

User IDKatherine.Pierce

First nameKatherine

Last namePierce

Title

Department

Password needs reset

Locked out

Active

Internal Integration User

Email

Identity typeHuman

Language-- None --

Calendar integrationOutlook

Time zoneSystem (America/Los Angeles)

Date formatSystem (yyyy-MM-dd)

Business phone

Mobile phone

PhotoClick to add...

Update Set Password Delete

Related Links

- [View linked accounts](#)
- [View Subscriptions](#)
- [Set a password](#)

Untitled Custom Tables	Roles (1)	Groups (1)	Delegates	Subscriptions	User Client Certificates
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Table	Search
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User = Katherine Pierce

User IDmanne.niranjan

First nameManne

Last nameNiranjan

Title

Department

Password needs reset

Locked out

Active

Internal Integration User

Emailniranjanreddymanne2507@gmail.com

Identity typeHuman

Language-- None --

Calendar integrationOutlook

Time zoneSystem (America/Los Angeles)

Date formatSystem (yyyy-MM-dd)

Business phone

Mobile phone

PhotoClick to add...

Update

Set Password

Delete

Related Links

Group certificates

Namecertificates

Group email

ManagerKatherine Pierce

Parent

Description

UpdateDelete

Roles (1)Group Members (1)Groups

Created

Search

Actions on selected rows...

Edit...

Group = certificates			
Created	Role	Granted by	Inherits
2025-09-19 10:37:55	Certifications_role	(empty)	true

1 to 1 of 1

Nameplatform

Group email

ManagerManne Niranjana

Parent

Description

Update Delete

Roles (1) Group Members (1) Groups

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

Group = platform			
<input type="checkbox"/>	Created	Role	Inherits
	2025-09-19 10:39:29	Platform_role	true
1 to 1 of 1			

Role Certifications_role

Name Certifications_role Application Global

Elevated privilege ☐

Description deals with certification issues

Requires Subscription unspecified

Update Delete

- Contains Roles Applications with Role Modules with Role Custom Tables

for text Search New Edit...

Role = Certifications_role

Contains

No records to display

dev204060.service-now.com/now/nav/ui/classic/params/target/sys_user_role.do%3Fsys_id%3D93e40412c3c4721011f1571fdd401315c%26sysparm_record_target%3Dsys_user_role%26syspa...

servicenow

AllFavoritesHistoryWorkspacesAdmin

Role - Platform_role

Search

School

RolePlatform_role

UpdateDelete

NamePlatform_role

ApplicationGlobal

Elevated privilege

Descriptiondeals with platform related issues

Requires Subscriptionunspecified

UpdateDelete

Contains RolesApplications with RoleModules with RoleCustom Tables

for textSearch

NewEdit...

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label	Operations related	Application	Global
* Name	u_operations_related	Remote Table	

Dictionary Entries						
	Column label	Type	Reference	Max length	Default value	Display
×	Service request No	String	(empty)	40	javascript:getNextObjNumberPadded();	false
×	Ticket raised Date	Date/Time	(empty)	40		false
×	Comment	String	(empty)	40		false
×	Issue	String	(empty)	40		false
×	Priority	String	(empty)	40		false
×	Name	String	(empty)	40		false
	Sys ID	Sys ID (GUID)	(empty)	32		false
	Created	Date/Time	(empty)	40		false
	Updated by	String	(empty)	40		false
	Updates	Integer	(empty)	40		false
	Updated	Date/Time	(empty)	40		false
	Created by	String	(empty)	40		false
×	Assigned to group	Reference	Group	32		false
×	Assigned to users	Reference	User	32		false
+	Insert a new row...					

Fields Field Types

Filter

Fields

- Created
- Created by
- Updated
- Updated by
- Updates

Formatters

- Activities (filtered)
- Contextual Search Results
- Ratings

Operations related [u_operations_related]

Service request No	
Name	
Assigned to group	
Ticket raised Date	

Comment

Properties

Default: -- None --

Mandatory: ☐

Read Only: ☐

Dependent:

Choices:

Choice type: Dropdown with none

unable to login to platform	[unable_to_login_to_platform]	+	x
404 error	[404_error]	+	x
regarding certificates	[regarding_certificates]	+	x
regarding user expired	[regarding_user_expired]	+	x

Group certificates

Additional actions

UpdateDelete

↑↓

Namecertificates

Group email

ManagerKatherine Pierce

Parent

Description

UpdateDelete

es (1)Group Members (1)Groups

UserSearch

Actions on selected rows...NewEdit...

Group = certificates

User

Katherine Pierce

1 to 1 of 1

< ≡ Group platform

✎ ⚙ ⋮ Update Delete ↑ ↓

Nameplatform

Group email✉

ManagerManne Niranjan

🔍

👤

Parent🔍

Description

Update Delete

Roles (1) Group Members (1) Groups

≡ ⚙ Created 🔽 Search

⚙ — Actions on selected rows... 🔽 Edit...

Group = platform			
<input type="checkbox"/>	Created	Role	Inherits
	2025-09-19 10:39:29	Platform_role	true
1 to 1 of 1			

<

≡

Group platform

Update

Delete

Name

platform

Group email

Manager

Manne Niranjana

Parent

Description

Update

Delete

Roles (1)

Group Members (1)

Groups

≡

User

Search

Actions on selected rows...

New

Edit...

Group = platform

User

Manne Niranjana

«

«

1 to 1 of 1

»

»

(4) WhatsApp

Student - Skill Wallet

u_operations_related | Access C

Form Design

dev204060.service-now.com/now/nav/ui/classic/params/target/sys_security_acl.do%3Fsys_id%3Df4364cd2c3c472101f1571fd40131eb%26sysparm_record_target%3Dsys_security_acl%26syspar... School

servicenowAll Favorites History WorkspacesAccess Control - u_operations_relatedSearch

Access Controlu_operations_related

UpdateDelete

* Operationwrite

Decision TypeAllow If

Admin overrides

Protection policy-- None --

* NameOperations related [u_operations_related]

DescriptionDefault access control on u_operations_related

Applies ToNo. of records matching the condition: 0

Add Filter ConditionAdd OR Clause

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

ActiveAdvanced

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

Role

1 to 3 of 3

Protection policy -- None --

Name Operations related [u_operations_related] -- None --

Description Default access control on u_operations_related

Applies To No. of records matching the condition: 0

Add Filter Condition Add OR Clause

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

Hide / Display Conditions

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 3 of 3

Role
<input checked="" type="checkbox"/> u_operations_related_user
<input checked="" type="checkbox"/> Platform_role
<input checked="" type="checkbox"/> Certifications_role

Access Control u_operations_related

Protection policy -- None --

* Name Operations related [u_operations_related] -- None --

Description Default access control on u_operations_related

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 3 of 3
	Role	
×	Certifications_role	
×	u_operations_related_user	
×	Platform_role	
+	Insert a new row...	

(4) WhatsApp

Student - Skill Wallet

Access Controls | ServiceNow

Form Design

dev204060.service-now.com/now/nav/ui/classic/params/target/sys_security_acl_list.do%3Fsysparm_query%3DnameSTARTSWITHu_oper%26sysparm_first_row%3D1%26sysparm_view%3D%26sy...

School

servicenow

AllFavoritesHistoryWorkspacesAdmin

Access Controls

Search

Search

Actions on selected rows...

New

All > Name starts with u_oper

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_oper	Search	Search	Search	Search	Search	Search
u_operations_related	Allow If	create	record	true	admin	2025-09-19 10:14:32
u_operations_related	Allow If	read	record	true	admin	2025-09-19 10:14:32
u_operations_related	Allow If	delete	record	true	admin	2025-09-19 10:14:33
u_operations_related	Allow If	write	record	true	admin	2025-09-19 10:14:32
u_operations_related.priority	Allow If	write	record	true	admin	2025-09-19 11:04:32
u_operations_related.u_issue	Allow If	write	record	true	admin	2025-09-19 11:07:33
u_operations_related.u_name	Allow If	write	record	true	admin	2025-09-19 11:06:40
u_operations_related.u_service_request_no	Allow If	write	record	true	admin	2025-09-19 10:58:49
u_operations_related.u_ticket_raised_date	Allow If	write	record	true	admin	2025-09-19 11:05:28

<<<

<

1 to 9 of 9

>

>>>

Access Control u_operations_related.u_name

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		
x admin		
+ Insert a new row...		

New version available: Upgrade to get the latest Workflow Studio features. [Learn more](#)

Playbooks Flows Subflows Triggers Actions Decision tables

New

Flows 72

Last refreshed just now.

Refresh Copy Paste Filter Delete

<input type="checkbox"/>	Name	Application	Status	Active	Updated	Updated by
<input type="checkbox"/>	Application Intake Request Flow (Deprecated)	Application Intake	Published	false	2025-09-18 16:29:47	system
<input type="checkbox"/>	Application Intake Request V2	Application Intake	Published	true	2025-09-18 16:29:42	system
<input type="checkbox"/>	Benchmark Recommendation Evaluator	Benchmarks Spoke	Published	true	2025-07-27 16:45:49	system
<input type="checkbox"/>	Business process approval flow	Global	Published	true	2020-09-27 22:06:13	admin
<input type="checkbox"/>	Change - Cloud Infrastructure - Authorize	Global	Published	true	2020-11-11 07:08:05	admin
<input type="checkbox"/>	Change - Emergency - Authorize	Global	Published	true	2020-10-06 05:39:49	admin
<input type="checkbox"/>	Change - Emergency - Implement	Global	Published	true	2020-09-23 05:06:26	admin
<input type="checkbox"/>	Change - Emergency - Review	Global	Published	true	2020-10-27 04:18:08	admin
<input type="checkbox"/>	Change - Normal - Assess	Global	Published	true	2020-10-06 05:37:05	admin
<input type="checkbox"/>	Change - Normal - Authorize	Global	Published	true	2020-10-06 05:38:35	admin

Pick up where you left off

Regarding Platform
Last updated: 6 d. ago by System Admin...

Regarding Certificate
Last updated: 6 d. ago by System Admin...

Upgrade management guid...
Last updated: a year ago by System Admin...

Latest updates

- System Administrator modified Regarding Platform 6 d. ago
- System Administrator modified Regarding Certificate 6 d. ago
- System Administrator modified Upgrade management guided setup a year ago
- System Administrator modified Steps

(4) WhatsApp

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u_operations_related.u_name |

Regarding Certificate | Workflow

Form Design

dev204060.service-now.com/now/workflow-studio/builder%3Ftable%3Dsys_hub_flow%26sysld%3D75a35cd2c30872101f1571fd4013195

School

Workflow Studio

Regarding Certificate

Flow • Global

Regarding Certificate

Active

View:

Test

Debug

Deactivate

Activate

Save

TRIGGER

Operations related Created or Updated where (Issue is regarding certificates)

Trigger

Created or Updated

* Table

Operations related [u_operation...

X

Condition All of these conditions must be met

Issue

is

regarding certificates

OR

AND

or

New Criteria

Run Trigger

Once

Advanced Options

Delete

Cancel

Done

ACTIONS

Select multiple

Status: Published

Application: Global

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

Workflow Studio

Regarding Certificate

Regarding Certificate | Workflow

Form Design

dev204060.service-now.com/now/workflow-studio/builder%3Ftable%3Dsys_hub_flow%26sysld%3D75a35cd2c30872101f1571fd4013195

School

Workflow Studio

Regarding Certificate

Active

View: [Icons]

Test

Debug

Deactivate

Activate

Save

...

?

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: Published | Application: Global

2

(4) WhatsApp

Student - Skill Wallet

Regarding Certificate | Workflow

Form Design

dev204060.service-now.com/now/workflow-studio/builder%3Ftable%3Dsys_hub_flow%26sysld%3D75a35cd2c30872101f1571fdd4013195

School

Workflow Studio

Regarding Certificate

Flow • Global

Active

View: [Canvas] [Code]

Test

Debug

Deactivate

Activate

Save

...

?

TRIGGER

Operations related Created or Updated where (Issue is regarding certificates)

ACTIONS

Select multiple

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

javascript:void(0) | Application: Global



2

Workflow Studio

Regarding Certificate
Flow • Global

Regarding Platform
Flow • None

Regarding Platform Active

View:  

Test Debug Deactivate Activate Save

Operations related Created or Updated where (Issue is unable to login to platform; Issue is 404 error; Issue is regarding user expired)

Trigger Created or Updated

* Table Operations related [u_operation... X

Condition All of these conditions must be met

Issue is unable to login to platform OR AND

or

Condition All of these conditions must be met

Issue is 404 error OR AND

or

Condition All of these conditions must be met

Issue is regarding user expired OR AND

or

New Criteria

Run Trigger Once

Advanced Options

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: Published | Application: Global

2

Workflow Studio

Regarding Certificate
Flow: Global

Regarding Platform
Flow: None

Regarding Platform Active

View:

Test

Debug

Deactivate

Activate

Save

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

platform

+ 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

javascript:void(0) | Application: Global

2

Workflow Studio

Regarding Certificate
Flow • Global

Regarding Platform
Flow • None

Regarding Platform Active

View:

Test

Debug

Deactivate

Activate

Save

TRIGGER

Operations related Created or Updated where (Issue is unable to login to platform; Issue is 404 error; Issue is regarding user expired)

ACTIONS Select multiple

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

Status: Published | Application: Global

2