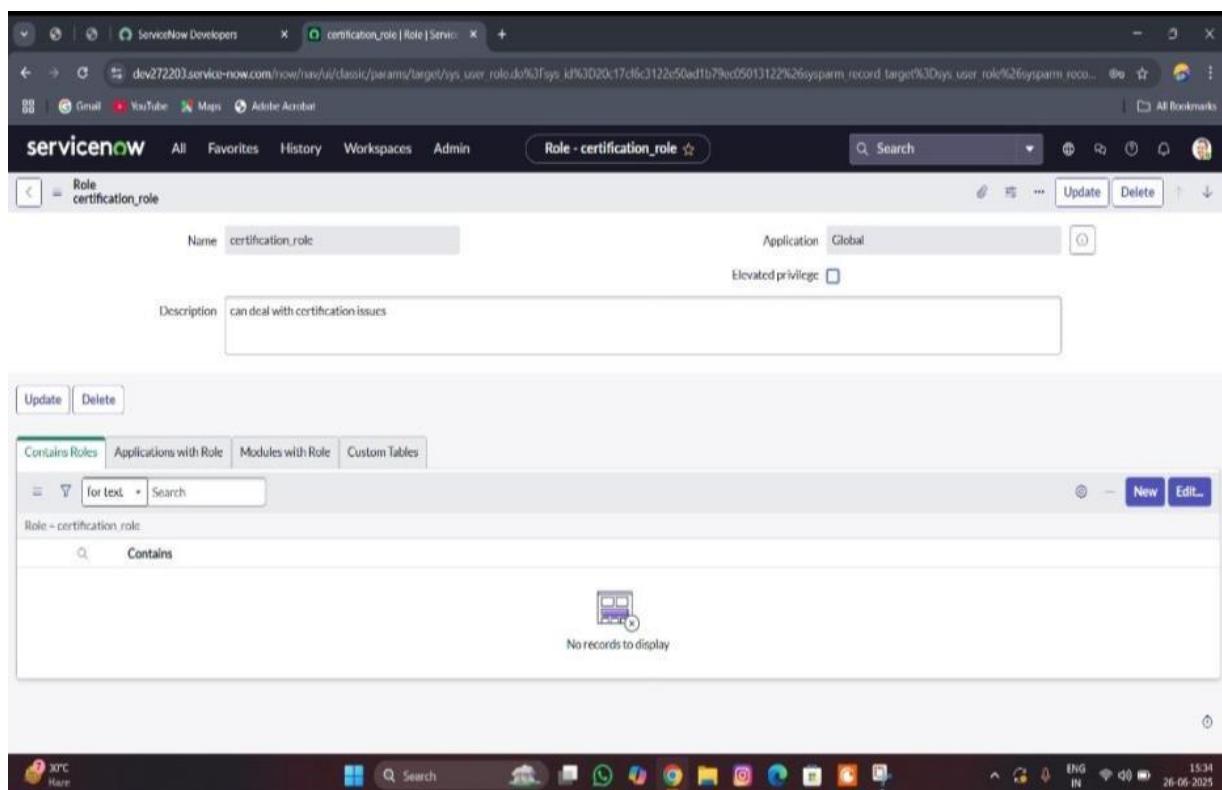


ACTIVITY 3 :Create Roles

STEPS:

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
6. Click on submit Create one more role
7. Create another role with the following details
8. click on submit



ACTIVITY 4:Create Tables

STEPS:

- 1.Open service now.
- 2.Click on All >> search for tables
- 3.Select tables under system definition
- 4.Click on new
- 5.Fill the following details to create a new table Label : Operations related Check the boxes Create module & Create mobile module
- 6.Under new menu name : Operations related
- 7.Under table columns give the columns
- 8.Click on submit Create choices for the issue filed by using form design Choices are *unable to login to platform * 404 error *regarding certificates *regarding user expired

The screenshot shows the 'Table: Operations related' configuration page. At the top, there are tabs for 'Columns', 'Controls', and 'Application Access'. The 'Columns' tab is active, showing a list of 14 columns with their respective types, references, max lengths, default values, and display status. Below the columns is a section for 'Dictionary Entries' with a table of 14 entries. The 'Access Controls' tab is also visible at the bottom, showing a list of 13 access controls for the table.

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

Name	Decision Type	Operation	Type	Active	Updated by	Update
u_operations_related	Allow If	delete	record	true	admin	2025-03-11 00:11:1
u_operations_related	Allow If	read	record	true	admin	2025-03-11 00:10:3
u_operations_related	Allow If	write	record	true	admin	2025-03-11 00:10:3
u_operations_related	Allow If	create	record	true	admin	2025-03-11 00:11:1
u_operations_related	Allow If	create	record	true	admin	2025-03-11 00:10:3
u_operations_related	Allow If	write	record	true	admin	2025-03-11 00:11:1
u_operations_related	Allow If	read	record	true	admin	2025-03-11 00:10:3
u_operations_related	Allow If	delete	record	true	admin	2025-03-11 00:10:3
u_operations_related.u_issue	Allow If	create	record	true	admin	2025-03-11 00:17:1
u_operations_related.u_name	Allow If	create	record	true	admin	2025-03-11 00:11:2
u_operations_related.u_priority	Allow If	create	record	true	admin	2025-03-11 00:13:3
u_operations_related.u_service_request_no	Allow If	create	record	true	admin	2025-03-11 00:13:0
u_operations_related.u_ticket_raised_date	Allow If	create	record	true	admin	2025-03-11 00:15:3

ACTIVITY 5: ASSIGN ROLES & USERS TO GROUP

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 for managing groups. At the top, the URL is dev277546.service-now.com/nav/ui/classic/params/target/sys_user_group.do?sys_id%3D96d369ac3da2650746f1173e4013186%26sysparm_record_target%3Dsys_user_group%26sysparm... and the title is "certificates | Group | ServiceNow". The main content area displays a group record for "certificates". The "Name" field is set to "certificates", and the "Manager" field is set to "katherine pierce". There is also a "Description" field which is empty. Below the form, there are "Update" and "Delete" buttons. A tabular view titled "Roles (1)" shows one role assigned: "certification_role" created on "2025-06-25 00:08:13" by "(empty)". The "Inherits" column shows "true". At the bottom of the page, there is a footer bar with various icons and status information, including "Finance headline US consumer se...", "Search", and "ENG IN 12:38 25-06-2025".

ACTIVITY 6: Assign roles & users to platform group

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 Niranjan and save
8. Click on role
9. Give platform role and save

The screenshot shows the ServiceNow web interface. The URL in the address bar is `dev277546.service-now.com/nav/ui/classic/params/target/sy_user_group.do?sys_id%3D8badb29ac3da2650746f1173e4013102%26sysparm_record_rows%3D14%26sysparm_record_target...`. The page title is "Group - platform". The main content area displays a form for creating a new group. The "Name" field contains "platform". The "Manager" field contains "manne niranjan". The "Description" field is empty. Below the form are "Update" and "Delete" buttons. At the bottom, there is a navigation bar with tabs for "Roles (1)", "Group Members (1)", and "Groups". The "Roles (1)" tab is selected, showing a table with one row. The table columns are "Created", "Role", "Granted by", and "Inherits". The first row shows "2025-06-25 00:10:37", "platform_role", "(empty)", and "true". The bottom of the screen shows the Windows taskbar with various pinned icons and the system tray.

ACTIVITY 7: Assign roles to tables

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 includes fields for Type (set to record), Operation (set to write), and Decision Type (set to Allow If). There are checkboxes for Admin overrides and Advanced mode. The Protection policy dropdown is set to 'None'. The Name field is empty, and the Description field contains placeholder text. The Applies To field shows an error message: 'Not a valid table name:'. Below the main form is a 'Conditions' section with a note: 'Access Control Rules have two decision types, and these types will behave differently depending on conditions.' It lists 'Allow Access' and 'Deny Access' with their descriptions. At the bottom, there is a 'More Info' link.