

Project Title :

Tailored Application Access for Enhanced User Experience.

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Abstract :

This study presents a framework for personalized application access, leveraging AI and ML to provide role-based access. By analyzing user behavior and permissions, the approach streamlines workflow efficiency, reduces information overload, and ensures application security. The results show

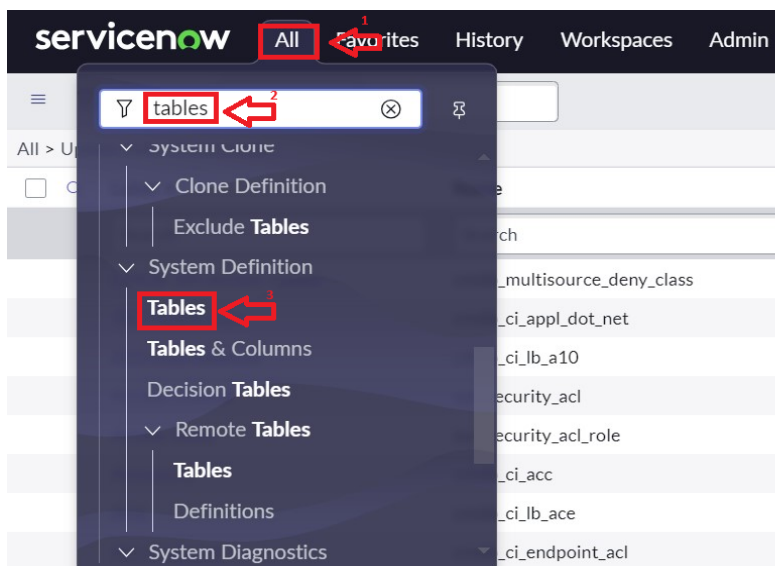
significant improvements in user satisfaction, productivity, and application adoption rates.

Keywords : Application access, user experience, personalized access, AI, ML, security.

Process :

Activity-1 :

1. Open service now developer Instance
2. Click on All
3. Search for Tables.
4. Under System Definition select Tables



5. Then click on New.
6. Fill the Details as:

Label : Service Request

Name : Auto-Populated

Add module to menu : Select Create New

Leave everything as Default.

* Label  ¹


* Name  ²

Application

Extends table



Create module ☒

Create mobile module ☒

Add module to menu  ³

New menu name

7. Under Columns : click on insert a new row.
Column label : Name >> Type : String
Column label : Issue >> Type : String

Columns		Controls	Application Access
Table Columns		Column label	Search
Dictionary Entries			
	Column label	Type	
	Name	String	
	Issue	String	
+ Insert a new row...			

8. Click on Submit.

Activity - 2: Create Users :

1. Open service now.
2. Click on All >> search for users
3. Select Users under system security
4. Click on new
5. Fill the following details to create a new user

User ID: Jai.Prakash

First name: Jai

Last name: Prakash

Title: Manager

Department: IT

Password needs reset: ☐

Locked out: ☐

Active: ☒

Web service access only: ☐

Internal Integration User: ☐

Email:

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

6. Click on submit

Activity - 3: Create Groups :

1. Open service now.
2. Click on All >> search for groups
3. Select groups under system security
4. Click on new
5. Fill the following details to create a new group.

Group Manager Group

Name: Manager Group

Manager:

Group email:

Parent:

Description:

Update Set Password Delete

6. Under Group Members, click on edit.

7. Add the user(Jai Prakash) to the Manager Group and click on Save.

Collection

Group Members List

Manager Group

Jai Prakash

Cancel Save

8. It would like below.

Roles Group Members (1) Groups Manage Subscriptions

User Search

Group = Manager Group

User

Jai Prakash

1 to 1 of 1

9. Click on save.

Activity - 4: Create Roles :

1. Open service now.
2. Click on All >> search for roles
3. Select roles under system security
4. Click on new
5. Fill the following details to create a new role

Role New record

* Name Application Elevated privilege ☐

Description

6. Click on Submit.
7. Click on All >> users
8. Search for “ jai prakash ”
9. Open the record, Go to the related list Click on roles
10. Click on Edit
11. Add manager to the selected list and Click in Save.

Entitled Custom Tables

Roles (1)

Groups (1)

Delegates

Subscriptions

User Client Certificates

Role

Search

—

Actions on selected rows...

Edit...

User = jai Prakash

Role

State

Inherited

Inheritance Count

Manager

Active

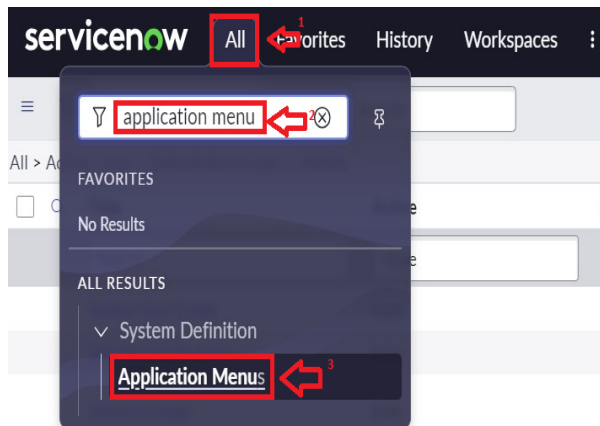
true

1

1 to 1 of 1

Activity - 5: Creation of Modules :

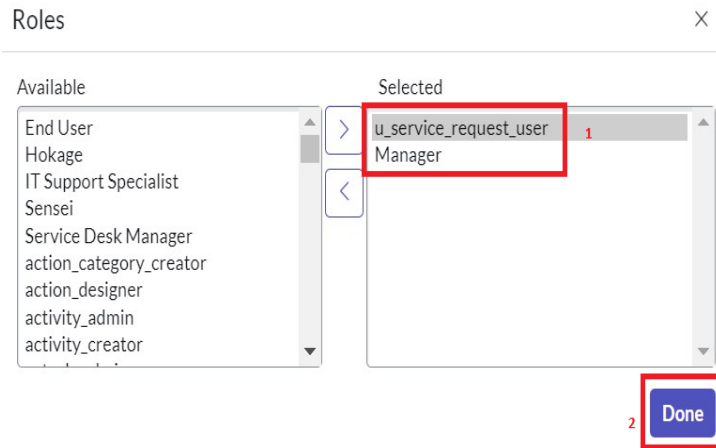
7. Click on All.
8. Search for Application Menus.
9. Open Application Menus.



10. Under Title search for Service Request and open service request.

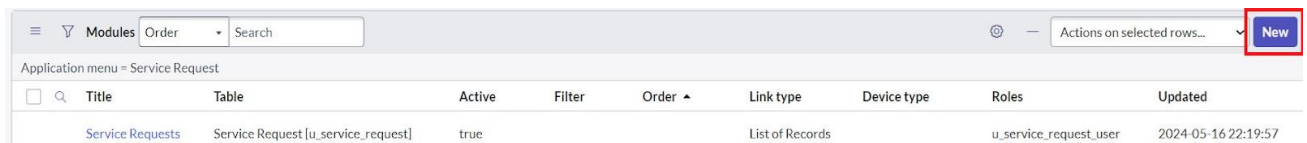
Application Menus						
Title	Active	Order	Roles	Name	Updated	
service re	=true	Search	Search	Search	Search	
Service Request	true	100	u_service_request_user Manager	Service Request	2024-05-16 22:37:52	

11. Under Roles, click on roles and Select the Role to which this should be viewed.



12. Click on Done.

13. Now under Modules. Click on New.



14. Enter the details as:

Title : Create New

15. Under Visibility >> Select roles and select the role you want to assign.

Module Create New

Title **Create New** ← 1

Application Global

Application menu Service Request

Order

Hint

Display name Create New

Visibility Link Type

Roles **Manager** ← 2

Override application menu roles ☐

Active ☒

16. In Link Type, fill details as shown in figure.

Visibility Link Type

Select the type of link for the module or select separator to create a horizontal line. The fields below change depending on your selection.

Link type New Record

* Table Service Request [u_service_request]

View name Create New

Filter [Add Filter Condition](#) [Add "OR" Clause](#)

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

Arguments

Window name

17. Click on Save.

18. Now under Modules. Click on New.

Modules Order Search Actions on selected rows... New								
Application menu = Service Request								
<input type="checkbox"/>	Title	Table	Active	Filter	Order	Link type	Device type	Roles
<input type="checkbox"/>	Service Requests	Service Request [u_service_request]	true			List of Records		u_service_request_user
Updated 2024-05-16 22:19:57								

19. Enter the details as:

Title : All

20. Under Visibility >> Select roles and select the role you want to assign.

Module

All

Title

All

Application menu

Service Request

Order

Hint

Display name

All

Application

Global

Visibility

Link Type

Roles

Manager

Active

☒

Override application menu roles

☐

21. In Link Type, fill details as shown in figure.

Visibility

Link Type

Select the type of link for the module or select separator to create a horizontal line. The fields below change depending on your selection.

Link type

List of Records

* Table

Service Request [u_service_request]

View name

All

Filter

Add Filter Condition

Add "OR" Clause

-- choose field --

-- oper --

-- value --

Arguments

Window name

22. Click on Save.

23. After that the Modules would look like below.

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🔍

Modules

Order

▼

Search

ⓘ

—

Actions on selected rows...

▼

New

Application menu = Service Request

<input type="checkbox"/>	🔍	Title	Table	Active	Filter	Order ▲	Link type	Device type	Roles	Updated
		Service Requests	Service Request [u_service_request]	true			List of Records		u_service_request_user	2024-05-16 22:19:57
		Create New	Service Request [u_service_request]	true			New Record		Manager	2024-05-16 22:30:09
		All	Service Request [u_service_request]	true			List of Records		Manager	2024-05-16 22:29:46

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1 to 3 of 3

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24. Hover over to the top and double click on the context menu and click on the Save.

Result :

