

Role Creation Report

1. Objective :

The objective of this phase was to define specific access levels within the ServiceNow platform by creating custom roles. These roles are designed to be assigned to groups or users to control system permissions.

2. Configuration Steps Followed :

The following standardized workflow was used to establish each role:

- **System Navigation:** Opened the ServiceNow instance and navigated to the **All** menu.
 - **Module Selection:** Searched for "roles" and selected **Roles** under the **System Security** header.
 - **Record Initialization:** Selected **New** to create a fresh role entry.
 - **Data Entry:** Filled in the specific role names and details as required.
 - **Submission:** Clicked **Submit** to finalize the creation of the record.
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3. Role Profiles Created :

Role 1: project member

- **Name:** project member.
- **Application:** Global.
- **Elevated Privilege:** None (unchecked).
- **Description:** Created to define standard permissions for project participants.

Role 2: team member :

- **Name:** team member.
- **Application:** Global.
- **Elevated Privilege:** None (unchecked).
- **Description:** Established to categorize and manage team-specific access requirements.

4. Verification and Status :

- **System Integration:** Both "project member" and "team member" roles have been successfully added to the system's role table.
- **Readiness:** These roles are now available to be added to the **Contains Roles** related list of a group or assigned directly to individual user profiles.

The image displays two screenshots of the ServiceNow interface, one for the "Role - project member" and one for the "Role - team member".

Role - project member Screen:

- Name: project member
- Application: Global
- Elevated privilege:
- Description: (empty)
- Buttons: Update, Delete
- Related List: Applications with Role (2)
 - project table (Active, Order 100, Roles: project member, u_task_table_2_user, team member, project member, Name: project table, Updated: 2026-02-10 20:45:39)
 - task table 2 (Active, Order 100, Roles: u_task_table_2_user, team member, project member, Name: task table 2, Updated: 2026-02-10 21:34:52)

Role - team member Screen:

- Name: team member
- Application: Global
- Elevated privilege:
- Description: (empty)
- Buttons: Update, Delete
- Related List: Applications with Role (1)
 - task table 2 (Active, Order 100, Roles: u_task_table_2_user, team member, project member, Name: task table 2, Updated: 2026-02-10 21:34:52)