ARUNACHALA HITECH ENGINEERING COLLEGE

(Approved By AICTE, New Delhi & Affiliated to Anna University, Chennai)

DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING

REGULATION 2021

ARUNACHALA
HITECH ENGINEERING COLLEGE
(Approved By AICTE, New Delhi & Affiliated to Anna University, Chennai)

LABORATORY RECORD

This is to certify that this is a bonafide record of the work done by Mr

……………………….......................... Register number……………………..........………in

the ………………………………………………………………laboratory in the ……………….Semester.

Staff-in-charge Head of the Department

Submitted for the University Examination held on ………………………………..

Internal Examiner External Examine

Optimizing user group and role management with access control and workflow

INTRODUCTION:

Effective access management is essential for maintaining security, compliance, and operational efficiency in modern organizations. This project focuses on optimizing user group and role management by integrating access control mechanisms and workflow AIM (Automation, Integration, and Management). The objective is to streamline user provisioning, minimize manual interventions, and ensure that access rights are consistently aligned with organizational policies.

PROBLEM STATEMENT:

In a small project management team consisting of a Project Manager (Alice) and a Team Member (Bob), there is a need to efficiently manage project tasks and ensure accountability throughout the project lifecycle. The current system lacks clear role definitions, access controls, and a structured workflow, leading to confusion regarding task assignments and progress tracking.

PROCEDURE:

Users

Create Users

STEP 1: Open service now

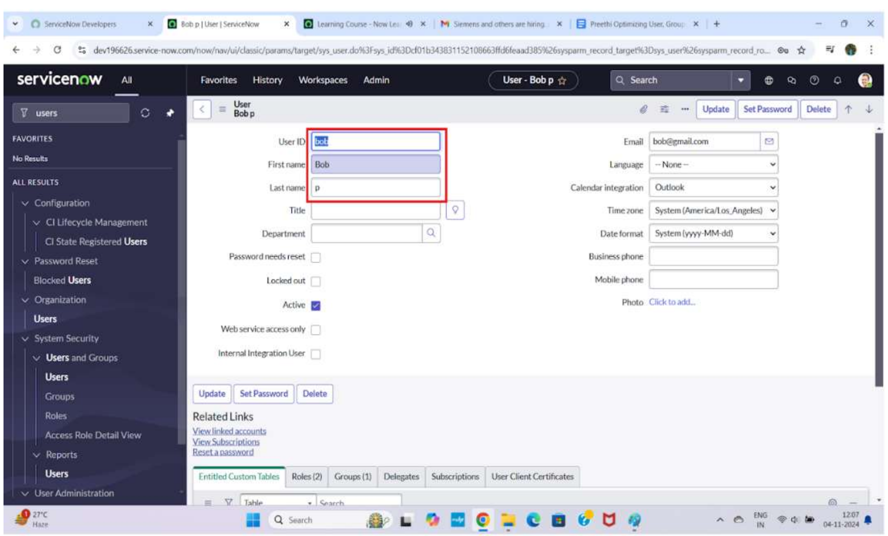
STEP 2: Click on All >> search for users

STEP 3: Select Users under system security

STEP 4: Click on new

STEP 5: Fill the following details to create a new user

STEP 6: Click on submit



Groups

Create Groups

STEP 1: Open service now.

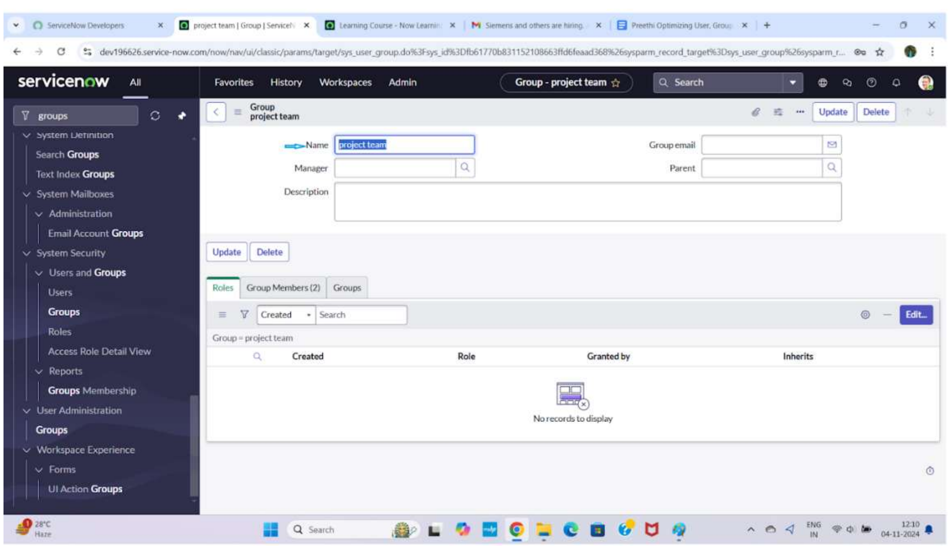
STEP 2: Click on All >> search for groups

STEP 3: Select groups under system security

STEP 4: Click on new

STEP 5: Fill the following details to create a new group

STEP 6: Click on submit



Roles

Create Role

STEP 1: Open service now.

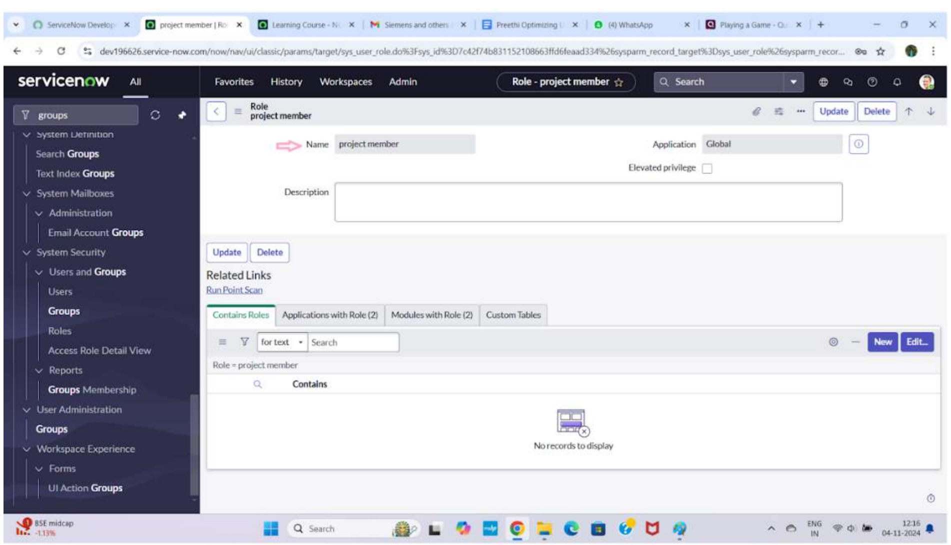
STEP 2: Click on All >> search for roles

STEP 3: Select roles under system security

STEP 4: Click on new

STEP 5: Fill the following details to create a new role

STEP 6: Click on submit



Assign users to groups

Assign roles to Alice user:

STEP 1: Open servicenow.Click on All >> search for user

STEP 2: Select tables under system definition

STEP 3: Select the project manager user

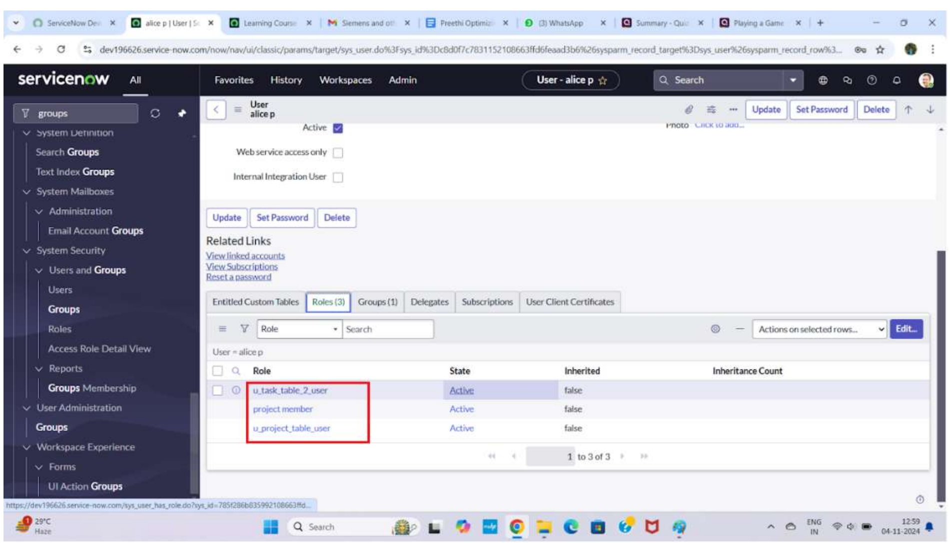
STEP 4: Under project manager

STEP 5: Click on edit

STEP 6: Select project member and save

STEP 7: click on edit add u_project_table role and u_task_table role

STEP 8: click on save and update the form.



Assign roles to Bob user:

STEP 1: Open servicenow.Click on All >> search for user

STEP 2: Select tables under system definition

STEP 3: Select the bob p user

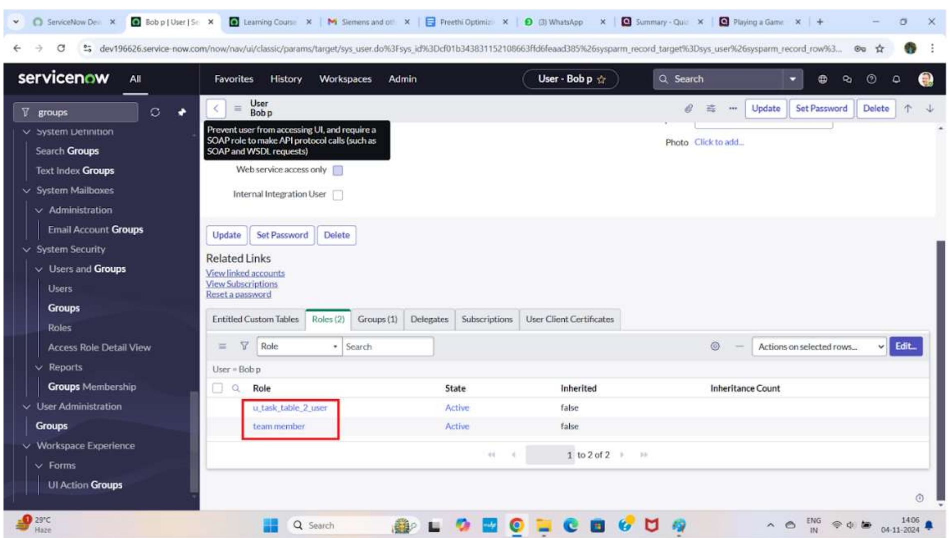
STEP 4: Under team member

STEP 5: Click on edit

STEP 6: Select team member and give table role and save

STEP 7: Click on profile icon Impersonate user to bob

STEP 8: We can see the task table2.



Application access

Assign table access to application:

STEP 1: while creating a table it automatically create a application and module for that table

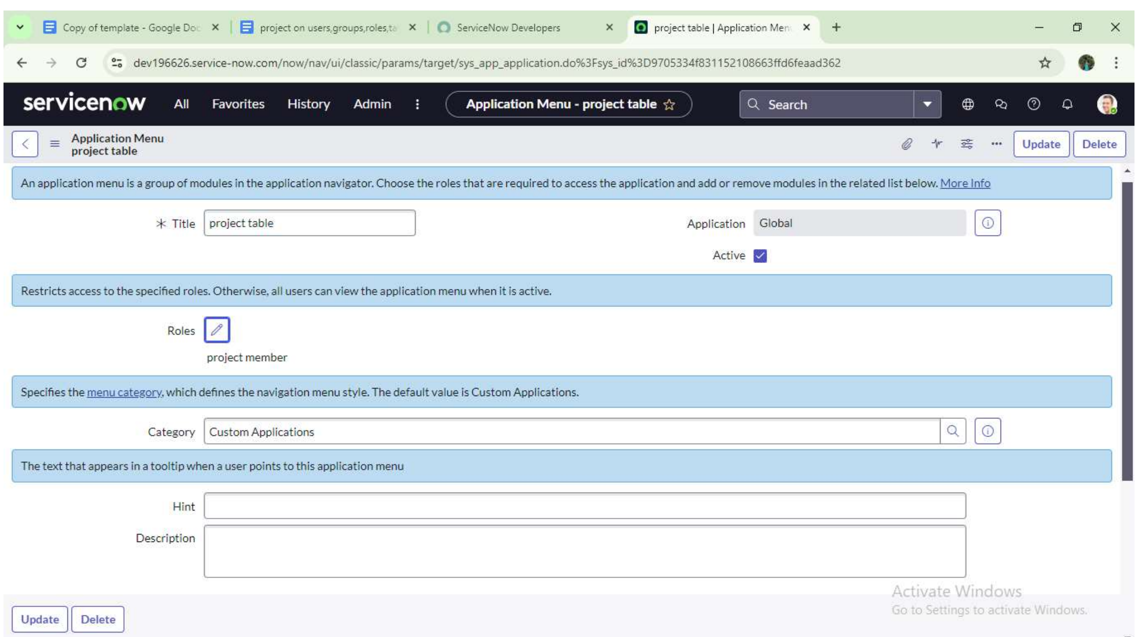
STEP 2: Go to application navigator search for search project table application

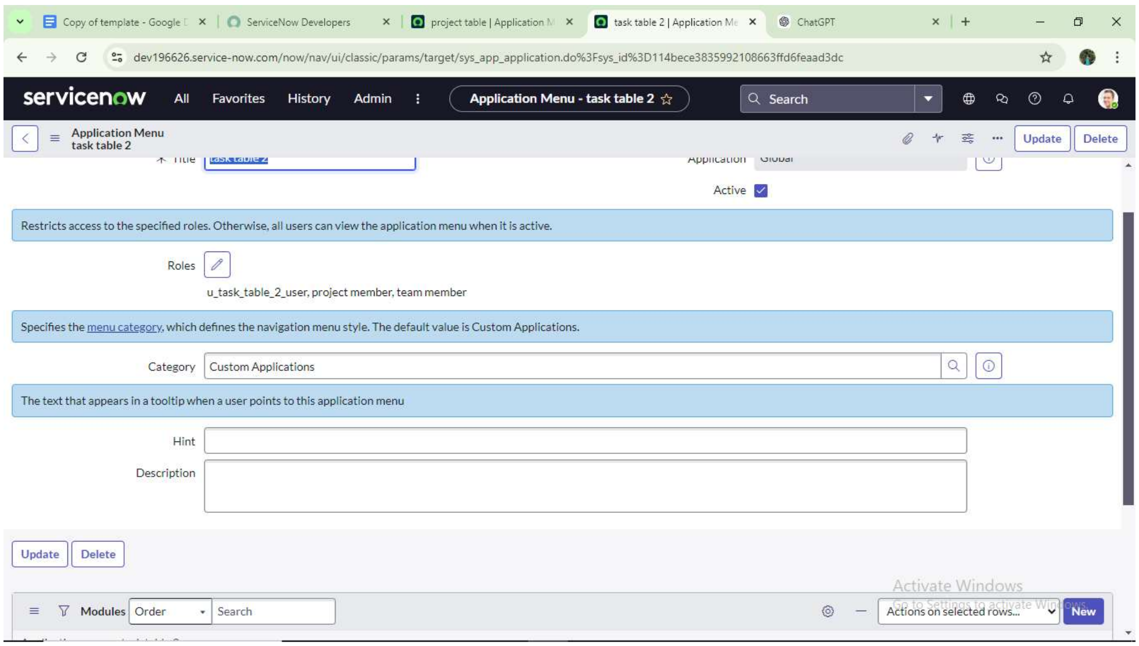
STEP 3: Click on edit module

STEP 4: Give project member roles to that application

STEP 5: Search for task table2 and click on edit application.

STEP 6: Give the project member and team member role for task table 2 application




Copy of template - Google
ServiceNow Developers
project table | Application M
task table 2 | Application Me
ChatGPT
dev196626.service-now.com/now/nav/ui/classic/params/target/sys_app_application.do%3Fsys_id%3D114bece3835992108663ffd6feaad3dc
servicenow
All
Favorites
History
Admin
Application Menu - task table 2
Search
Application Menu
task table 2
Update
Delete
Title
Application
Global
Active
Restricts access to the specified roles. Otherwise, all users can view the application menu when it is active.
Roles
u_task_table_2_user, project member, team member
Specifies the menu category, which defines the navigation menu style. The default value is Custom Applications.
Category
Custom Applications
The text that appears in a tooltip when a user points to this application menu
Hint
Description
Update
Delete
Activate Windows
Modules
Order
Search
Actions on selected rows...
New

Access control list

Create ACL

STEP 1: Open service now.

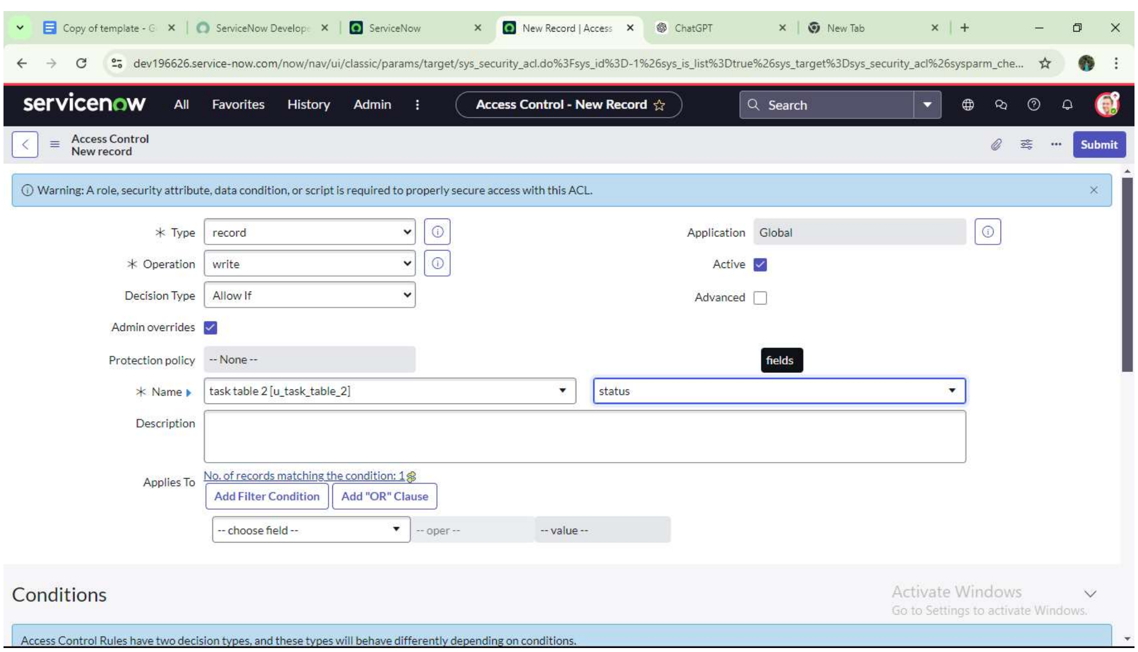
STEP 2: Click on All >> search for ACL

STEP 3: Select Access Control(ACL) under system security

STEP 4: Click on elevate role

STEP 5: Click on new

STEP 6: Fill the following details to create a new ACL



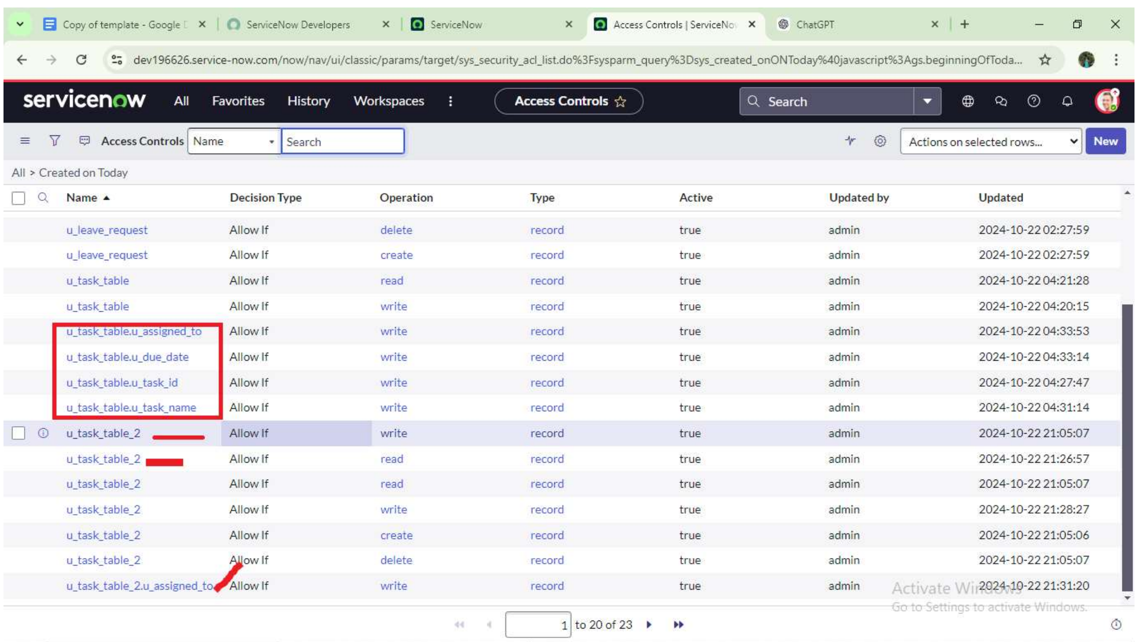
STEP 7: Scroll down under requires role

STEP 8: Double click on insert a new row

STEP 9: Give task table and team member role

STEP 10: Click on submit

STEP 11: Similarly create 4 acl for the following fields



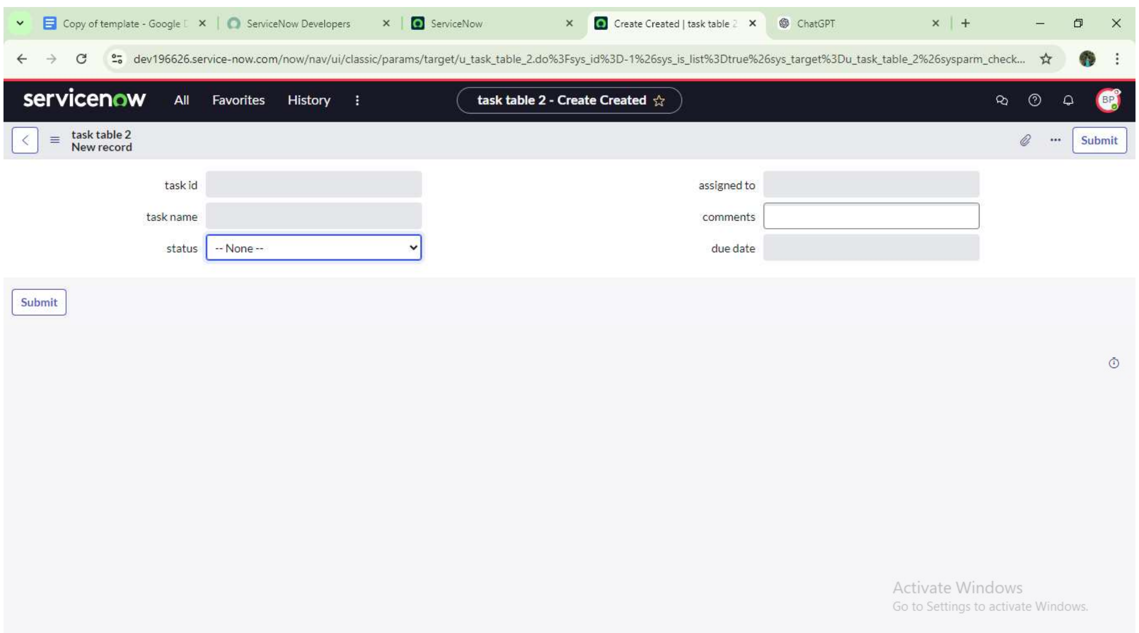
STEP 12: Click on profile on top right side

STEP 13: Click on impersonate user

STEP 14: Select bob user

STEP 15: Go to all and select task table2 in the application menu bar

STEP 16: Comment and status fields are have the edit access



Flow

Create a Flow to Assign operations ticket to group:

STEP 1: essOpen service now.

STEP 2: Click on All >> search for Flow Designer

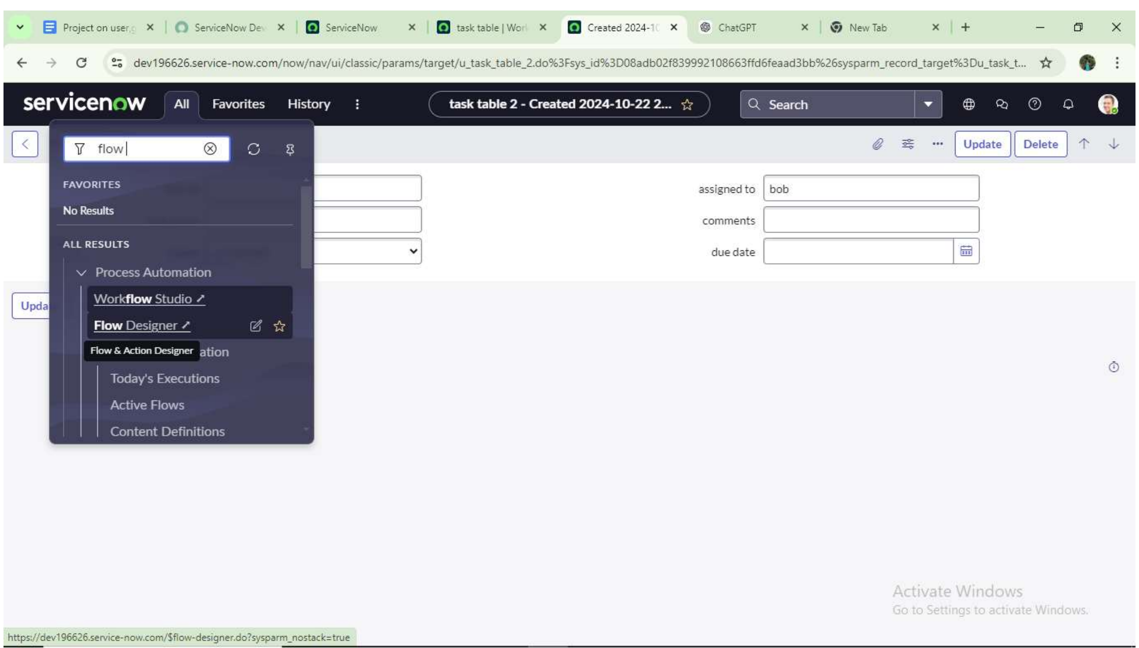
STEP 3: Click on Flow Designer under Process Automation.

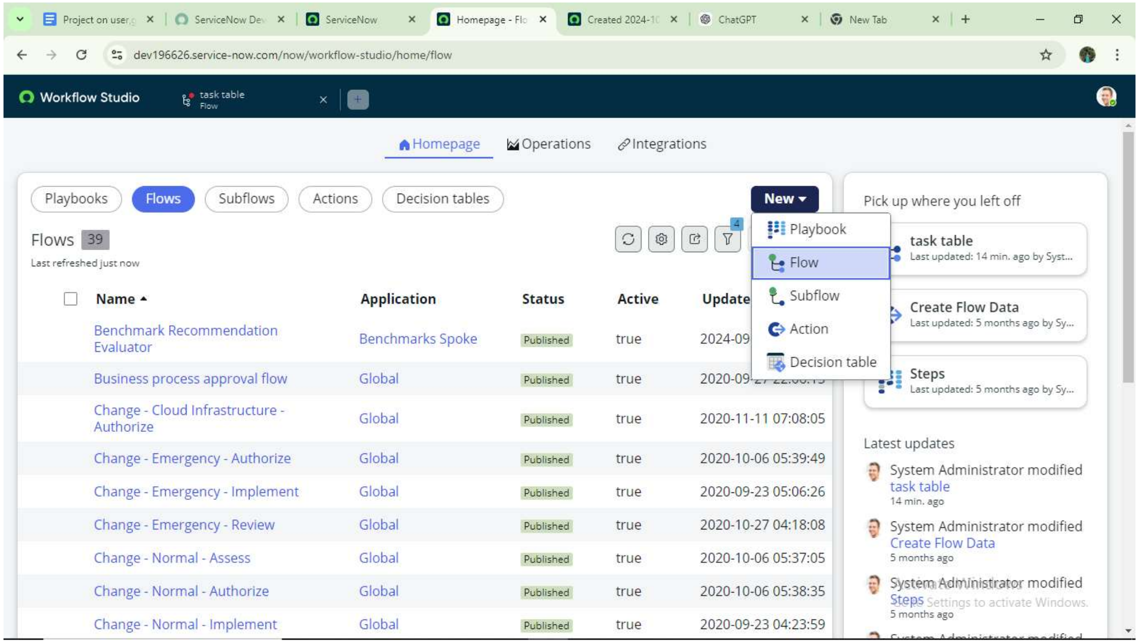
STEP 4: After opening Flow Designer Click on new and select Flow.

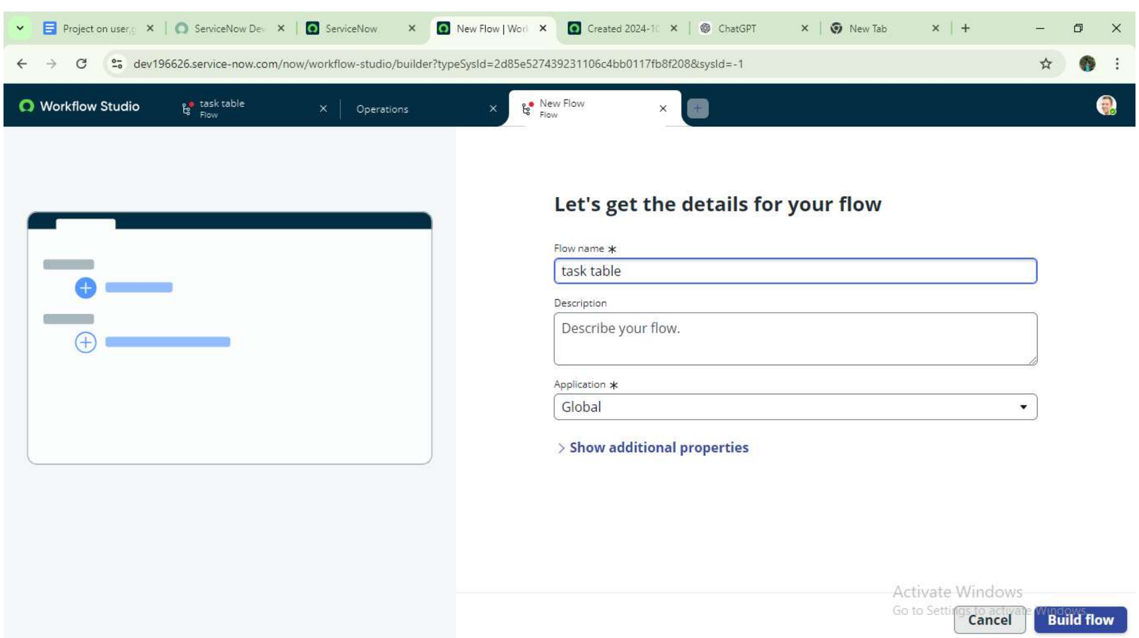
STEP 5: Under Flow properties Give Flow Name as " task table".

STEP 6: Application should be Global.

STEP 7: Click build flow.




dev196626.service-now.com/now/workflow-studio/home/flow
Workflow Studio
task table
Homepage
Operations
Integrations
Playbooks
Flows
Subflows
Actions
Decision tables
New
Playbook
Flow
Subflow
Action
Decision table
Flows 39
Last refreshed just now
Name
Application
Status
Active
Benchmark Recommendation Evaluator
Benchmarks Spoke
Business process approval flow
Change - Cloud Infrastructure - Authorize
Change - Emergency - Authorize
Change - Emergency - Implement
Change - Emergency - Review
Change - Normal - Assess
Change - Normal - Authorize
Change - Normal - Implement
Global
Published
true
2020-11-11 07:08:05
2020-10-06 05:39:49
2020-09-23 05:06:26
2020-10-27 04:18:08
2020-10-06 05:37:05
2020-10-06 05:38:35
2020-09-23 04:23:59
Pick up where you left off
task table
Last updated: 14 min. ago by Syst...
Create Flow Data
Last updated: 5 months ago by Sy...
Steps
Last updated: 5 months ago by Sy...
Latest updates
System Administrator modified
task table
14 min. ago
System Administrator modified
Create Flow Data
5 months ago
System Administrator modified
Steps
5 months ago


dev196626.service-now.com/now/workflow-studio/builder?typeSysId=2d85e527439231106c4bb0117fb8f208&sysId=-1
Workflow Studio
task table
Operations
New Flow
Let's get the details for your flow
Flow name *
task table
Description
Describe your flow.
Application *
Global
Show additional properties
Activate Windows
Cancel
Build flow

next step:

STEP 1: Click on Add a trigger

STEP 2: Select the trigger in that Search for "create record" and select that.

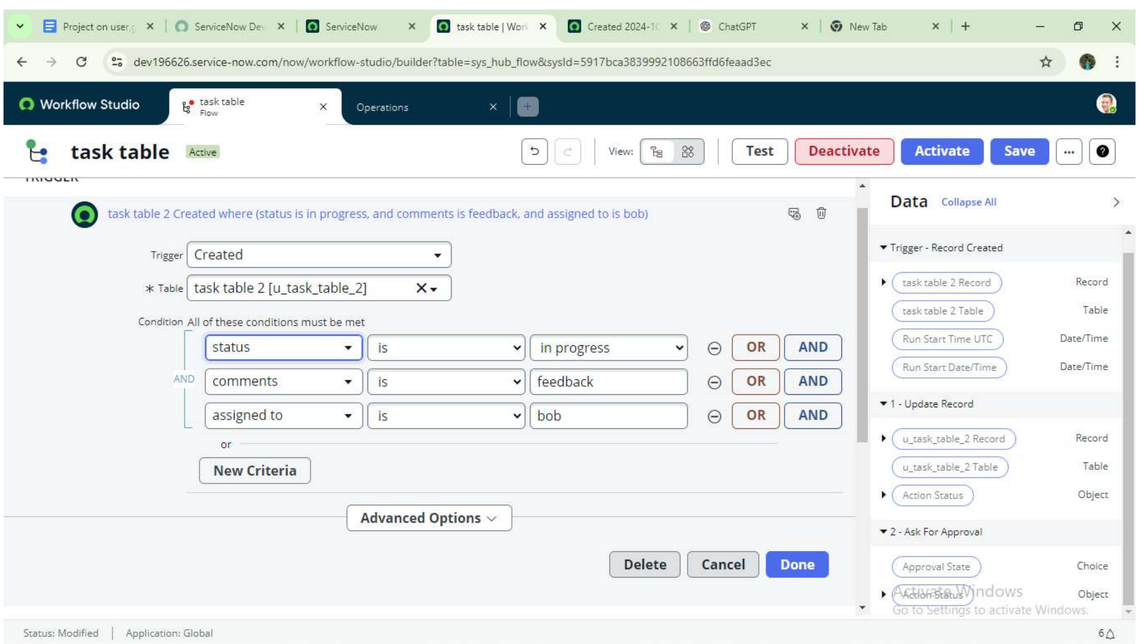
STEP 3: Give the table name as " task table ".

STEP 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

STEP 5: After that click on Done.



Next step:

STEP 1: Click on Add an action.

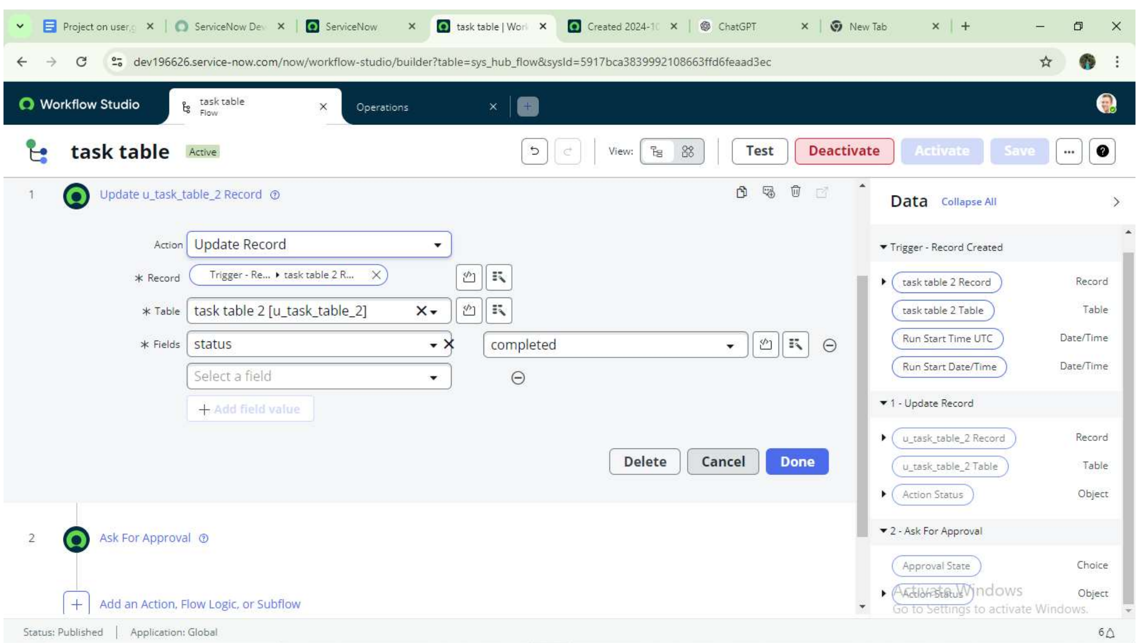
STEP 2: Select action in that ,search for “ update records”.

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

STEP 4: Table will be auto assigned after that

STEP 5: Add fields as “status” and value as “completed”

STEP 6: Click on Done.



Next step:

STEP 1: Now under Actions.

STEP 2: Click on Add an action.

STEP 3: Select action in that ,search for “ ask for approval ”.

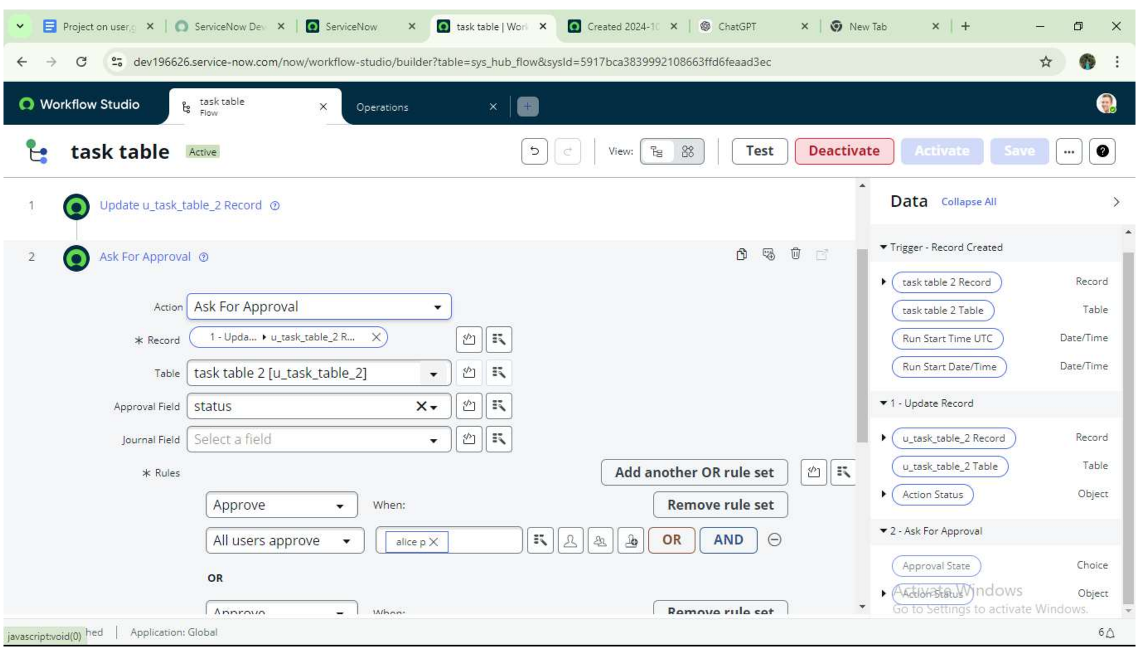
STEP 4: In Record field drag the fields from the data navigation from Right side

STEP 5: Table will be auto assigned after that

STEP 6: Give the approve field as “ status”

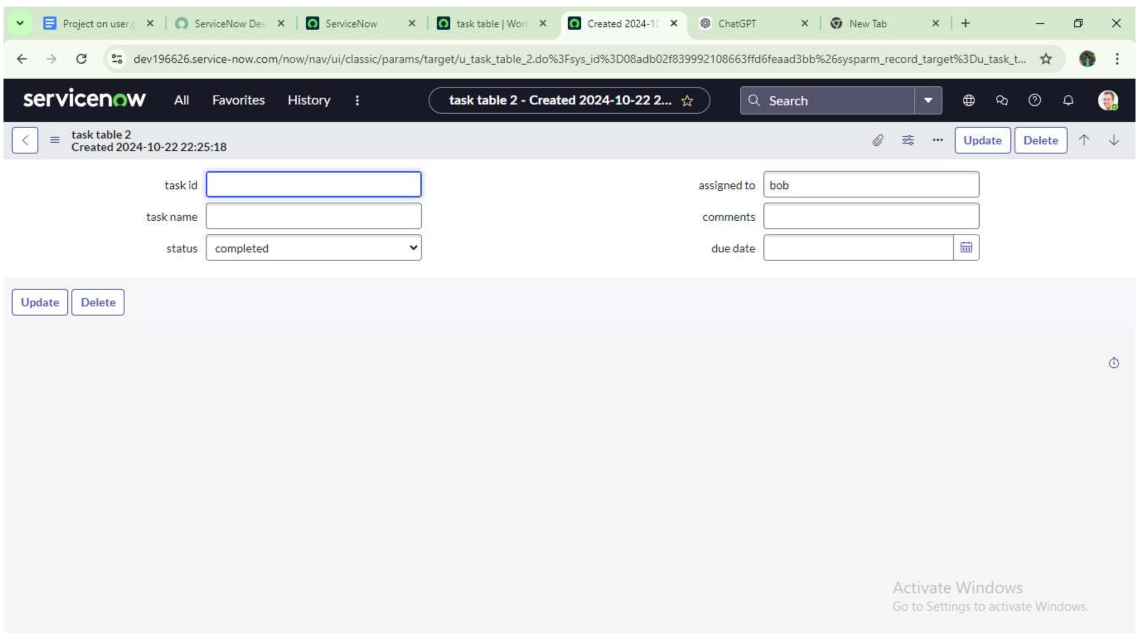
STEP 7: Give approver as alice p

STEP 8: Click on Done.



STEP 1: Go to application navigator search for task table.

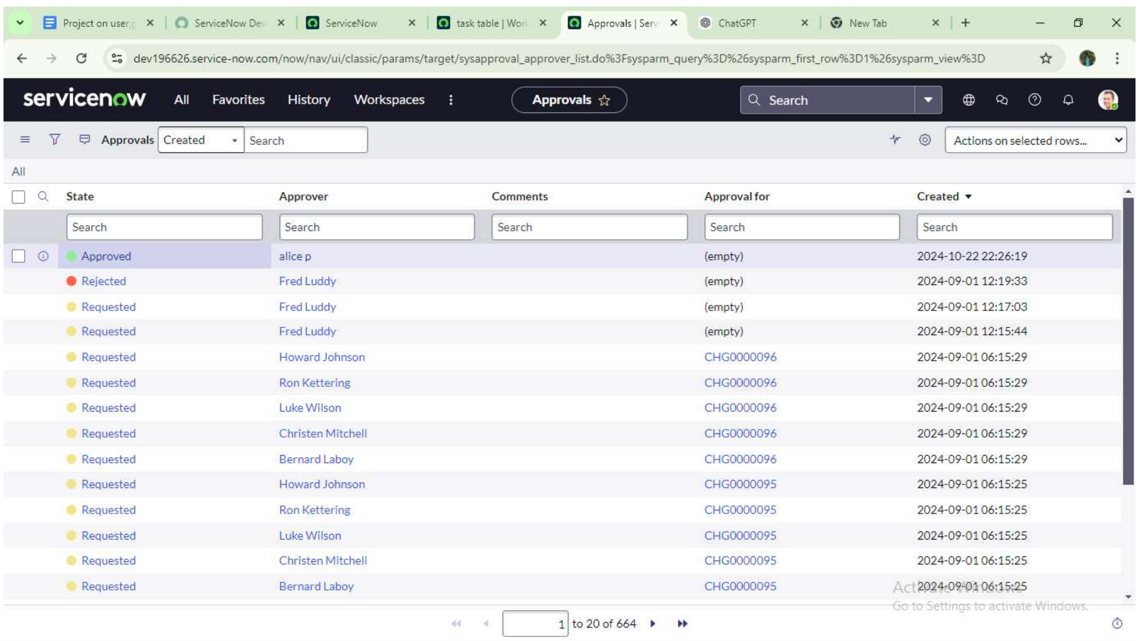
STEP 2: It status field is updated to completed



STEP 1: Go to application navigator and search for my approval

STEP 2: Click on my approval under the service desk.

STEP 3: Alice p got approval request then right click on requested then select approved



Conclusion :

This scenario highlights a structured approach to project management, showcasing the roles of Alice and Bob within a defined workflow. With Alice's oversight and Bob's execution, the team effectively collaborates to ensure project success. The use of tables organizes key information, facilitating easy tracking of projects, tasks, and progress updates. Overall, this system promotes accountability, enhances communication, and leads to the successful completion of projects.