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CATEGORY	: ServiceNow System Administrator
PROJECT TITLE	: Optimizing User, Group, and Role Management with Access Control and Workflows
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Optimizing User, Group, And Role
Management With Access Control

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Optimizing User, Group, And Role Management With Access Control And Workflows

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- Table
- Assign Users To Groups
- Assign Roles To Users
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- Access Control List
- Flow

Conclusion

Optimizing User, Group, And Role Management With Access Control And Workflows

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.

servicenow   All   Favorites   History   Workspaces   Admin   Table - New Record ☆   🔍 Search

Table
New record   Submit   Cancel

Extends table   [   ] 🔍   New menu name   [project table   ]

                                                            Remote Table   ☐

Columns   Controls   Application Access

☰ ▽ 💬 **Table Columns** [for text ▾] [Search   ]   ⚙ —

Dictionary Entries

		Column label	Type	Reference	Max length	Default value	Display
×	✏	project id	Integer				false
×	✏	project name	String				false
×	✏	project manager	String				false
×	✏	start date	Date				false
×	✏	end date	Date				false
×	✏	status	Choice				false
×	✏	description	String				false
+		*Insert a new row...*					

Submit   Cancel

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Optimizing User, Group, And Role Management With Access Control And Workflows

Users

Groups

Roles

Table

Assign Users To Groups

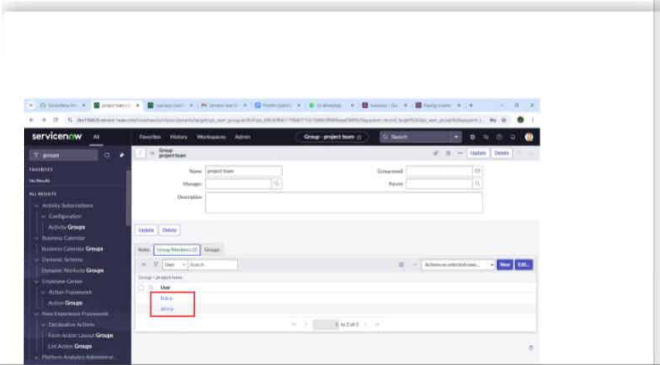**Assign Users To Project Team Group**

Assign Roles To Users

Application Access

Access Control List

Flow

Assign Users To Project Team Group

1.
   1.Open service now.
   2.Click on All >> search for groups
   3.Select tables under system definition
   4.Select the project team group
   5.Under group members
   6.Click on edit
   7.Select alice p and bob p and save

Guided Project   Project Workspace

Optimizing User, Group,
And Role Management
With Access Control And
Workflows

- Users
- Groups
- Roles
- Table
- Assign Users To Groups
- Assign Roles To Users

  Assign Roles To Alice User

  Assign Roles To Bob User

- Application Access
- Access Control List

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

2.Select tables under system definition
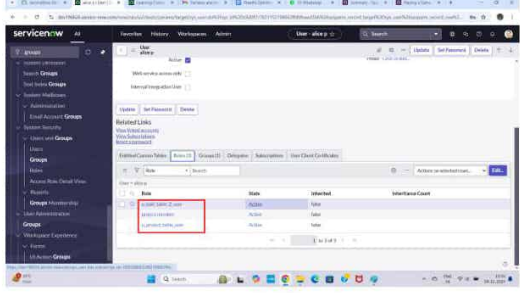3.Select the project manager user
4.Under project manager
5.Click on edit
6.Select project member and save
7.click on edit add u_project_table role and u_task_table role
8.click on save and update the form.

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Optimizing User, Group, And Role Management With Access Control And Workflows

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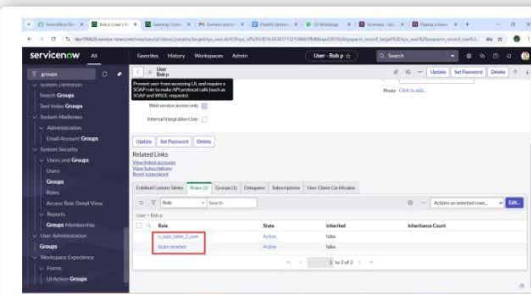 - Assign Roles To Alice User
  - **Assign Roles To Bob User**
- Application Access
- Access Control List

Assign Roles To Bob User

1. Open ServiceNow. Click on All >> search for user

2. Select tables under system definition
3. Select the bob p user
4. Under team member
5. Click on edit
6. Select team member and give table role and save
7. Click on profile icon Impersonate user to bob
8. We can see the task table2.

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- Roles

- Table

    Create Table

- Assign Users To Groups

- Assign Roles To Users

    Assign Roles To Alice User

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Conclusion

Application Access