

# Tailored Application Access for Enhanced User Experience

## User Story:-

GlobalTech Solutions was facing challenges with their internal ServiceNow instance. Their employees from various departments needed specific applications and modules that were only relevant to their roles. However, the existing setup in ServiceNow provided a generic view to all users, leading to confusion and inefficiency.

## Implementation

### Activity-1

dev264825.service-now.com/now/nav/ui/classic/params/target/sys\_db\_object.do%3Fsys\_id%3D-1%26sys\_is\_list%3Dtrue%26sys\_target%3Dsys\_db\_object%26sysparm\_checked\_items%3D...

servicenow All Favorites History Workspaces Admin Table - New Record Search Submit Cancel

ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

\* Label Service Request Application Global  
\* Name u\_service\_request Create module ☒  
Extends table  Create mobile module ☒  
Add module to menu -- Create new --  
New menu name Service Request

Columns Controls Application Access

Table Columns for text Search

Dictionary Entries

	Column label	Type	Reference	Max length	Default value	Display
<input checked="" type="checkbox"/>	Name	String		255		false
<input checked="" type="checkbox"/>	Issue	String		255		false
<input data-bbox="225 1435 240 1451" type="button" value="+"/>	Insert a new row...					

Submit Cancel

Related Links

## Activity - 2: Create Users

The screenshot shows the 'User - Jai Prakash' form in the ServiceNow interface. The form is divided into two main sections: user identification and profile details. The user identification section includes fields for User ID (Jai.Prakash), First name (Jai), Last name (Prakash), Title (Manager), and Department (IT). There are also checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. The profile details section includes fields for Email, Language (set to '-- None --'), Calendar integration (set to 'Outlook'), Time zone (set to 'System (America/Los\_Angeles)'), Date format (set to 'System (yyyy-MM-dd)'), Business phone, and Mobile phone. A 'Photo' field with a 'Click to add...' link is also present. At the bottom of the form, there are 'Update', 'Set Password', and 'Delete' buttons. Below the form, there is a 'Related Links' section with links for 'View linked accounts', 'View Subscriptions', and 'Reset a password'.

dev264825.service-now.com/now/nav/ui/classic/params/target/sys\_user.do%3Fsys\_id%3Db1f7275583759210660914b6eaa380%26sysparm\_view%3D%26sysparm\_record\_target%3D...

servicenow All Favorites History Workspaces User - Jai Prakash Search

User Jai Prakash

Update Set Password Delete

User ID Jai.Prakash

First name Jai

Last name Prakash

Title Manager

Department IT

Password needs reset ☐

Locked out ☐

Active ☒

Web service access only ☐

Internal Integration User ☐

Email

Language -- None --

Calendar integration Outlook

Time zone System (America/Los\_Angeles)

Date format System (yyyy-MM-dd)

Business phone

Mobile phone

Photo Click to add...

Update Set Password Delete

Related Links

[View linked accounts](#)

[View Subscriptions](#)

[Reset a password](#)

## Activity - 3: Create Groups

The screenshot shows the 'Group - Manager Group' form in the ServiceNow interface. The form includes fields for Name (Manager Group), Group email, Manager, Parent, and Description. Below the form, there are 'Update' and 'Delete' buttons. The 'Group Members' tab is selected, showing a list of users associated with the group. The list has a search bar and a table with columns for 'User' and 'Actions on selected rows...'. The table contains one entry for 'Jai Prakash'. At the bottom of the list, there is a pagination bar showing '1 to 1 of 1'.

dev264825.service-now.com/now/nav/ui/classic/params/target/sys\_user\_group.do%3Fsys\_id%3D5f49a19583759210660914b6eaa370%26sysparm\_record\_target%3Dsys\_user\_group...

servicenow All Favorites History Workspaces Group - Manager Group Search

Group Manager Group

Update Delete

Name Manager Group

Group email

Manager

Parent

Description

Update Delete

Roles Group Members (1) Groups

User Search

Actions on selected rows... New Edit...

Group = Manager Group

User

Jai Prakash

1 to 1 of 1

## Activity - 4: Create Roles

dev264825.service-now.com/now/nav/ui/classic/params/target/sys\_user\_role.do%3Fsys\_id%3D3d3eabeb19837592106609f4b6feaad30e%26sysparm\_view%3D%26sysparm\_record\_target...

servicenow All Favorites History Workspaces Role - Manager Search

Role Manager

Name Manager Application Global

Elevated privilege ☐

Description

Update Delete

Related Links

Run Point Scan

Contains Roles Applications with Role Modules with Role (2) Custom Tables

for text Search New Edit...

Role = Manager

Contains

No records to display

dev264825.service-now.com/now/nav/ui/classic/params/target/sys\_user.do%3Fsys\_id%3D0b1f72755837592106609f4b6feaad380%26sysparm\_record\_target%3Dsys\_user%26sysparm\_r...

servicenow All Favorites History Workspaces Admin User - Jai Prakash Search

User - Jai Prakash

User ID Jai.Prakash

First name Jai

Last name Prakash

Title Manager

Department IT

Password needs reset ☐

Locked out ☐

Active ☒

Web service access only ☐

Internal Integration User ☐

Email

Language -- None --

Calendar integration Outlook

Time zone System (America/Los\_Angeles)

Date format System (yyyy-MM-dd)

Business phone

Mobile phone

Photo Click to add...

Update Set Password Delete

Related Links

View linked accounts

View Subscriptions

Reset a password

Entitled Custom Tables Roles (1) Groups (1) Delegates Subscriptions User Client Certificates

Role Search Actions on selected rows... Edit...

Role	State	Inherited	Inheritance Count
Manager	Active	false	

1 to 1 of 1

## Activity - 5: Creation of Modules

dev264825.service-now.com/now/nav/ui/classic/params/target/sys\_app\_application.do%3Fsys\_id%3D1c36af918375921066094b6feaad3bc%26sysparm\_view%3D%26sysparm\_record...

servicenow

All Favorites History Workspaces Admin

Application Menu - Service Request

Search

Update Delete

An application menu is a group of modules in the application navigator. Choose the roles that are required to access the application and add or remove modules in the related list below. [Learn more](#)

Title

Service Request

Application

Global

Active

☒

Roles

☒

u\_service\_request\_user

Specifies the [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

Modules Order Search

Application menu - Service Request

	Title	Table	Active	Filter	Order	Link type	Device type	Roles	Updated
All	Service Request	[u_auth_populated]	true			List of Records		Manager	2024-11-10 07:13:07
Create New	Service Request	[u_auth_populated]	true			New Record		Manager	2024-11-10 07:08:46
Service Requests	Service Request	[u_auth_populated]	true			List of Records		u_service_request_user	2024-11-10 06:28:51

1 to 3 of 3

## Result

dev264825.service-now.com/now/nav/ui/classic/params/target/sys\_user\_role\_list.do%3Fsysparm\_choice\_query\_raw%3D%26sysparm\_first\_row%3D1%26sysparm\_list\_header\_search%3...

servicenow

All Favorites History Roles

service request

Actions on selected rows... New

FAVORITES

No Results

ALL RESULTS

Service Request

All

Create New

Description

Search

Elevated privilege

Search

false

1 to 1 of 1