

Users Creation:

Created 2 users Manne Nirajan and Katherine Pierce

User - Manne Nirajan

User ID: Manne nirajan
First name: Manne
Last name: Nirajan
Title:
Department:
Password needs reset:
Locked out:
Active:
Internal Integration User:

Email:
Identity type: Human
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

Related Links
View linked accounts
View Subscriptions
Reset a password

User - Katherine Pierce

User ID: Katherine Pierce
First name: Katherine
Last name: Pierce
Title:
Department:
Password needs reset:
Locked out:
Active:
Internal Integration User:

Email:
Identity type: Human
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

Related Links
View linked accounts
View Subscriptions

Users | ServiceNow

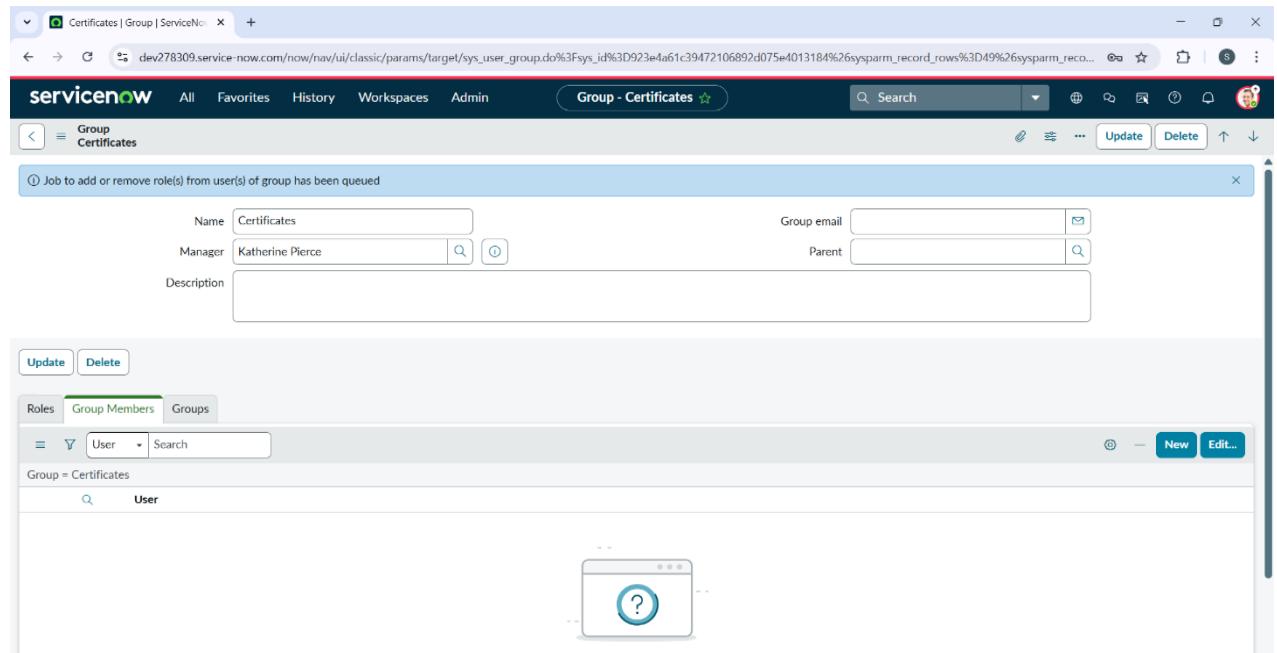
Users Updated + Search

User ID	Name	Email	Active	Created	Updated
Katherine.Pierce	Katherine Pierce		true	2025-09-29 22:28:58	2025-09-29 22:28:58
Manne.nirajan	Manne Nirajan		true	2025-09-29 22:28:38	2025-09-29 22:28:38
aes.creator	Creator User		true	2025-09-29 03:47:46	2025-09-29 03:47:56
admin	System Administrator	admin@example.com	true	2007-07-03 11:48:47	2025-09-29 03:47:56
tori.villaescusa	Tori Villaescusa	tori.villaescusa@example.com	true	2012-02-17 19:04:51	2025-09-29 03:18:24
bridget.bottella	Bridget Bottella	bridget.bottella@example.com	true	2012-02-17 19:04:51	2025-09-29 03:18:24
jade.erlebach	Jade Erlebach	jade.erlebach@example.com	true	2012-02-17 19:04:51	2025-09-29 03:18:24
vernice.resendes	Vernice Resendes	vernice.resendes@example.com	true	2012-02-17 19:04:51	2025-09-29 03:18:24
arya.hajrha	Arya Hajrha	arya.hajrha@example.com	true	2025-09-08 09:32:04	2025-09-29 03:18:24
certification_admin	Certification Admin	certification.admin@example.com	true	2012-10-02 11:48:02	2025-09-29 03:18:24
reginald.lunan	Reginald Lunan	reginald.lunan@example.com	true	2012-02-17 19:04:50	2025-09-29 03:18:24
virgil.chinni	Virgil Chinni	virgil.chinni@example.com	true	2012-02-17 19:04:50	2025-09-29 03:18:24
robin.grotz	Robin Grotz	robin.grotz@example.com	true	2012-02-17 19:04:51	2025-09-29 03:18:24
sherwood.detillier	Sherwood Detillier	sherwood.detillier@example.com	true	2012-02-17 19:04:51	2025-09-29 03:18:24
devon.samrah	Devon Samrah	devon.samrah@example.com	true	2012-02-17 19:04:51	2025-09-29 03:18:24
mayme.staub	Mayme Staub	mayme.staub@example.com	true	2012-02-17 19:04:51	2025-09-29 03:18:24
wes.fontanella	Wes Fontanella	wes.fontanella@example.com	true	2012-02-17 19:04:52	2025-09-29 03:18:24
barton.friesner	Barton Friesner	barton.friesner@example.com	true	2012-02-17 19:04:52	2025-09-29 03:18:24
hanna.cinkan	Hanna Cinkan	hanna.cinkan@example.com	true	2012-02-17 19:04:52	2025-09-29 03:18:24
ATF_TestUtilUser2	ATF_TestUtilUser2 ATF_TestUtilUser2	ATF_TestUtilUser2 ATF_TestUtilUser2	true	2018-08-30 01:34:26	2025-09-29 03:18:24

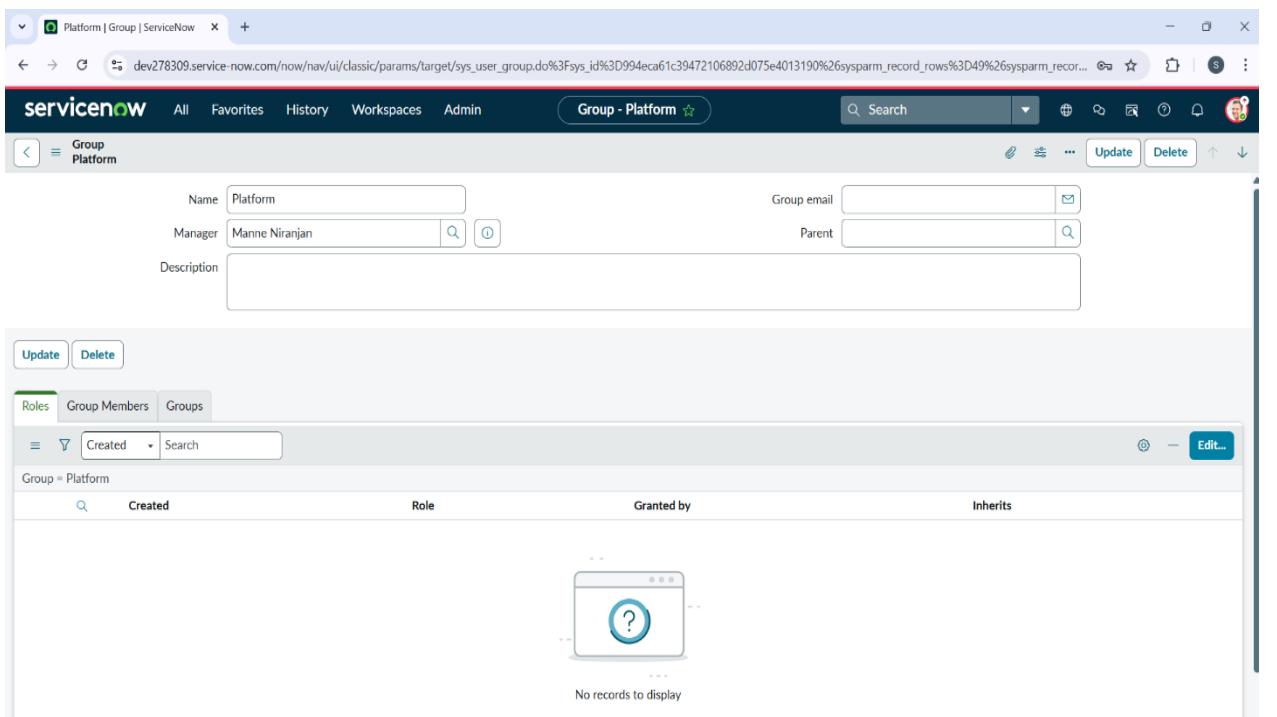
Actions on selected rows... New

Groups Creation:

Created 2 groups named certificates and platform



Screenshot of the ServiceNow Group - Certificates creation page. The page shows fields for Name (Certificates), Manager (Katherine Pierce), Group email, Parent, and Description. A message at the top indicates a job has been queued. Below the form is a table with tabs for Roles, Group Members, and Groups. The Group Members tab is selected, showing a search bar and a table header for User.



Screenshot of the ServiceNow Group - Platform creation page. The page shows fields for Name (Platform), Manager (Manne Niranjan), Group email, Parent, and Description. A message at the top indicates a job has been queued. Below the form is a table with tabs for Roles, Group Members, and Groups. The Group Members tab is selected, showing a search bar and a table header for Created. The table body displays a single record with a question mark icon and the text "No records to display".

Servicenow Groups

Name	Description	Active	Manager	Parent	Updated
Platform		true	Manne Nirjanan	(empty)	2025-09-29 22:29:28
Certificates		true	Katherine Pierce	(empty)	2025-09-29 22:29:16
Help Desk		true	ATF Change Management	(empty)	2025-09-15 02:50:32
RMA Approvers	Responsible for Return Material Authoriz...	true	(empty)	(empty)	2025-09-08 14:12:50
Application Development	Team Develops ITSM Applications in London	true	Bushra Akhtar	(empty)	2025-09-08 09:42:02
Network CAB Managers	Group to represent the CAB Managers for ...	true	(empty)	(empty)	2025-09-08 01:36:33
Problem Analyzers	Group that works on analyzing and fixing...	true	(empty)	(empty)	2025-09-07 22:11:33
Problem Solving	Group that works on analyzing and fixing...	true	(empty)	(empty)	2025-09-07 22:10:15
Service Desk		true	Beth Anglin	(empty)	2025-09-07 17:14:56
MIF Admins		true	(empty)	(empty)	2025-03-27 08:13:12
Conditional Script Writer	This is the default group introduced by ...	true	(empty)	(empty)	2025-02-25 18:04:32
MFA Exempted User Group	Add the users into this group for which ...	true	(empty)	(empty)	2024-08-07 08:57:10
Project Mgmt		true	(empty)	(empty)	2024-01-11 17:42:19
Capacity Mgmt		true	(empty)	(empty)	2024-01-11 17:40:19
Database Atlanta	Manages databases hosted in Atlanta	true	(empty)	Database	2023-12-02 10:47:18
Database San Diego	Manages databases hosted in San Diego	true	(empty)	Database	2023-12-02 10:46:37
Database		true	Don Goodlife	(empty)	2022-11-14 18:02:18
Network		true	Bow Ruggirl	(empty)	2022-11-14 18:02:08
NY DB	Manages databases hosted in New York	true	(empty)	Database	2021-07-03 14:18:22
ITSM Engineering		true	(empty)	(empty)	2021-07-03 14:15:49

Roles Creation:

Created 2 roles named Certification_role and Platform_role with their respective descriptions

Servicenow Role - Certification_role

Name: Certification_role Application: Global

Description: Can deal with certification issues

Contains Roles: Certification_role

No records to view

Platform_role | Role | ServiceNow

dev278309.service-now.com/nav/ui/classic/params/target/sys_user_role.do%3Fsys_id%3D156e8e61c3947210689d075e4013161%26sysparm_record_target%3Dsys_user_role%26sys...

Role - Platform_role

Name: Platform_role Application: Global

Description: Can deal with platform related issues

Elevated privilege:

Contains Roles Applications with Role Modules with Role Custom Tables

for text Search New Edit...

Role = Platform_role

Contains

No records to display

Roles | ServiceNow

dev278309.service-now.com/nav/ui/classic/params/target/sys_user_role_list.do%3Fsysparm_first_row%3D1%26sysparm_query%3DGOTOdescription%253e%253dcan%2Bd...

Roles

All > Description >= can deal

Name	Description	Elevated privilege
Certification_role	Can deal with certification issues	false
Platform_role	Can deal with platform related issues	false
role_delegator	Can delegate roles to group members	false
soap_delete	Can delete records on all tables and columns	false
teamdev_user	Can do Team Development operations, such as push, pull, compare, reconcile	false
agent_admin	Can download and administer the system's built-in agent	false
task_editor	Can edit protected task fields	false
soap_script	Can execute business rule endpoint function via script.do	false
impersonator	Can Impersonate - does not allow impersonation of admin users	false
iamsync_admin	Can insert/update/delete Identity Sync configuration tables	false
external_app_install_admin	Can install external apps like Slack, Teams	false
import_set_loader	Can load Import Sets	false
export_set_admin	Can manage all aspects of Export Sets	false
import_admin	Can manage all aspects of Import Sets and imports	false
report_group	Can manage and share reports that are shared with them (listed in Group).	false
assignment_rule_admin	Can manage Assignment Rules	false
business_rule_admin	Can manage Business Rules	false
catalog_lookup_manager	Can manage Catalog Data Lookup match and set rules	false
certification_filter_admin	Can manage Certification Filters	false

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Table:

- Created a table named Operations related and added columns.

The screenshot shows the 'Table - Operations related' configuration page in ServiceNow. The 'Columns' tab is selected, displaying a list of 14 columns with their properties:

Column label	Type	Reference	Max length	Default value	Display
Service request No	String	(empty)	40		false
Ticket raised Date	String	(empty)	40		false
Name	String	(empty)	40		false
Assigned to user	Reference	User	32		false
Assigned to group	Reference	Group	40		false
Created	Date/Time	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Comment	String	(empty)	40		false
Priority	String	(empty)	40		false
Issue	String	(empty)	40		false
Created by	String	(empty)	40		false
Updated by	String	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false

- Navigate to design form in related links of table and create choices for issue using gear.

The screenshot shows the 'Table - Operations related' configuration page. In the 'Related Links' section, the 'Design Form' option is highlighted. Below it, there is a table of access controls:

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_operations_related	Allow If	read	record	true	admin	2025-09-29 22:31:34
u_operations_related	Allow If	create	record	true	admin	2025-09-29 22:31:34
u_operations_related	Allow If	delete	record	true	admin	2025-09-29 22:31:35
u_operations_related	Allow If	write	record	true	admin	2025-09-29 22:31:35

Operations related [u_operations_related] Form Design

Name	Issue
Assigned to user	Service request No
Assigned to group	Ticket raised Date
Comment	Priority

Fields

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

Formatters

- Activities (filtered)
- Contextual Search Results
- Ratings

Operations related [u_operations_related] Form Design

Name	Issue
Assigned to user	Service request No
Assigned to group	Ticket raised Date
Comment	Priority

Fields

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

Formatters

- Activities (filtered)
- Contextual Search Results
- Ratings

Properties

Dependent

Choices

Choice type: Dropdown with none

Choices:

- unable to login to platform
- 404 error
- regarding certificates
- regarding user expired

Roles and group members assignment to created groups:

- Role and group member assigned to certificates group

The screenshot shows the ServiceNow 'Group - Certificates' page. At the top, there are fields for Name (Certificates), Manager (Katherine Pierce), Group email, and Parent. A message box indicates a job has been queued. Below this is a table with one row, showing a role named 'Certification_role' granted by '(empty)' with inheritance set to 'true'. The table has columns for Role, Granted by, and Inherits.

Role	Granted by	Inherits
Certification_role	(empty)	true

The screenshot shows the same 'Group - Certificates' page. The 'Group Members' tab is selected, displaying a table with one user member named Katherine Pierce. The table has columns for User and Actions.

User	Actions
Katherine Pierce	New Edit...

- Role and group member assignment for platform group

The screenshot shows the 'Group - Platform' edit screen in ServiceNow. The top section displays basic group information: Name (Platform), Manager (Manne Niranjan), Group email (empty), and Parent (empty). Below this is a table showing one assigned role:

Created	Role	Granted by	Inherits
2025-09-29 22:35:09	Platform_role	(empty)	true

The screenshot shows the 'Group - Platform' edit screen in ServiceNow. The top section displays basic group information: Name (Platform), Manager (Manne Niranjan), Group email (empty), and Parent (empty). Below this is a table showing one assigned user member:

User
Manne Niranjan

Role assignment to created table:

- Click on u_operations_related read operation, elevate role and add certification_role and platform_role to it.

The screenshot shows the ServiceNow Access Control interface for the 'u_operations_related' table. A modal window titled 'Elevate role' is open, prompting the user to add privileges. The 'Available Roles' section contains 'security_admin', which is selected. A tooltip for 'security_admin' states: 'Grant modification access to High Security Settings, allow user to modify the Access Control List'. Below the modal, the main configuration pane shows the 'read' operation under 'Type' and 'Allow If' under 'Decision Type'. The 'Requires role' section lists 'u_operations_related_user' and 'Certification_role'.

The screenshot shows the same ServiceNow Access Control interface after the changes have been applied. The 'Requires role' section now includes 'u_operations_related_user', 'Certification_role', and 'Platform_role'. The 'Conditions' section contains a note about decision types and a 'More Info' link.

- Click on u_operations_related write operation and add certification_role and platform_role to it.

Access Control - u_operations_related

* Type: record
* Operation: write
Decision Type: Allow If
Admin overrides:
Protection policy: None
* Name: Operations related [u_operations_related]
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.

Requires role:
Role: Platform_role, Certification_role, u_operations_related_user
Insert a new row...

Creation of ACLs:

Created 5 ACLs named u_operations_related.u_service_request_no, u_operations_related.u_issue, u_operations_related.u_name, u_operations_related.u_ticket_raised_date and u_operations_related.u_priority.

Access Control - u_operations_related.u_service_request_no

* Type: record
* Operation: write
Decision Type: Allow If
Admin overrides:
Protection policy: None
* Name: Operations related [u_operations_related]
Service request No
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.

Requires role:
Role: admin

Access Control - u_operations_related.u_issue

* Type: record
* Operation: write
Decision Type: Allow If
Admin overrides:
Protection policy: None
Name: Operations related [u_operations_related]
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
Role: admin

Access Control - u_operations_related.u_name

* Type: record
* Operation: write
Decision Type: Allow If
Admin overrides:
Protection policy: None
Name: Operations related [u_operations_related]
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
Role: admin

Access Control - u_operations_related.u_ticket_raised_date

* Type: record
* Operation: write
Decision Type: Allow If
Admin overrides:
Protection policy: None
Name: Operations related [u_operations_related]
Description: Ticket raised Date
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
Role: admin

Access Control - u_operations_related.u_priority

* Type: record

* Operation: write

Decision Type: Allow If

Active:

Protection policy: Operations related [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

Role: admin

Flows Creation:

Created 2 flows named Regarding Certificate and Regarding Platform – created trigger and action for each flow as well

- Created trigger and action for Regarding Certificate

Regarding Certificate | Workflow

Regarding Certificate (inactive)

TRIGGER

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

Trigger: Created or Updated

* Table: Operations related [u_operation...]

Condition: All of these conditions must be met

Issue is regarding certificates

Run Trigger: Once

ACTIONS Select multiple

Add an Action, Flow Logic, or Subflow

Data Collapse All

- Flow Variables
- Trigger - Record Created or Updated
 - Operations related Record
 - Changed Fields
 - Operations related Table
 - Run Start Time UTC
 - Run Start Date/Time

Status: Draft | Application: Global

Regarding Certificate (inactive)

TRIGGER

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

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

Buttons: Delete, Cancel, Done

Status: Modified | Application: Global

Regarding Certificate (Active)

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 (disabled)

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
 - Changed Fields
 - Operations related Table
 - Run Start Time UTC
 - Run Start Date/Time
- 1 - Update Record
 - Operations related Record
 - Operations related Table
 - Action Status

Buttons: Test, Deactivate, Activate, Success: Flow activated successfully

Status: Published | Application: Global

- Created Trigger and action for Regarding Platform

The screenshot shows the ServiceNow Workflow Studio interface for creating a new workflow named 'Regarding Platform'. The 'TRIGGER' section is active, displaying the following configuration:

- Trigger:** Created or Updated
- Table:** Operations related (u_operations)
- Condition:** All of these conditions must be met (using AND logic):
 - Issue is unable to login to platform
 - Issue is 404 error
 - Issue is regarding user expired
- Run Trigger:** Once

The right side of the screen features a 'Data' panel with various flow variables and triggers listed under 'Trigger - Record Created or Updated'.

The screenshot shows the ServiceNow Workflow Studio interface for the 'Regarding Platform' workflow, now in the 'ACTIONS' section. The configuration includes:

- Action:** Update Record
- Record:** Trigger ... > Operations related...
- Table:** Operations related (u_operations)
- Fields:** Assigned to group (Platform)

The right side of the screen features a 'Data' panel with various actions listed under '1 - Update Record'.

The screenshot shows the ServiceNow Workflow Studio interface. A flow named "Regarding Platform" is active. The flow details are as follows:

- TRIGGER:** Operations related Created or Updated where (Issue is unable to login to platform, and issue is 404 error, and 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.

The right side of the screen displays a sidebar with various workflow components and their descriptions, such as Trigger - Record Created or Updated, Record, Array/Object, Table, Date/Time, and Object. A success message at the bottom right states "Flow activated successfully".

- Published flows

The screenshot shows the ServiceNow homepage with the "Flows" tab selected. The "Flows" section displays a list of published flows:

Name	Application	Status	Active	Updated	Updated by
Regarding Platform	Global	Published	true	2025-09-30 00:15:30	admin
Regarding Certificate	Global	Published	true	2025-09-30 00:14:03	admin
Service Catalog Request Price Approval	Global	Published	true	2025-09-08 22:06:20	system
Service Catalog Request	Global	Published	true	2025-09-08 22:06:17	system
Procurement Process Flow - Hardware	Global	Published	true	2025-09-08 22:05:00	system
Procurement Process Flow - DEFAULT	Global	Published	true	2025-09-08 22:04:59	system
Procurement Process Flow - Mobile	Global	Published	true	2025-09-08 22:04:58	system
Software Procurement Flow	Global	Published	true	2025-09-08 22:04:57	system
Guidance Automation Flow Executor	Guided Decisions - Guidance	Published	true	2025-09-08 21:56:51	system
Run SC Notifications	Security Center	Published	true	2025-09-08 21:55:28	system
IAR SLA Reminder	Global	Published	true	2025-09-08 21:48:27	system
Docker Sample Outbound Flow	Docker Spoke	Published	true	2025-09-08 21:45:22	system

On the right side, there are two panels: "Pick up where you left off" and "Latest updates".

