

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

The screenshot shows the ServiceNow web interface for creating a new role. The browser address bar shows the URL: `dev272203.service-now.com/now/nav/ui/default/ui/params/target/sys_user_role.do%3Fsys_id%3D0302017d16c3122c50ad1b79ec5013122%26sysparm_record_target%3Dsys_user_role%26sysparm_reco...`. The page title is "Role - certification_role".

The form fields are as follows:

- Name:** `certification_role`
- Application:** `Global`
- Elevated privilege:** ☐
- Description:** `can deal with certification issues`

Below the form, there are "Update" and "Delete" buttons. The "Contains Roles" tab is selected, showing a search bar with the text "for text" and a "Search" button. Below the search bar, the text "Role - certification_role" is displayed. The "Contains" section shows "No records to display".

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

Table Operations related
+ Name u_operations_related Remote Table

Buttons: Delete, Update, Delete All Records

Columns Controls Application Access

Table Columns Column label Search 1 to 14 of 14 New

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

Buttons: Delete, Update, Delete All Records

Related Links
Form Builder
Dealed Form
Layout Form
Layout List
Show Form
Show List
Show Schema Map
Add to Service Catalog
Run Point Scan
Explore REST API

Access Controls (13) Security Data Filters Labels (1) Database Indexes (3) Table Subscription Configuration (1)

Access Controls	Name	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	2025-08-31:1
	u_operations_related	Allow If	write	record	true	admin	2025-08-31:1
	u_operations_related	Allow If	create	record	true	admin	2025-08-31:1
	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	2025-08-31:1
	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	2025-08-31:1
	u_operations_related.u_priority	Allow If	create	record	true	admin	2025-08-31:1
	u_operations_related.u_service_request_no	Allow If	create	record	true	admin	2025-08-31:1
	u_operations_related.u_ticket_raised_date	Allow If	create	record	true	admin	2025-08-31:1

Buttons: < > 1 to 13 of 13 >>

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 displays the ServiceNow interface for the 'certificates' group. The top navigation bar includes 'ServiceNow Developers' and 'certificates | Group | ServiceNow'. The main content area shows the group configuration form with fields for Name, Group email, Manager, Parent, and Description. Below the form are 'Update' and 'Delete' buttons. The 'Roles' tab is selected, showing a table of roles assigned to the group. The table has columns for 'Created', 'Role', 'Granted by', and 'Inherits'. One role is listed: 'certification_role'.

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

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 Niranjana and save
- 8.Click on role
- 9.give platform role and save

Job to add or remove role(s) from user(s) of group has been queued

Name: Group email:

Manager: Parent:

Description:

Roles (1) | Group Members (1) | Groups

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

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

1 to 1 of 1

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' form. At the top, there is a warning: 'Warning: A role, security attribute, data condition, script or ACL control via reference fields is required to properly secure access with this ACL.' The form fields are as follows:

- Type:** record
- Operation:** write
- Decision Type:** Allow If
- Application:** Global
- Active:** ☒
- Advanced:** ☐
- Admin overrides:** ☒
- Protection policy:** -- None --
- Name:** *
- Description:** (empty text area)
- Applies To:** Not a valid table name. Below this are buttons for 'Add Filter Condition' and 'Add OR Clause'.
- Requires:** A dropdown menu showing '-- None --' with a search icon.

Below the form, there is a 'Conditions' section with a blue background. It contains the following text:

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.

A 'More Info' link is located at the bottom left of the conditions section.