FUNCTIONAL AND PERFORMANCE TESTING

DATE	
PROJECT ID	
PROJECT NAME	Optimising user, group and role management with access control list and Workflows

MILESTONE 9 : FLOW

PURPOSE: The purpose of creating a flow in the Optimizing User Group and Role Management with Access Control and Workflows project is to automate and streamline the sequence of actions involved in managing user roles, permissions, and access rights. A well-defined flow ensures that tasks such as role assignments, permission approvals, user onboarding, and access revocation follow a consistent and logical process.

USE : Flows are used to define the step-by-step progression of actions, such as user role assignment, approval of access requests, periodic access reviews, and role revocation processes.

ACTIVITY 1: CREATE A FLOW TO ASSIGN

OPERATIONS TICKET TO GROUP

STEPS: Open service now. 1 .Click on All >> search for Flow

Designer

2 .Click on Flow Designer under Process

Automation.

3 .After opening Flow Designer Click on

new and select Flow.

4 .Under Flow properties Give

Flow Name as “ task table”.

5 .Application should be

Global.

6 .Click build flow

. 7 .Click on Add a trigger

8 .Select the trigger in that Search for “create record”

and select that.

9 .Give the table name as “ task table

”. 10 .Give the Condition as Field : status Operator :is

Value : in progress

Field : comments Operator :is Value : feedback

Field : assigned to Operator :is Value :

bob

11 .After that click on Done.

12 . Click on Add an action.

13 .Select action in that ,search for “ update records”.

14 . In Record field drag the fields from the

data navigation from Right Side(Data pill)

15 .Table will be auto assigned after that

16 .Add fields as “status” and value as “completed”

17 .Click on Done. Now under Actions

Click on Add an action. Select action in

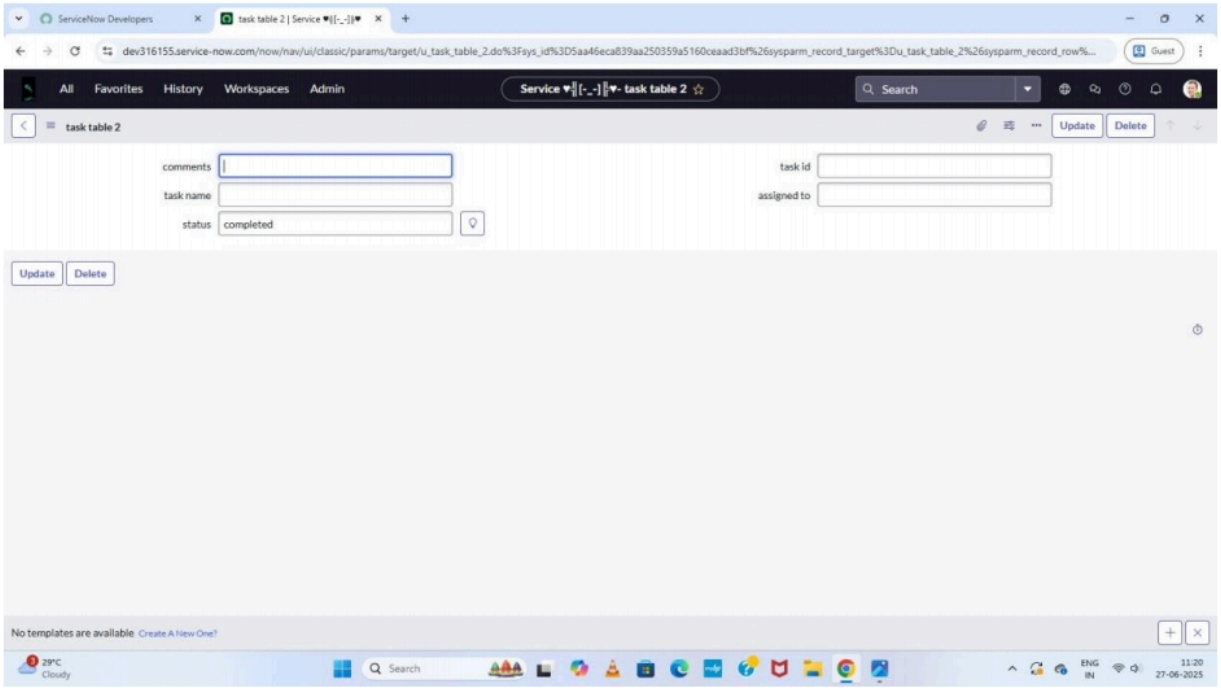
that ,search for “ ask for approval ”.

In Record field

drag the fields from the data navigation from Right side

Table will be auto assigned after that Give the approve

field as “ status” Give approver as alice p Click on Done. Go to application navigator search for task table. It status field is updated to completed


ServiceNow Developers
task table 2 | Service ♥[-_-]♥
dev316155.service-now.com/now/nav/ui/classic/params/target/u_task_table_2.do%3Fsys_id%3D5aa46eca839aa250359a5160ceaad3bf%26sysparm_record_target%3Du_task_table_2%26sysparm_record_row%...
Guest
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Admin
Service ♥[-_-]♥- task table 2
Search
task table 2
Update
Delete
comments
task name
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Update
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No templates are available
Create A New One?
29°C
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11:20
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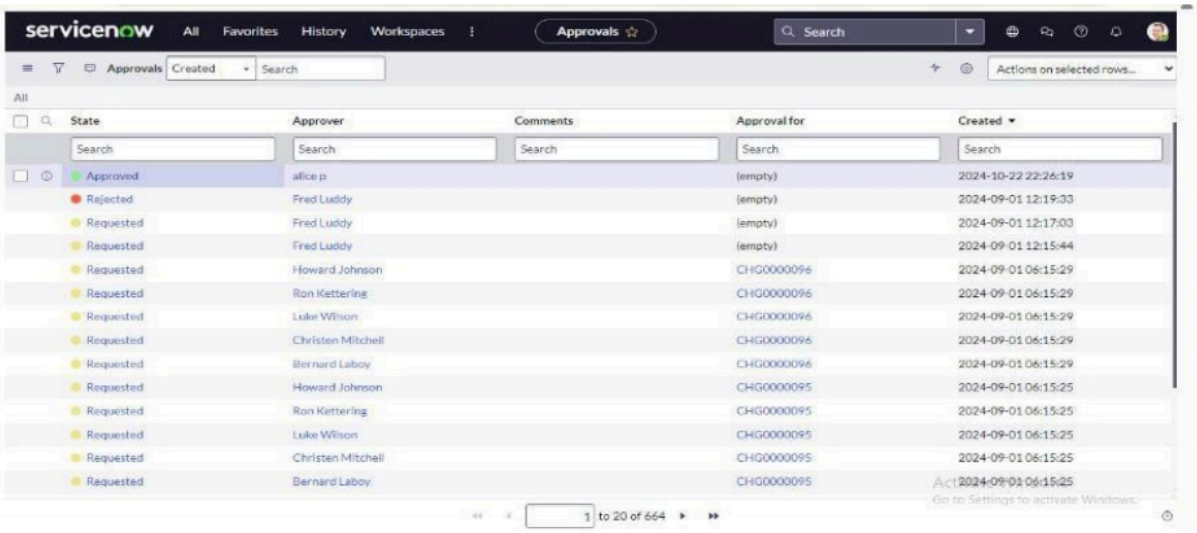
servicenow
All
Favorites
History
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Approvals
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Approvals
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Actions on selected rows...
All
State
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Approval for
Created
Approved
alice p
(empty)
2024-10-22 22:26:19
Rejected
Fred Luddy
(empty)
2024-09-01 12:19:33
Requested
Fred Luddy
(empty)
2024-09-01 12:17:03
Requested
Fred Luddy
(empty)
2024-09-01 12:15:44
Requested
Howard Johnson
CHG0000096
2024-09-01 06:15:29
Requested
Ron Kettering
CHG0000096
2024-09-01 06:15:29
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Luke Wilson
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