title, and Department. There are also checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. The system settings section includes fields for Email (alice@gmail.com), Language (None), Calendar integration (Outlook), Time zone (System (America/Los Angeles)), Date format (System (yyyy-MM-dd)), Business phone, and Mobile phone. There is a 'Photo' field with a 'Click to add...' link. At the top of the form, there are buttons for 'Update', 'Set Password', and 'Delete'. Below the form, there are 'Related Links' for 'View linked accounts', 'View Subscriptions', and 'Reset a password'. At the bottom, there is a navigation bar with tabs for 'Entitled Custom Tables', 'Roles', 'Groups', 'Delegates', 'Subscriptions', and 'User Client Certificates'. The 'Table' tab is selected, and there is a search bar.

ServiceNow User Management Form for Alice p

Buttons: Update, Set Password, Delete

Fields:

- User ID: alice
- First name: Alice
- Last name: p
- Title:
- Department:
- Email: alice@gmail.com
- 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: ☐

Related Links:

- [View linked accounts](#)
- [View Subscriptions](#)
- [Reset a password](#)

Navigation Bar:

- Entitled Custom Tables
- Roles
- Groups
- Delegates
- Subscriptions
- User Client Certificates

Table Search: Table Search

Create one more user:

7. Create another user with the following details

8. Click on submit

ServiceNow

User - Bob p

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:

Photo: Click to add...

Update Set Password Delete

Related Links

[View linked accounts](#)

[View Subscriptions](#)

[Reset a password](#)

Entitled Custom Tables Roles Groups Delegates Subscriptions User Client Certificates

Table Search

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.

ServiceNow Group - New Record

Name: project team

Manager: [Search]

Group email: [Email]

Parent: [Search]

Description: [Text Area]

Submit

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.

ServiceNow Role - project member

Name: project member

Application: Global

Elevated privilege: ☐

Description: [Text Area]

Update Delete

Contains Roles Applications with Role Modules with Role Custom Tables

for text Search

Role = project member

Contains

No records to display

Create one more role:

7. Create another role with the following details

8. Click on submit

The screenshot shows the ServiceNow 'Role - New Record' form. The form is titled 'Role - New Record' and has a 'Submit' button in the top right corner. The 'Name' field is labeled with a red asterisk and contains the text 'team member'. The 'Application' dropdown menu is set to 'Global'. The 'Elevated privilege' checkbox is unchecked. The 'Description' field is empty. A 'Submit' button is located at the bottom left of the form area.

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

servicenow All Favorites History Workspaces Admin Table - New Record

Table New record

* Name

Extends table

Create module ☒

Create mobile module ☒

Add module to menu -- Create new --

New menu name

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
+	<input type="text" value="st"/>					

8. Click on submit

ServiceNow Developers x New Record | Table | ServiceNow x +

servicenow All Favorites History Workspaces Admin Table - New Record

Table New record

Name

Extends table

Create module ☒

Create mobile module ☒

Add module to menu -- Create new --

New menu name

Remote Table ☐

Columns Controls Application Access

Table Columns Column label Search

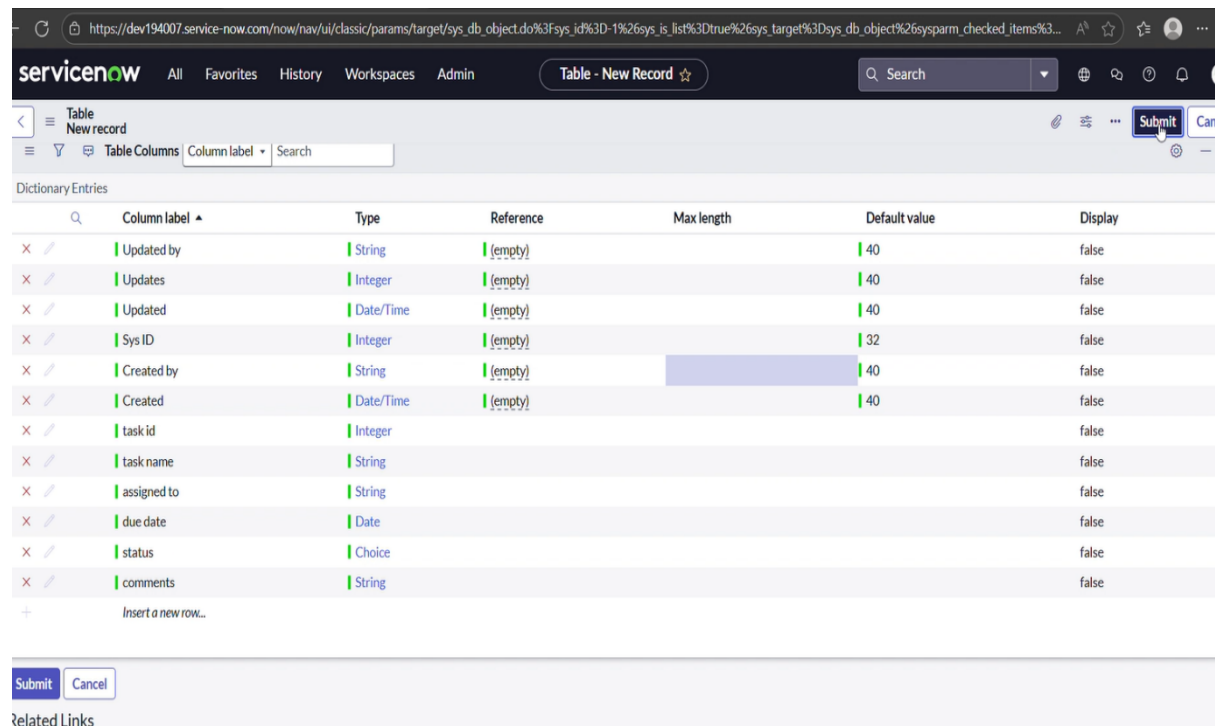
Dictionary Entries

	Column label	Type	Reference	Max length	Default value	Display
X	Updated by	String	(empty)	40	40	false
X	Updates	Integer	(empty)	40	40	false
X	Updated	Date/Time	(empty)	40	40	false
X	Sys ID		(empty)	32	40	false
X			(empty)	40	40	false
X			(empty)	40	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' form. The form has a header with the ServiceNow logo and navigation links. Below the header, there is a 'Table Columns' section with a search bar. The main part of the form is a table with the following columns: Column label, Type, Reference, Max length, Default value, and Display. The table contains 13 rows of data, including fields like 'Updated by', 'Updates', 'Updated', 'Sys ID', 'Created by', 'Created', 'task id', 'task name', 'assigned to', 'due date', 'status', and 'comments'. The 'Submit' button is highlighted in the top right corner.

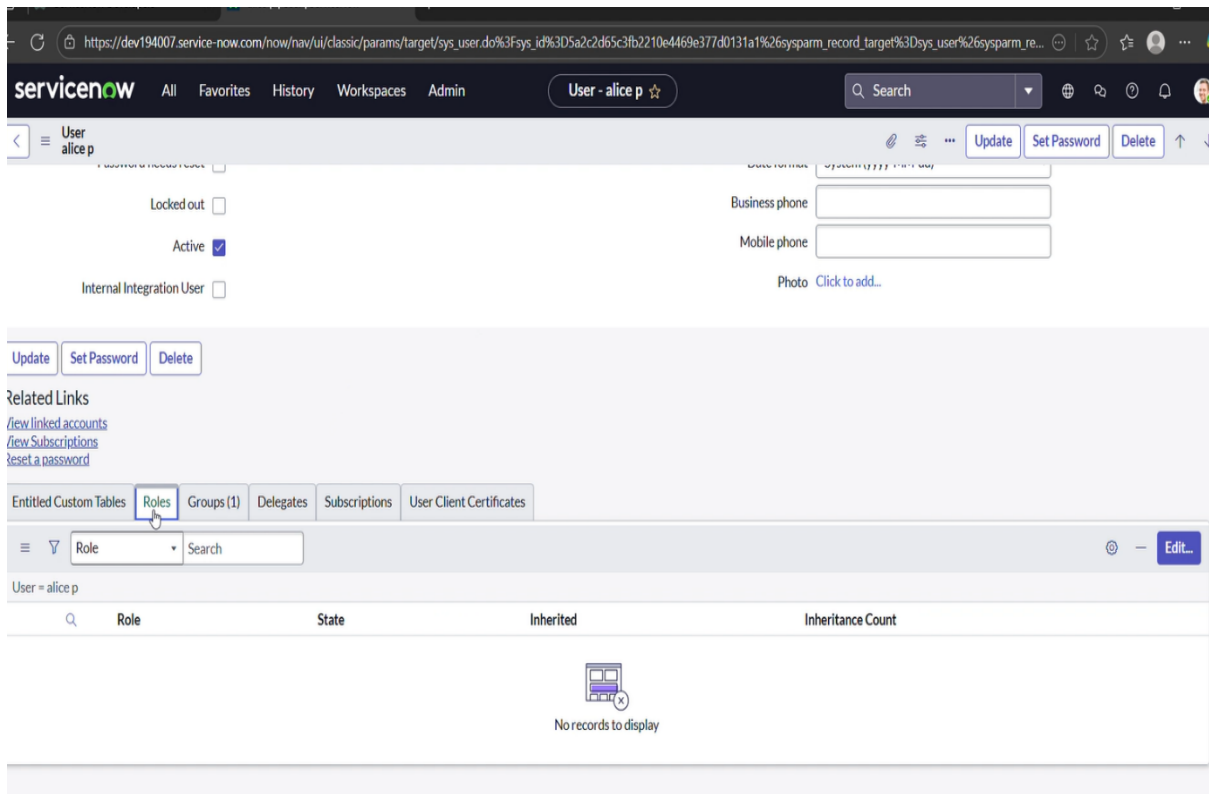
Column label	Type	Reference	Max length	Default value	Display
Updated by	String	(empty)		40	false
Updates	Integer	(empty)		40	false
Updated	Date/Time	(empty)		40	false
Sys ID	Integer	(empty)		32	false
Created by	String	(empty)		40	false
Created	Date/Time	(empty)		40	false
task id	Integer				false
task name	String				false
assigned to	String				false
due date	Date				false
status	Choice				false
comments	String				false

Submit Cancel

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



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.

servicenow All Favorites History Workspaces Admin User - alice p Search

User alice p Update Set Password Delete

☐ 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

[View linked accounts](#)
[View Subscriptions](#)
[Reset a password](#)

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

Role Search Actions on selected rows... Edit...

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.

The screenshot shows the ServiceNow 'User' form for a user named 'bob p'. The form is divided into two main sections. The left section contains fields for 'User ID' (000), 'First name' (bob), 'Last name' (p), 'Title' (empty), and 'Department' (empty). Below these are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), and 'Internal Integration User'. The right section contains fields for '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', and a 'Photo' link. At the bottom of the form are buttons for 'Update', 'Set Password', and 'Delete'. Below the form is a 'related Links' section with links for 'few linked accounts', 'few Subscriptions', and 'reset a password'. At the very bottom is a table header for 'Entitled Custom Tables' with tabs for 'Roles', 'Groups (1)', 'Delegates', 'Subscriptions', and 'User Client Certificates'. The 'Groups (1)' tab is selected, showing a table with columns for 'Group' and 'Search'.

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

The screenshot shows the ServiceNow 'Application Menu' form for 'project table'. The form is divided into several sections. The first section is a blue bar with the text 'Restricts access to the specified roles. Otherwise, all users can view the application menu when it is active.' Below this is a 'Roles' field with a dropdown menu showing 'u_project_table_user'. The second section is a blue bar with the text 'Specifies the menu category, which defines the navigation menu style. The default value is Custom Applications.' Below this is a 'Category' field with a dropdown menu showing 'Custom Applications'. The third section is a blue bar with the text 'The text that appears in a tooltip when a user points to this application menu'. Below this are 'Hint' and 'Description' fields. At the bottom of the form are buttons for 'Update' and 'Delete'. Below the form is a table header for 'Application menu = project table' with columns for 'Title', 'Table', 'Active', 'Filter', 'Order', 'Link type', 'Device type', 'Roles', and 'Updated'. The 'Roles' column is highlighted.

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 Control' 'New record' form. At the top, there is a warning banner: 'Warning: A role, security attribute, data condition, script or ACL control via reference fields is required to properly secure access with this ACL.' The form fields are as follows:

- * Type: record (dropdown)
- Operation: write (dropdown)
- Decision Type: Allow If (dropdown)
- Application: Global (dropdown)
- Active: ☒
- Advanced: ☐
- Admin overrides: ☒
- Protection policy: -- None -- (dropdown)
- Name: * (dropdown) -- None -- (dropdown)
- Description: (text area)
- Applies To: (button 'Add Filter Condition', button 'Add OR Clause')

Below the form is a section titled 'Conditions' with a dropdown arrow.

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

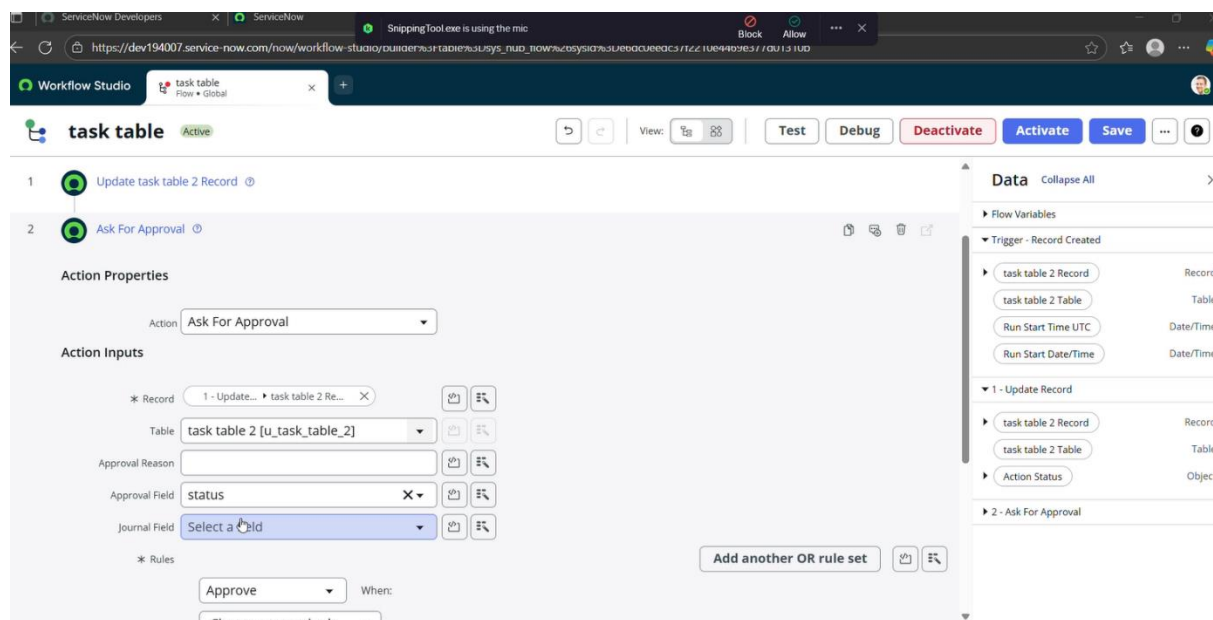
3. Click on Flow Designer under Process Automation.

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.

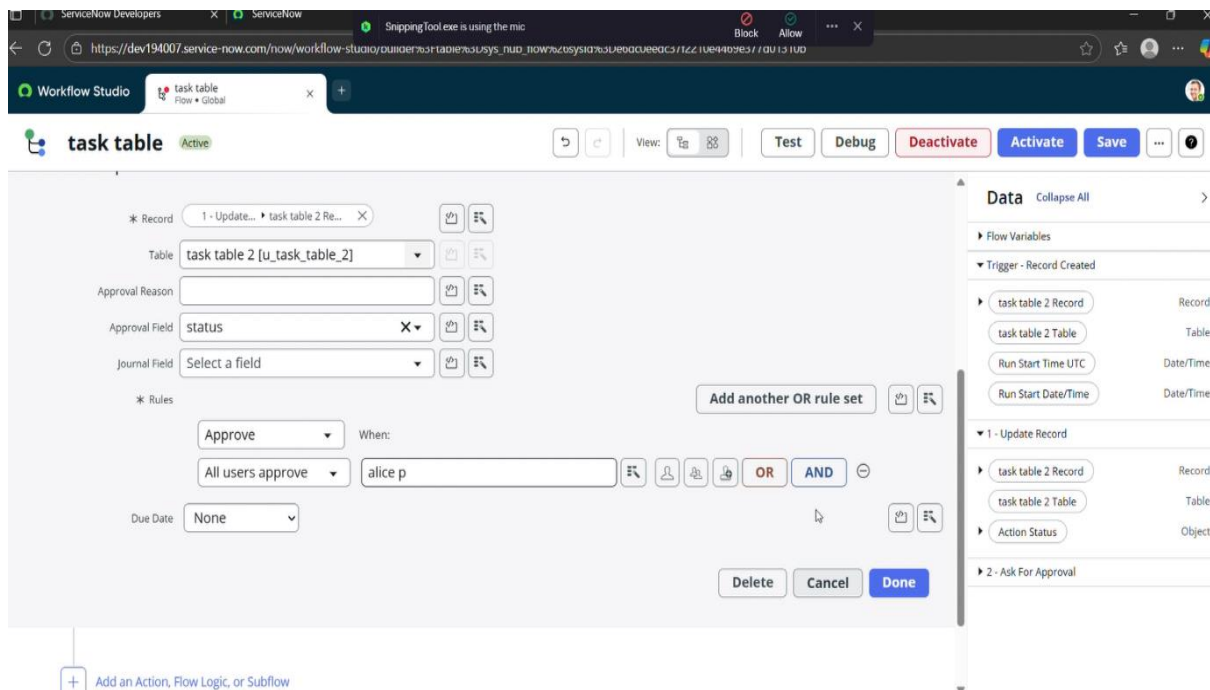
2. Select action in that, search for “update records”.

3. In Record field drag the fields from the data navigation from Right Side (Data pill)

4. Table will be auto assigned after that

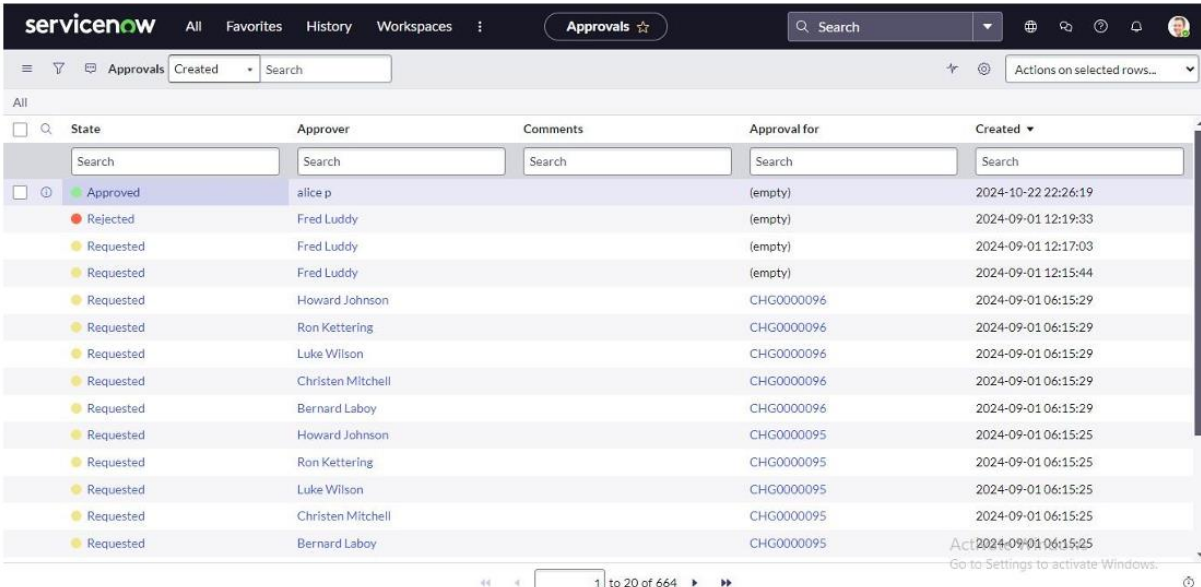
5. Add fields as “status” and value as “completed”

6. Click on Done.



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. Its 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 the ServiceNow interface for the 'Approvals' section. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and an 'Approvals' button. A search bar is visible on the right. Below the navigation bar, there's a filter section with 'Approvals' selected and a 'Created' dropdown. The main table displays a list of approval requests with columns for State, Approver, Comments, Approval for, and Created. The first row is highlighted in blue and shows 'Approved' status for 'alice p' with a creation date of '2024-10-22 22:26:19'. Subsequent rows show 'Rejected' and 'Requested' statuses for various approvers like 'Fred Luddy', 'Howard Johnson', 'Ron Kettering', 'Luke Wilson', 'Christen Mitchell', and 'Bernard Laboy'. The table is paginated, showing '1 to 20 of 664' records.

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.