**📋 Role Matrix — IT Equipment Request & Fulfillment Portal**

This document outlines the roles, their descriptions, and their associated permissions within the scoped ServiceNow application: IT Equipment Request & Fulfillment Portal.

**🎭 Roles Defined**

| **Role Name** | **Display Name** | **Description** |
| --- | --- | --- |
| x\_1778869\_it\_eq.request\_user | Request User | Can submit and view their own equipment requests; access KB articles. |
| x\_1778869\_it\_eq.fulfiller | IT Fulfiller | Can view and fulfill assigned equipment requests; access reports. |
| x\_1778869\_it\_eq.manager | IT Manager | Can view all requests; receive SLA alerts; access dashboards. |
| x\_1778869\_it\_eq.admin | Equipment App Admin | Full access to app tables, configurations, flows, and dashboards. |

**🔐 Table-Level Access Permissions**

| **Table Name** | **CRUD** | **x\_it\_eqp.request\_user** | **x\_it\_eqp.fulfiller** | **x\_it\_eqp.manager** | **x\_it\_eqp.admin** |
| --- | --- | --- | --- | --- | --- |
| x\_1778869\_it\_eq\_equipment\_request | C/R | ✅ | ✅ (Read/Update) | ✅ | ✅ |
| x\_1778869\_it\_eq\_equipment\_catalog | R | ✅ | ✅ | ✅ | ✅ |
| x\_1778869\_it\_eq\_fulfillment\_task (opt.) | R/U |  | ✅ | ✅ | ✅ |

**🧾 Module-Level Access**

| **Module** | **Required Role** |
| --- | --- |
| Submit Request | x\_1778869\_it\_eq.request\_user |
| View My Requests | x\_1778869\_it\_eq.request\_user |
| Fulfillment Queue | x\_1778869\_it\_eq.fulfiller |
| SLA Breach Alerts | x\_1778869\_it\_eq.manager |
| Dashboards | x\_1778869\_it\_eq.manager |
| Admin Configuration | x\_1778869\_it\_eq.admin |

**🛡️ Suggested Access Controls (Example)**

**Table: x\_1778869\_it\_eq\_equipment\_request**

1. Create —

* Requires role: x\_1778869\_it\_eq.request\_user

1. Read —

* Requester can only read own records (script condition: gs.getUserID() == current.requested\_by)
* Fulfiller, Manager, Admin: Read all

1. Update —

* Fulfiller: Update status, fulfillment notes
* Admin: Full update rights

1. Delete —

* Only Admin

**📁 Role Inheritance (Optional)**

| **Role** | **Contains** |
| --- | --- |
| x\_1778869\_it\_eq.admin | All other roles |
| x\_1778869\_it\_eq.manager | x\_1778869\_it\_eq.fulfiller |

**✅ Notes**

* Always test Access Controls in your PDI before finalizing.
* Use Application Picker to filter visibility of modules by role.
* Document the purpose of each role in the Git README or Wiki.