ACTIVITY 3 :Create Roles
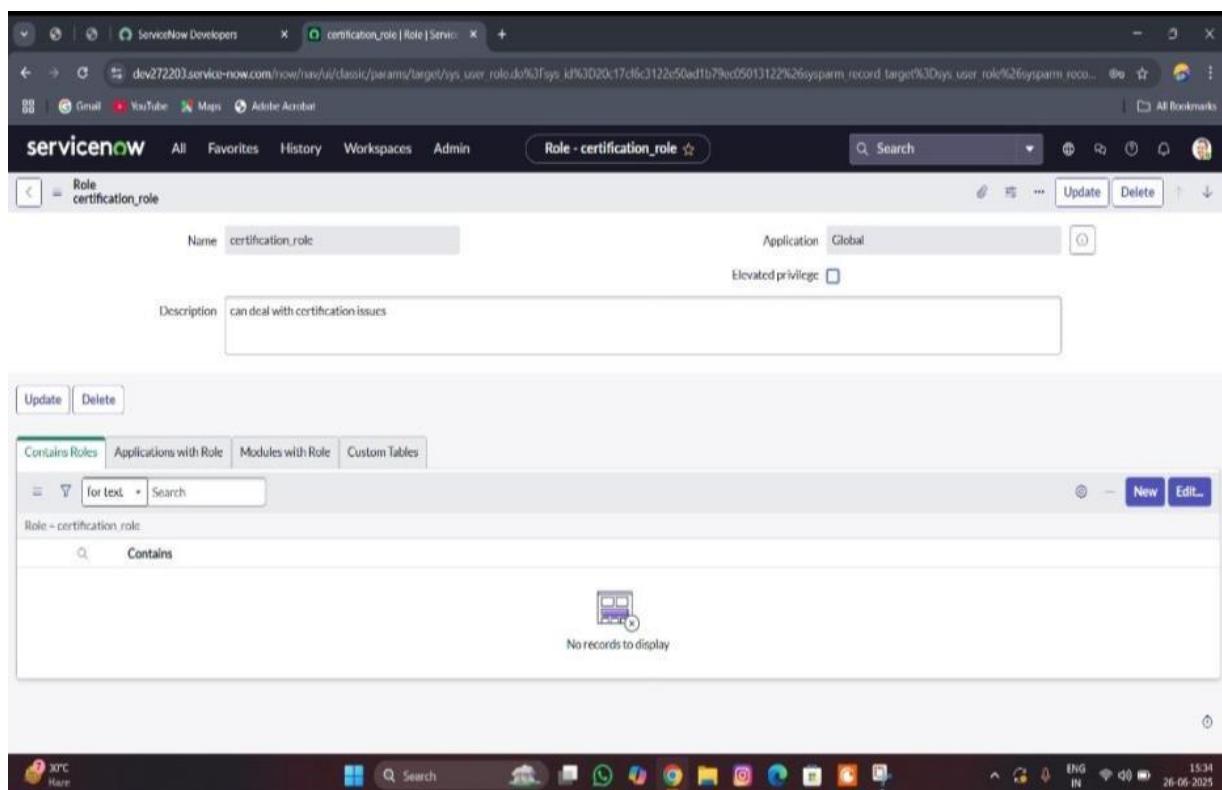
STEPS:

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

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

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

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