

Name	Type	Decision Type	Operation	Type	Active	Updated by	Update
u_operations_related	Allow If	delete	record	true	admin	2025-08-31:1	
u_operations_related	Allow If	read	record	true	admin	2025-08-31:3	
u_operations_related	Allow If	write	record	true	admin	2025-08-31:3	
u_operations_related	Allow If	create	record	true	admin	2025-08-31:3	
u_operations_related	Allow If	create	record	true	admin	2025-08-31:3	
u_operations_related	Allow If	write	record	true	admin	2025-08-31:1	
u_operations_related	Allow If	read	record	true	admin	2025-08-31:1	
u_operations_related	Allow If	delete	record	true	admin	2025-08-31:3	
u_operations_related.u_issue	Allow If	create	record	true	admin	2025-08-31:1	
u_operations_related.u_name	Allow If	create	record	true	admin	2025-08-31:2	
u_operations_related.u_priority	Allow If	create	record	true	admin	2025-08-31:3	
u_operations_related.u_service_request_no	Allow If	create	record	true	admin	2025-08-31:0	
u_operations_related.u_ticket_raised_date	Allow If	create	record	true	admin	2025-08-31:3	

MILESTONE -5 ASSIGN ROLES & USERS TO GROUP

ACTIVITY-1 Assign roles & users to certificate group

PURPOSE:

Assigning roles and users to a certificate group helps make sure the right people handle the right tickets. It ensures tickets go to qualified agents quickly and safely.

USES:

It helps the system automatically send specific tickets to the right certified agents or teams, making ticket assignment faster, more accurate, and handled by qualified people.

STEPS:

- 1.Open service now.
- 2.Click on All >> search for tables
- 3.Select tables under system definition
- 4.Select the certificates group

- 5.Under group members
- 6.Click on edit
- 7.Select Katherine Pierce and save
- 8.Click on roles
- 9.Select Certification_role and save

The screenshot shows the ServiceNow web interface with the URL https://dev277546.service-now.com/nav/u/classic/params/target/sys_user_group.do?sys_id=0D966d369ac3da26507461173e4013186%26sysparm_record_target%3Dsys_user_group%26sysparm. The page title is "Group - certificates".

Group - certificates

Name: certificates
Manager: katherine.pierce
Group email:
Parent:
Description:

Buttons: Update, Delete

Tab navigation: Roles (1) (selected), Group Members (1), Groups

Search bar: Created, Search

Table view:

Created	Role	Granted by	Inherits
2025-06-25 00:08:13	certification_role	(empty)	true

Page footer: Finance headline, US consumer se..., Search, 12:38, ENG, IN, 25-06-2025

ACTIVITY -2 Assign roles & users to platform group

PURPOSE:

Assigning roles and users to a platform group helps organize agents based on the platforms or tools they support. This ensures tickets related to specific platforms are quickly assigned to the right experts, improving accuracy and response time.

USES:

It helps the system automatically send platform-specific tickets to the right agents who are trained for that platform, making ticket assignment faster, more accurate, and efficient.

T shirt

STEPS:

- 1.Open service now.
- 2.Click on All >> search for tables
- 3.Select tables under system definition
- 4.Select the platform group

- 5.Under group members
- 6.Click on edit
- 7.Select Manne Nirajan and save
- 8.Click on role
- 9.give platform role and save

The screenshot shows a ServiceNow browser interface. The title bar says 'ServiceNow Developers' and 'platform | Group | ServiceNow'. The main content area shows a group record for 'platform'. The 'Name' field is set to 'platform', 'Manager' is 'manne nirajan', and there is a note about a queued job to add or remove roles. Below this, the 'Roles (1)' tab is selected, showing one entry:

Created	Role	Granted by	Inherits
2025-06-25 00:10:37	platform_role	(empty)	true

At the bottom, the status bar shows '38°C Mostly cloudy' and the date '25-06-2025'.

MILESTONE-6 ASSIGN ROLE TO TABLE

ACTIVITY-1 Assign role to table

PURPOSE:

Assigning roles to a table helps control who can view, edit, or manage the information in that table. It ensures that only the right users with proper permissions can access or update ticket, user, or group data, keeping the system organized, secure, and efficient.

USES:

It controls who can see or update the table data, making sure only the right people can manage tickets, users, or groups. This keeps the ticket assignment process safe, organized, and efficient.

STEPS:

- 1.Open service now.
- 2.Click on All >> search for tables
- 3.Select operations related table
- 4.Click on the Application Access

- 5.Click on u_operations_related read operation
- 6.Click on the profile on top right side
- 7.Click on elevate role
- 8.Click on security admin and click on update
- 9.Under Requires role
- 10.Double click on insert a new row
- 11.Give platform role
- 12.And add certificate role
- 13.Click on update
14. Click on u_operations_related write operation
- 15.Under Requires role
- 16.Double click on insert a new row
- 17.Give platform role
- 18.And add certificate role

The screenshot shows the ServiceNow Access Control - New Record interface. The main form has the following fields:

- * Type: record
- * Operation: write
- Decision Type: Allow If
- Admin overrides: checked
- Protection policy: None
- Name: (empty field)
- Description: (empty field)
- Applies To: Not a valid table name (dropdown menu showing 'None')

A warning message at the top of the form reads: "Warning: A role, security attribute, data condition, script or ACL control via reference fields is required to properly secure access with this ACL."

Below the form is a "Conditions" section with the following note:

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.

MILESTONE-7 CREATE ACL

ACTIVITY-1 Create ACL

PURPOSE:

Creating an ACL (Access Control List) helps set rules about who can view, create, edit, or delete specific data. This keeps the ticket assignment process secure by making sure only authorized users can access or change important information.

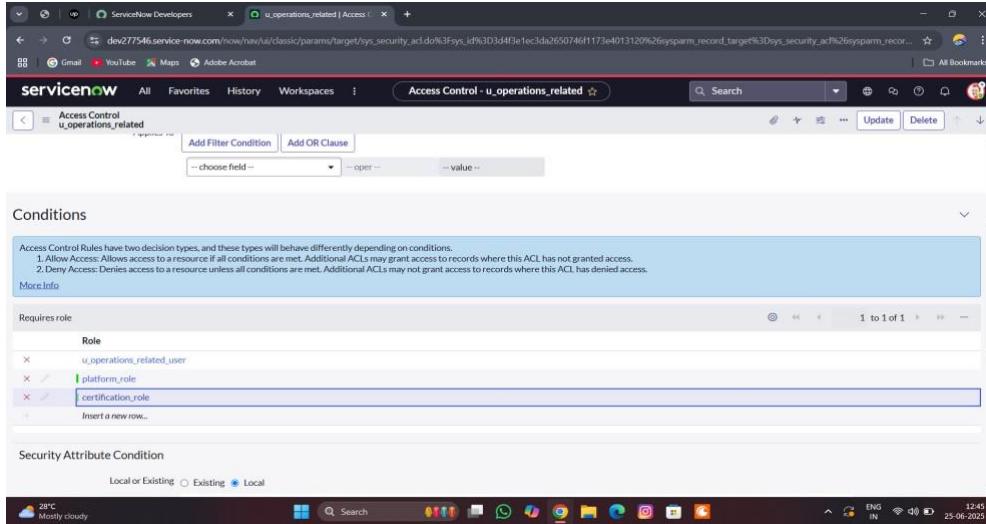
USES:

Creating an ACL helps control user access to tickets, tables, and other system data. It makes sure only the right people can view or update information, keeping the ticket assignment process secure and well-managed.

STEPS:

- 1.Open service now.
- 2.Click on All >> search for ACL
- 3.Select Access Control(ACL) under system security
- 4.Click on new
- 5.Fill the following details to create a new ACL
- 6.Scroll down under requires role

- 7.Double click on insert a new row
- 8.Give admin role
- 9.Click on submit
- 10.Similarly create 4 acl for the following fields



MILESTONE -8 FLOW

ACTIVITY-1 Create a Flow to Assign operations ticket to group

PURPOSE:

Purpose of Creating a Flow to Assign Operations Ticket to Group: The purpose is to automate the process of directing operations-related tickets to the right support group.

USES:

It automatically routes operations tickets to the correct group, speeding up ticket handling and improving support efficiency.

STEPS:

- 1.Open service now.
- 2.Click on All >> search for Flow Designer
- 3.Click on Flow Designer under Process Automation.
- 4.After opening Flow Designer Click on new and select Flow.
- 5.Under Flow properties Give Flow Name as “ Regarding Certificate”.
- 6.Application should be Global.
- 7.Select Run user as “ System user ” from that choice.
- 8.Click on Submit.

- 1.Click on Add a trigger
- 2.Select the trigger in that Search for “create or update a record” and select that.
- 3.Give the table name as “ Operations related ”.

4.Give the Condition as

Field : issue

Operator : is

Value : Regrading Certificates

5.After that click on Done

6.Now under Actions.

7.Click on Add an action.

8.Select action in that search for “ Update Record ”.

9.In Record field drag the fields from the data navigation from left side

10.Table will be auto assigned after that

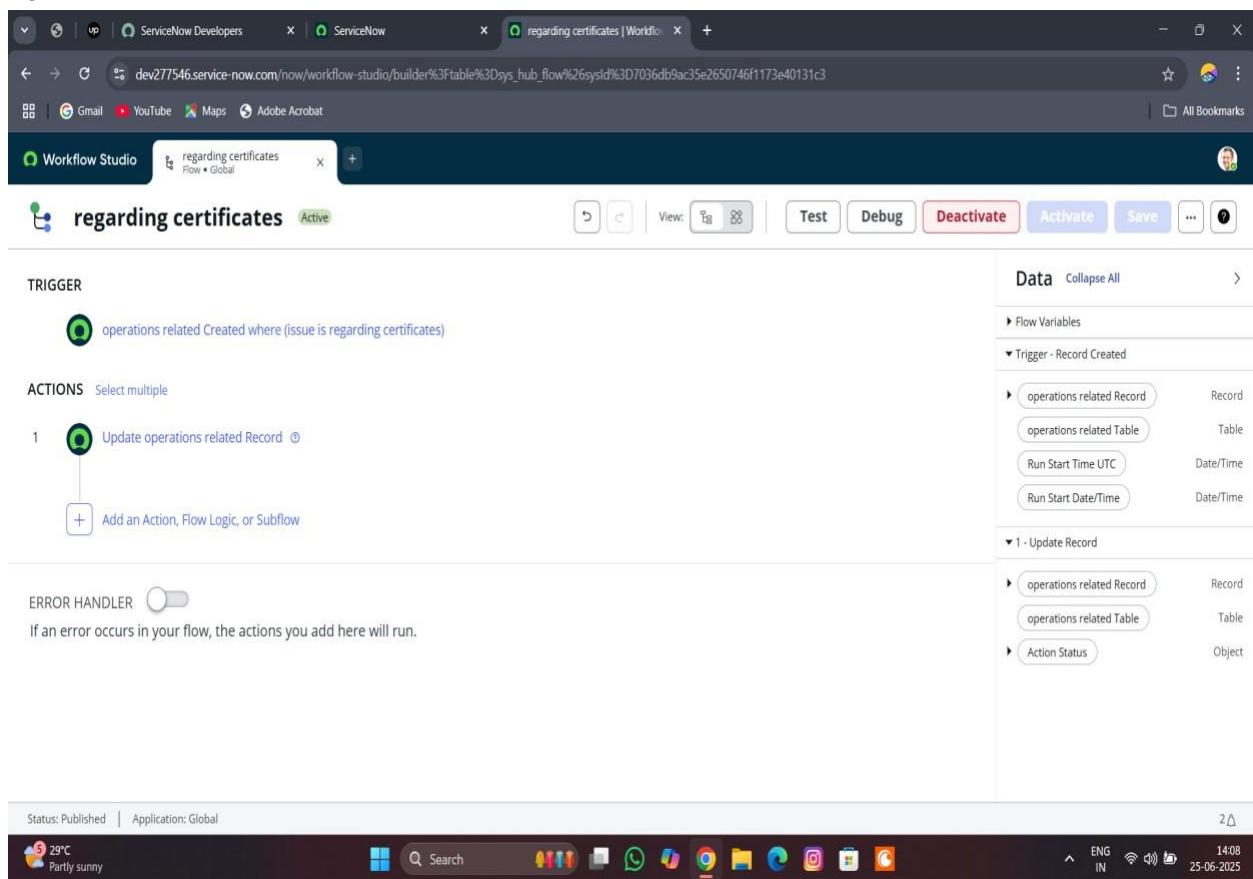
11.Give the field as “ Assigned to group ”

12.Give value as “ Certificates ”

13.Click on Done.

14.Click on Save to save the Flow.

15.Click on Activate.



ACTIVITY-2 Create a Flow to Assign operations ticket to Platform

PURPOSE:

To automatically assign operations tickets to the right platform experts, ensuring faster and accurate support.

USES:

It routes operations tickets to the correct platform specialists automatically, improving response time and support accurate

STEPS:

- 1.Open service now.
- 2.Click on All >> search for Flow Designer
- 3.Click on Flow Designer under Process Automation.
- 4.After opening Flow Designer Click on new and select Flow.
- 5.Under Flow properties Give Flow Name as “ Regarding Platform ”.
- 6.Application should be Global.
- 7.Select Run user as “ System user ” from that choice.
- 8.Click on Submit.

- 1.Click on Add a trigger
- 2.Select the trigger in that Search for “create or update a record” and select that.
- 3.Give the table name as “ Operations related ”.
- 4.Give the Condition as
 - Field : issue
 - Operator : is
 - Value : Unable to login to platform
- 5.Click on New Criteria
 - Field : issue
 - Operator : is
 - Value : 404 Error
- 6.Click on New Criteria
 - Field : issue
 - Operator : is
 - Value : Regrading User expired
- 7.After that click on Done.
- 8.Now under Actions.
- 9.Click on Add an action.
- 10.Select action in that search for “ Update Record ”.
11. In Record field drag the fields from the data navigation from left side
- 12.Table will be auto assigned after that
- 13.Give the field as “ Assigned to group ”. 14.Give value as “ Platform ”
- 15.Click on Done.
- 16.Click on Save to save the Flow.
- 17.Click on Activate.

The screenshot shows the ServiceNow Workflow Studio interface. At the top, there are three tabs: 'Workflow Studio', 'regarding certificates', and 'regarding platform'. The 'regarding platform' tab is active. Below the tabs, the title 'regarding platform' is displayed with a status of 'Inactive'. The main area contains a configuration for an 'Update Record' action. The 'Action' dropdown is set to 'Update Record'. Under 'Action Inputs', there are three fields: 'Record' (set to 'Trigger... > operations related...'), 'Table' (set to 'operations related [u_operations...]', with a dropdown menu showing 'operations related Record' and 'operations related Table'), and 'Fields' (set to 'assigned to group' and 'platform', with a dropdown menu showing 'Run Start Time UTC', 'Run Start Date/Time', and 'Action Status'). A button '+ Add field value' is also present. To the right of the inputs, there is a 'Data' panel with sections for 'Flow Variables', 'Trigger - Record Created', and '1 - Update Record'. The 'Trigger - Record Created' section lists 'operations related Record' (Record), 'operations related Table' (Table), 'Run Start Time UTC' (Date/Time), and 'Run Start Date/Time' (Date/Time). The '1 - Update Record' section lists 'operations related Record' (Record), 'operations related Table' (Table), and 'Action Status' (Object). At the bottom of the configuration area, there are 'Delete', 'Cancel', and 'Done' buttons. Below this, a link '+ Add an Action, Flow Logic, or Subflow' is visible. The status bar at the bottom indicates 'Status: Modified | Application: Global'. The system tray shows various icons and the date/time '25-06-2025 14:16'.

PROJECT PLANNING & SCHEDULING:

Assigned task to the group members are shown below