

Users Creation:

Created 2 users Manne Niranjan and Katherine Pierce

Manne Niranjan | User | ServiceNow

dev278309.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D141e4661c39472106892d075e40131f3%26sysparm_record_target%3Dsys_user%26sysparm_record_ro...

servicenow

All Favorites History Workspaces Admin

User - Manne Niranjan

Search

Update Set Password Delete

User ID Manne niranjan

First name Manne

Last name Niranjan

Title

Department

Identity type Human

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

Katherine Pierce | User | ServiceNow

dev278309.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D3D82e0a61c39472106892d075e4013115%26sysparm_record_target%3Dsys_user%26sysparm_reco...

servicenow

All Favorites History Workspaces Admin

User - Katherine Pierce

Search

Update Set Password Delete

User ID Katherine Pierce

First name Katherine

Last name Pierce

Title

Department

Identity type Human

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

Users | ServiceNow

dev278309.service-now.com/now/nav/ui/classic/params/target/sys_user_list.do%3Fsysparm_userpref_module%3Dc5aa0ff0a0a0aa7009a39da035ea396%26sysparm_clear_stack...

servicenow

All Favorites History Workspaces Admin

Users

Search

Actions on selected rows...

New

User ID	Name	Email	Active	Created	Updated
Katherine Pierce	Katherine Pierce		true	2025-09-29 22:28:58	2025-09-29 22:28:58
Manne niranjan	Manne Niranjan		true	2025-09-29 22:28:38	2025-09-29 22:28:38
aes.creator	Creator User		true	2025-09-29 03:34:46	2025-09-29 03:47:56
admin	System Administrator	admin@example.com	true	2007-07-03 11:48:47	2025-09-29 03:47:56
torivillaescusa	Tori Villaescusa	torivillaescusa@example.com	true	2012-02-17 19:04:51	2025-09-29 03:18:24
bridget.bottella	Bridget Bottella	bridget.bottella@example.com	true	2012-02-17 19:04:51	2025-09-29 03:18:24
jade.erlebach	Jade Erlebach	jade.erlebach@example.com	true	2012-02-17 19:04:51	2025-09-29 03:18:24
vernice.resendes	Vernice Resendes	vernice.resendes@example.com	true	2012-02-17 19:04:51	2025-09-29 03:18:24
arya.hajarha	Arya Hajarha	arya.hajarha@example.com	true	2025-09-08 09:32:04	2025-09-29 03:18:24
certification_admin	Certification Admin	certification.admin@example.com	true	2012-10-02 11:48:02	2025-09-29 03:18:24
reginald.lunan	Reginald Lunan	reginald.lunan@example.com	true	2012-02-17 19:04:50	2025-09-29 03:18:24
virgil.chinni	Virgil Chinni	virgil.chinni@example.com	true	2012-02-17 19:04:50	2025-09-29 03:18:24
robin.grotz	Robin Grotz	robin.grotz@example.com	true	2012-02-17 19:04:51	2025-09-29 03:18:24
sherwood.dettiller	Sherwood Dettiller	sherwood.dettiller@example.com	true	2012-02-17 19:04:51	2025-09-29 03:18:24
devon.samrah	Devon Samrah	devon.samrah@example.com	true	2012-02-17 19:04:51	2025-09-29 03:18:24
mayme.staub	Mayme Staub	mayme.staub@example.com	true	2012-02-17 19:04:51	2025-09-29 03:18:24
wes.fontanella	Wes Fontanella	wes.fontanella@example.com	true	2012-02-17 19:04:52	2025-09-29 03:18:24
barton.friesner	Barton Friesner	barton.friesner@example.com	true	2012-02-17 19:04:52	2025-09-29 03:18:24
hanna.clinkan	Hanna Clinkan	hanna.clinkan@example.com	true	2012-02-17 19:04:52	2025-09-29 03:18:24
ATF_TestUser2	ATF_TestUser2 ATF_TestUser2		true	2018-08-30 01:34:26	2025-09-29 03:18:24

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Groups Creation:

Created 2 groups named certificates and platform

Certificates | Group | ServiceNow

dev278309.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D923e4a61c39472106892d075e4013184%26sysparm_record_rows%3D49%26sysparm_reco...

servicenow All Favorites History Workspaces Admin Group - Certificates Search

Group Certificates Update Delete

Job to add or remove role(s) from user(s) of group has been queued

Name Certificates Group email Group email Manager Katherine Pierce Parent Description

Update Delete

Roles Group Members Groups

User Search New Edit...

Group = Certificates

User

?

Platform | Group | ServiceNow

dev278309.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D994eca61c39472106892d075e4013190%26sysparm_record_rows%3D49%26sysparm_reco...

servicenow All Favorites History Workspaces Admin Group - Platform Search

Group Platform Update Delete

Name Platform Group email Group email Manager Manne Niranjan Parent Description

Update Delete

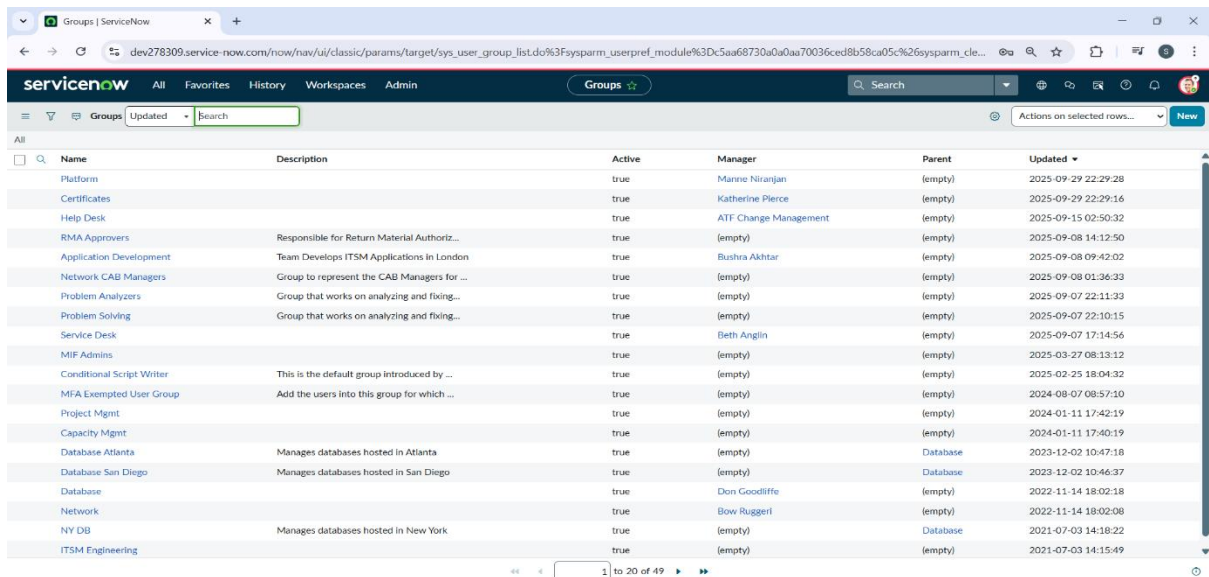
Roles Group Members Groups

Created Search Edit...

Group = Platform

Created	Role	Granted by	Inherits
No records to display			

?

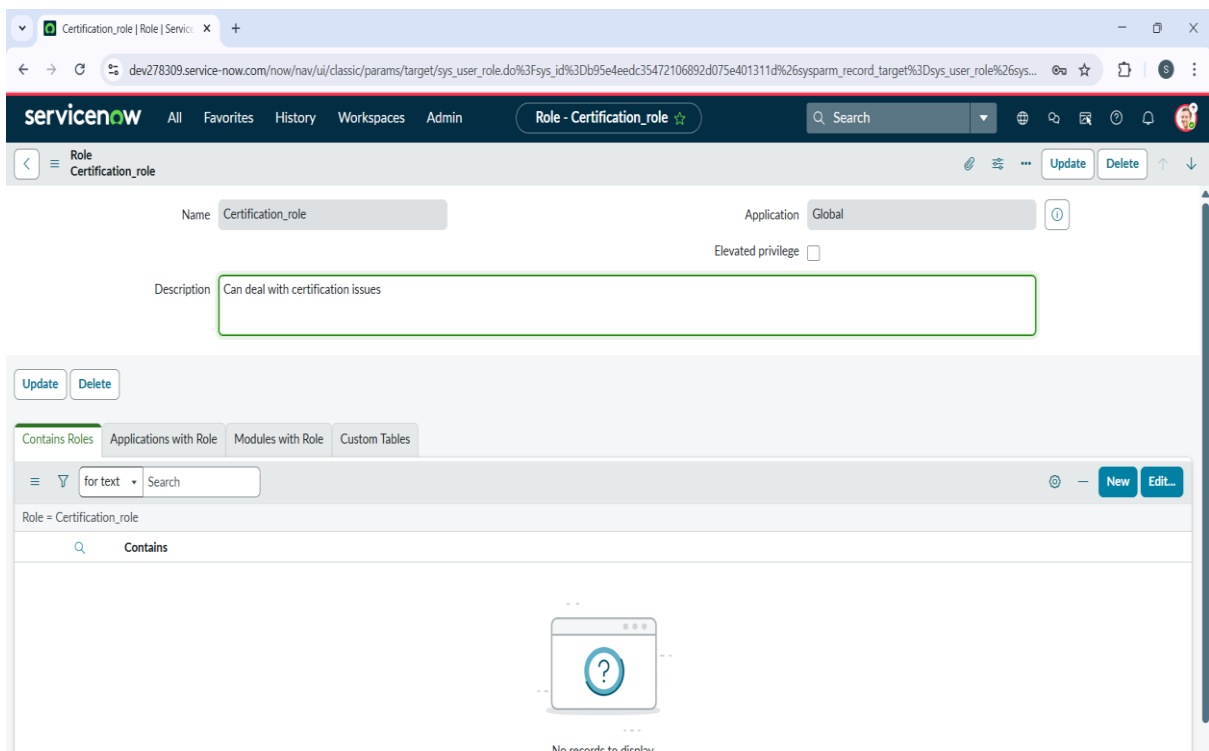


The screenshot shows the ServiceNow Groups list view. The table contains the following data:

Name	Description	Active	Manager	Parent	Updated
Platform		true	Manne Niranjan	(empty)	2025-09-29 22:29:28
Certificates		true	Katherine Pierce	(empty)	2025-09-29 22:29:16
Help Desk		true	ATF Change Management	(empty)	2025-09-15 02:50:32
RMA Approvers	Responsible for Return Material Authoriz...	true	(empty)	(empty)	2025-09-08 14:12:50
Application Development	Team Develops ITSM Applications in London	true	Bushra Akhtar	(empty)	2025-09-08 09:42:02
Network CAB Managers	Group to represent the CAB Managers for ...	true	(empty)	(empty)	2025-09-08 01:36:33
Problem Analyzers	Group that works on analyzing and fixing...	true	(empty)	(empty)	2025-09-07 22:11:33
Problem Solving	Group that works on analyzing and fixing...	true	(empty)	(empty)	2025-09-07 22:10:15
Service Desk		true	Beth Anglin	(empty)	2025-09-07 17:14:56
MIF Admins		true	(empty)	(empty)	2025-03-27 08:13:12
Conditional Script Writer	This is the default group introduced by ...	true	(empty)	(empty)	2025-02-25 18:04:32
MFA Exempted User Group	Add the users into this group for which ...	true	(empty)	(empty)	2024-08-07 08:57:10
Project Mgmt		true	(empty)	(empty)	2024-01-11 17:42:19
Capacity Mgmt		true	(empty)	(empty)	2024-01-11 17:40:19
Database Atlanta	Manages databases hosted in Atlanta	true	(empty)	Database	2023-12-02 10:47:18
Database San Diego	Manages databases hosted in San Diego	true	(empty)	Database	2023-12-02 10:46:37
Database		true	Don Goodliffe	(empty)	2022-11-14 18:02:18
Network		true	Bow Ruggeri	(empty)	2022-11-14 18:02:08
NY DB	Manages databases hosted in New York	true	(empty)	Database	2021-07-03 14:18:22
ITSM Engineering		true	(empty)	(empty)	2021-07-03 14:15:49

Roles Creation:

Created 2 roles named Certification_role and Platform_role with their respective descriptions



The screenshot shows the ServiceNow Role - Certification_role form. The form fields are as follows:

- Name:** Certification_role
- Application:** Global
- Elevated privilege:** ☐
- Description:** Can deal with certification issues

Below the form, there are tabs for "Contains Roles", "Applications with Role", "Modules with Role", and "Custom Tables". The "Contains Roles" tab is selected, showing a search bar with the text "for text" and a search button. Below the search bar, there is a message: "No records to display".

Platform_role | Role | ServiceNow

dev278309.service-now.com/now/nav/ui/classic/params/target/sys_user_role.do%3Fsys_id%3D156e8e61c39472106892d075e4013161%26sysparm_record_target%3Dsys_user_role%26sysp...

servicenow All Favorites History Workspaces Admin Role - Platform_role

Role Platform_role

Name Platform_role Application Global

Elevated privilege ☐

Description Can deal with platform related issues

Update Delete

Contains Roles Applications with Role Modules with Role Custom Tables

for text Search

Role = Platform_role

Contains

No records to display

Roles | ServiceNow

dev278309.service-now.com/now/nav/ui/classic/params/target/sys_user_role_list.do%3Fsysparm_first_row%3D1%26sysparm_query%3DGOTOdescription%253e%253dcan%2Bd...

servicenow All Favorites History Workspaces Admin Roles

Roles Description Search

Actions on selected rows... New

All > Description >= can deal

Name	Description	Elevated privilege
Certification_role	Can deal with certification issues	false
Platform_role	Can deal with platform related issues	false
role_delegator	Can delegate roles to group members	false
soap_delete	Can delete records on all tables and columns	false
teamdev_user	Can do Team Development operations, such as push, pull, compare, reconcile	false
agent_admin	Can download and administer the system's built-in agent	false
task_editor	Can edit protected task fields	false
soap_script	Can execute business rule endpoint function via script.do	false
impersonator	Can impersonate - does not allow impersonation of admin users	false
iamsync_admin	Can insert,update,delete Identity Sync configuration tables	false
external_app_install_admin	Can install external apps like Slack, Teams	false
import_set_loader	Can load Import Sets	false
export_set_admin	Can manage all aspects of Export Sets	false
import_admin	Can manage all aspects of Import Sets and imports	false
report_group	Can manage and share reports that are shared with them (listed in Group).	false
assignment_rule_admin	Can manage Assignment Rules	false
business_rule_admin	Can manage Business Rules	false
catalog_lookup_manager	Can manage Catalog Data Lookup match and set rules	false
certification_filter_admin	Can manage Certification Filters	false

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Table:

- Created a table named Operations related and added columns.

The screenshot shows the 'Table - Operations related' configuration page in ServiceNow. The table is named 'Operations related' with the label 'u_operations_related'. The application is set to 'Global'. The 'Columns' tab is active, displaying a list of columns for the table.

Column label	Type	Reference	Max length	Default value	Display
Service request No	String	(empty)	40		false
Ticket raised Date	String	(empty)	40		false
Name	String	(empty)	40		false
Assigned to user	Reference	User	32		false
Assigned to group	Reference	Group	40		false
Created	Date/Time	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Comment	String	(empty)	40		false
Priority	String	(empty)	40		false
Issue	String	(empty)	40		false
Created by	String	(empty)	40		false
Updated by	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false

- Navigate to design form in related links of table and create choices for issue using gear.

The screenshot shows the 'Table - Operations related' configuration page in ServiceNow, focusing on the 'Related Links' and 'Access Controls' sections.

Related Links

- [Form Builder](#)
- [Design Form](#)
- [Layout Form](#)
- [Layout List](#)
- [Show Form](#)
- [Show List](#)
- [Show Schema Map](#)
- [Add to Service Catalog](#)
- [Run Point Scan](#)
- [Explore REST API](#)

Access Controls

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related	Allow If	read	record	true	admin	2025-09-29 22:31:34
u_operations_related	Allow If	create	record	true	admin	2025-09-29 22:31:34
u_operations_related	Allow If	delete	record	true	admin	2025-09-29 22:31:35
u_operations_related	Allow If	write	record	true	admin	2025-09-29 22:31:35

Operations related [u_operations_related] | Table | Ser... x Form Design x +

dev278309.service-now.com/\$ng_fd.do?sysparm_attributes=startTable:"u_operations_related"%2CstartView:"Default%20view"&sysparm_domain_restore=false&sysparm_stack=no

Operations related [u_operations_related] | Default view

Form Design

Fields Field Types

Filter

Fields

- Created
- Created by
- Updated
- Updated by
- Updates

Formatters

- Activities (filtered)
- Contextual Search Results
- Ratings

Operations related [u_operations_related]

2 Column

Name	Issue
Assigned to user	Service request No
Assigned to group	Ticket raised Date
Comment	Priority

Operations related [u_operations_related] | Table | Ser... x Form Design x +

dev278309.service-now.com/\$ng_fd.do?sysparm_attributes=startTable:"u_operations_related"%2CstartView:"Default%20view"&sysparm_domain_restore=false&sysparm_stack=no

Operations related [u_operations_related] | Default view

Form Design

Fields Field Types

Filter

Fields

- Created
- Created by
- Updated
- Updated by
- Updates

Formatters

- Activities (filtered)
- Contextual Search Results
- Ratings

Operations related [u_operations_related]

2 Column

Name	Issue
Assigned to user	Service request No
Assigned to group	Ticket raised Date
Comment	Priority

Properties

Dependent

Choices

Choice type: Dropdown with none

unable to login to platform	unable_to_login_to_platform
404 error	404_error
regarding certificates	regarding_certificates
regarding user expired	regarding_user_expired

Roles and group members assignment to created groups:

- Role and group member assigned to certificates group

Certificates | Group | ServiceNow

dev278309.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D923e4a61c39472106892d075e4013184%26sysparm_record_rows%3D49%26sysparm_view...

servicenowAllFavoritesHistoryWorkspacesAdminGroup - Certificates

Group Certificates

Job to add or remove role(s) from user(s) of group has been queued

NameCertificates

Group email

ManagerKatherine Pierce

Parent

Description

UpdateDelete

Roles (1)Group Members (1)Groups

CreatedSearch

Actions on selected rows...Edit...

Group = Certificates

Created	Role	Granted by	Inherits
2025-09-29 23:43:30	Certification_role	(empty)	true

1 to 1 of 1

Certificates | Group | ServiceNow

dev278309.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D923e4a61c39472106892d075e4013184%26sysparm_view%3D%26sysparm_domain%3Dnu...

servicenowAllFavoritesHistoryWorkspacesAdminGroup - Certificates

Group Certificates

NameCertificatesGroup email

ManagerKatherine PierceParent

Description

UpdateDelete

Roles (1)Group Members (1)Groups

UserSearch

Actions on selected rows...NewEdit...

Group = Certificates

User
Katherine Pierce

1 to 1 of 1

- Role and group member assignment for platform group

Platform | Group | ServiceNow

dev278309.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D994eca61c39472106892d075e4013190%26sysparm_record_target%3Dsys_user_group%26...

servicenowAllFavoritesHistoryWorkspacesAdminGroup - Platform

Search

Group Platform

UpdateDelete

NamePlatform

Group email

ManagerManne Niranjan

Parent

Description

UpdateDelete

Roles (1)Group Members (1)Groups

CreatedSearch

Group = Platform

Created	Role	Granted by	Inherits
2025-09-29 22:35:09	Platform_role	(empty)	true

1 to 1 of 1

Platform | Group | ServiceNow

dev278309.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D994eca61c39472106892d075e4013190%26sysparm_record_target%3Dsys_user_group%26...

servicenowAllFavoritesHistoryWorkspacesAdminGroup - Platform

Search

Group Platform

UpdateDelete

NamePlatform

Group email

ManagerManne Niranjan

Parent

Description

UpdateDelete

Roles (1)Group Members (1)Groups

UserSearch

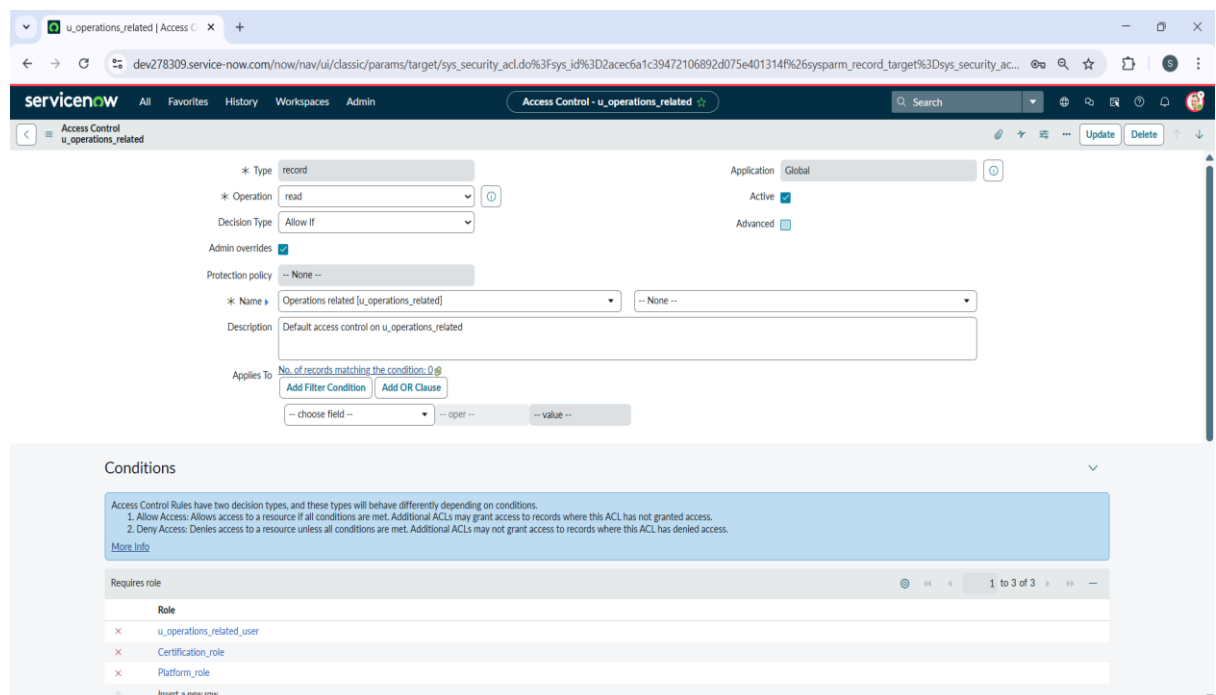
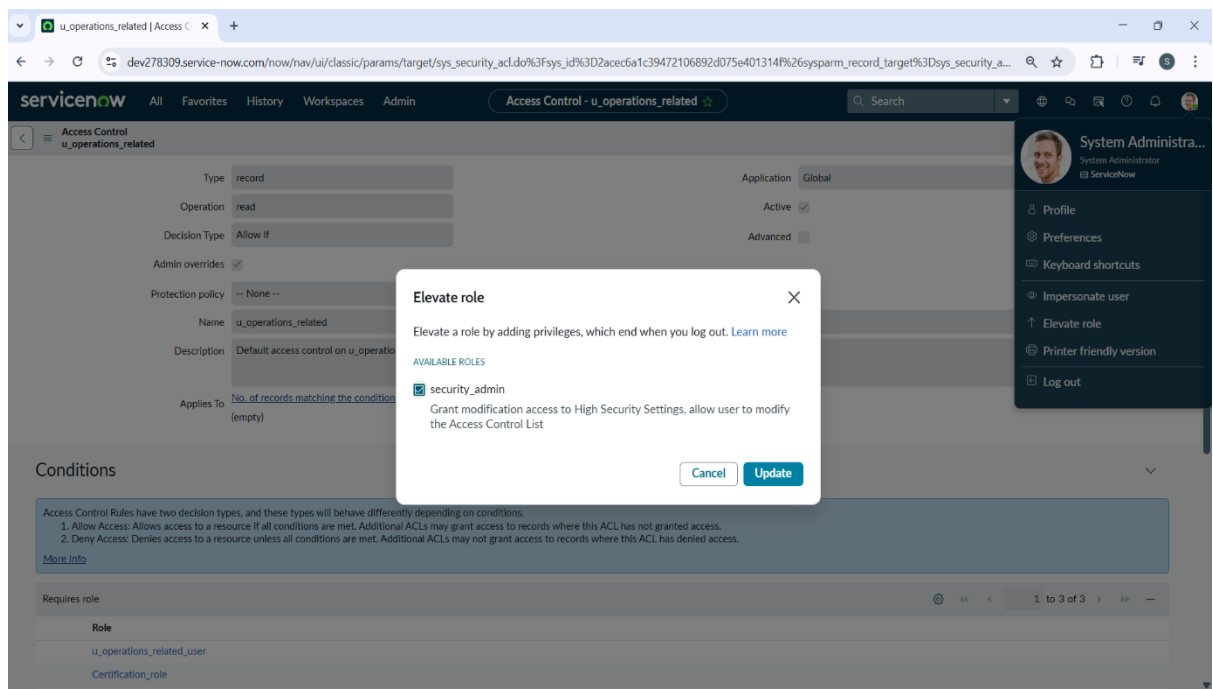
Group = Platform

User
Manne Niranjan

1 to 1 of 1

Role assignment to created table:

- Click on u_operations_related read operation, elevate role and add certification_role and platform_role to it.



- Click on u_operations_related write operation and add certification_role and platform_role to it.

u_operations_related | Access Control

dev278309.service-now.com/now/nav/ui/classic/params/target/sys_security_acl.do%3Fsys_id%3De2cec6a1c39472106892d075e4013156%26sysparm_record_target%3Dsys_security_a...

Access Control - u_operations_related

* Type: record

* Operation: write

Decision Type: Allow If

Admin overrides: ☒

Protection policy: -- None --

* Name: Operations related [u_operations_related]

Description: Default access control on u_operations_related

Applies To: No. of records matching the condition: 0

Add Filter Condition Add OR Clause

-- choose field -- -- oper -- -- value --

Conditions

Access Control Rules have two decision types, and these types will behave differently depending on conditions.

1. Allow Access: Allows access to a resource if all conditions are met. Additional ACLs may grant access to records where this ACL has not granted access.

2. Deny Access: Denies access to a resource unless all conditions are met. Additional ACLs may not grant access to records where this ACL has denied access.

More Info

Requires role

Role
Platform_role
Certification_role
u_operations_related_user
Insert a new row...

Creation of ACLs:

Created 5 ACLs named u_operations_related.u_service_request_no, u_operations_related.u_issue, u_operations_related.u_name, u_operations_related.u_ticket_raised_date and u_operations_related.u_priority.

u_operations_related.u_service...

dev278309.service-now.com/now/nav/ui/classic/params/target/sys_security_acl.do%3Fsys_id%3D8f309e25c39472106892d075e40131b3%26sysparm_record_target%3Dsys_security_a...

Access Control - u_operations_related.u_service_request_no

* Type: record

* Operation: write

Decision Type: Allow If

Admin overrides: ☒

Protection policy: -- None --

* Name: Operations related [u_operations_related]

Description: Service request No

Applies To: No. of records matching the condition: 0

Add Filter Condition Add OR Clause

-- choose field -- -- oper -- -- value --

Conditions

Access Control Rules have two decision types, and these types will behave differently depending on conditions.

1. Allow Access: Allows access to a resource if all conditions are met. Additional ACLs may grant access to records where this ACL has not granted access.

2. Deny Access: Denies access to a resource unless all conditions are met. Additional ACLs may not grant access to records where this ACL has denied access.

More Info

Requires role

Role
admin

u_operations_related.u_issue | x +

dev278309.service-now.com/now/nav/ui/classic/params/target/sys_security_acl.do%3Fsys_id%3Dd160d265c39472106892d075e401311f%26sysparm_record_target%3Dsys_secu...

servicenow All Favorites History Workspaces Admin Access Control - u_operations_related.u_issue

Access Control u_operations_related.u_issue

* Type record Application Global

* Operation write Active ☒

Decision Type Allow If Advanced ☐

Admin overrides ☒

Protection policy -- None --

* Name Operations related [u_operations_related] Issue

Description

Applies To No. of records matching the condition: 0

Add Filter Condition Add OR Clause

-- choose field -- -- oper -- -- value --

Conditions

Access Control Rules have two decision types, and these types will behave differently depending on conditions.

1. Allow Access: Allows access to a resource if all conditions are met. Additional ACLs may grant access to records where this ACL has not granted access.
2. Deny Access: Denies access to a resource unless all conditions are met. Additional ACLs may not grant access to records where this ACL has denied access.

[More Info](#)

Requires role

Role
x admin

u_operations_related.u_name | x +

dev278309.service-now.com/now/nav/ui/classic/params/target/sys_security_acl.do%3Fsys_id%3D87809665c39472106892d075e401311f%26sysparm_record_target%3Dsys_secu...

servicenow All Favorites History Workspaces Admin Access Control - u_operations_related.u_name

Access Control u_operations_related.u_name

* Type record Application Global

* Operation write Active ☒

Decision Type Allow If Advanced ☐

Admin overrides ☒

Protection policy -- None --

* Name Operations related [u_operations_related] Name

Description

Applies To No. of records matching the condition: 0

Add Filter Condition Add OR Clause

-- choose field -- -- oper -- -- value --

Conditions

Access Control Rules have two decision types, and these types will behave differently depending on conditions.

1. Allow Access: Allows access to a resource if all conditions are met. Additional ACLs may grant access to records where this ACL has not granted access.
2. Deny Access: Denies access to a resource unless all conditions are met. Additional ACLs may not grant access to records where this ACL has denied access.

[More Info](#)

Requires role

Role
x admin

u_operations_related.u_ticket_raised_date | x +

dev278309.service-now.com/now/nav/ui/classic/params/target/sys_security_acl.do%3Fsys_id%3D3ba09a65c39472106892d075e401311f%26sysparm_record_target%3Dsys_secu...

servicenow All Favorites History Workspaces Admin Access Control - u_operations_related.u_ticket_raised_date

Access Control u_operations_related.u_ticket_raised_date

* Type record Application Global

* Operation write Active ☒

Decision Type Allow If Advanced ☐

Admin overrides ☒

Protection policy -- None --

* Name Operations related [u_operations_related] Ticket raised Date

Description

Applies To No. of records matching the condition: 0

Add Filter Condition Add OR Clause

-- choose field -- -- oper -- -- value --

Conditions

Access Control Rules have two decision types, and these types will behave differently depending on conditions.

1. Allow Access: Allows access to a resource if all conditions are met. Additional ACLs may grant access to records where this ACL has not granted access.
2. Deny Access: Denies access to a resource unless all conditions are met. Additional ACLs may not grant access to records where this ACL has denied access.

[More Info](#)

Requires role

Role
x admin

The screenshot shows the ServiceNow Access Control configuration page for the record 'u_operations_related.u_priority'. The configuration includes the following details:

- Type:** record
- Operation:** write
- Decision Type:** Allow If
- Admin overrides:** ☒
- Protection policy:** -- None --
- Name:** Operations related [u_operations_related]
- Priority:** Priority
- Description:** (Empty text box)
- Applies To:** No. of records matching the condition: 0
- Conditions:**
 - Access Control Rules have two decision types, and these types will behave differently depending on conditions.
 1. Allow Access: Allows access to a resource if all conditions are met. Additional ACLs may grant access to records where this ACL has not granted access.
 2. Deny Access: Denies access to a resource unless all conditions are met. Additional ACLs may not grant access to records where this ACL has denied access.
 - [More Info](#)
- Requires role:**

Role
admin

Flows Creation:

Created 2 flows named Regarding Certificate and Regarding Platform – created trigger and action for each flow as well

- Created trigger and action for Regarding Certificate

The screenshot shows the ServiceNow Workflow Studio configuration page for the 'Regarding Certificate' flow. The configuration includes the following details:

- Flow Name:** Regarding Certificate
- Flow Type:** Flow • Global
- Trigger:** Created or Updated
- Table:** Operations related [u_operation...]
- Condition:** All of these conditions must be met
 - Issue is regarding certificates
- Run Trigger:** Once
- Advanced Options:** (Collapsed)
- Actions:** Select multiple
 - + Add an Action, Flow Logic, or Subflow
- Data Panel:**
 - Flow Variables
 - Trigger - Record Created or Updated
 - Operations related Record (Record)
 - Changed Fields (Array/Object)
 - Operations related Table (Table)
 - Run Start Time UTC (Date/Time)
 - Run Start Date/Time (Date/Time)

Workflow Studio interface for "Regarding Certificate" workflow. The workflow is currently inactive.

TRIGGER

- Operations related Created or Updated where (issue is regarding certificates)

ACTIONS Select multiple

- Update Operations related Record

Action Properties

Action: Update Record

Action Inputs

- * Record: Trigger ... > Operations relate...
- * Table: Operations related [u_operation...
- * Fields: Assigned to group, Certificates

Buttons: Delete, Cancel, Done

Data Collapse All

- Flow Variables
- Trigger - Record Created or Updated
 - Operations related Record (Record)
 - Changed Fields (Array.Object)
 - Operations related Table (Table)
 - Run Start Time UTC (Date/Time)
 - Run Start Date/Time (Date/Time)
- 1 - Update Record
 - Operations related Record (Record)
 - Operations related Table (Table)
 - Action Status (Object)

Status: Modified | Application: Global

Workflow Studio interface for "Regarding Certificate" workflow. The workflow is now active.

TRIGGER

- Operations related Created or Updated where (issue is regarding certificates)

ACTIONS Select multiple

- Update Operations related Record

Buttons: Add a Stage, Add an Action, Flow Logic, or Subflow

ERROR HANDLER

If an error occurs in your flow, the actions you add here will run.

Data Collapse All

- Flow Variables
- Trigger - Record Created or Updated
 - Operations related Record (Record)
 - Changed Fields (Array.Object)
 - Operations related Table (Table)
 - Run Start Time UTC (Date/Time)
 - Run Start Date/Time (Date/Time)
- 1 - Update Record
 - Operations related Record (Record)
 - Operations related Table (Table)
 - Action Status (Object)

Success: Flow activated successfully

Status: Published | Application: Global

- Created Trigger and action for Regarding Platform

Workflow Studio: Regarding Platform (Inactive)

TRIGGER

Operations related Created or Updated where (Issue is unable to login to platform, and Issue is 404 error, and Issue is regarding user expired)

Trigger: Created or Updated

* Table: Operations related [u_operation...]

Condition: All of these conditions must be met

- Issue is unable to login to platform
- Issue is 404 error
- Issue is regarding user expired

Run Trigger: Once

Advanced Options

Delete Cancel Done

ACTIONS: Select multiple

Status: Draft | Application: Global

Data Panel:

- Flow Variables
- Trigger - Record Created or Updated
 - Operations related Record: Record
 - Changed Fields: Array/Object
 - Operations related Table: Table
 - Run Start Time UTC: Date/Time
 - Run Start Date/Time: Date/Time

Workflow Studio: Regarding Platform (Inactive)

ACTIONS: Select multiple

1. Update Operations related Record

Action Properties: Action: Update Record

Action Inputs:

- * Record: Trigger ... Operations relate...
- * Table: Operations related [u_operation...]
- * Fields: Assigned to group: Platform

+ Add field value

Delete Cancel Done

Status: Modified | Application: Global

Data Panel:

- Flow Variables
- Trigger - Record Created or Updated
 - Operations related Record: Record
 - Changed Fields: Array/Object
 - Operations related Table: Table
 - Run Start Time UTC: Date/Time
 - Run Start Date/Time: Date/Time
- 1 - Update Record
 - Operations related Record: Record
 - Operations related Table: Table
 - Action Status: Object

Workflow Studio interface for "Regarding Platform" flow. The flow is active and shows a trigger "Operations related Created or Updated where (Issue is unable to login to platform, and issue is 404 error, and issue is regarding user expired)". The actions section shows "Update Operations related Record". The error handler is disabled. The data panel on the right shows the flow variables and the trigger record. A success message at the bottom indicates "Flow activated successfully".

- Published flows

Workflow Studio interface showing the "Flows" section. The "Flows" tab is selected, showing a list of published flows. The table includes columns for Name, Application, Status, Active, Updated, and Updated by. The right sidebar shows a "Pick up where you left off" section with recent updates for "Regarding Platform", "Regarding Certificate", and "Multi-factor Authentication".

Name	Application	Status	Active	Updated	Updated by
Regarding Platform	Global	Published	true	2025-09-30 00:15:30	admin
Regarding Certificate	Global	Published	true	2025-09-30 00:14:03	admin
Service Catalog Request Price Approval	Global	Published	true	2025-09-08 22:06:20	system
Service Catalog Request	Global	Published	true	2025-09-08 22:06:17	system
Procurement Process Flow - Hardware	Global	Published	true	2025-09-08 22:05:00	system
Procurement Process Flow - DEFAULT	Global	Published	true	2025-09-08 22:04:59	system
Procurement Process Flow - Mobile	Global	Published	true	2025-09-08 22:04:58	system
Software Procurement Flow	Global	Published	true	2025-09-08 22:04:57	system
Guidance Automation Flow Executor	Guided Decisions - Guidance	Published	true	2025-09-08 21:56:51	system
Run SC Notifications	Security Center	Published	true	2025-09-08 21:55:28	system
IAR SLA Reminder	Global	Published	true	2025-09-08 21:48:27	system
Docker Sample Outbound Flow	Docker Spoke	Published	true	2025-09-08 21:45:22	system

