

Name: Arya Kashikar

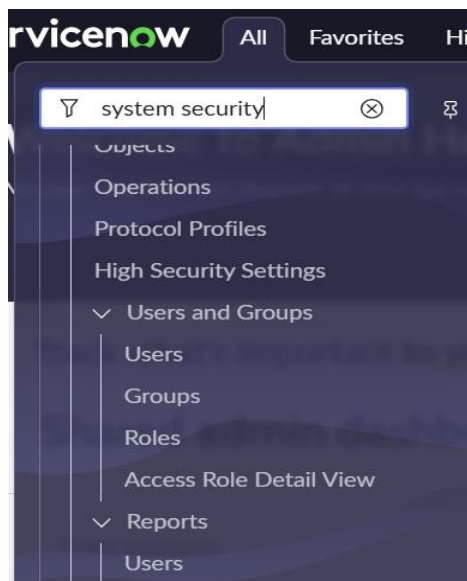
PRN: 22070521036

Course- Certified System Administrator

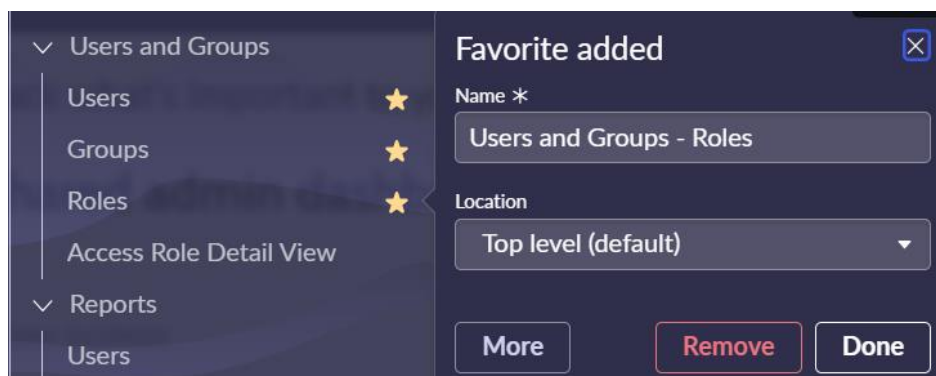
Lab 1.2.1

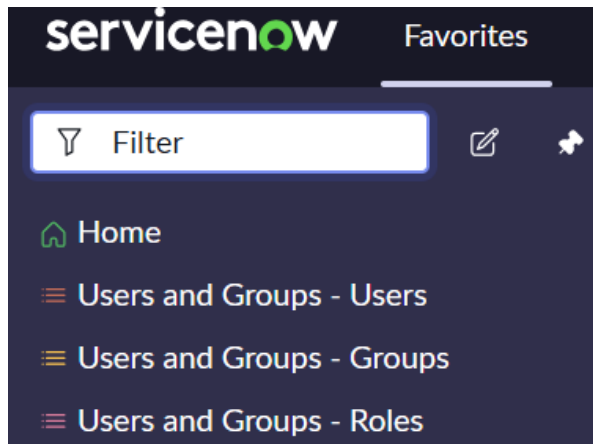
Section 1: Add new users

➔ **All > system security > user and groups**



➔ **Mark users , roles and groups as favourite and pin the favourites**





➔ Go to Users and Groups > Users > Click New

➔ Enter the details as follows

➔ Right Click on header and save

➔ Create and enter details for one more

➔ Right click on header and select insert and stay

Section 2: Identify HR groups and make it favourite

➔ Navigate to favourite > User and groups > groups

➔ On header click hide filter and add condition “Name contains HR” , “Name contains Human Resources”

[All](#)
[History](#)
[Workspaces](#)
[Admin](#)
[Groups](#) ☆

≡ ⚙️ 🗨️ Groups Name ▾ Search

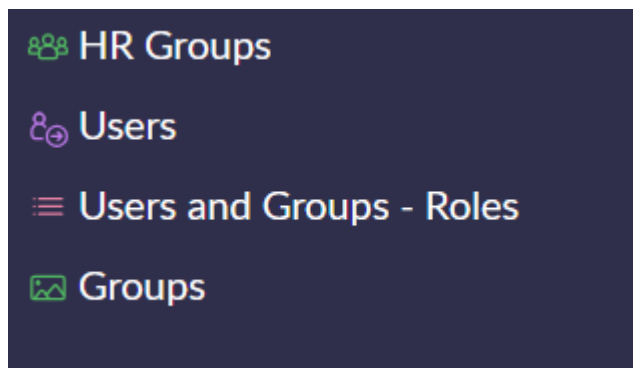
[Run](#)
[Save...](#)
[AND](#)
[OR](#)
[Add Sort](#)

Name ▾ contains ▾ HR [AND](#) [OR](#) [×](#)

or Name ▾ contains ▾ Human Resources [×](#)

➔ **Run**

➔ **Right click on header > create favourites > edit fav name to HR groups**



Section 3: Real World assignment Groups

➔ **Go to Groups > HR System**

< ≡ Group HR Systems

 🔗 ⚙️ ... [Update](#) [Delete](#) ↑ ↓

Name:
 Group email:

Manager:
 Parent:

Description:

[Update](#) [Delete](#)

Related Links
[Add to Update Set](#)

Roles **Group Members** Groups Skills

≡ ⚙️ User ▾ Search

 ⚙️ — [New](#) [Edit...](#)

Group = HR Systems

🔍 User

➔ **Select group members > edit > select Bob, Jane HR Support > add to members list > Save**

Collection

Q Jane

Janet Rathrock
Janet Schaffter
Maryjane Arata

Group Members List

HR Systems

Bob HR Support
Jane HR Support

Cancel

Save

Section 4: Impersonate HR Case Agents

The screenshot shows the ServiceNow user interface for the user 'Jane HR Support'. The page displays a list of roles assigned to the user, including 'sn_hr_core.secure_info_writer' which is highlighted. The interface includes tabs for Roles (68), Groups (2), Delegates, Subscriptions, and User Client Certificates. The bottom of the screen shows a Windows taskbar with the date 05-02-2025 and time 15:39.

Role	State	Inherited	Inheritance Count
sn_esign.config_manager	Active	true	2
sn_esign.admin	Active	true	1
user_criteria.admin	Active	true	1
sn_templated_snippet.template_snippet_admin	Active	true	1
sn_hr_core.secure_info_reader	Active	true	1
skill_user	Active	true	2
template_read_global	Active	true	1
sn_shn.user	Active	true	1
knowledge	Active	true	1
sn_hr_core.content_reader	Active	true	1
<input checked="" type="checkbox"/> sn_hr_core.secure_info_writer	Active	true	1
sn_hr_core.case_writer	Active	true	1
flow_operator	Active	true	1
assessment_admin	Active	true	1
catalog_builder_editor	Active	true	2
workspace_user	Active	true	1
sn_hr_core.manager	Active	true	1
sn_hr_sp.admin	Active	true	1
sn_hr_mobile.admin	Active	true	1
skill_admin	Active	true	1

Learning Course - Now Learning | HR Admin | Group | ServiceNow | Lab 1.2 Grant & Verify Access to | CDev External - English - All Doc | +

https://nowlearning-nlinst02470450-15bx-0001.lab.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D723aa84f5ba02200502f6ede91f...

servicenow All Favorites History Workspaces Group - HR Admin Search

Group HR Admin

① Adding Role sn_hr_core.basic to Bob.HR_Support

① Adding Role knowledge_admin to Bob.HR_Support

① Adding Role link_generator_writer to Bob.HR_Support

Name HR Admin Group email

Manager Parent

Description Group for managing HR App via Delegated Development

Update Delete

Related Links

Add to Update Set

Roles (2) Group Members (2) Groups Skills

User Search Actions on selected rows... New Edit...

Group = HR Admin

User

Bob HR Support

Jane HR Support

1 to 2 of 2

High UV Now

Learning Course - Now Learning | HR Admin | Group | ServiceNow | Lab 1.2 Grant & Verify Access to | CDev External - English - All Doc | +

https://nowlearning-nlinst02470450-15bx-0001.lab.service-now.com/now/nav/ui/classic/params/target/sys_user_group.do%3Fsys_id%3D723aa84f5ba02200502f6ede91f...

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Manager Parent

Description Group for managing HR App via Delegated Development

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Add to Update Set

Roles (2) Group Members (2) Groups Skills

Created Search Actions on selected rows... Edit...

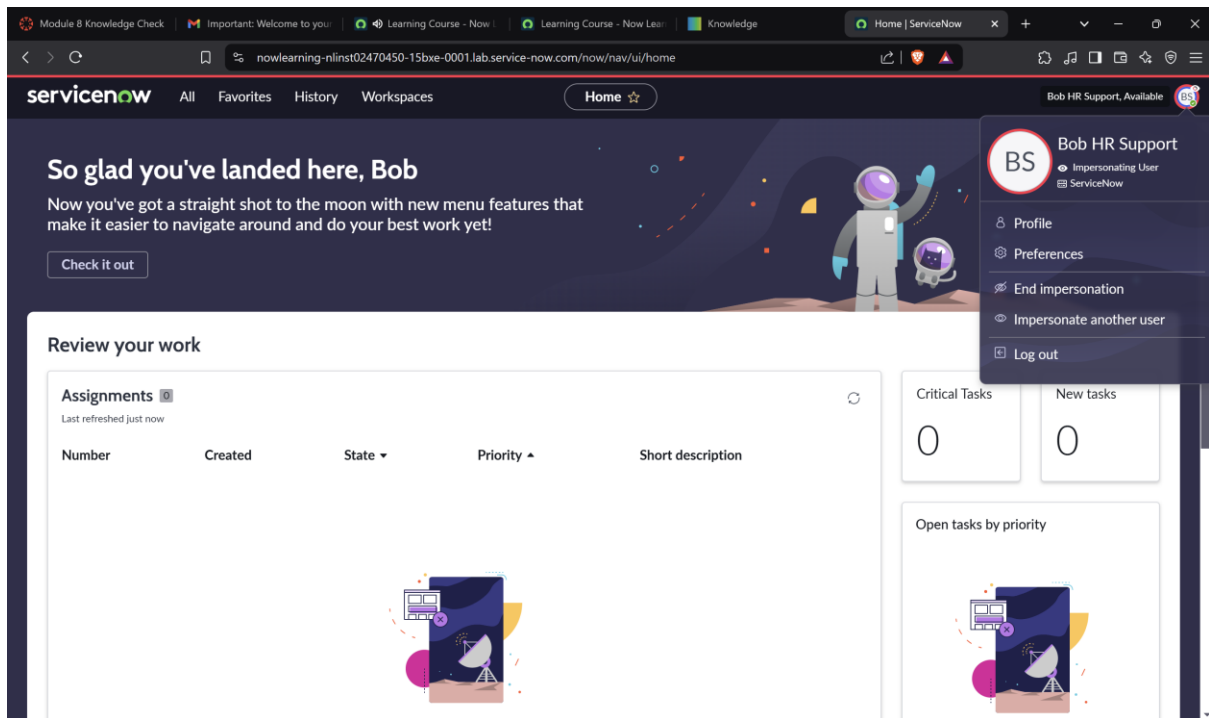
Group = HR Admin

Created	Role	Granted by	Inherits
2016-07-15 17:09:54	sn_hr_core.admin	(empty)	true
2025-02-05 10:02:48	impersonator	(empty)	true

1 to 2 of 2

High UV Now

Section 5: Verify HR Admin Can Impersonate



Section 6: Verify HR Admin Can Create an HR Case

The screenshot shows the ServiceNow form for creating an HR Case. The browser address bar displays the URL: nowlearning-nlinst02470450-15bxe-0001.lab.service-now.com/now/nav/ui/classic/params/target/sn_hr_core_case_payroll... The ServiceNow header includes navigation links for All, Favorites, History, Workspaces, and a button for "HR Payroll Case - HRC0001003". The form title is "HR Payroll Case - HRC0001003". A message bar states: "The case has been created, it is in the 'Draft' state, press the 'Ready for Work' button to change state to 'Ready'". The form fields are organized into two columns. The left column contains: Number (HRC0001003), * Opened for (Beth Anglin), Subject person (Beth Anglin), * HR service (Direct Deposit Inquiry), and Skills (Payroll). The right column contains: State (Draft), * Priority (4 - Low), Source (-- None --), Opened (2025-02-17 22:46:45), Opened by (Bob HR Support), Assignment group (HR Tier 1), Assigned to (Terrance Nimmer), Collaborators, and Watch list. At the bottom, there is a "Short description" field with the text "Direct deposit inquiry" and a "Description" field with a rich text editor. The rich text editor includes a toolbar with various formatting options and a text area for the description.