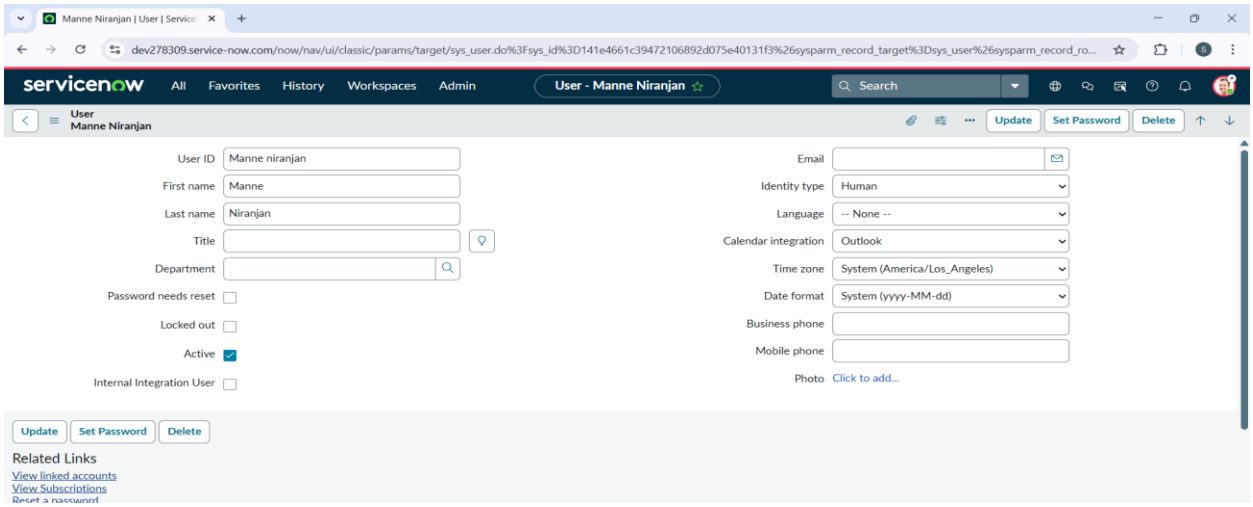
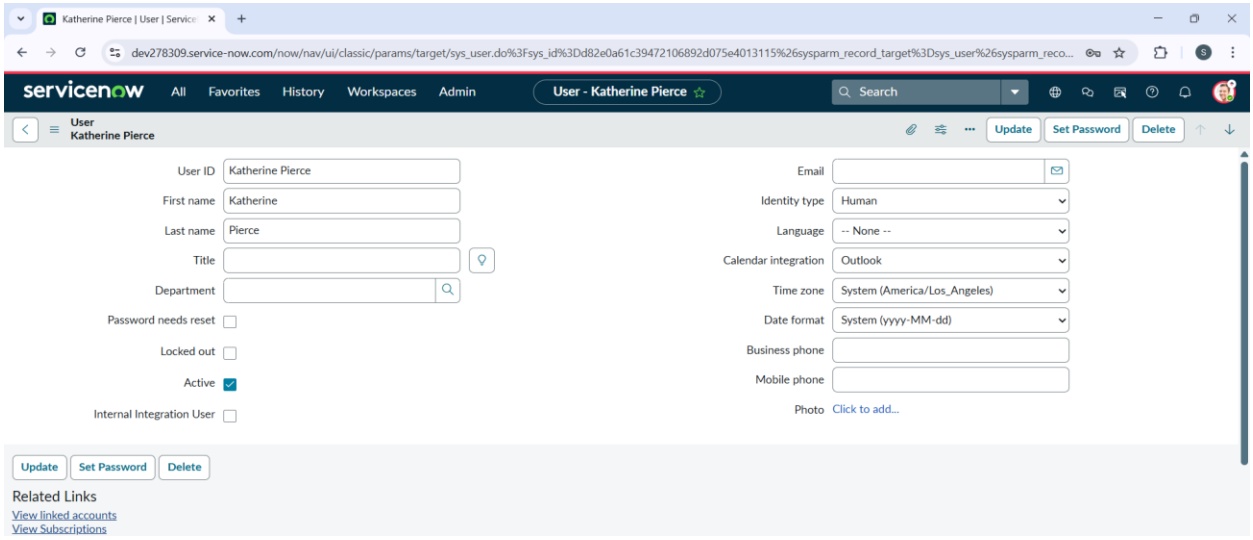
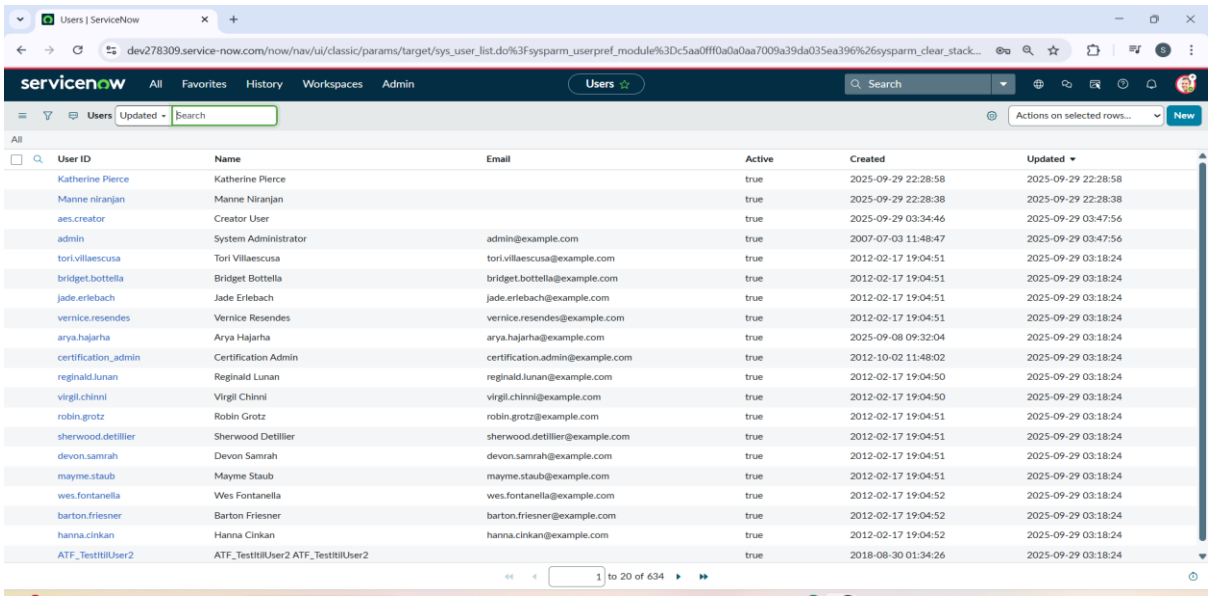
Users Creation:

Created 2 users Manne Niranjan and Katherine Pierce

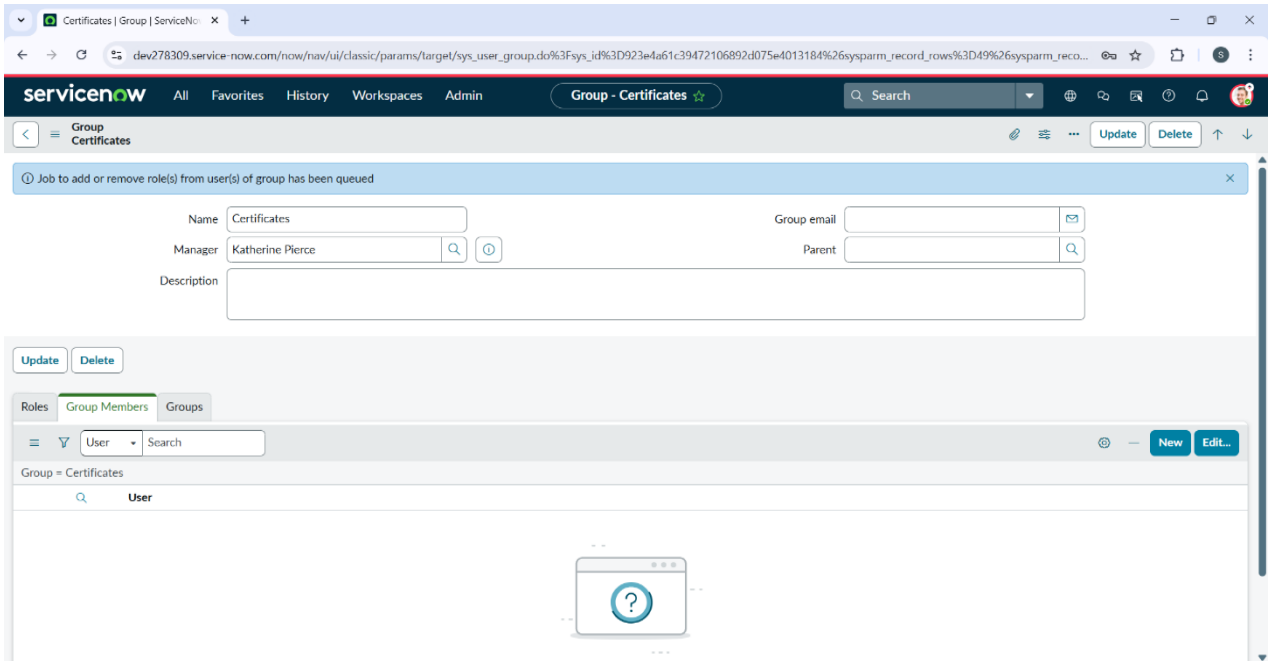


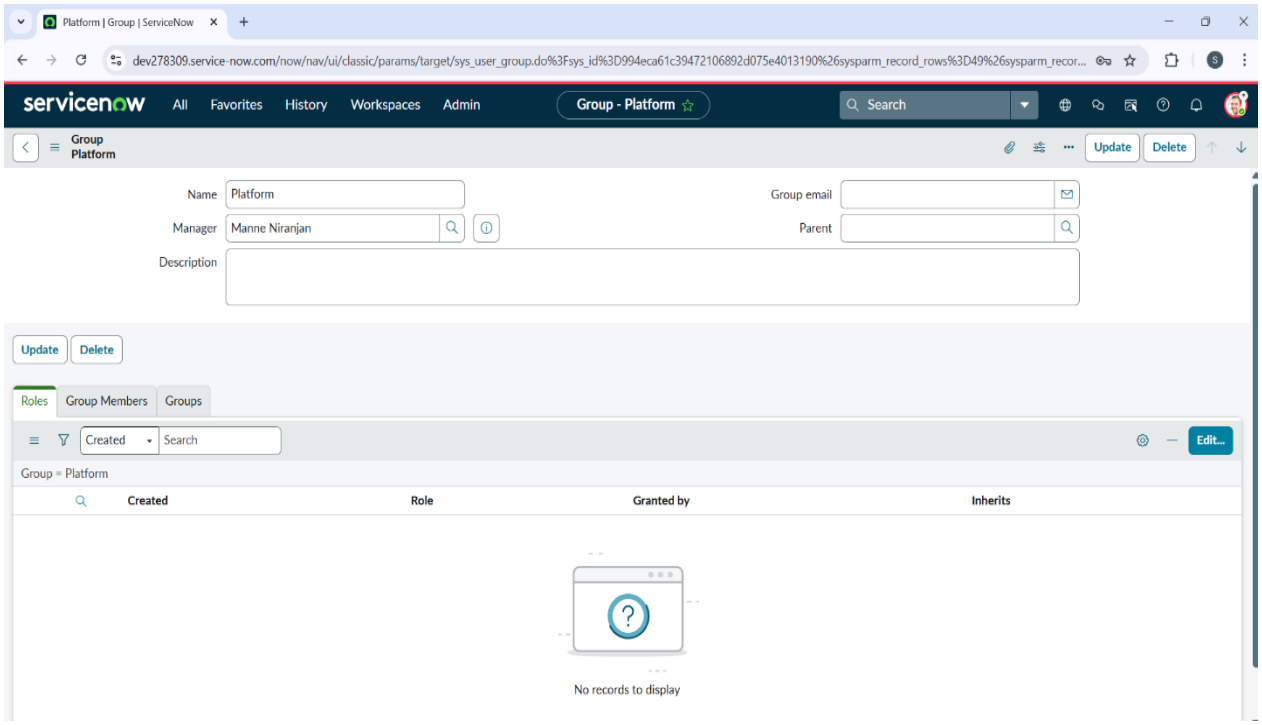


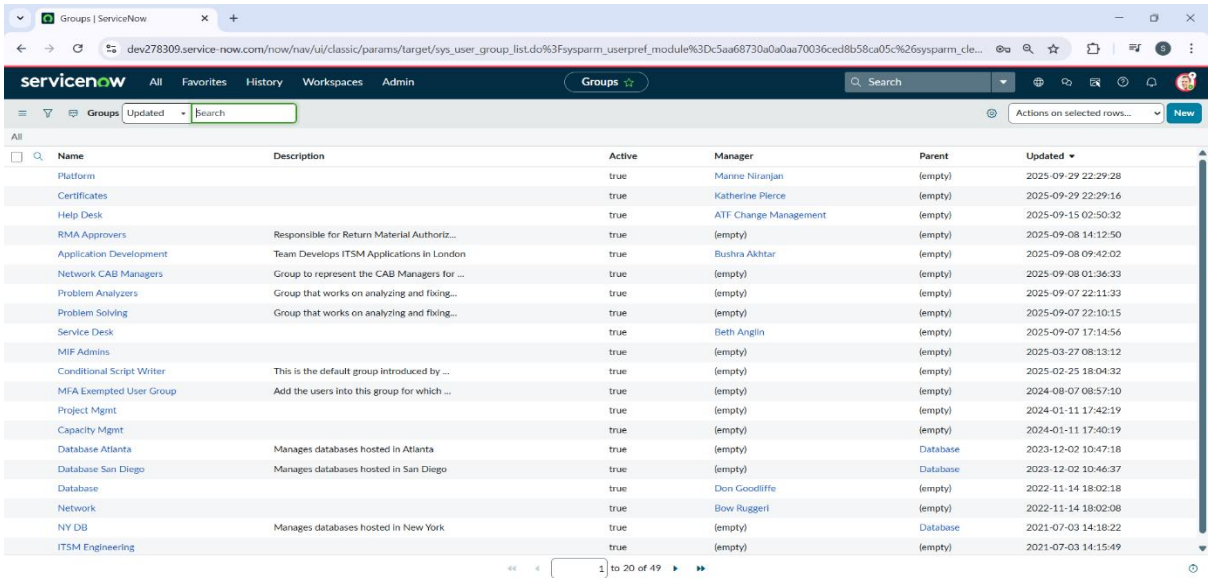


Groups Creation:

Created 2 groups named certificates and platform

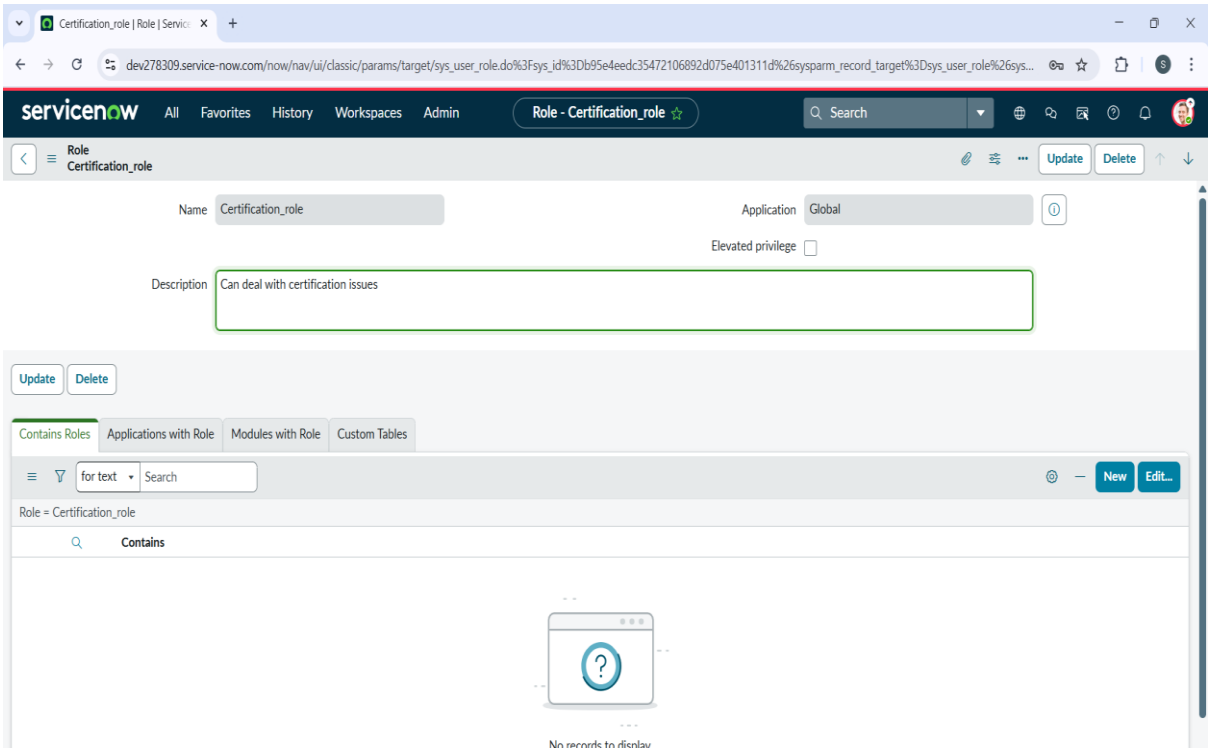


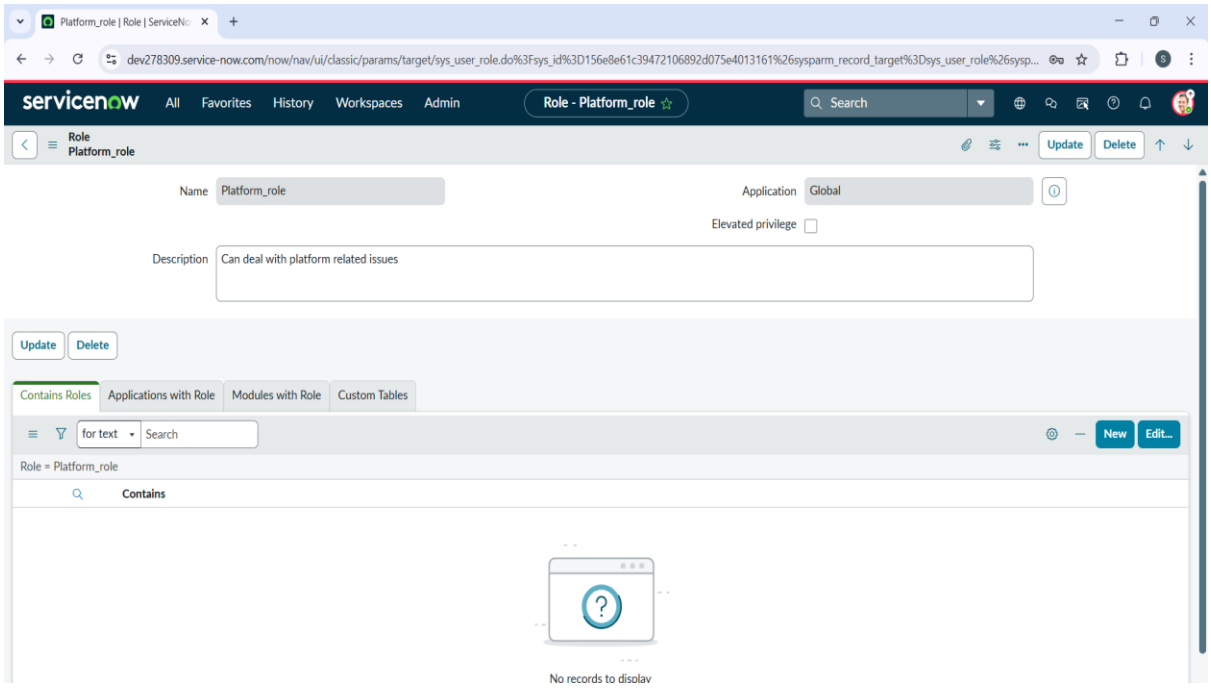




Roles Creation:

Created 2 roles named Certification_role and Platform_role with their respective descriptions




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
Search
Role
Platform_role
Update
Delete
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
New
Edit...
Role = Platform_role
Contains
No records to display

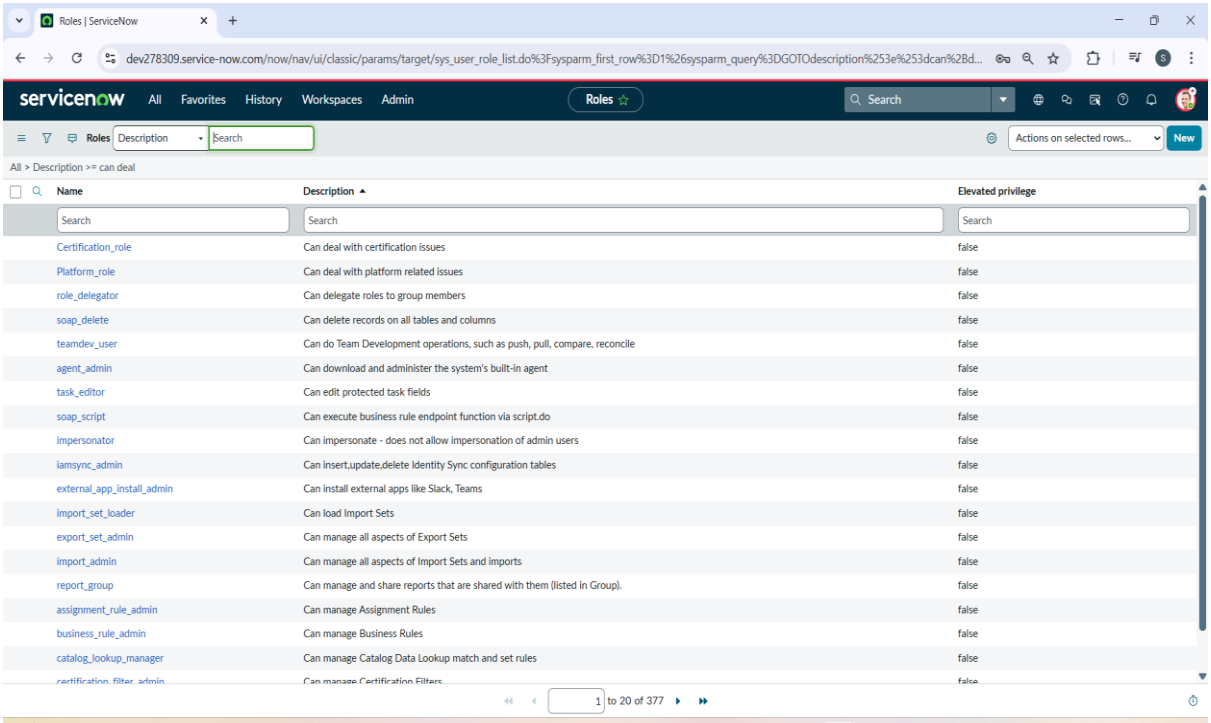
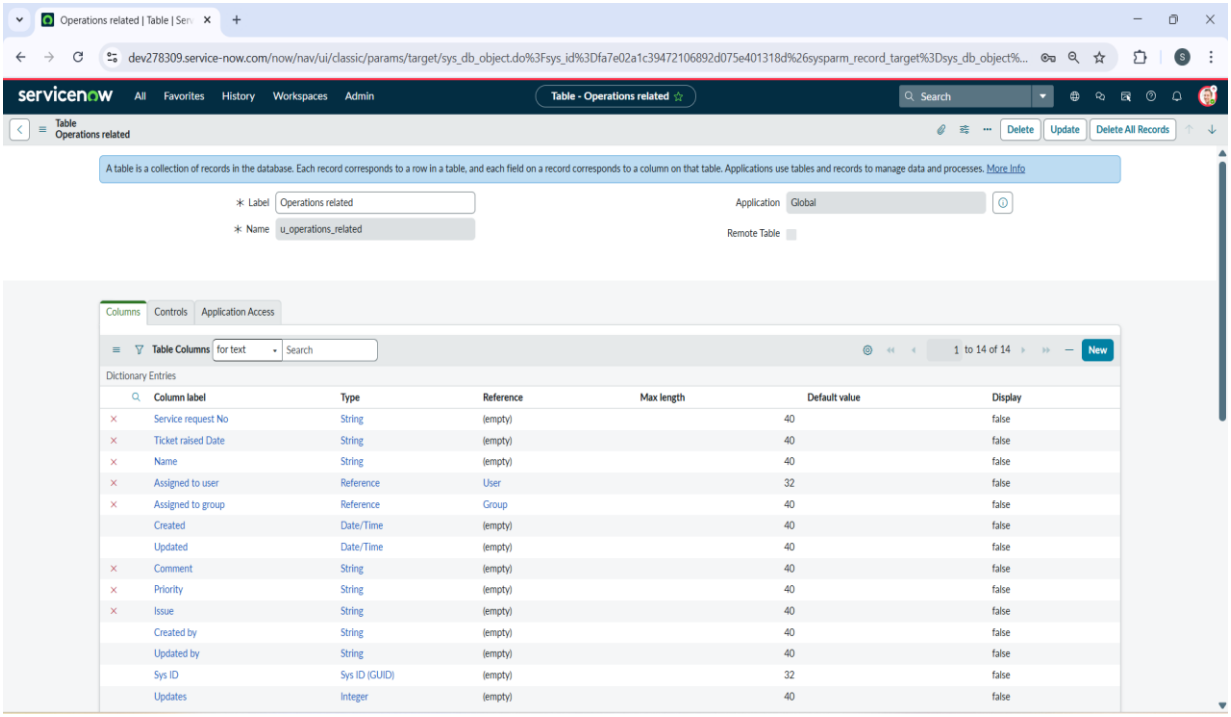
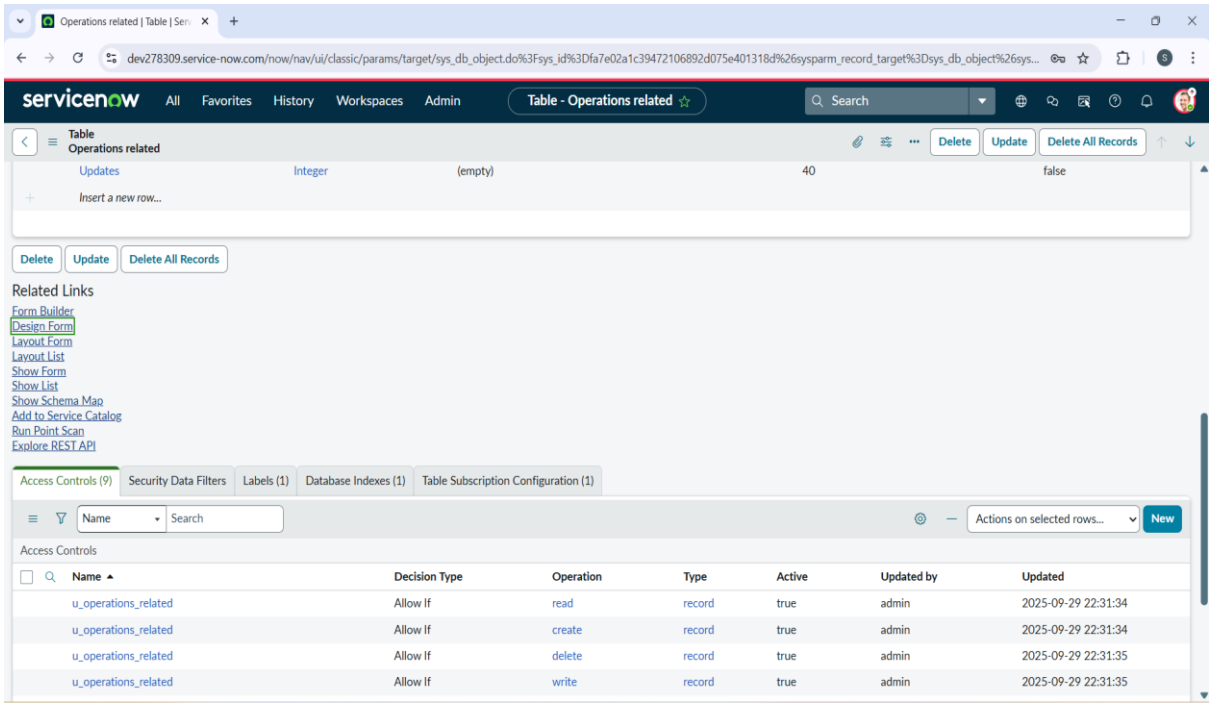

Roles | ServiceNow
dev278309.service-now.com/now/nav/ui/classic/params/target/sys_user_role_list.do%3Fsysparm_first_row%3D1%26sysparm_query%3DGOTOdescription%253e%253dcan%2Bd...
servicenow
All
Favorites
History
Workspaces
Admin
Roles
Search
Roles
Description
Search
Actions on selected rows...
New
All > Description >= can deal
Name
Description
Elevated privilege
Search
Search
Search
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
1 to 20 of 377

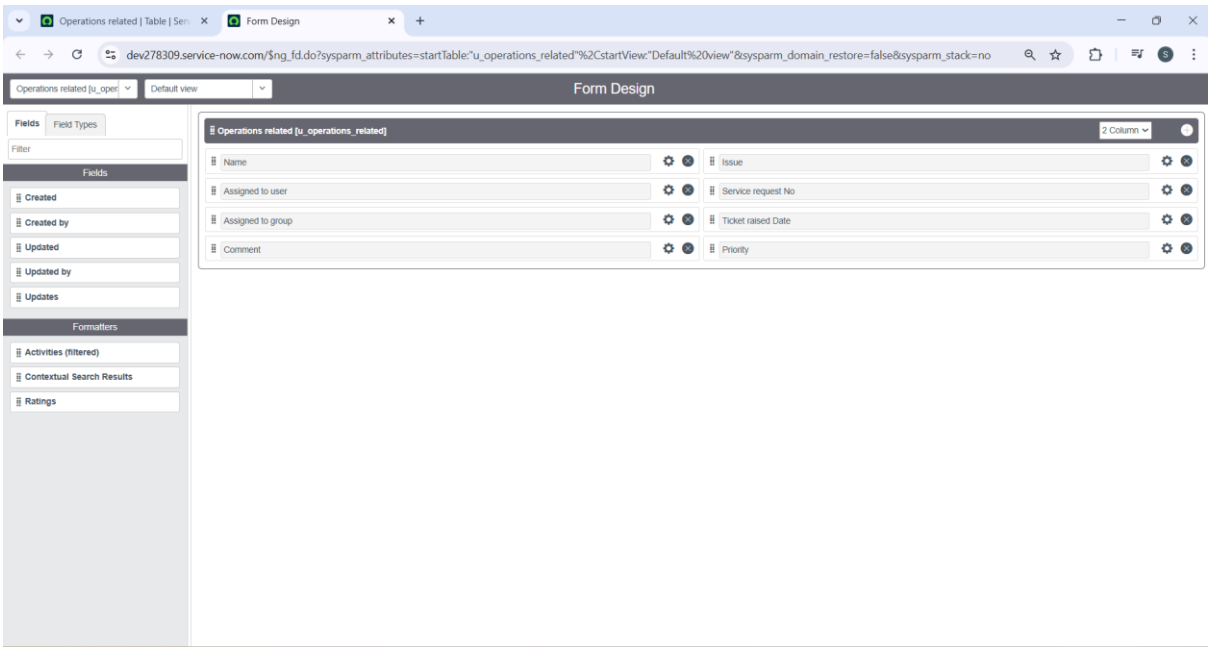
Table:

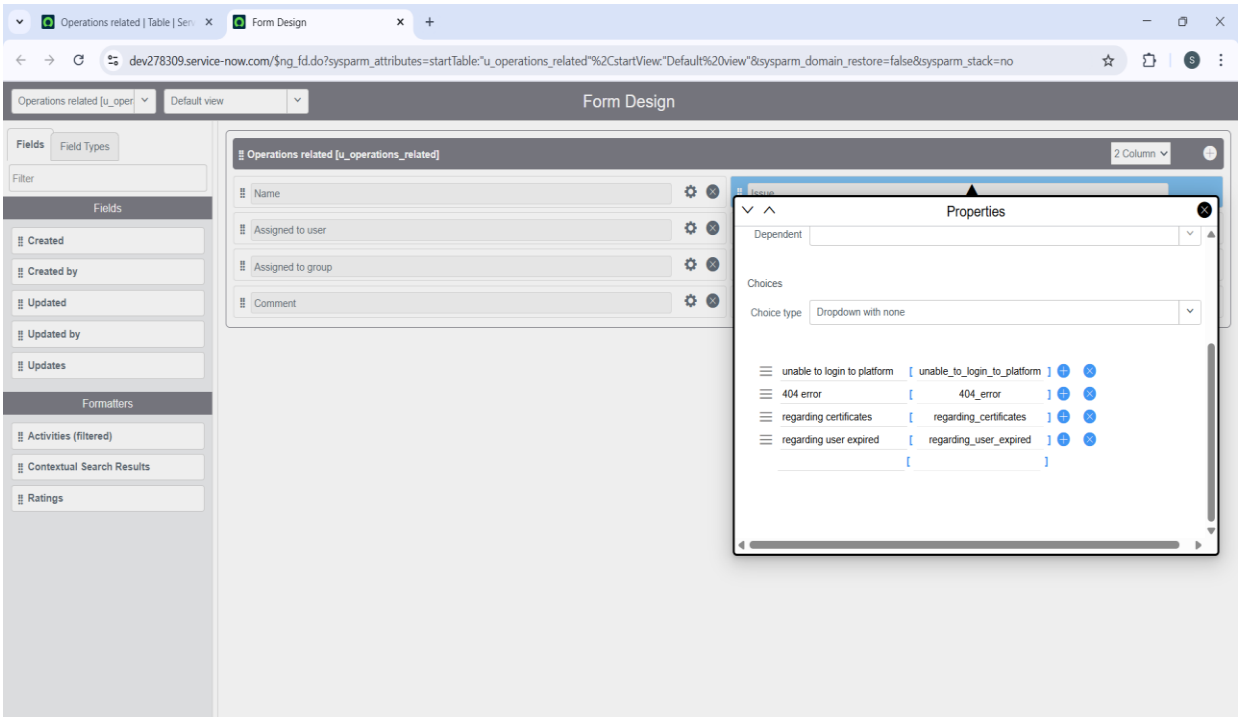
- Created a table named Operations related and added columns.



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

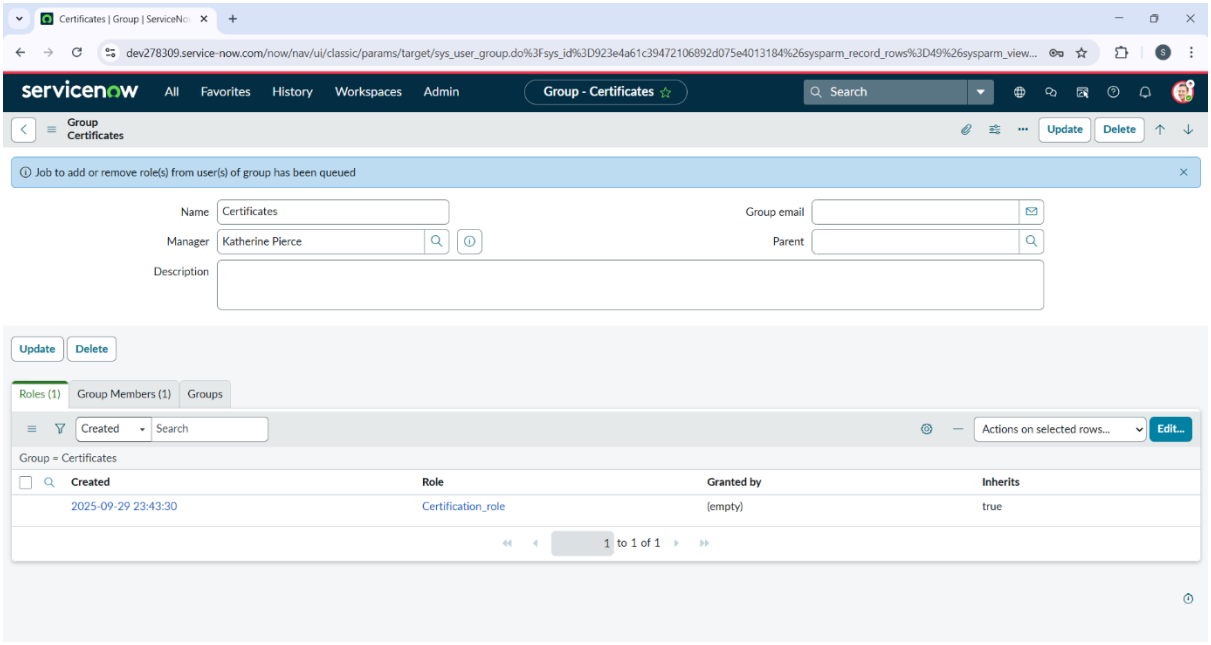


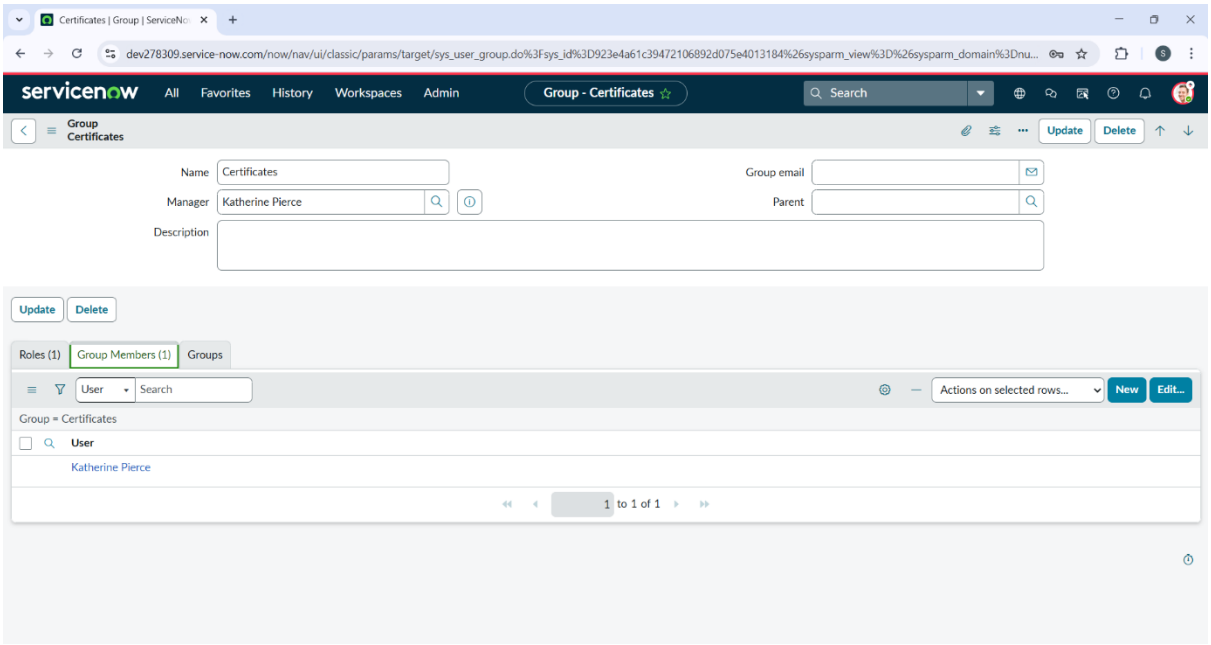

Operations related | Table | Ser
Form Design
dev278309.service-now.com/$ng_fd.do?sysparm_attributes=startTable:"u_operations_related"%2CstartView:"Default%20view"&sysparm_domain_restore=false&sysparm_stack=no
Operations related [u_oper
Default view
Form Design
Fields
Field Types
Filter
Fields
Created
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 | Table | Ser
Form Design
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_oper
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
Assigned to user
Assigned to group
Comment
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

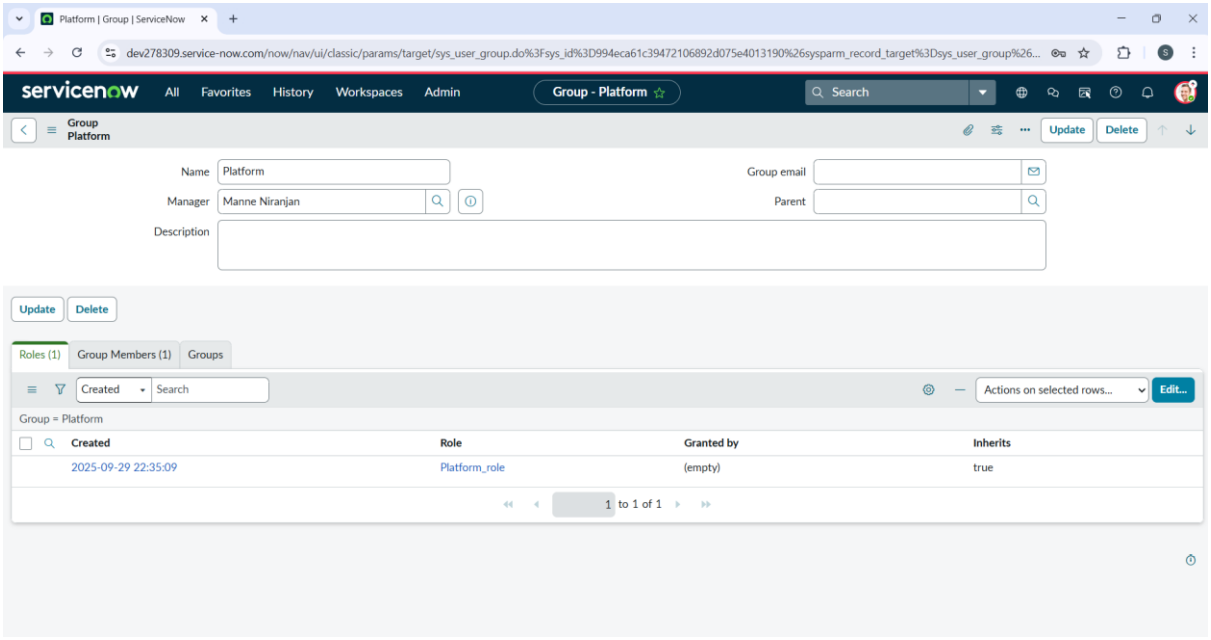
Roles and group members assignment to created groups:

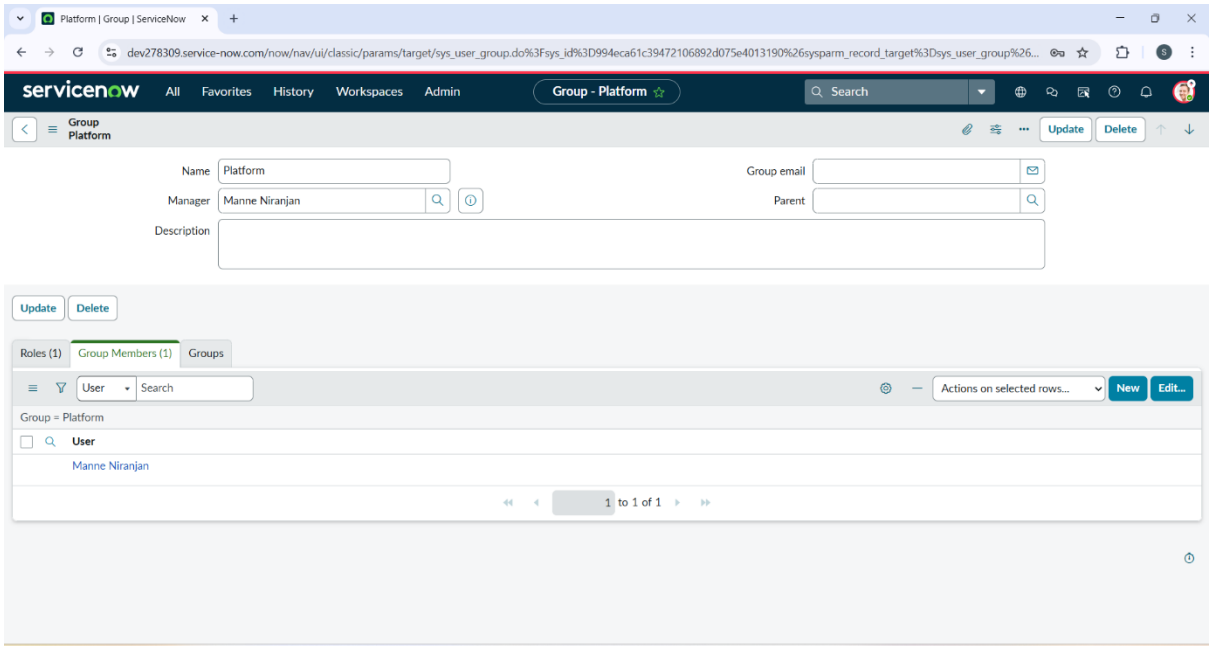
- Role and group member assigned to certificates group





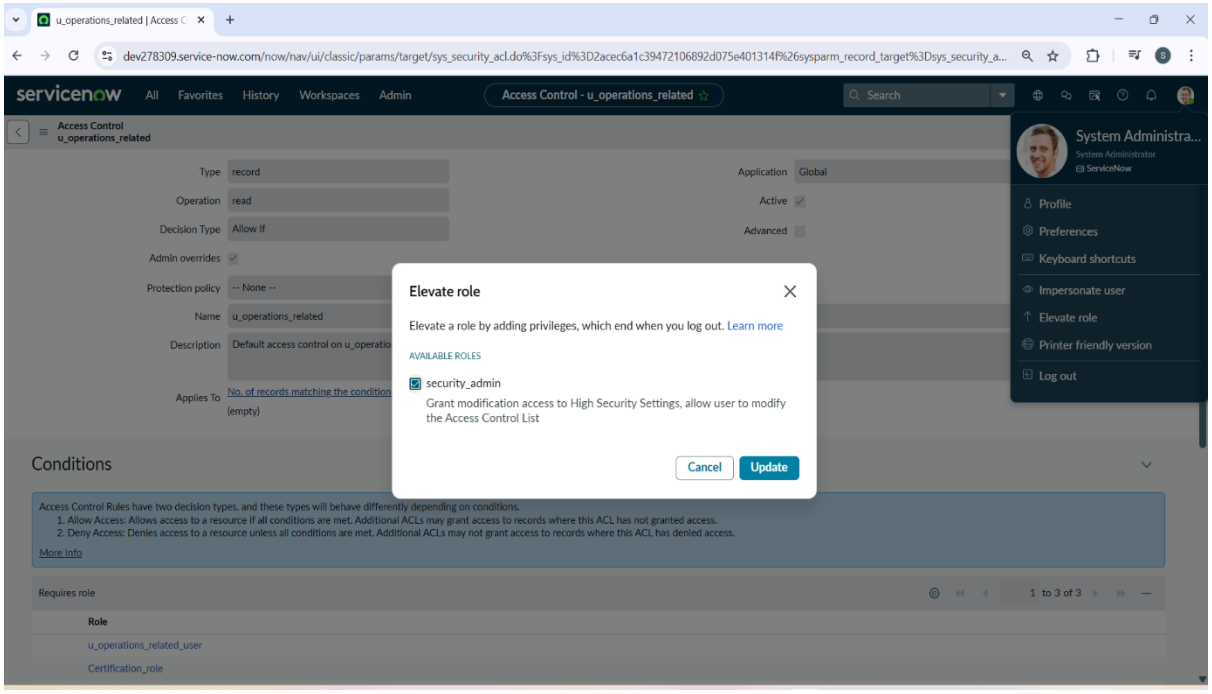
- Role and group member assignment for platform group

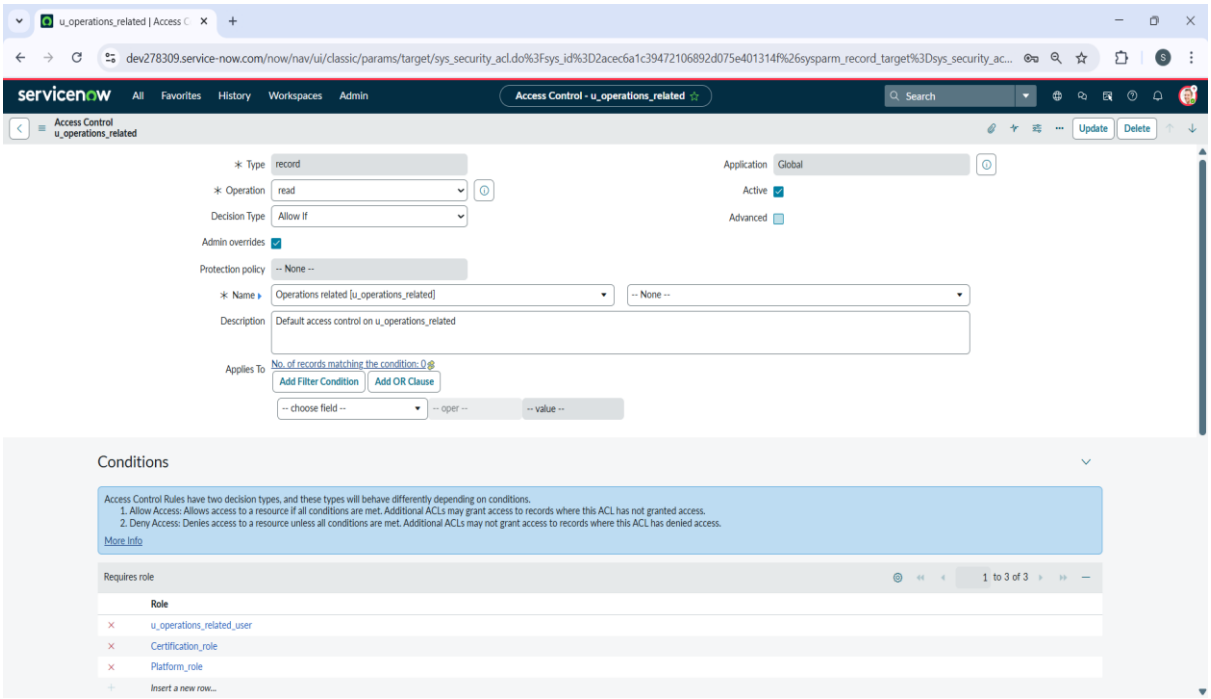




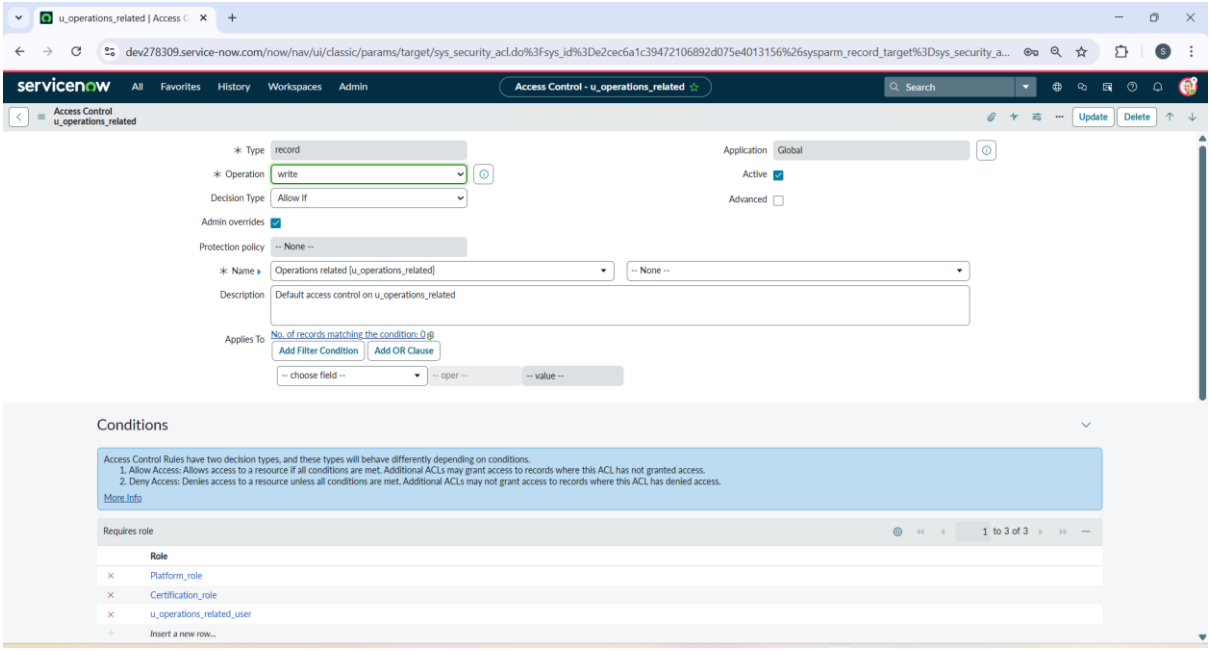
Role assignment to created table:

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



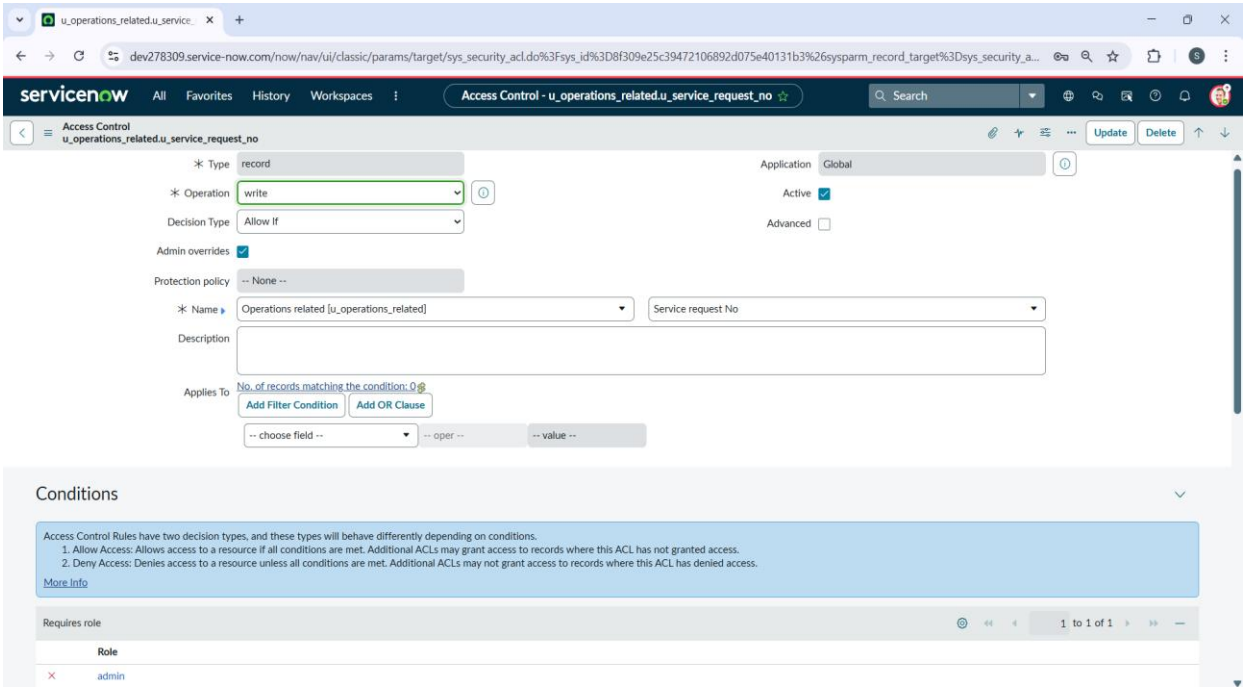


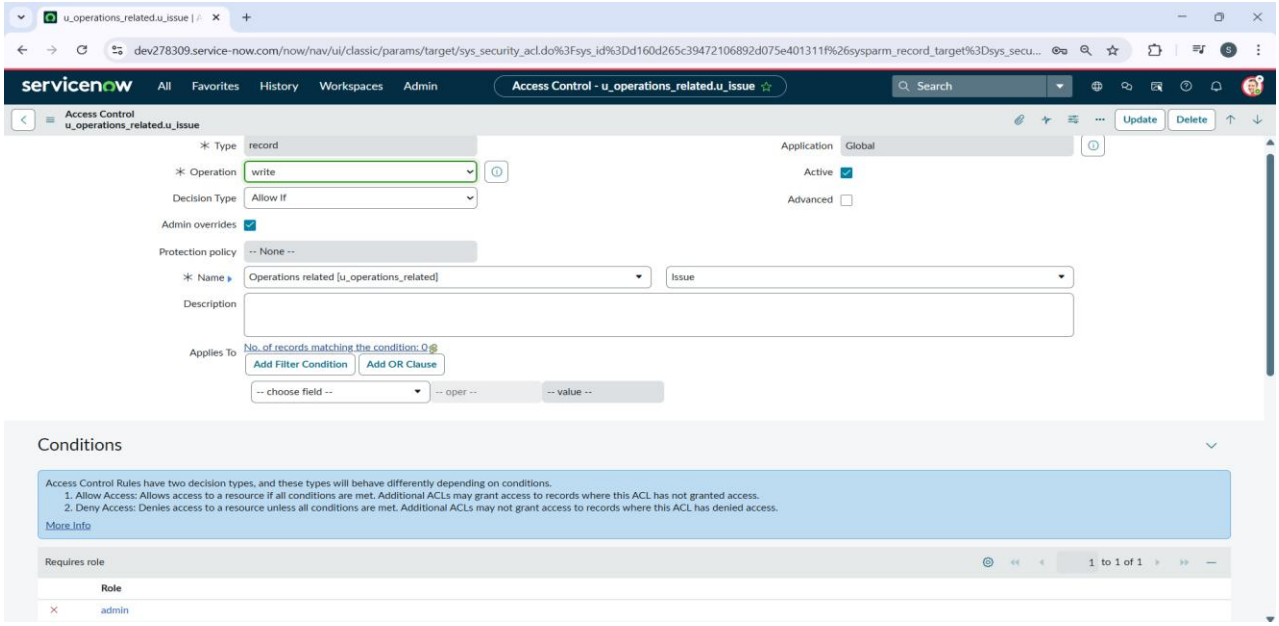
- Click on u_operations_related write operation and add certification_role and platform_role to it.

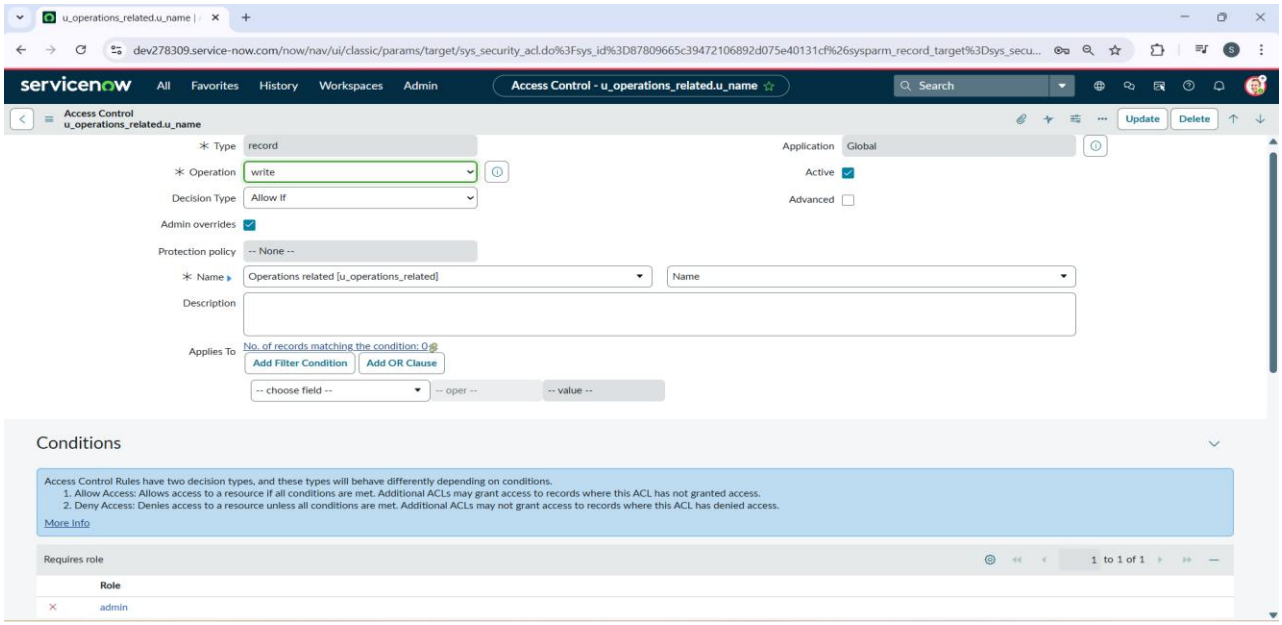


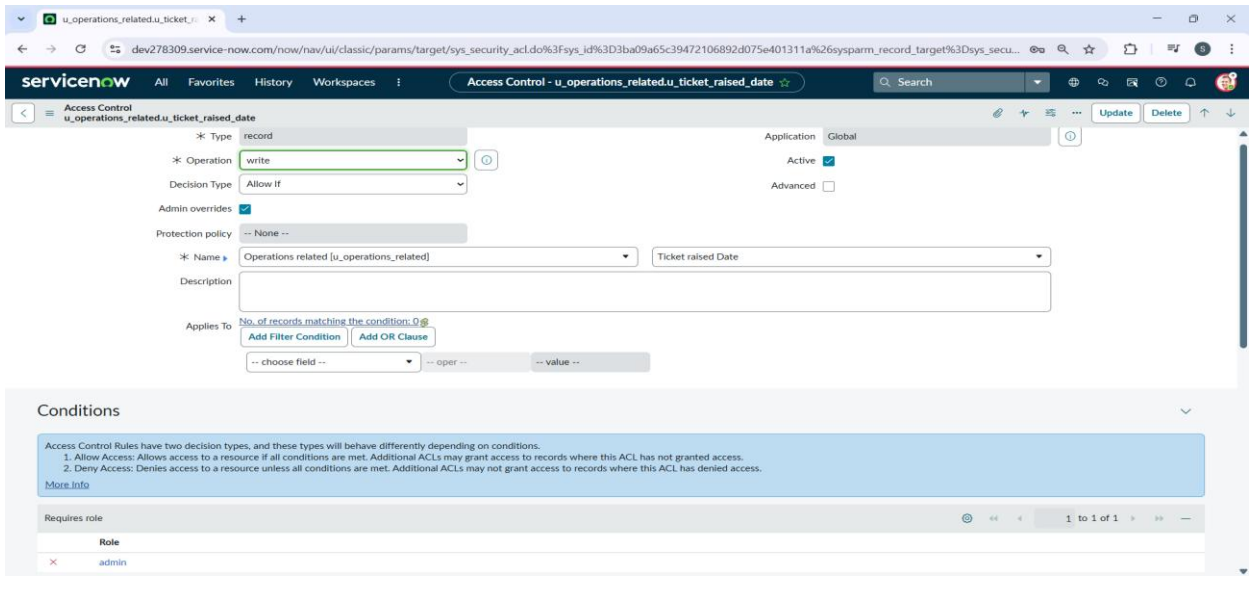
Creation of ACLs:

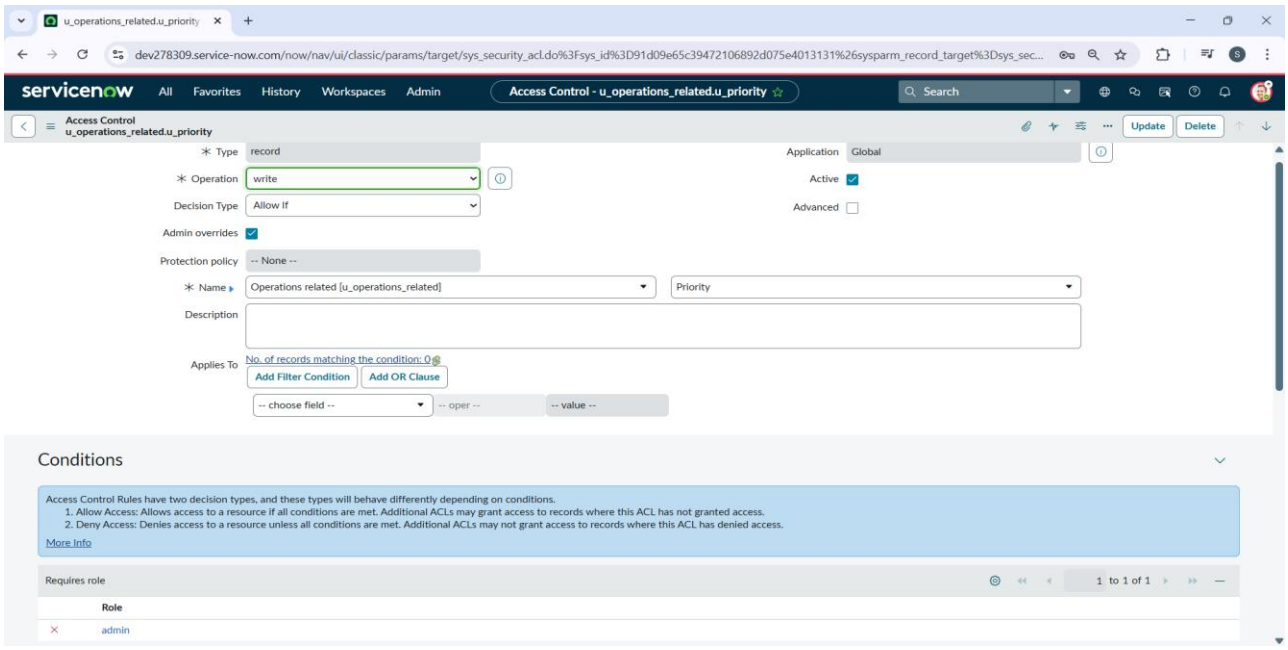
Created 5 ACLs named u_operations_related.u_service_request_no, u_operations_related.u_issue, u_operations_related.u_name, u_operations_related.u_ticket_raised_date and u_operations_related.u_priority.




u_operations_related.u_issue
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
Search
Access Control
u_operations_related.u_issue
Update
Delete
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
1 to 1 of 1
Role
admin


u_operations_related.u_name
dev278309.service-now.com/now/nav/ui/classic/params/target/sys_security_acl.do%3Fsys_id%3D87809665c39472106892d075e40131cf%26sysparm_record_target%3Dsys_secu...
servicenow
All
Favorites
History
Workspaces
Admin
Access Control - u_operations_related.u_name
Search
Access Control
u_operations_related.u_name
Update
Delete
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
1 to 1 of 1
Role
admin

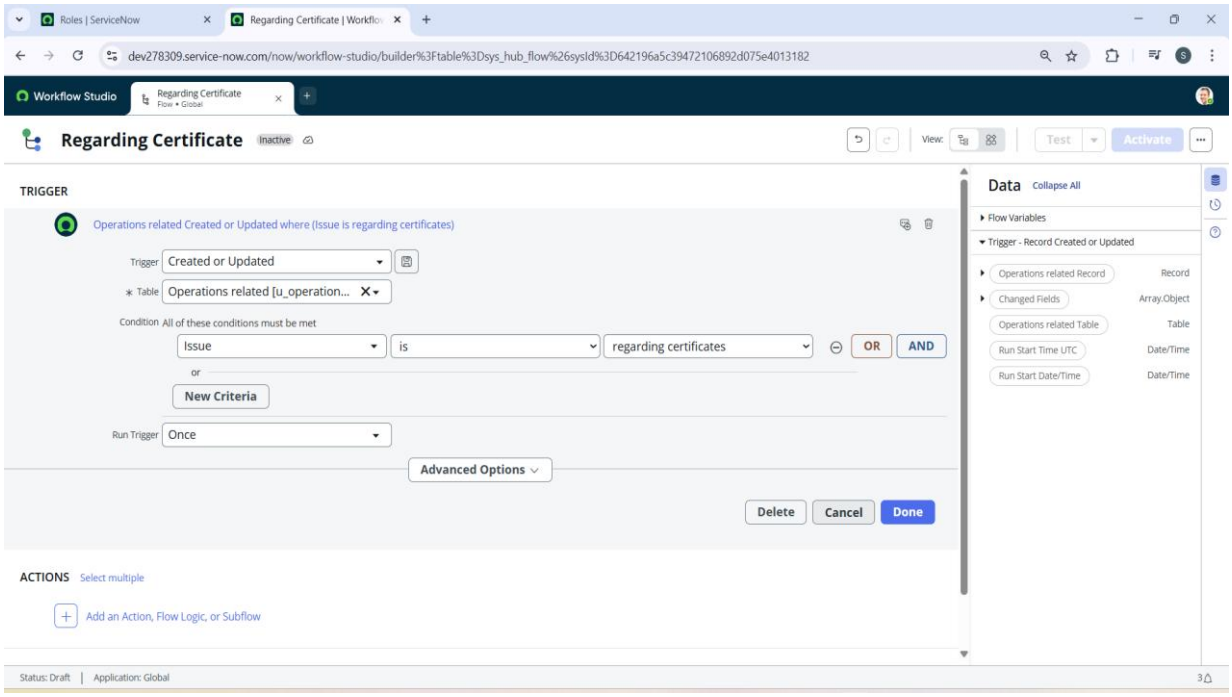

u_operations_related.u_ticket_r
dev278309.service-now.com/now/nav/ui/classic/params/target/sys_security_acl.do%3Fsys_id%3D3ba09a65c39472106892d075e401311a%26sysparm_record_target%3Dsys_secu...
servicenow
All
Favorites
History
Workspaces
Access Control - u_operations_related.u_ticket_raised_date
Search
Access Control
u_operations_related.u_ticket_raised_date
Update
Delete
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
1 to 1 of 1
Role
admin

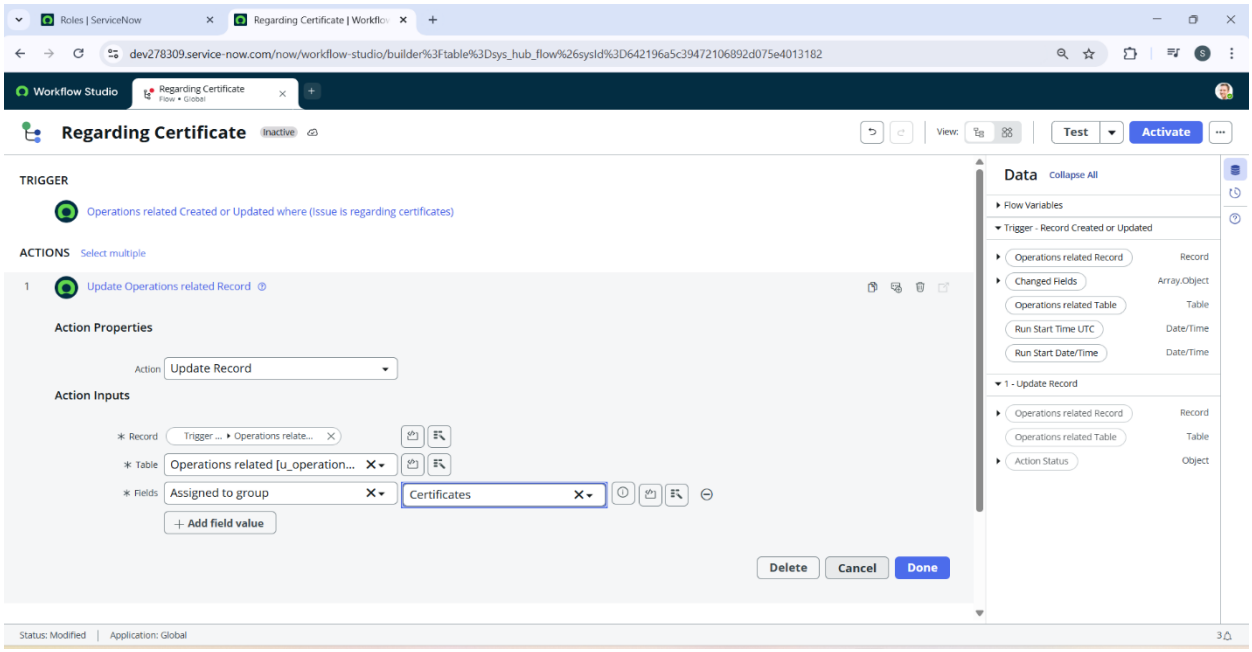


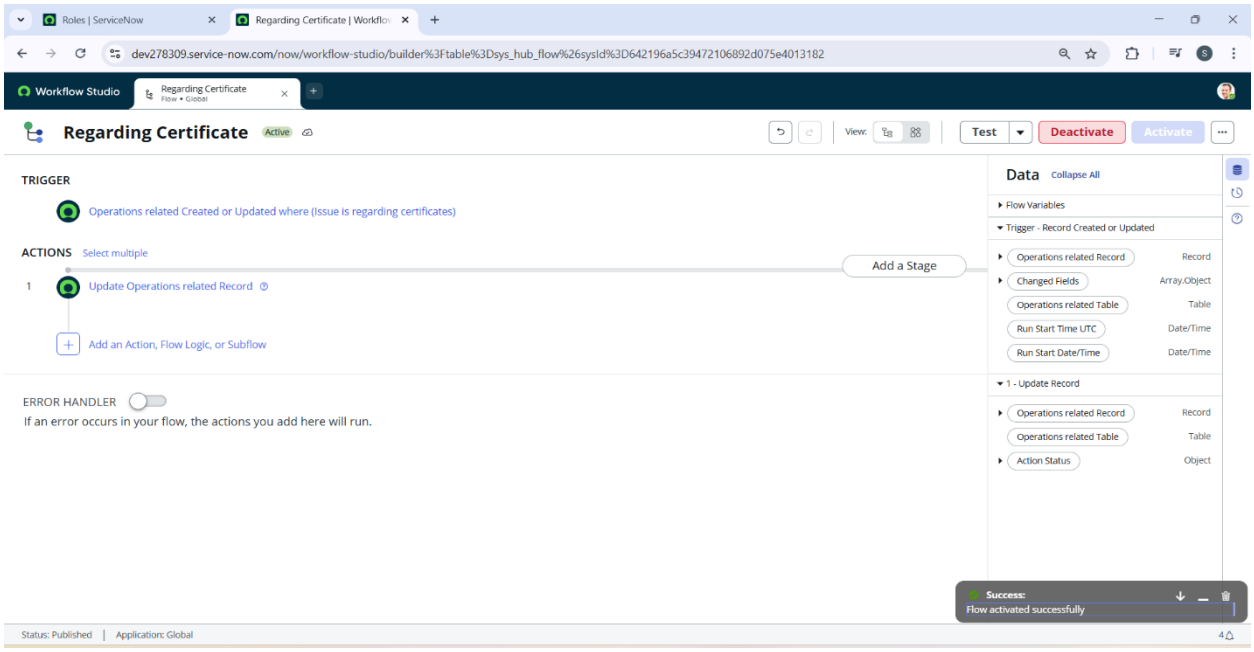
Flows Creation:

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

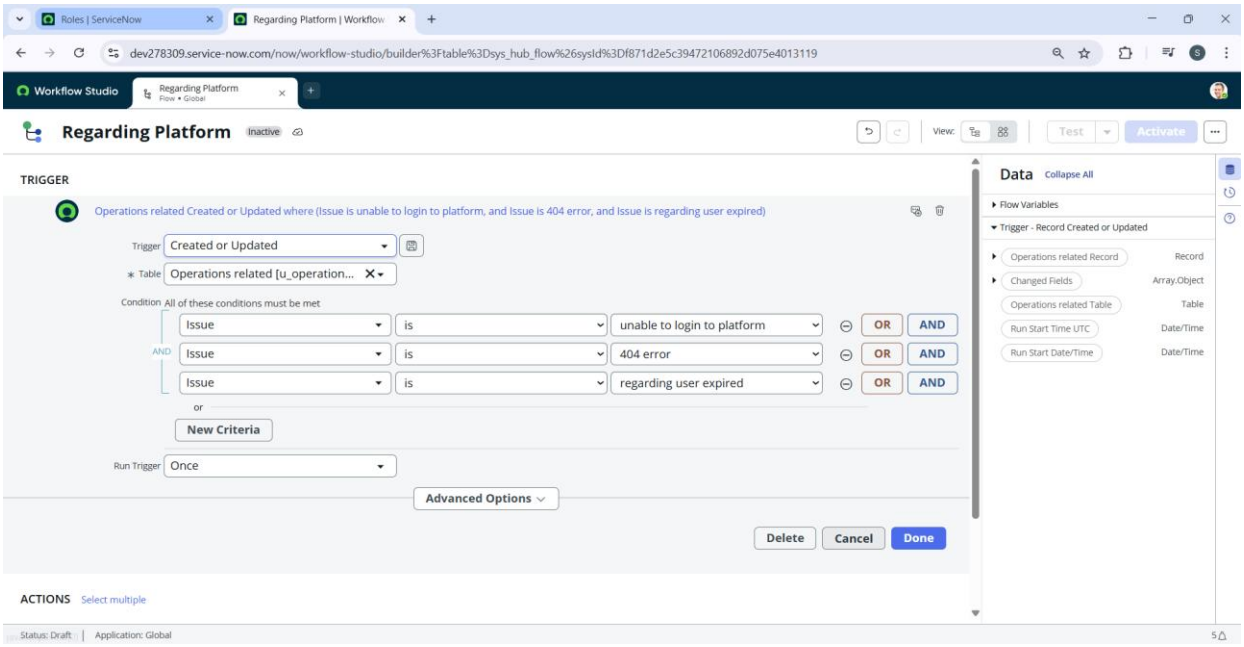
- Created trigger and action for Regarding Certificate

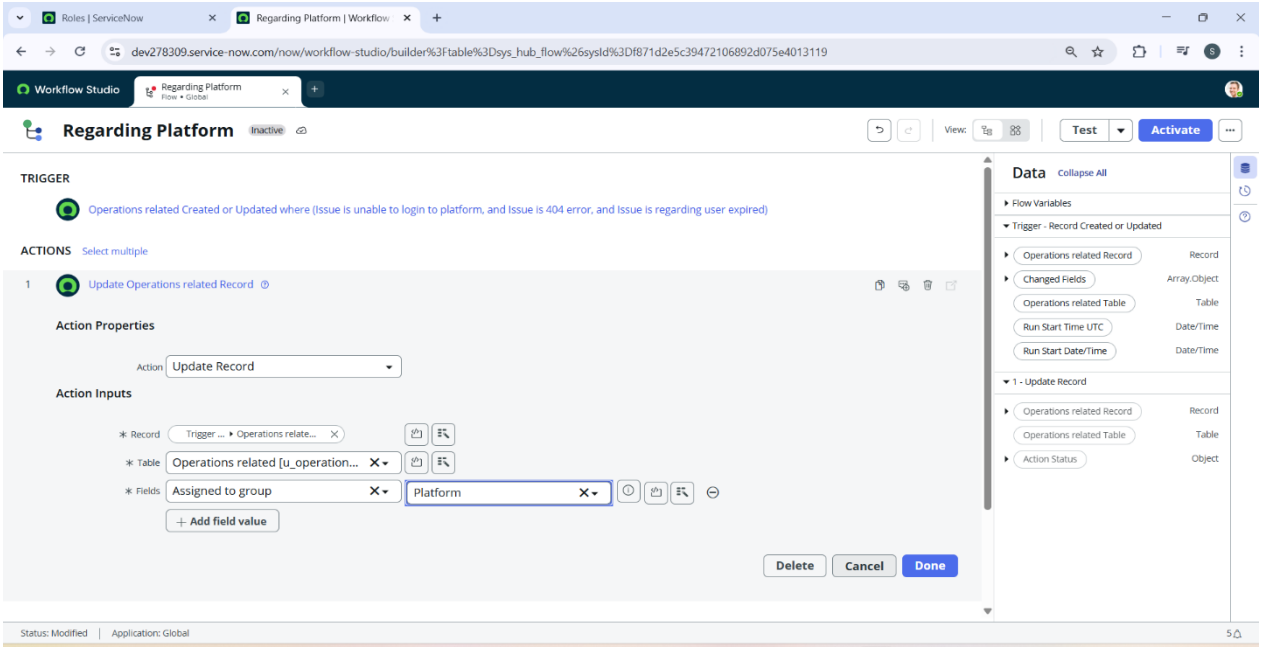


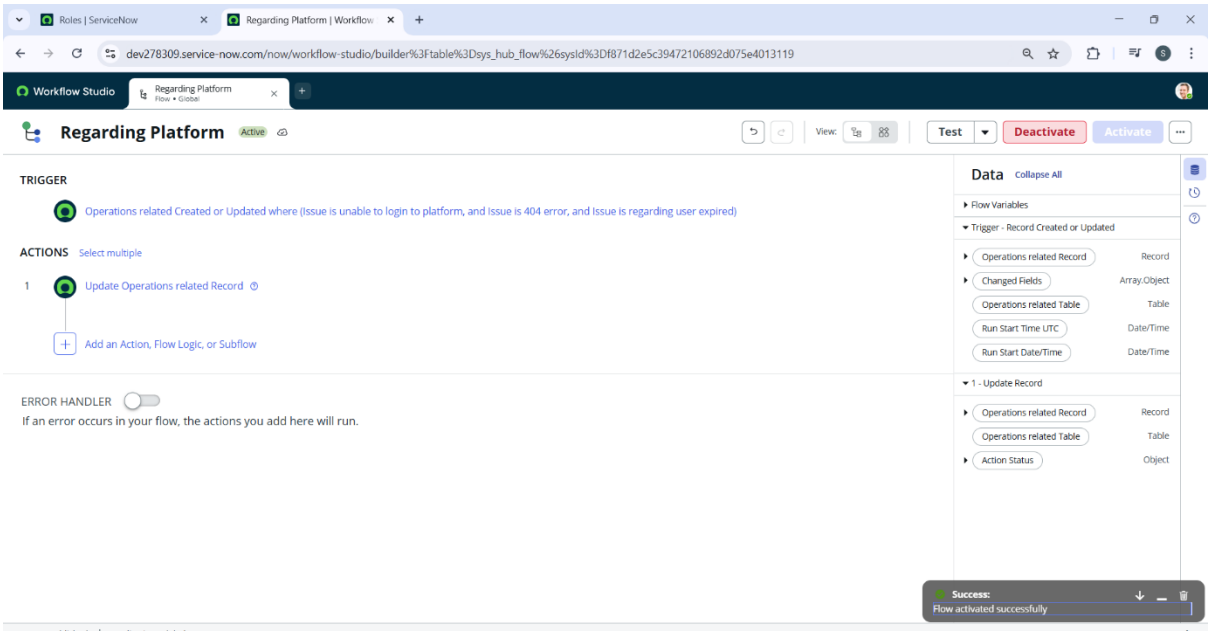
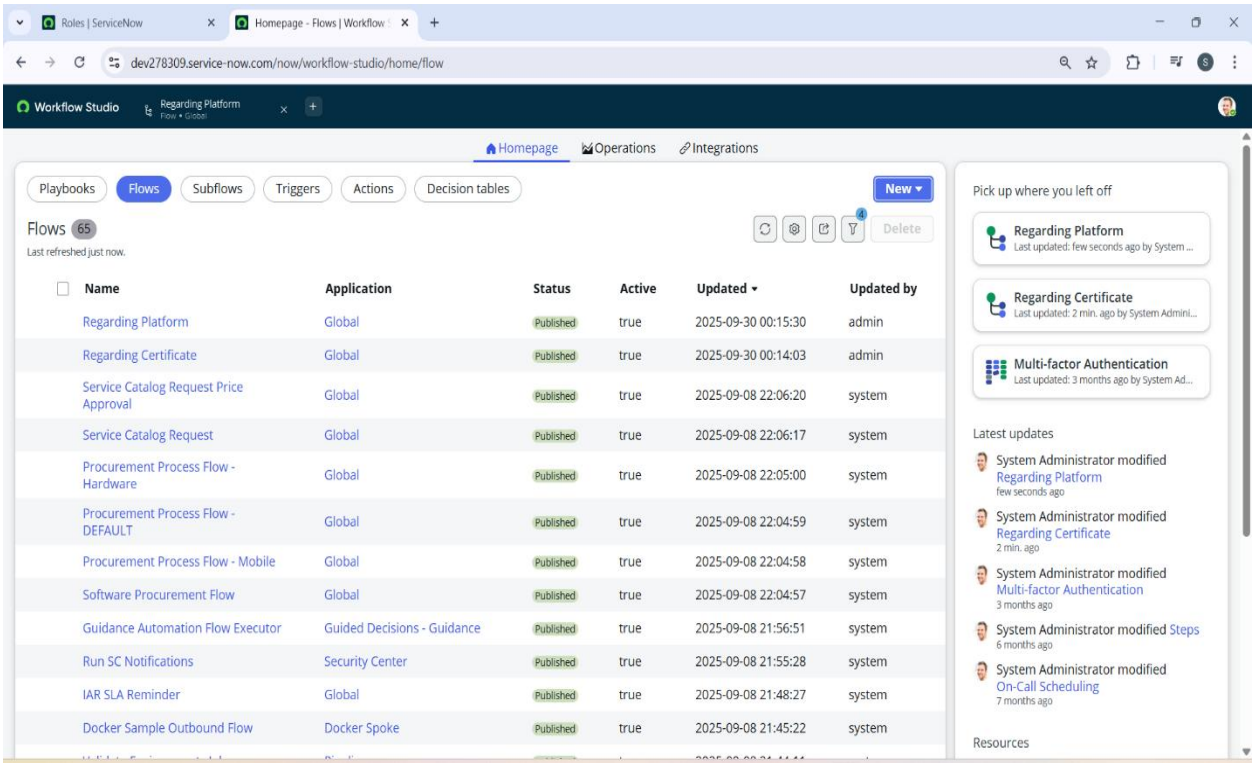

Roles | ServiceNow
Regarding Certificate | Workflow
dev278309.service-now.com/now/workflow-studio/builder%3Ftable%3Dsys_hub_flow%26sysId%3D642196a5c39472106892d075e4013182
Workflow Studio
Regarding Certificate
Flow • Global
Regarding Certificate
Inactive
View:
Test
Activate
TRIGGER
Operations related Created or Updated where (Issue is regarding certificates)
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
Certificates
Add field value
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
3


Roles | ServiceNow
Regarding Certificate | Workflow
dev278309.service-now.com/now/workflow-studio/builder%3Ftable%3Dsys_hub_flow%26sysId%3D642196a5c39472106892d075e4013182
Workflow Studio
Regarding Certificate
Flow • Global
Regarding Certificate
Active
View:
Test
Deactivate
Activate
TRIGGER
Operations related Created or Updated where (Issue is regarding certificates)
ACTIONS
Select multiple
Add a Stage
1
Update Operations related Record
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
4

- Created Trigger and action for Regarding Platform







- Published flows