TITLE

Optimizing User, Group, and Role Management with Access Control and Workflows

TEAM ID	**: NM2025TMID18009**
TEAM SIZE	**: 4**
TEAM LEADER	**: Rama Krishnan R**
TEAM MEMBER 1	**: Thamesh S**
TEAM MEMBER 2	**: Tharun M**
TEAM MEMBER 3	**: Prem kumar**

ProblemStatement :

In a small project management team consisting of a Project Manager (Alice) and a Team Member (Bob), there is a need to efficiently manage project tasks and ensure accountability throughout the project lifecycle. The current system lacks clear role definitions, access controls, and a structured workflow, leading to confusion regarding task assignments and progress tracking.

Objective :

The objective of this project is to streamline user, group, and role management in ServiceNow for improved security and efficiency. It aims to implement Access Control Lists (ACLs) to enforce role-based permissions and protect sensitive data. Automated workflows will be designed to handle onboarding, role assignment, and deprovisioning processes. The project focuses on reducing manual effort, minimizing errors, and ensuring compliance with organizational policies. Ultimately, it seeks to deliver a scalable and secure access management framework.

Skills :

This project enhances skills in configuring User, Group, and Role management within ServiceNow.

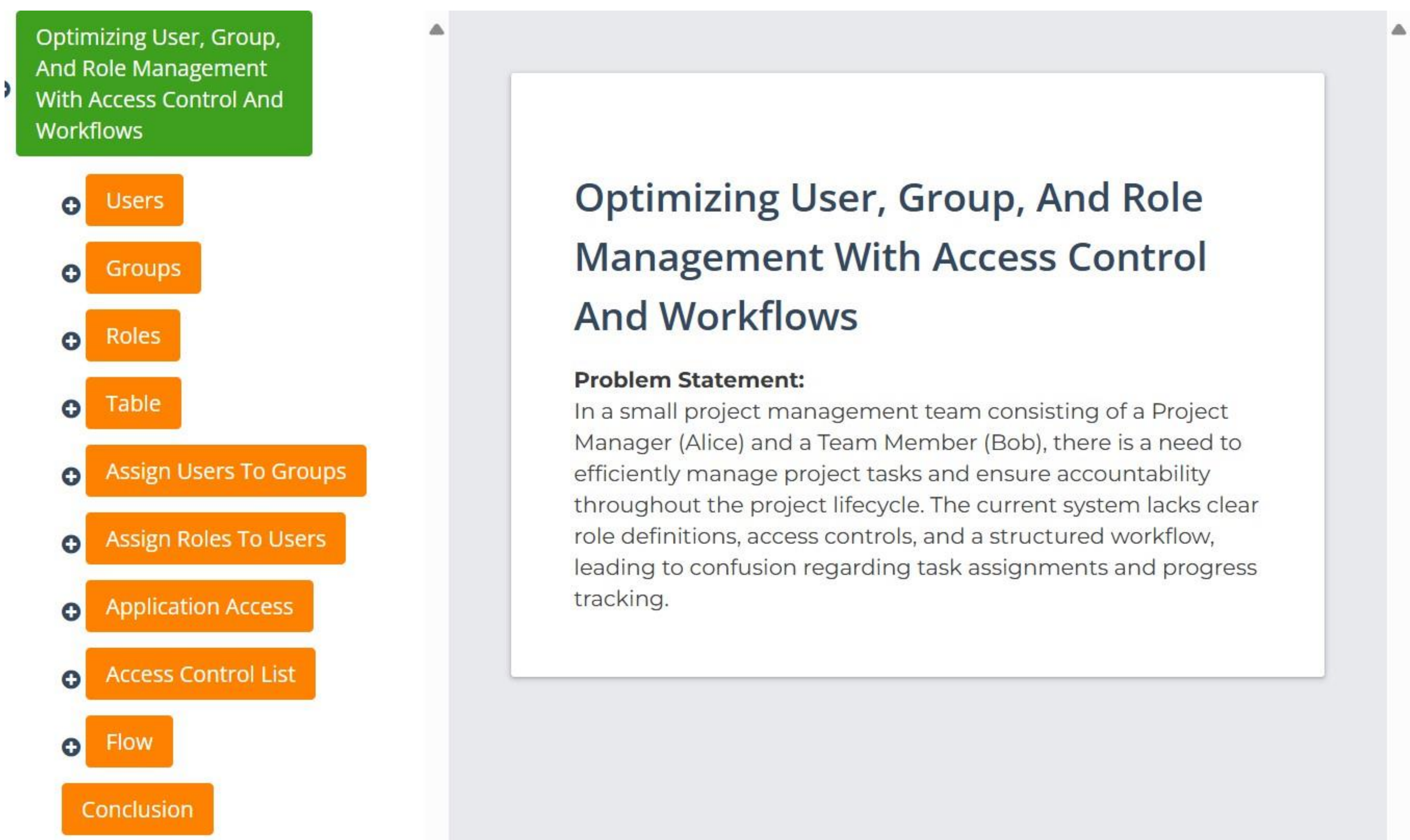
It develops expertise in creating and applying Access Control Lists (ACLs) for secure data access.

Hands-on experience is gained in designing automated workflows for user provisioning and approvals.

It strengthens problem-solving and analytical skills for optimizing security and efficiency.

The project also builds documentation and project management skills for effective implementation.

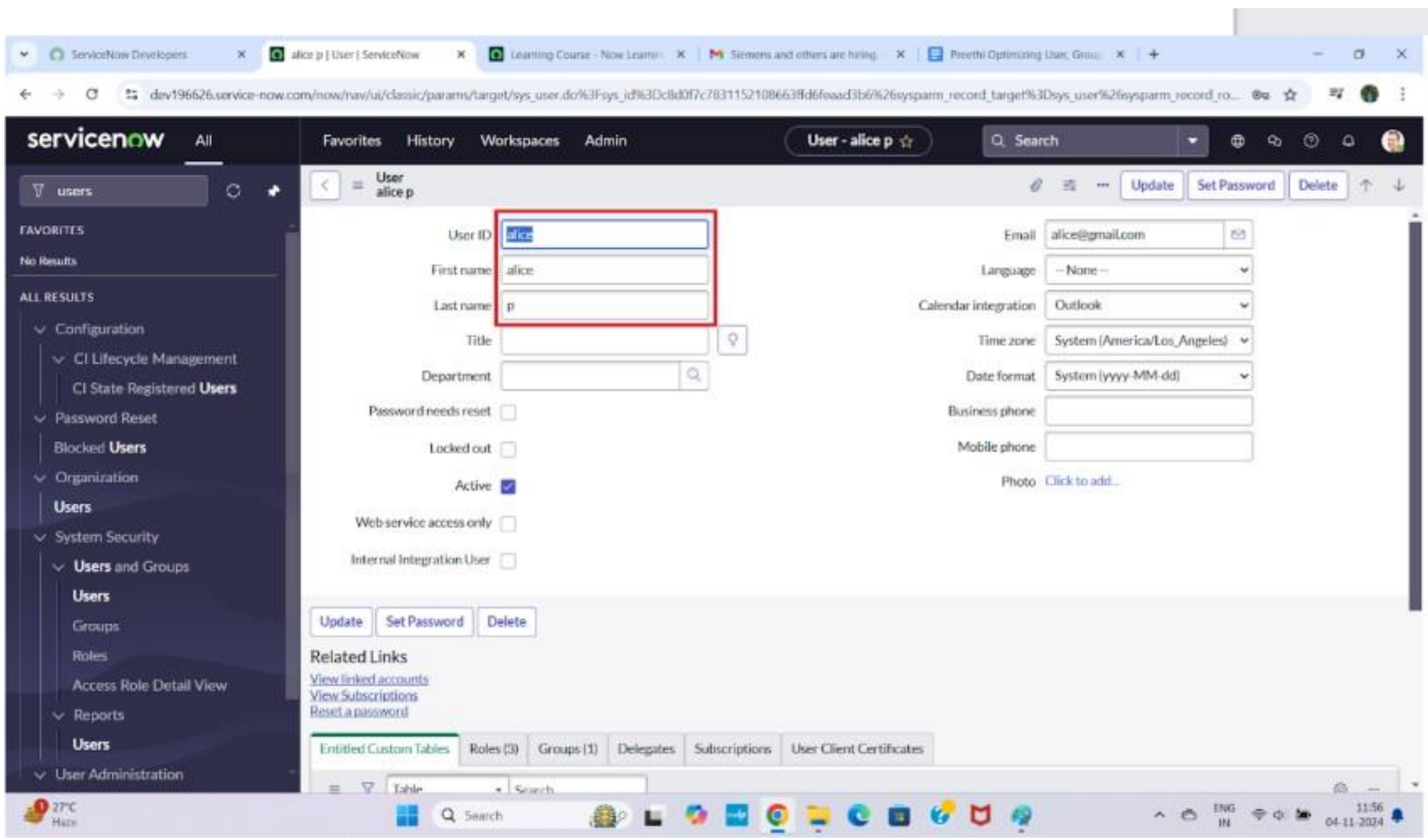
Optimizing User, Group, and Role Management with Access Control and Workflows



USER

STEPS :

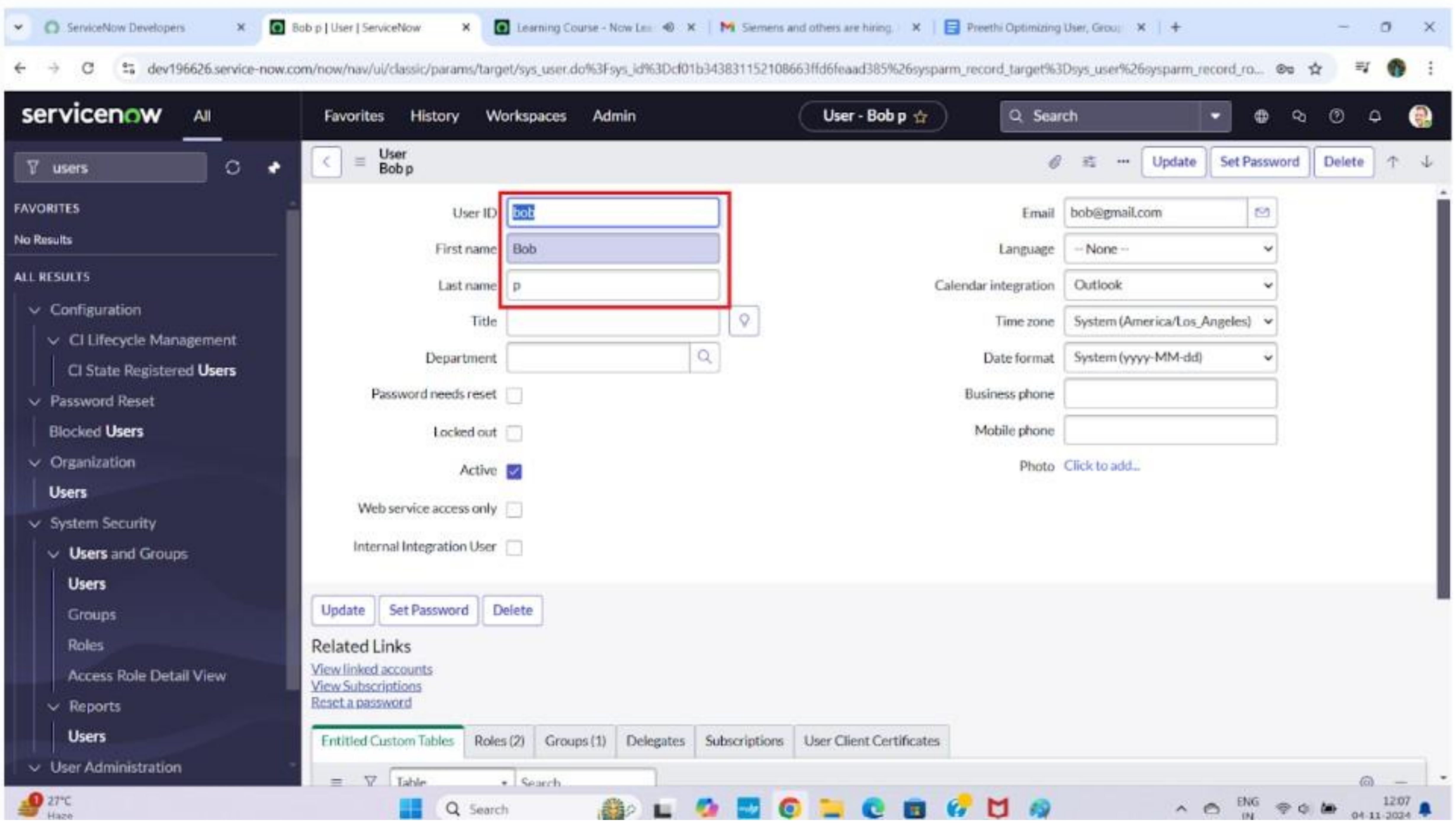
1. Open service now
2. Click on All >>search for users
3. Select Users under system security
4. Click on new
5. Fill the following details to create a new user
6. Click on submit



Create one more user:

7. Create another user with the following details

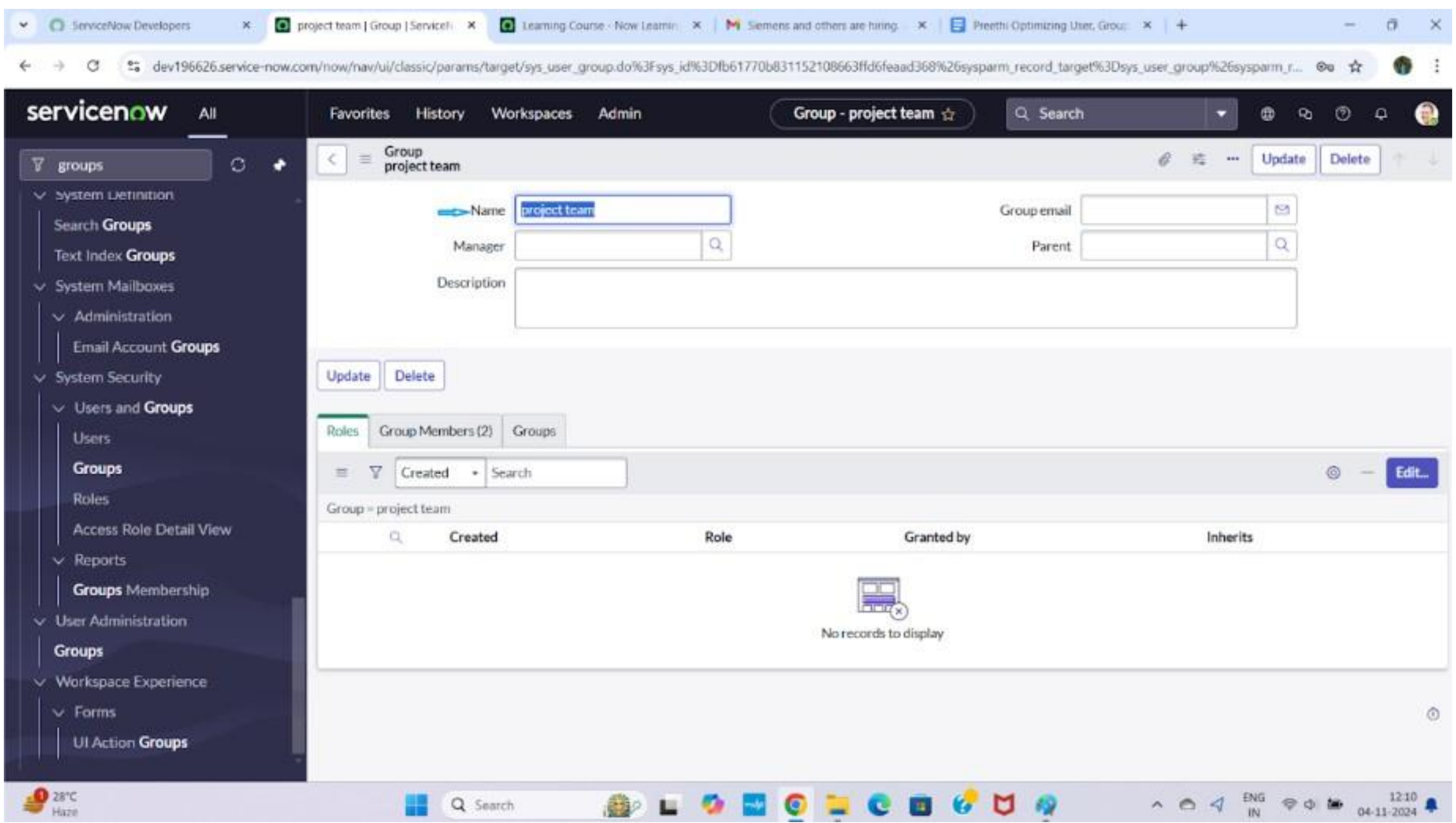
8. Click on submit



GROUPS

Create Groups

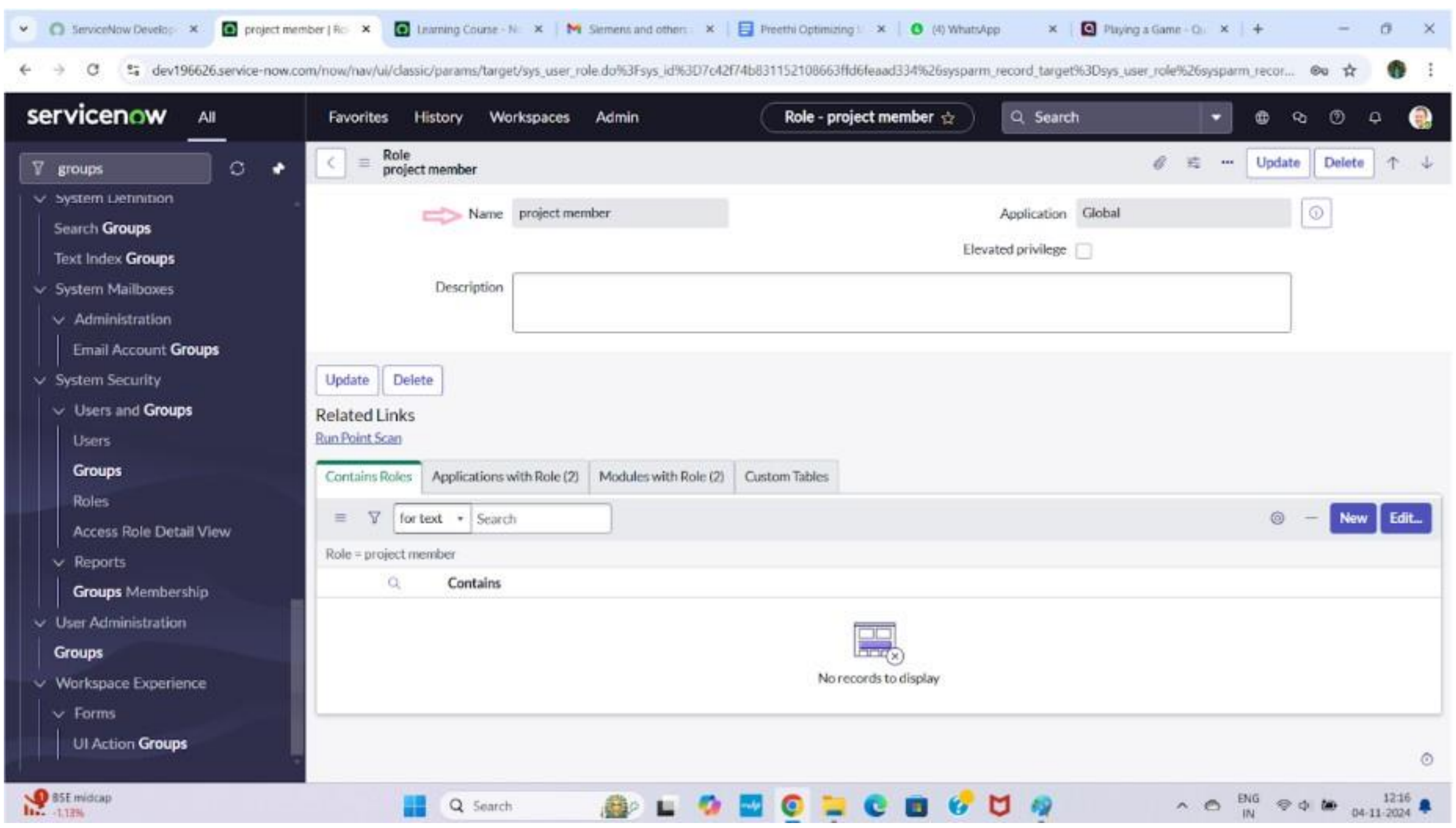
1. Open service now.
2. Click on All >>search for groups
3. Select groups under system security
4. Click on new
5. Fill the following details to create a new group
6. Click on submit



ROLES

Create Roles

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



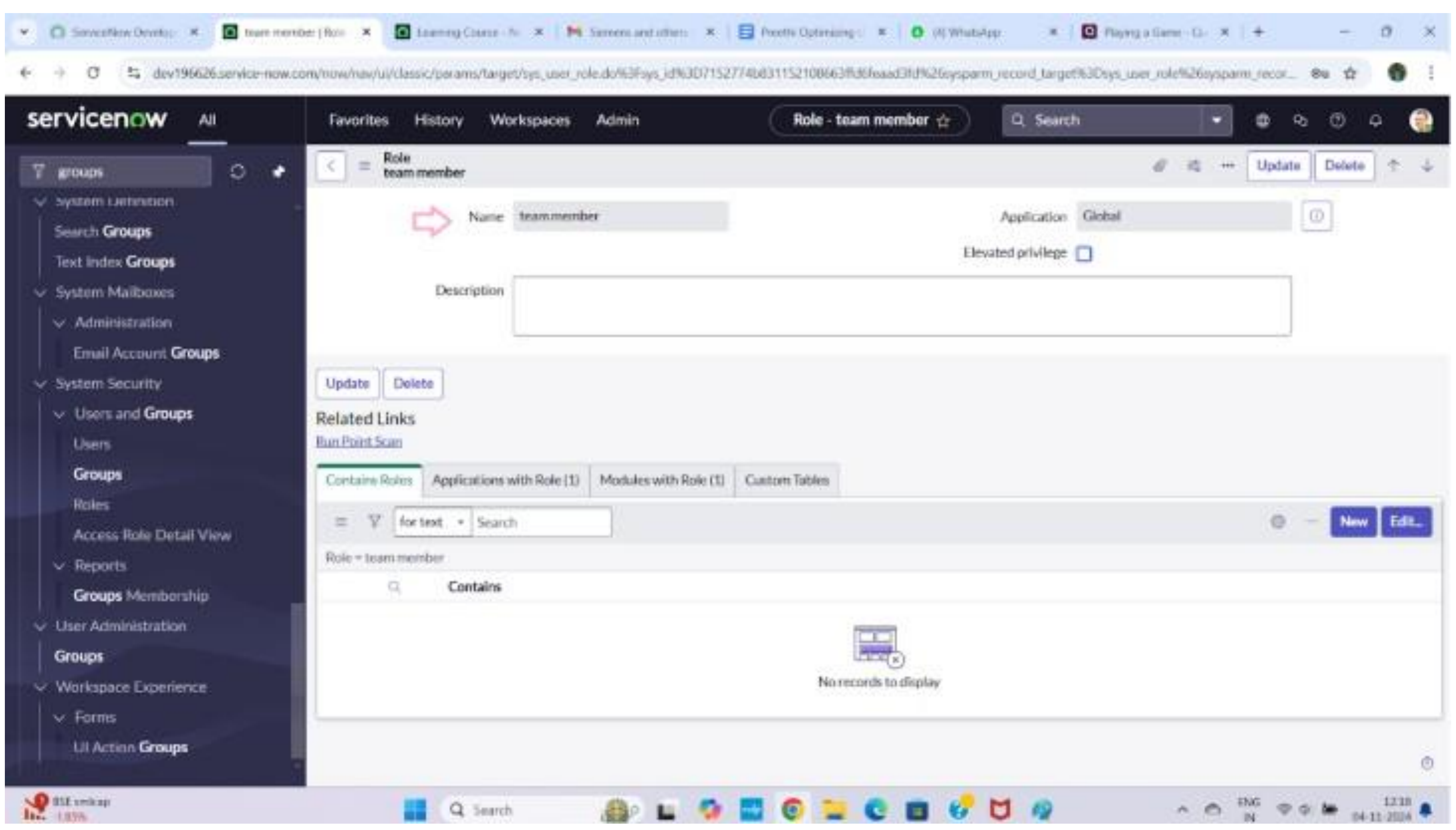
Create one more role:

7. Create another role with the following details : Team member
8. Click on submit

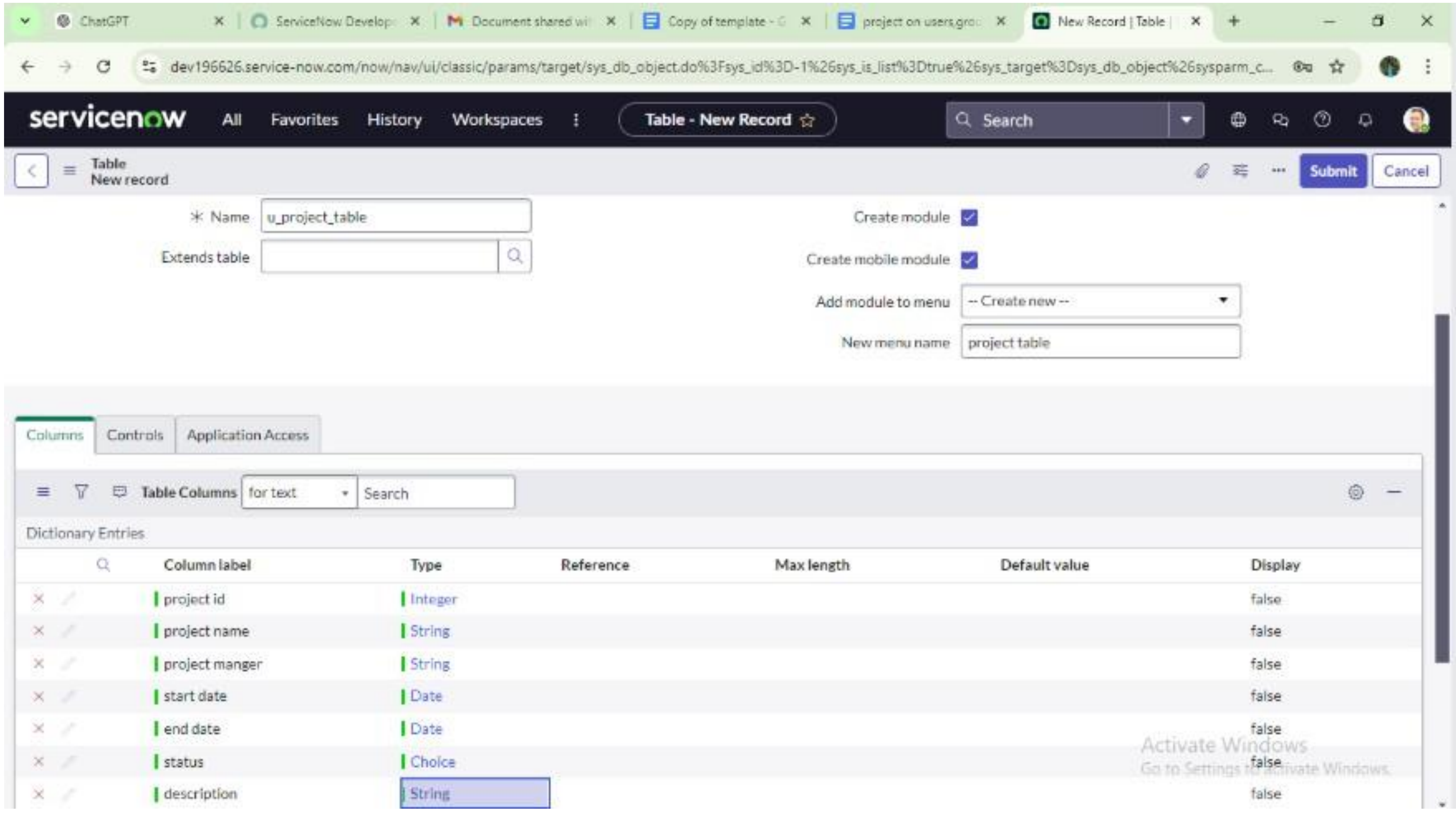
TABLE

Create Table

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 : project table
   Check the boxes Create module & Create mobile module
6. Under new menu name : project table
7. Under table columns give the columns

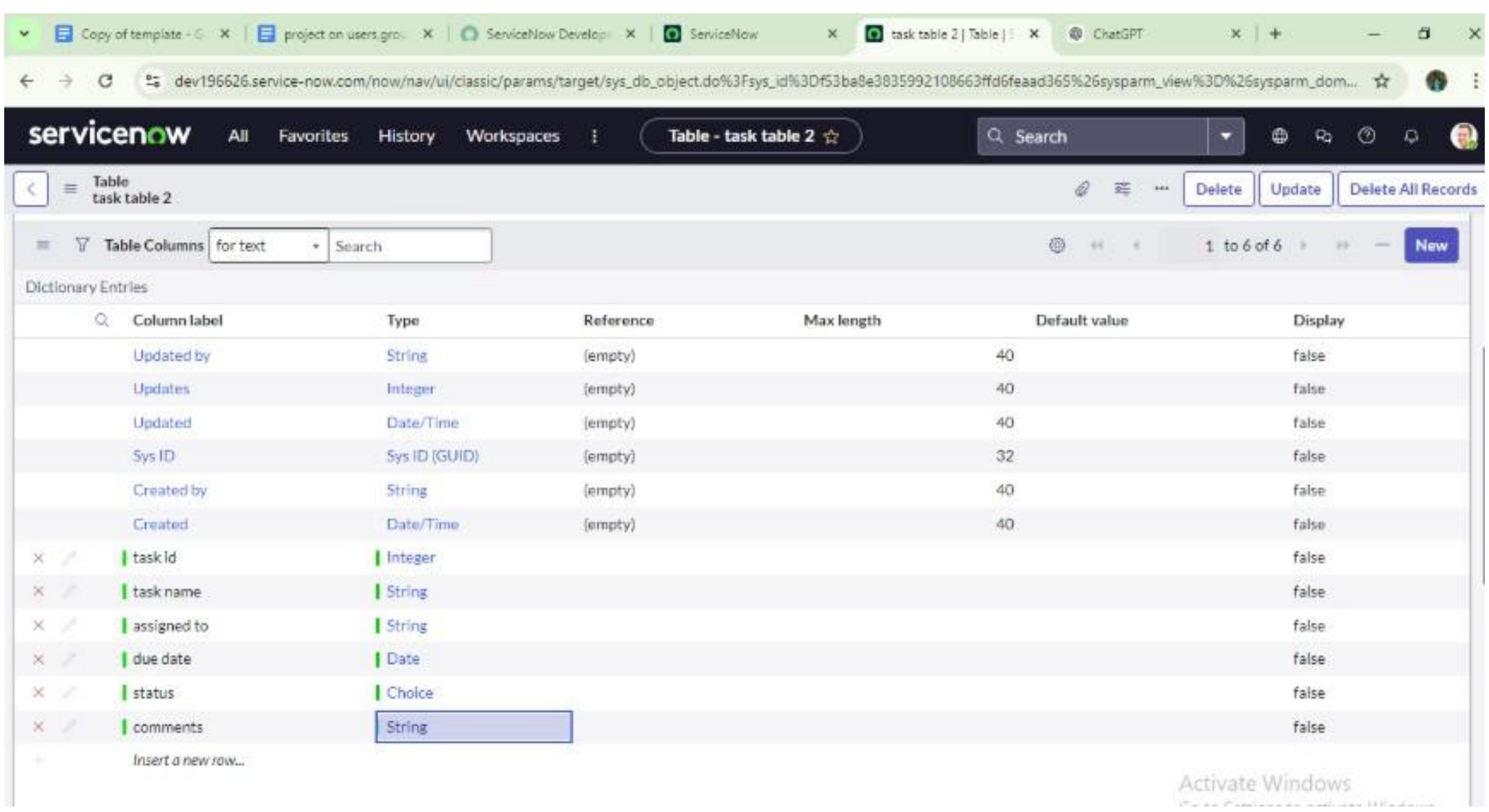


8. Click on submit



Create one more table:

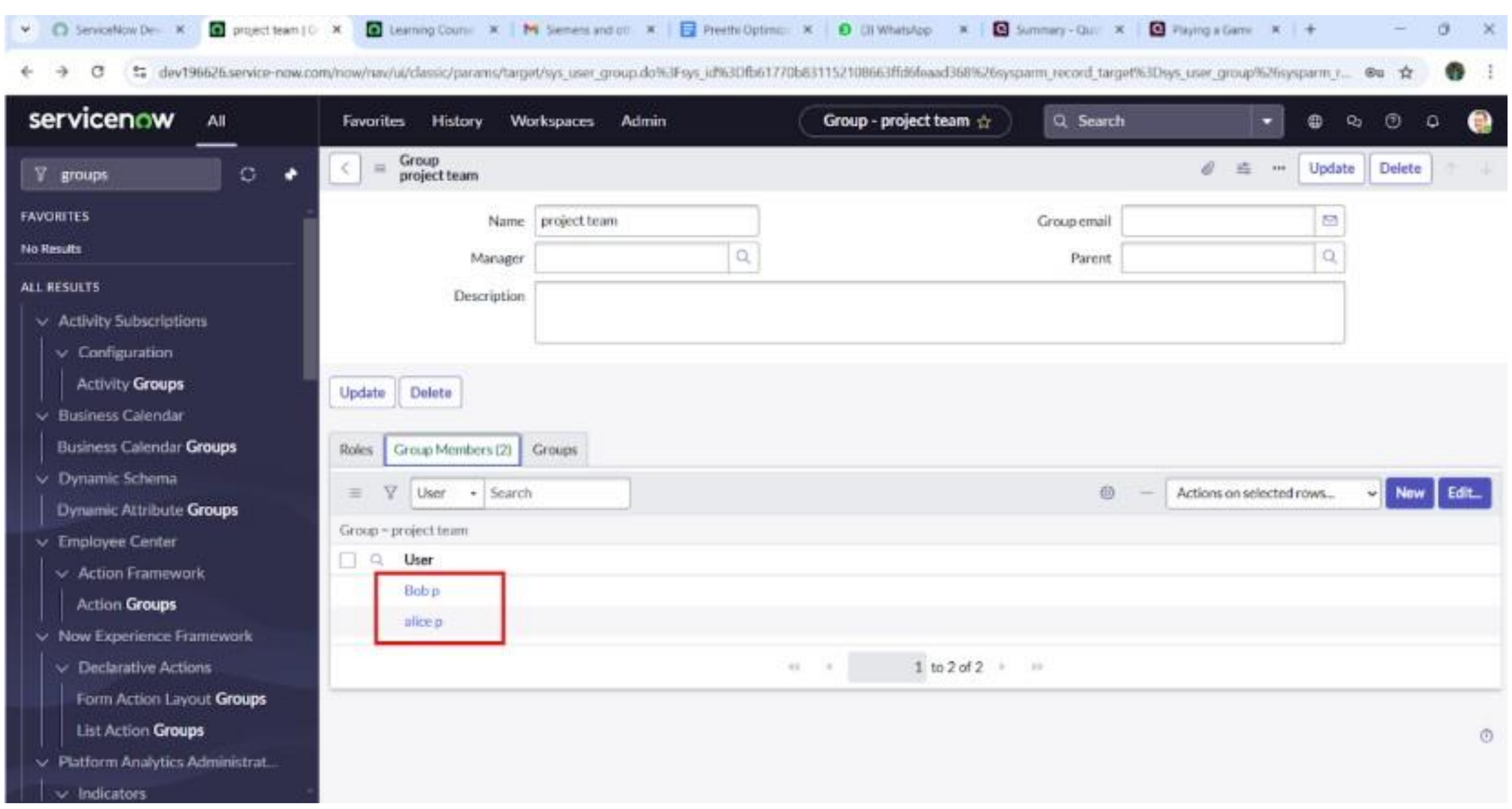
9. **Create another table as: task table 2 and fill with following details.**
10. **Click on submit.**



ASSIGN USER TO GROUPS

Assign users to project team group

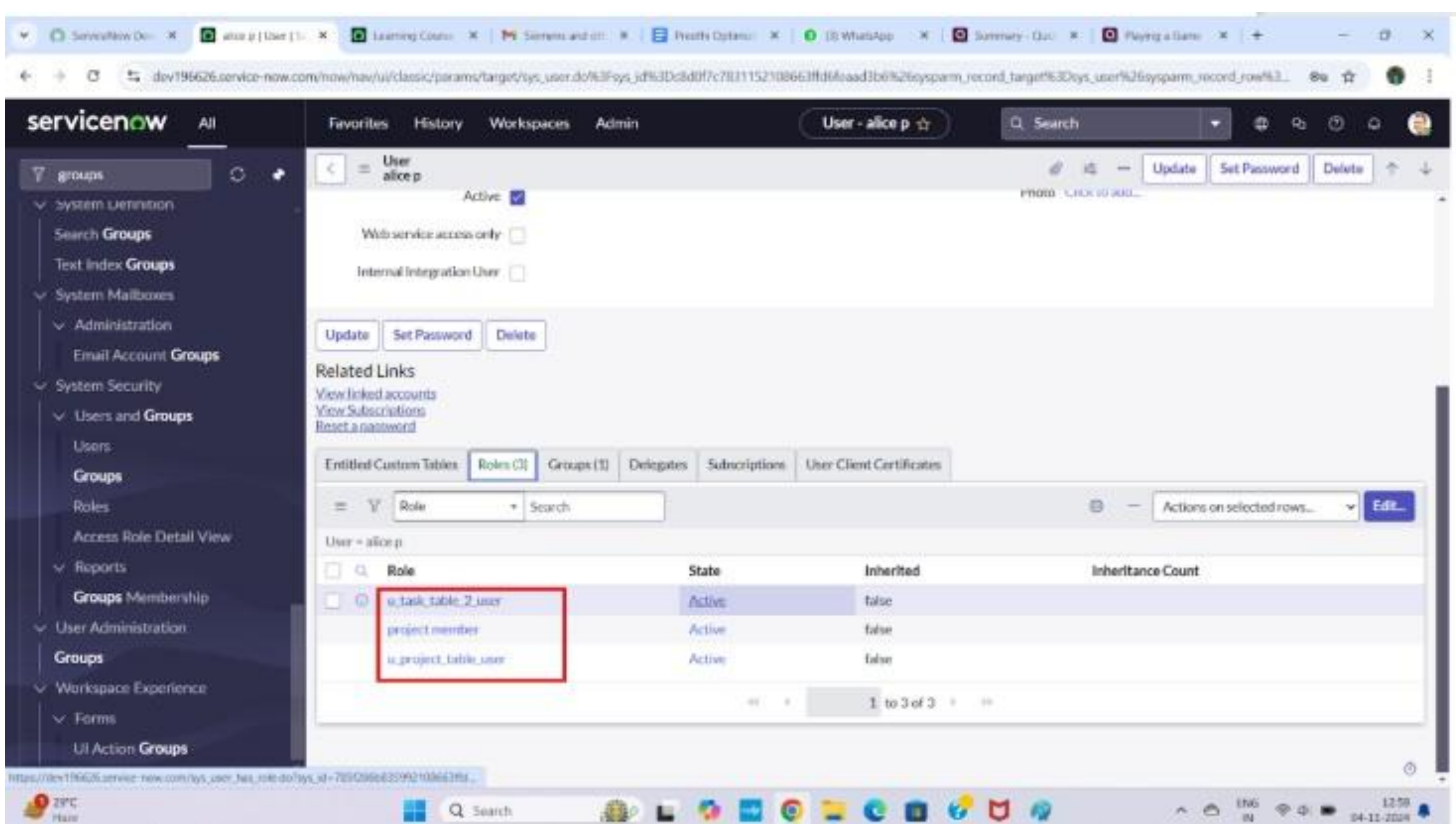
1. **Open service now.**
2. **Click on All >>search for groups**
3. **Select tables under system definition**
4. **Select the project team group**
5. **Under group members**
6. **Click on edit**
7. **Select alice p and bob p and save**



ASSIGN ROLES TO USERS

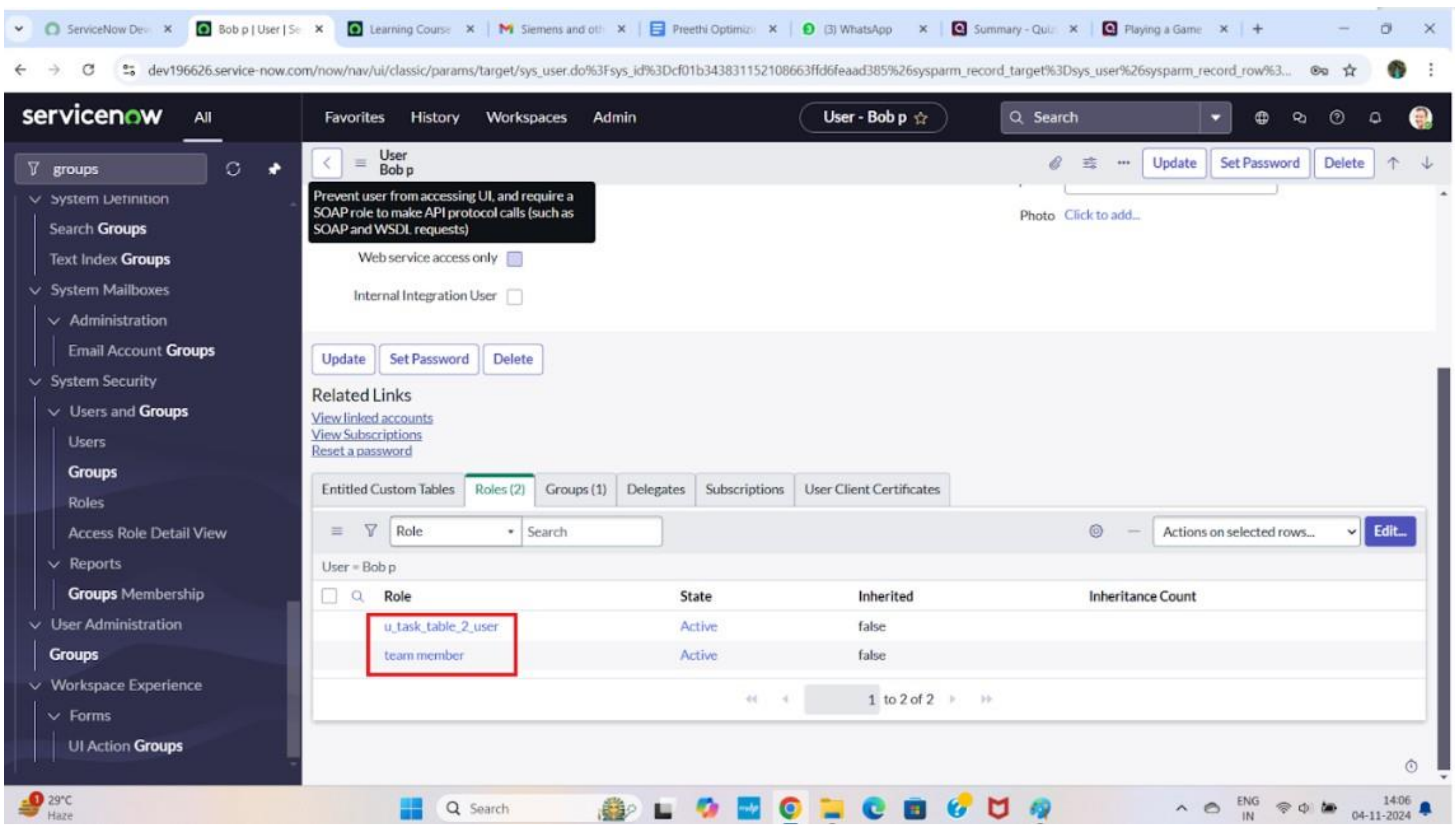
Assign roles to alice user

1. **Open servicenow.Click on All >>search for user**
2. **Select tables under system definition**
3. **Select the project manager user**
4. **Under project manager**
5. **Click on edit**
6. **Select project member and save**
7. **click on edit add u_project_table role and u_task_table role**
8. **click on save and update the form.**



Assign roles to bob user

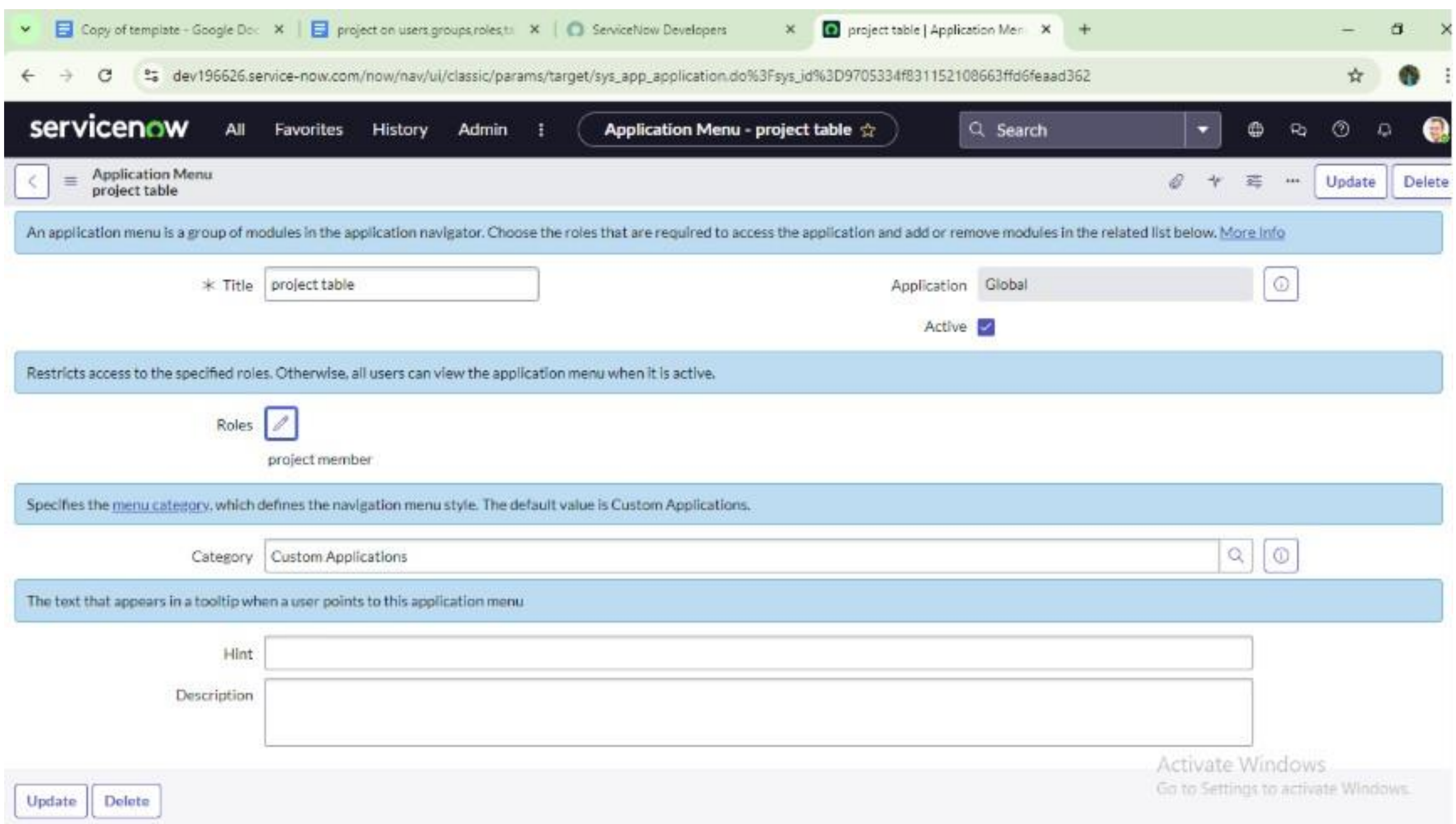
1. Open ServiceNow. Click on All >>search for user
2. Select tables under system definition
3. Select the bob p user
4. Under team member
5. Click on edit
6. Select team member and give table role and save
7. Click on profile icon Impersonate user to bob
7. We can see the task table2.

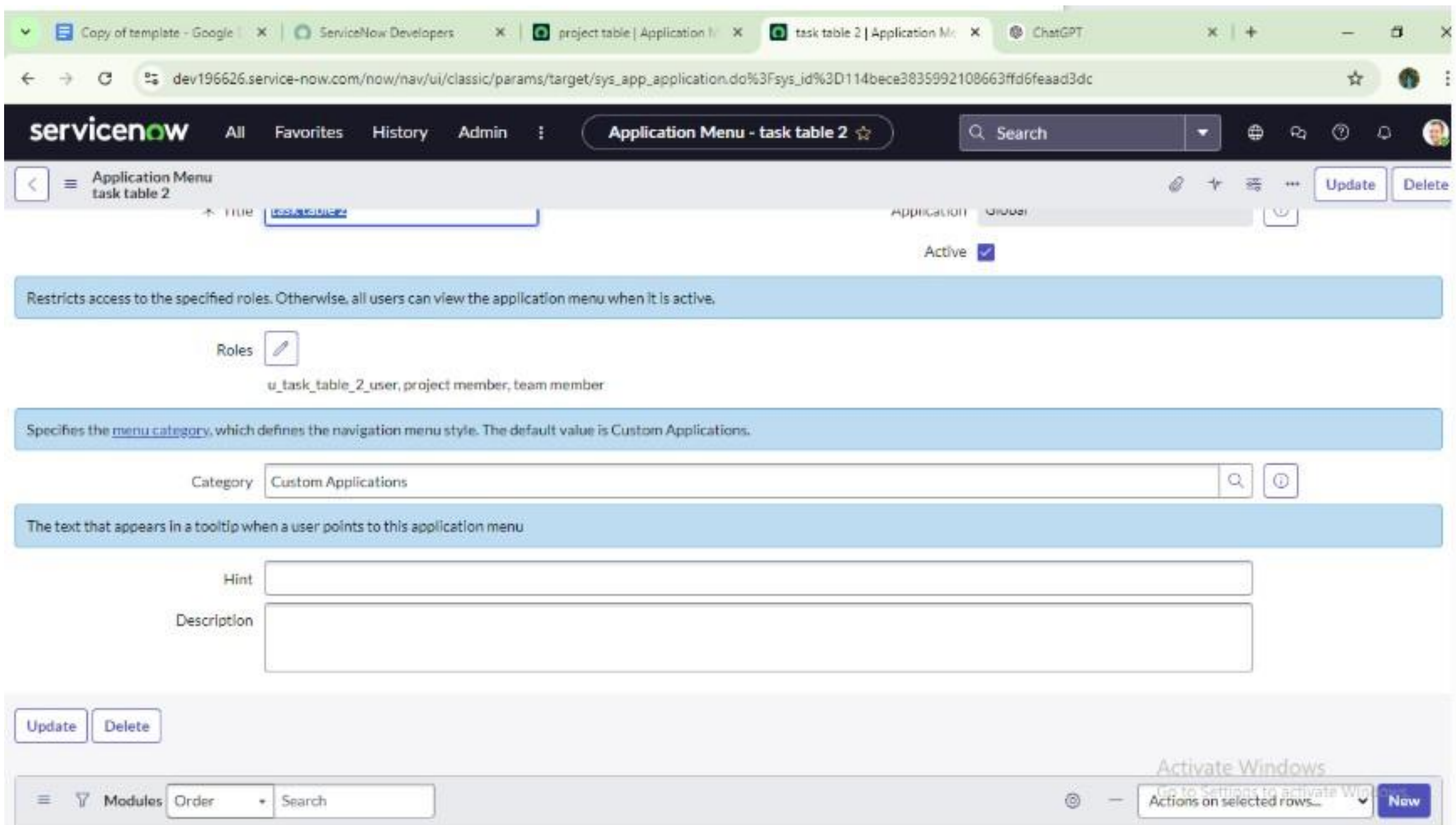


APPLICATIONACCESS

Assign table access to application

1. **while creating a table it automatically create a application and module for that table**
2. **Go to application navigator search for search project table application**
3. **Click on edit module**
4. **Give project member roles to that application**
5. **Search for task table2 and click on edit application.**
6. **Give the project member and team member role for task table 2 application**



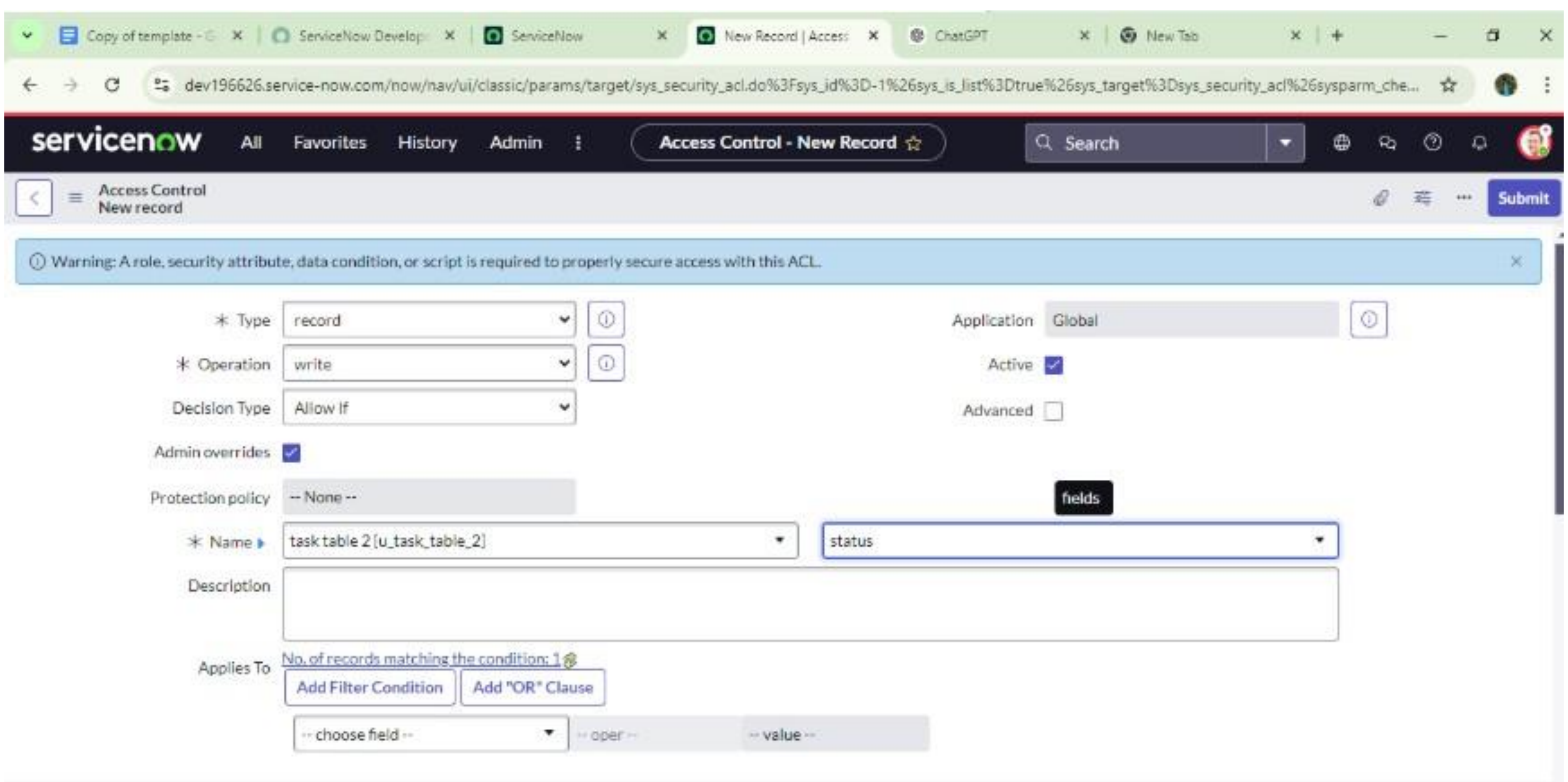


Copy of template - Google
ServiceNow Developers
project table | Application
task table 2 | Application M
ChatGPT
dev196626.service-now.com/now/nav/ui/classic/params/target/sys_app_application.do%3Fsys_id%3D114bece3835992108663ffd6feaad3dc
servicenow
All
Favorites
History
Admin
Application Menu - task table 2
Search
Application Menu
task table 2
Update
Delete
Active
Restricts access to the specified roles. Otherwise, all users can view the application menu when it is active.
Roles
u_task_table_2_user, project member, team member
Specifies the menu category, which defines the navigation menu style. The default value is Custom Applications.
Category
Custom Applications
The text that appears in a tooltip when a user points to this application menu
Hint
Description
Update
Delete
Activate Windows
Modules
Order
Search
Actions on selected rows...
New

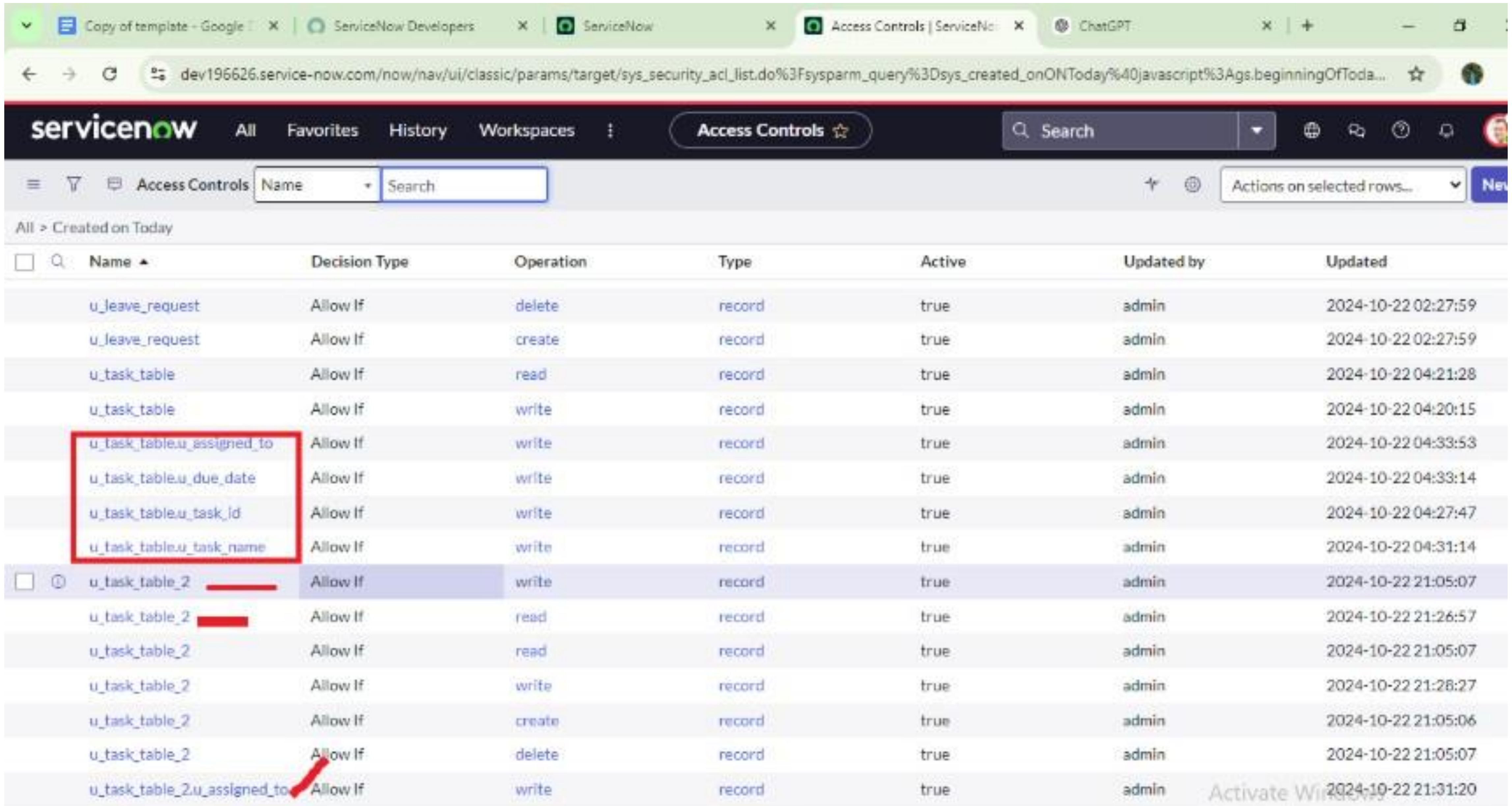
ACCESS CONTROL LIST

Create ACL

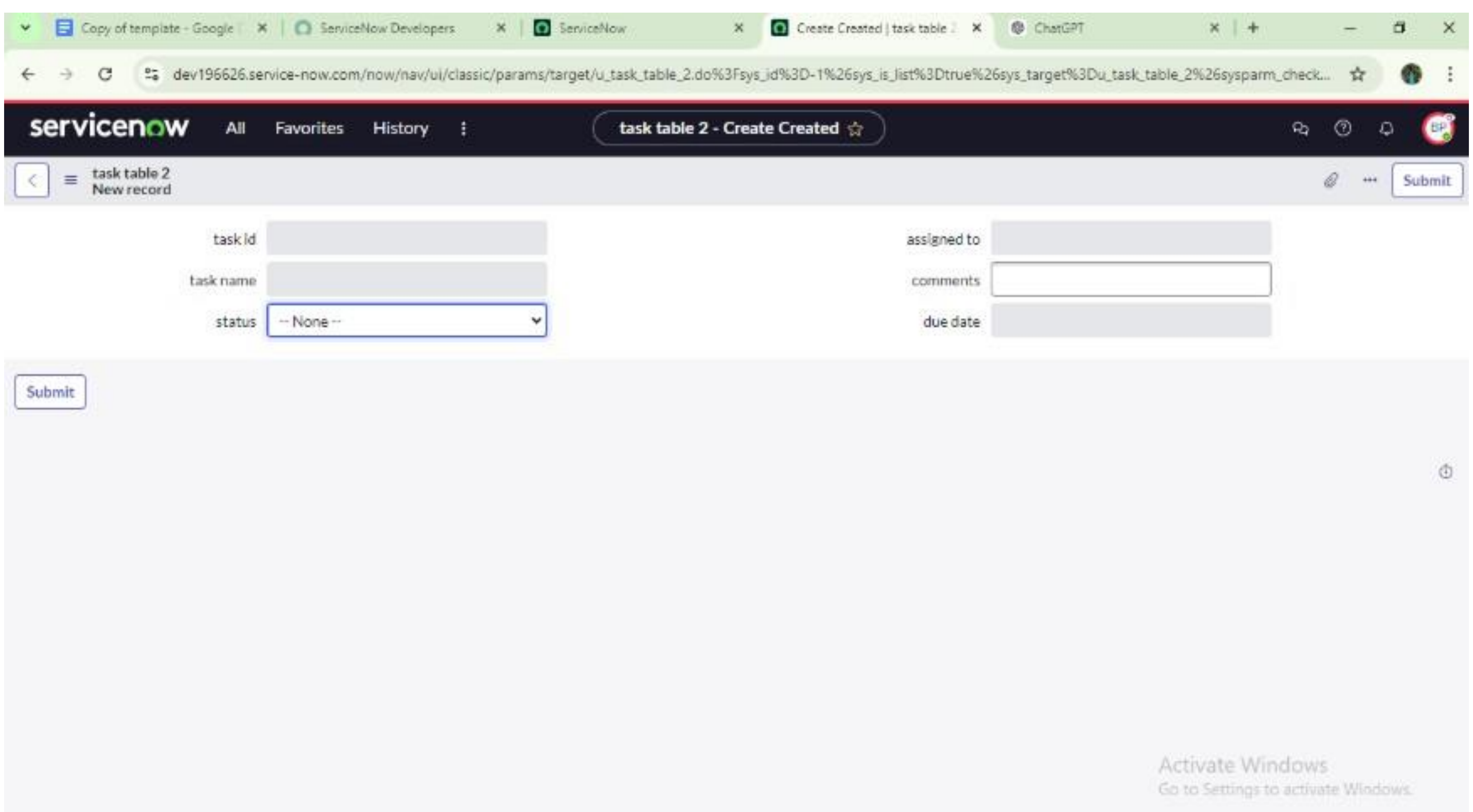
1. Open service now.
2. Click on All >>search for ACL
3. Select Access Control(ACL) under system security
4. Click on elevate role
5. Click on new
6. Fill the following details to create a new ACL



7. Scroll down under requires role
8. Double click on insert a new row
9. Give task table and team member role
10. Click on submit
11. Similarly create 4 acl for the following fields



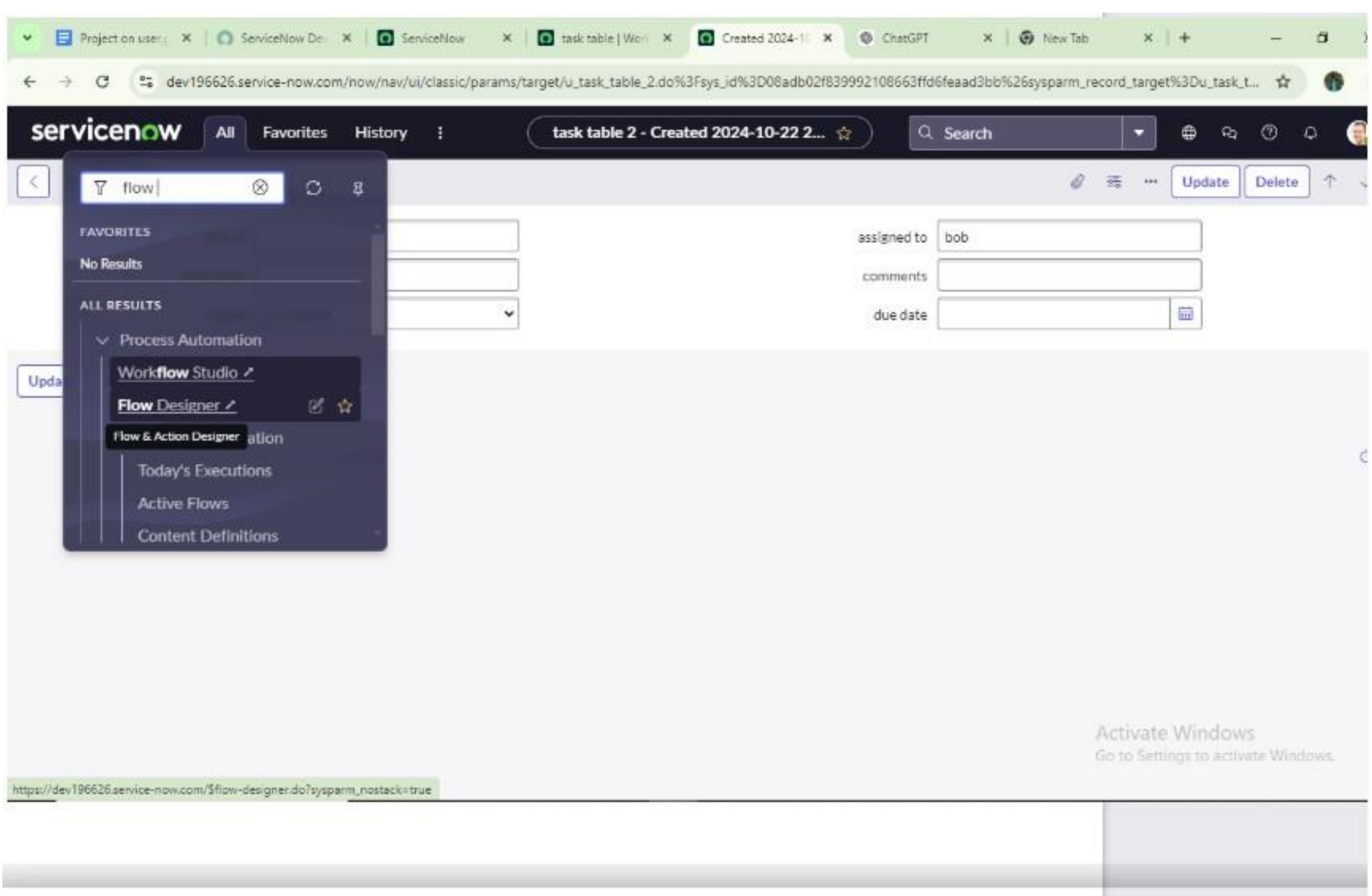
12. Click on profile on top right side
13. Click on impersonate user
14. Select bob user
15. Go to all and select task table2 in the application menu bar
16. Comment and status fields are have the edit access

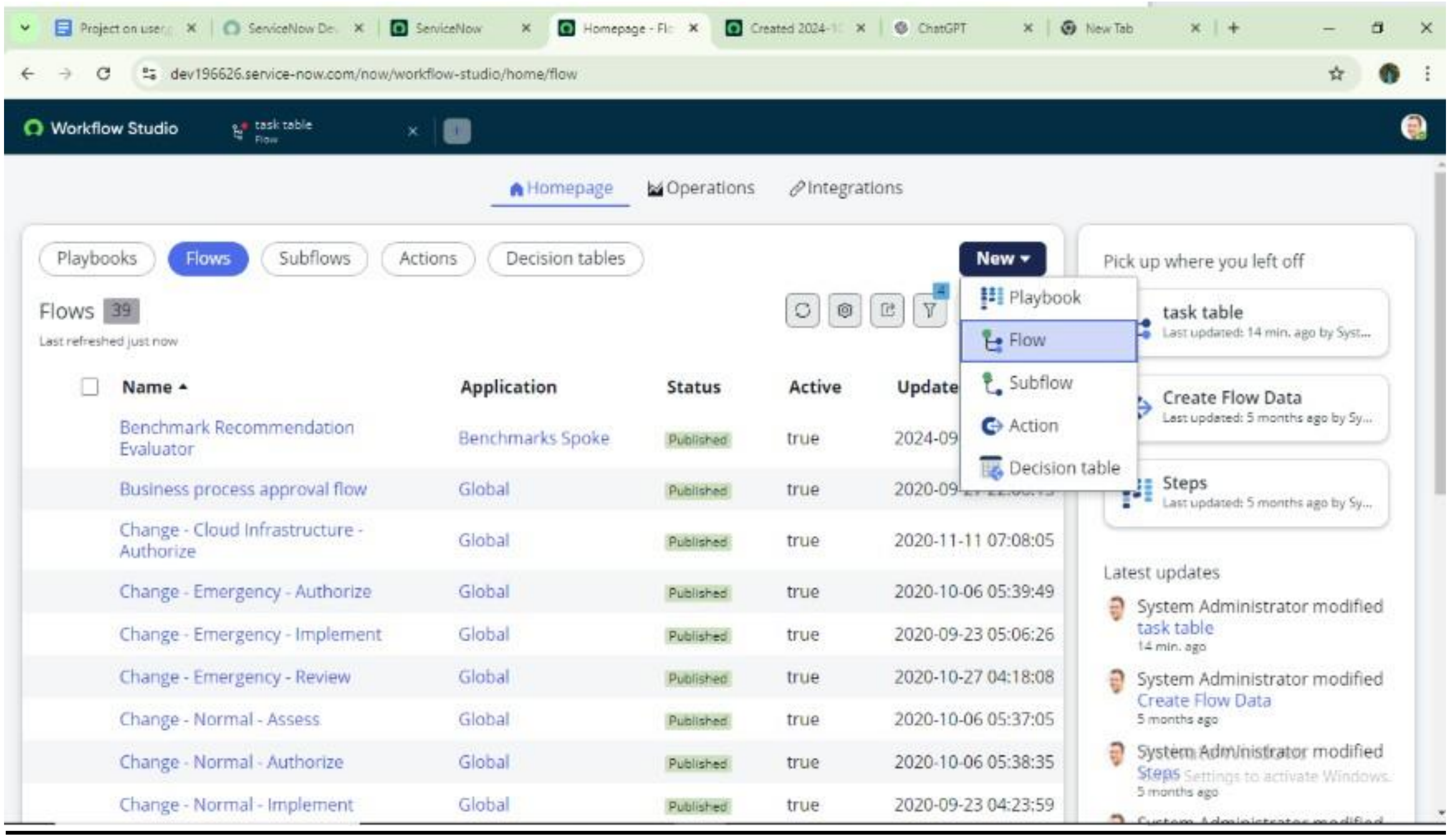


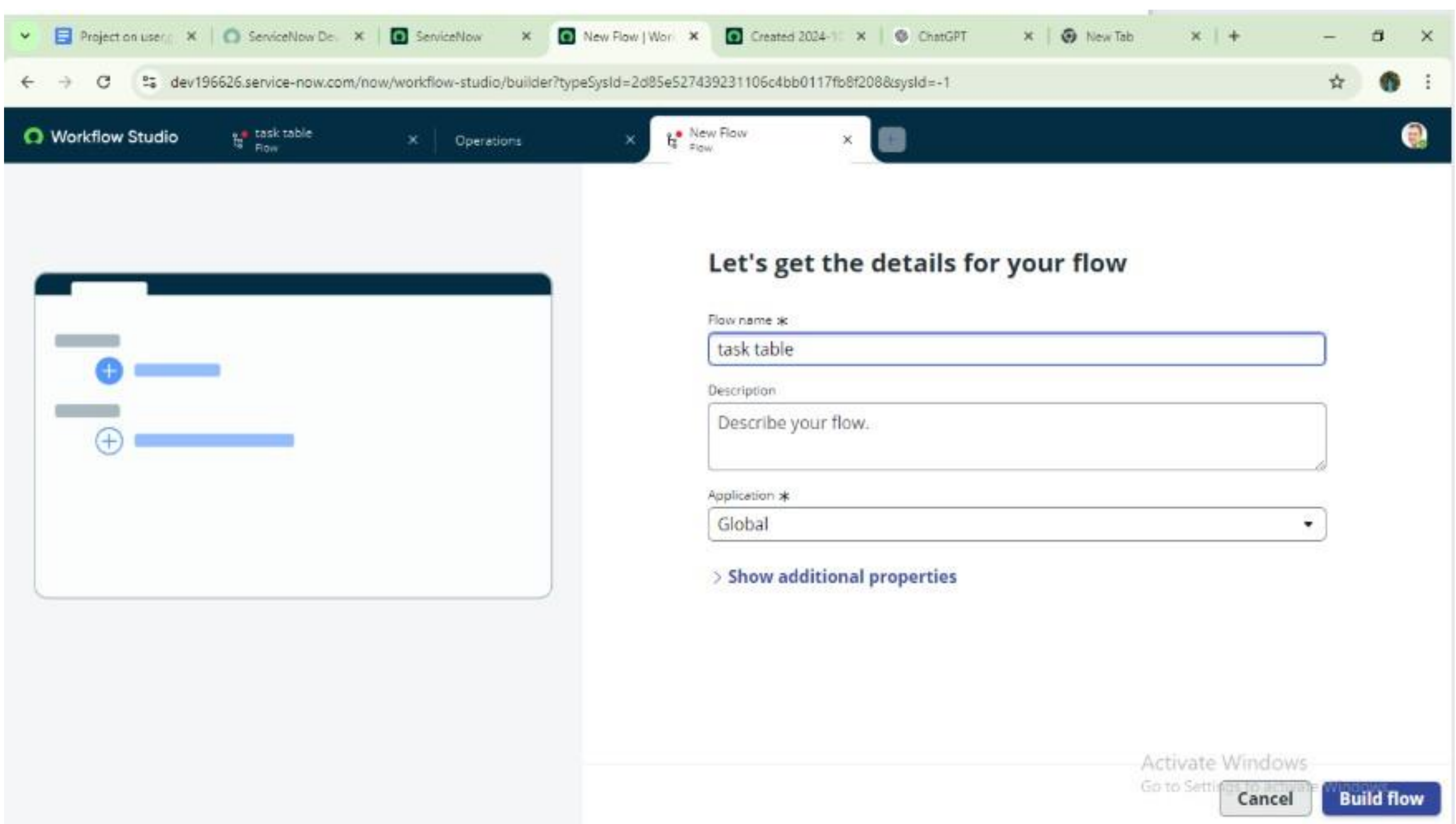
FLOW

Create a Flow to Assign operations ticket to group

1. **Open service now.**
2. **Click on All >>search for Flow Designer**
3. **Click on Flow Designer under Process Automation.**
4. **After opening Flow Designer Click on new and select Flow.**
5. **Under Flow properties Give Flow Name as " task table".**
6. **Application should be Global.**
7. **Click build flow**.




Project on user
ServiceNow Dev
ServiceNow
Homepage - Flo
Created 2024-1
ChatGPT
New Tab
dev196626.service-now.com/now/workflow-studio/home/flow
Workflow Studio
task table
Flow
Homepage
Operations
Integrations
Playbooks
Flows
Subflows
Actions
Decision tables
New
Playbook
Flow
Subflow
Action
Decision table
Flows 39
Last refreshed just now
Name
Application
Status
Active
Update
Benchmark Recommendation Evaluator
Benchmarks Spoke
Published
true
2024-09
Business process approval flow
Global
Published
true
2020-09
Change - Cloud Infrastructure - Authorize
Global
Published
true
2020-11-11 07:08:05
Change - Emergency - Authorize
Global
Published
true
2020-10-06 05:39:49
Change - Emergency - Implement
Global
Published
true
2020-09-23 05:06:26
Change - Emergency - Review
Global
Published
true
2020-10-27 04:18:08
Change - Normal - Assess
Global
Published
true
2020-10-06 05:37:05
Change - Normal - Authorize
Global
Published
true
2020-10-06 05:38:35
Change - Normal - Implement
Global
Published
true
2020-09-23 04:23:59
Pick up where you left off
task table
Last updated: 14 min. ago by Syst...
Create Flow Data
Last updated: 5 months ago by Sy...
Steps
Last updated: 5 months ago by Sy...
Latest updates
System Administrator modified
task table
14 min. ago
System Administrator modified
Create Flow Data
5 months ago
System Administrator modified
Steps
5 months ago


Project on user
ServiceNow Dev
ServiceNow
New Flow | Wor
Created 2024-1
ChatGPT
New Tab
dev196626.service-now.com/now/workflow-studio/builder?typeSysId=2d85e527439231106c4bb0117fb8f208&sysId=-1
Workflow Studio
task table
Flow
Operations
New Flow
Flow
Let's get the details for your flow
Flow name
task table
Description
Describe your flow.
Application
Global
Show additional properties
Activate Windows
Cancel
Build flow

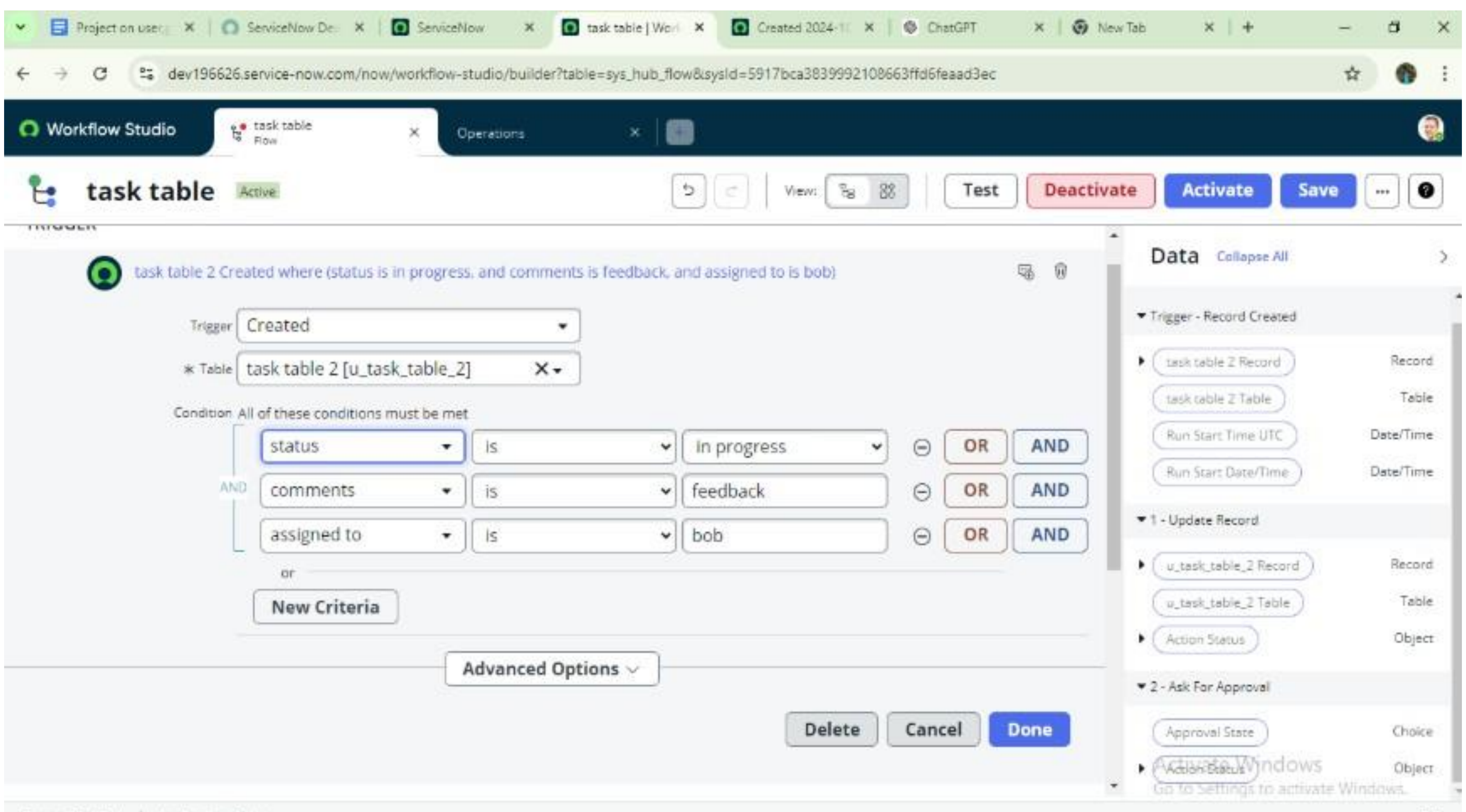
next step:

1. Click on Add a trigger
2. Select the trigger in that Search for “create record” and select that.
3. Give the table name as “ task table ”.
4. Give the Condition as Field : status Operator :is Value : in progress

   Field : comments Operator :is Value : feedback

   Field : assigned to Operator :is Value : bob

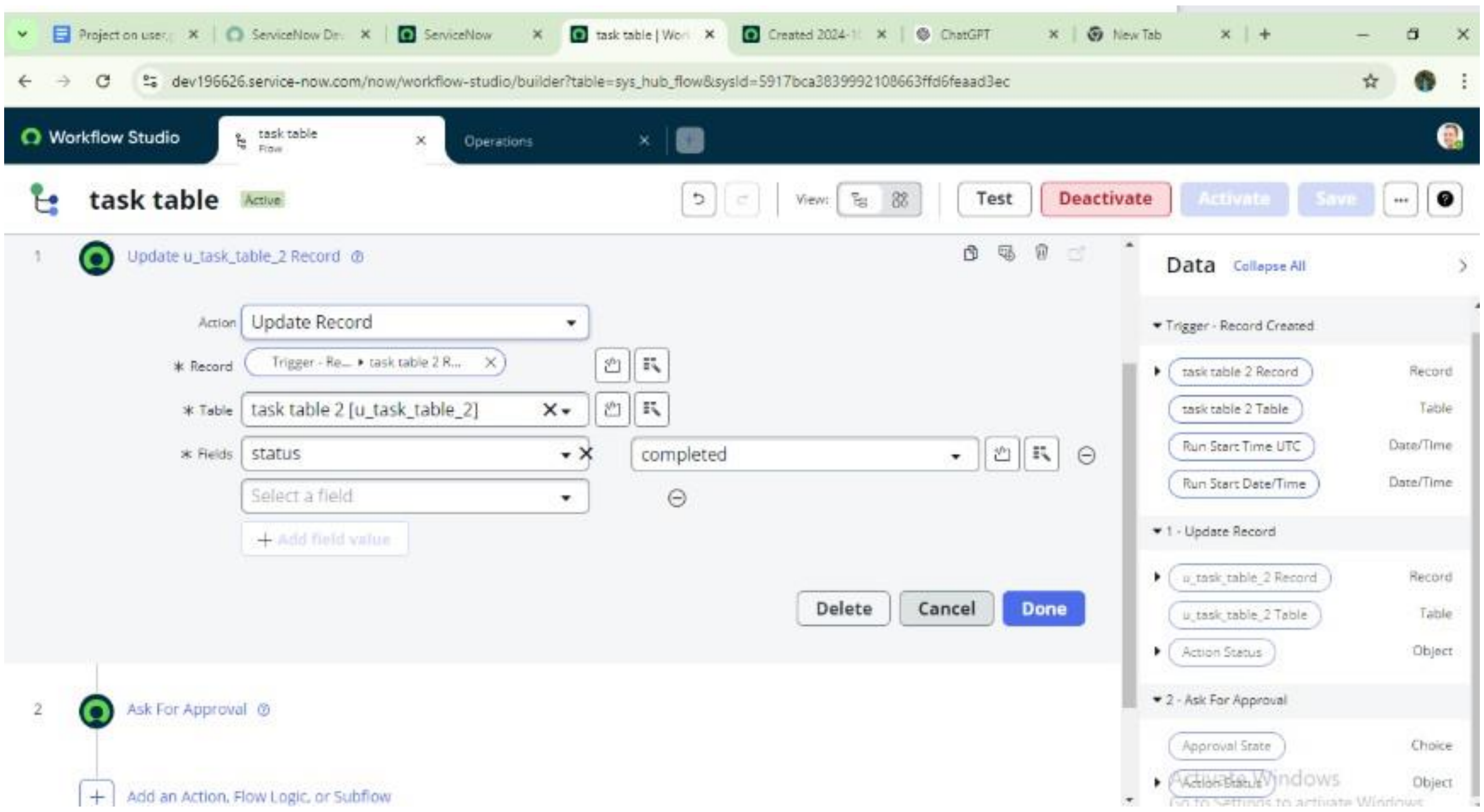
0. After that click on Done.



Next step:

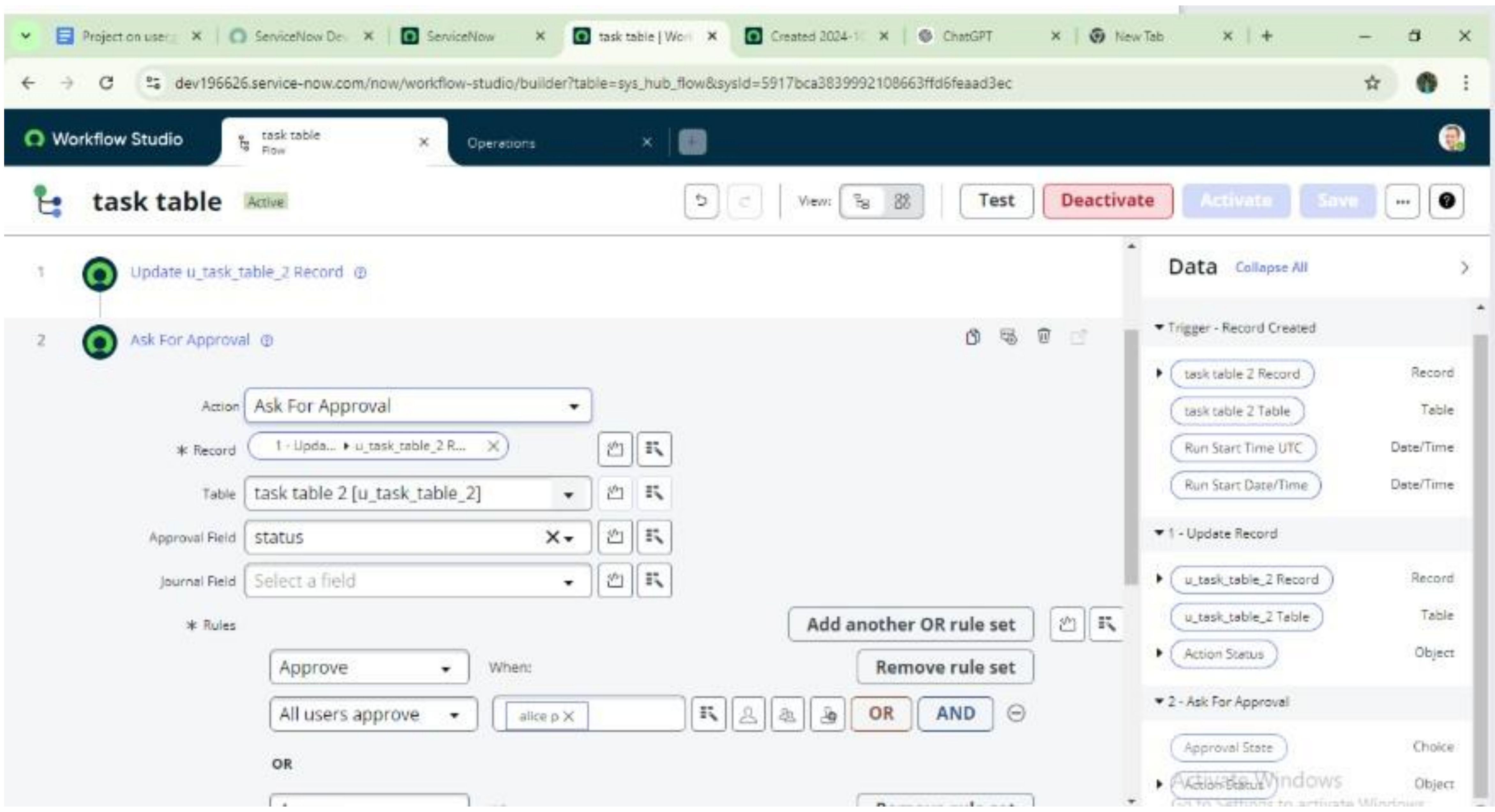
1. Click on Add an action.
2. Select action in that ,search for “ update records”.
3. In Record field drag the fields from the data navigation from Right Side(Data pill)
4. Table will be auto assigned after that

5. Add fields as “status” and value as “completed”
6. Click on Done.



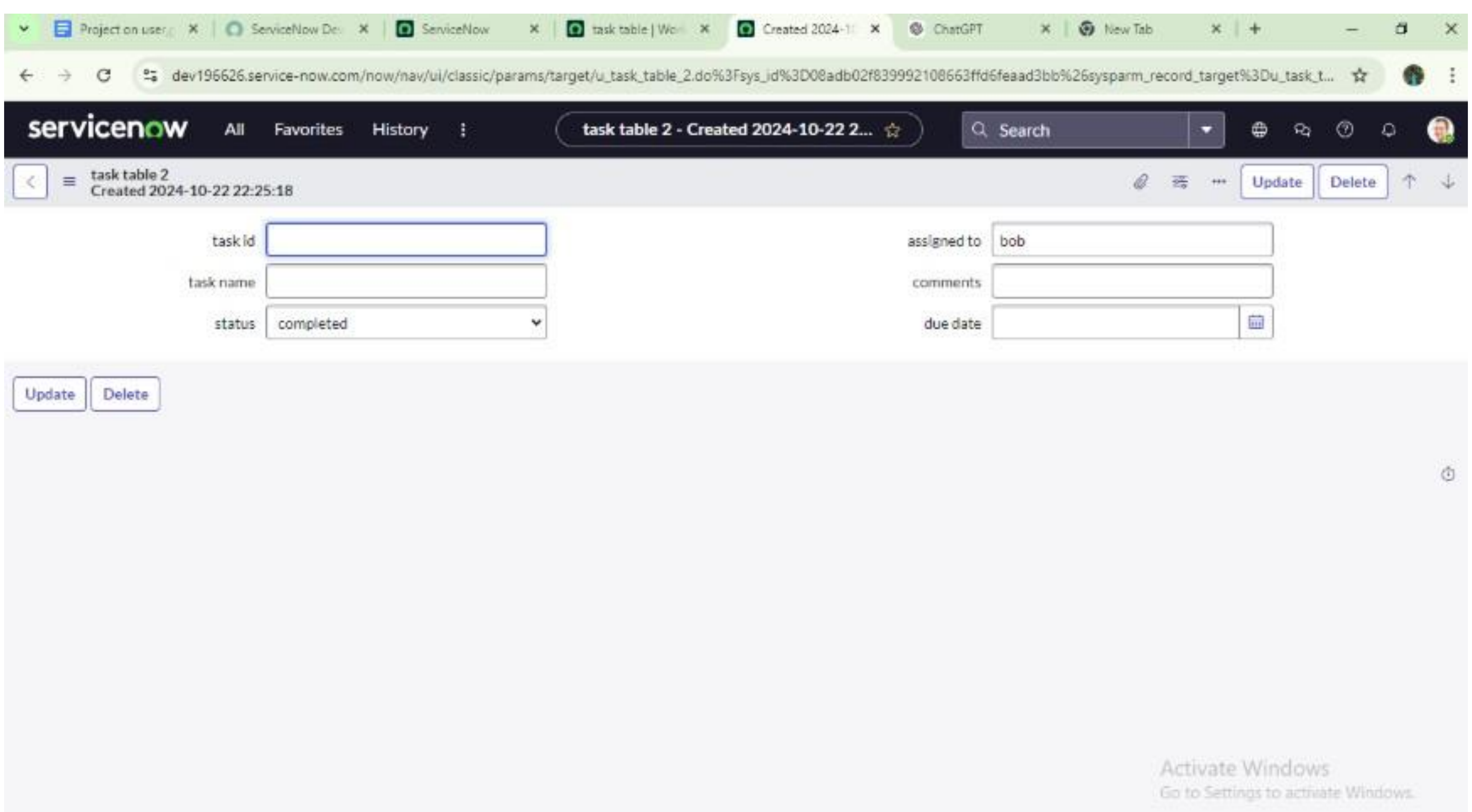
Next step:

1. Now under Actions.
2. Click on Add an action.
3. Select action in that ,search for “ ask for approval ”.
4. In Record field drag the fields from the data navigation from Right side
5. Table will be auto assigned after that
6. Give the approve field as “ status”
7. Give approver as alice p
8. Click on Done.



9. Go to application navigator search for task table.

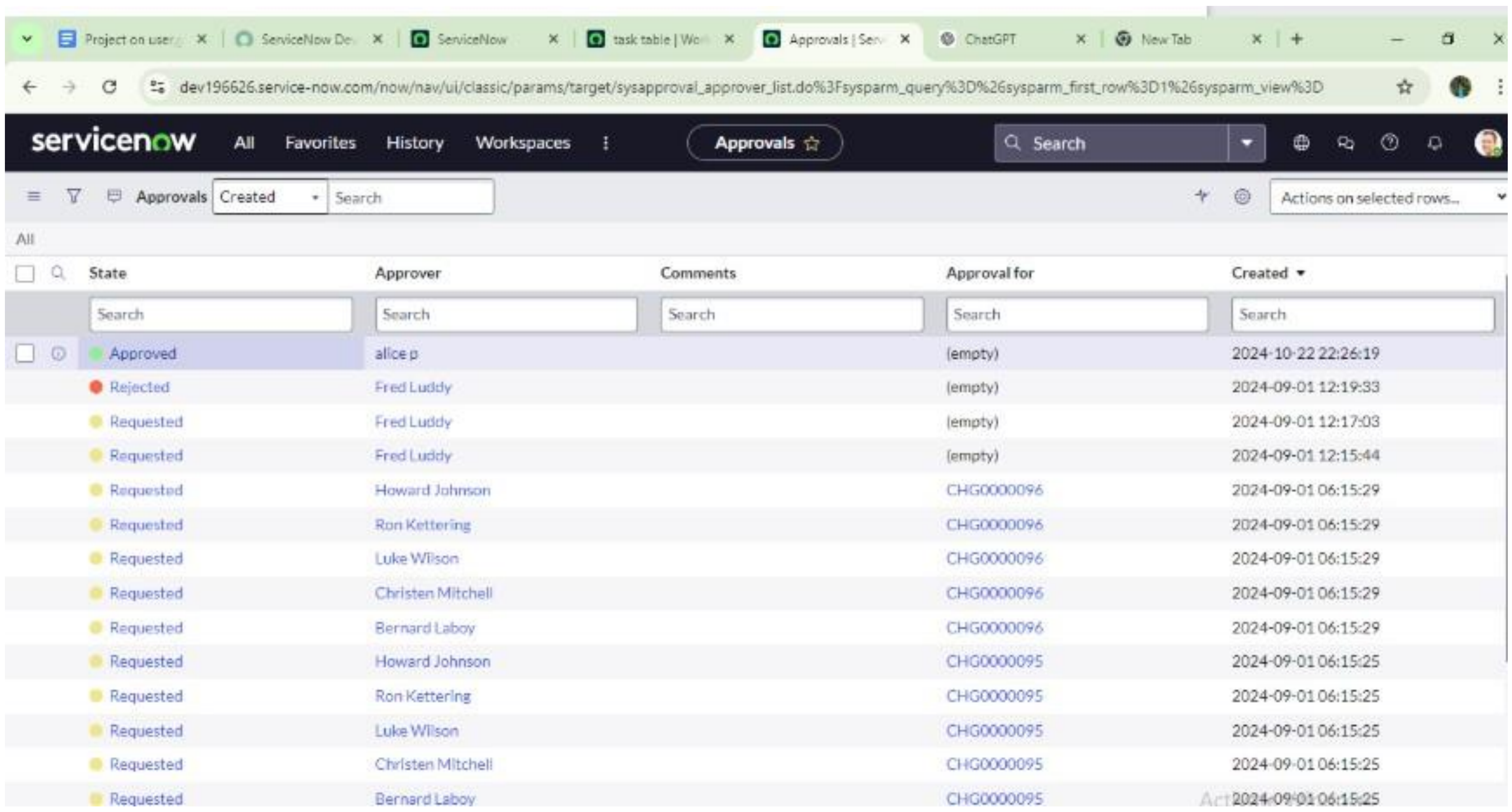
10. It status field is updated to completed



11. Go to application navigator and search for my approval

12. **Click on my approval under the service desk.**

13. **Alice p got approval request then right click on requested then select approved**



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