

## Create Table

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

6. Add the following fields:

7. Add the following fields:
8. Training Name (Type: String)
9. Completion Date (Type: Date)
10. Status (Type: Choice)
11. Employee (Type: Reference), (Reference field to sys\_user table)

Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)	32		false
Created	Date/Time	(empty)	40		false
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false
Training Name	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Completion Date	Date	(empty)	40		false
Status	Choice	(empty)	40		false
Created by	String	(empty)	40		false
Employee	Reference	backup user	40		false

12. Click on submit

### 13. Click on Choice and Add to choices in the Dictionary Entry Status

The screenshot shows the ServiceNow interface for the 'Dictionary Entry - Status' page. The left sidebar shows the search bar with 'employee trai' and a list of results under 'ALL RESULTS' including 'Employee Training Records'. The main content area has tabs for 'Access Controls', 'Choices', 'Attributes', and 'Labels (1)'. The 'Choices' tab is active, displaying a table of choices. Above the table, there are buttons for 'Create Choice List', 'Delete Column', and 'Update'. A 'Choice' dropdown menu is set to 'Dropdown with -- None --'. Below the table, there is a '+ Insert a new row...' button.

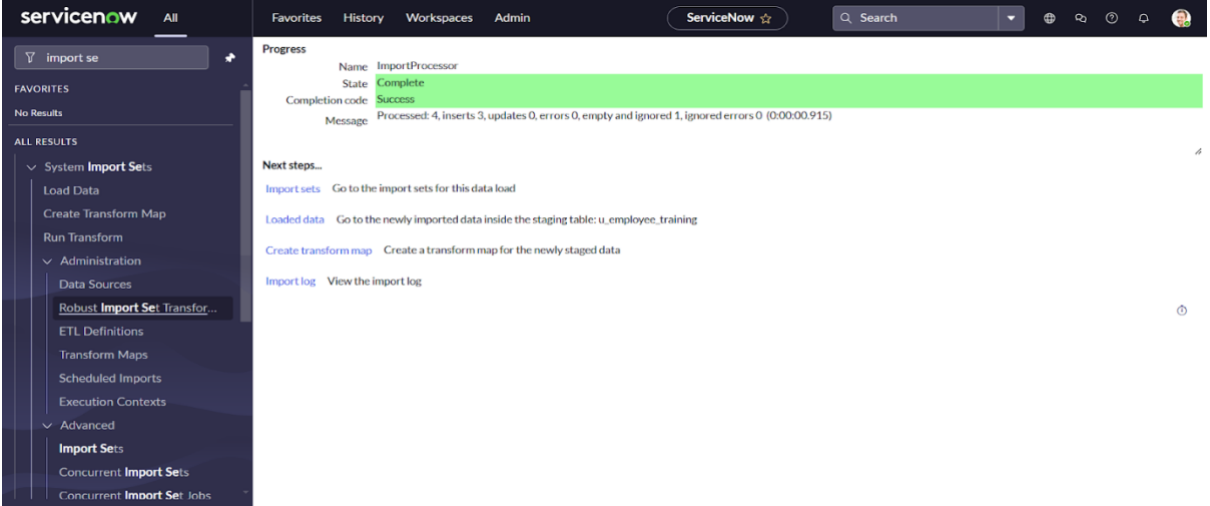
Q	Label	Value	Language	Sequence	Inactive	Updated
ⓘ	Inprogress	ip	en		false	2024-10-26 06:29:12
ⓘ	Completed	c	en		false	2024-10-26 06:29:33
+ Insert a new row...						

## Importing Data

1. Open service now.
2. Click on All >> search for System Import Sets
3. Select Load Data and Upload File that you have already created with four fields that are:(Training Name, Completion Date, Status and Employee)
4. Label: Employee Training
5. Name: u\_employee\_training

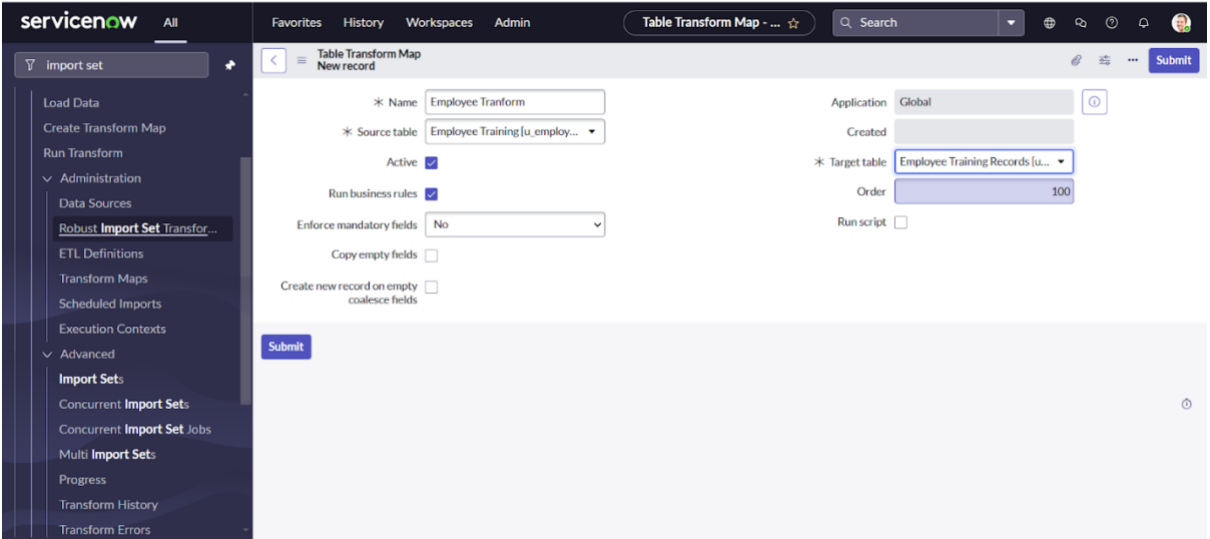
The screenshot shows the ServiceNow 'Load Data' page. The left sidebar shows the search bar with 'import se' and a list of results under 'ALL RESULTS' including 'System Import Sets', 'Load Data', 'Create Transform Map', 'Run Transform', 'Administration', 'Data Sources', 'Robust Import Set Transform...', 'ETL Definitions', 'Transform Maps', 'Scheduled Imports', 'Execution Contexts', 'Advanced', 'Import Sets', 'Concurrent Import Sets', and 'Concurrent Import Set Jobs'. The main content area has a 'Load Data' header and a 'Submit' button. Below the header, there are sections for 'Import set table' and 'Source of the import'. The 'Import set table' section has radio buttons for 'Create table' (selected) and 'Existing table', a 'Label' field with 'Employee Training', and a 'Name' field with 'u\_employee\_training'. The 'Source of the import' section has radio buttons for 'File' (selected) and 'Data source', a 'File' field with 'Choose File' and 'Employee Training.xlsx', a 'Sheet number' field with '1', and a 'Header row' field with '1'. A 'Submit' button is at the bottom.

6. Click on submit.

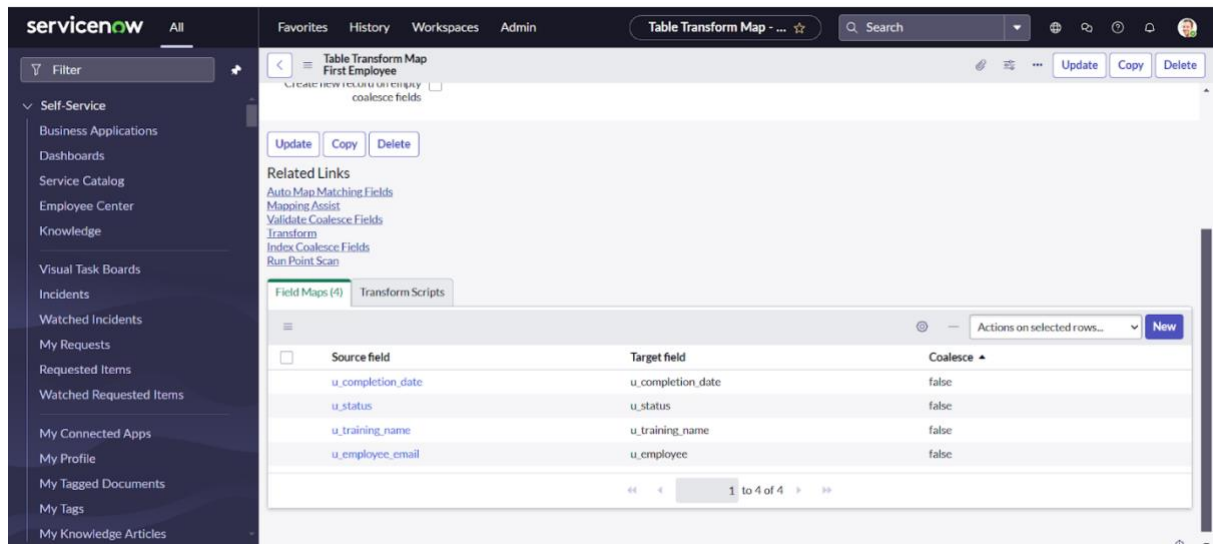
7. The screenshot shows the ServiceNow 'Import Processor' progress screen. The left sidebar contains a search bar and a navigation menu with categories like 'System Import Sets', 'Administration', and 'Advanced'. The main area displays the progress of an 'ImportProcessor' job, which is 'Complete' with a 'Success' completion code. A message indicates that 4 records were processed (3 inserts, 0 updates, 0 errors, 0 empty and ignored, 1 ignored error) in 0:00:00.915. Below the progress bar, 'Next steps...' are listed: 'Import sets' (Go to the import sets for this data load), 'Loaded data' (Go to the newly imported data inside the staging table: u\_employee\_training), 'Create transform map' (Create a transform map for the newly staged data), and 'Import log' (View the import log).

## Map Fields

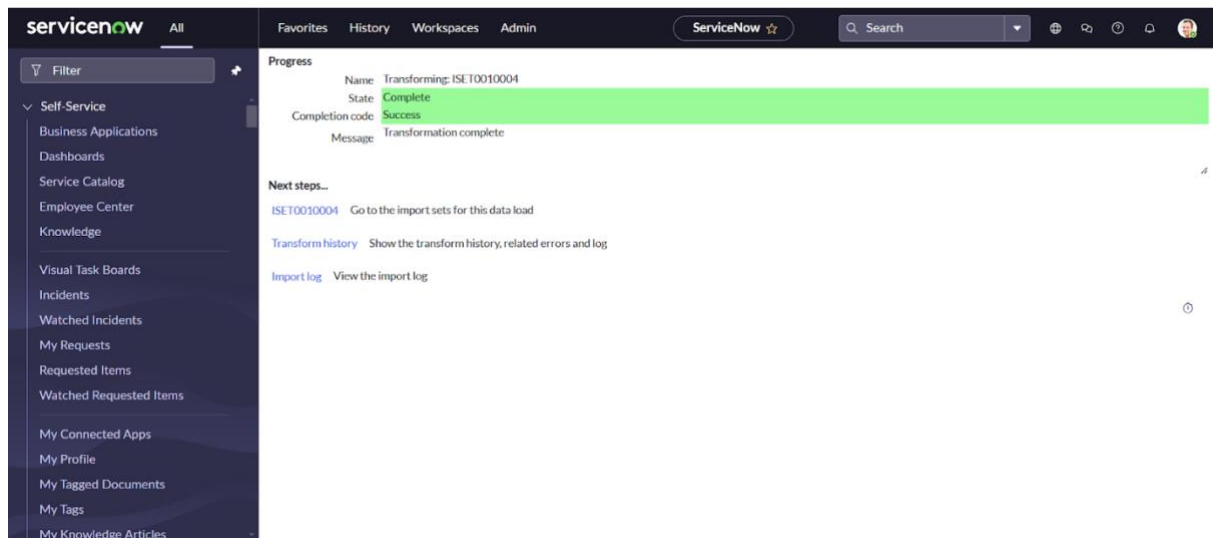
1. Open Service Now
2. Click on All >> search for Transform Maps
3. Fill the following details to create a new Table

The screenshot shows the 'Table Transform Map' form in ServiceNow. The left sidebar is the same as the previous screenshot. The main area is titled 'Table Transform Map - New record'. It contains several fields: 'Name' (Employee Tranform), 'Source table' (Employee Training [u\_employ...]), 'Application' (Global), 'Created' (empty), 'Target table' (Employee Training Records [u...]), 'Order' (100), 'Active' (checked), 'Run business rules' (checked), 'Enforce mandatory fields' (No), 'Copy empty fields' (unchecked), and 'Create new record on empty coalesce fields' (unchecked). A 'Submit' button is at the bottom left of the form area.

4. Click on Submit.



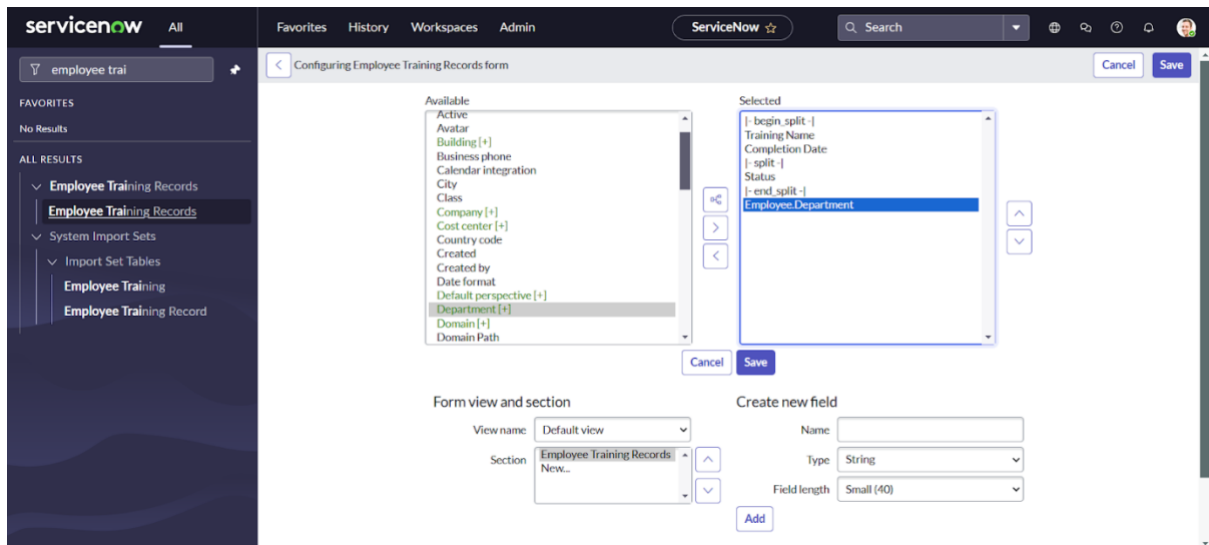
- 5.
6. Add Field Maps as Shown
7. Click Transform to run the import.



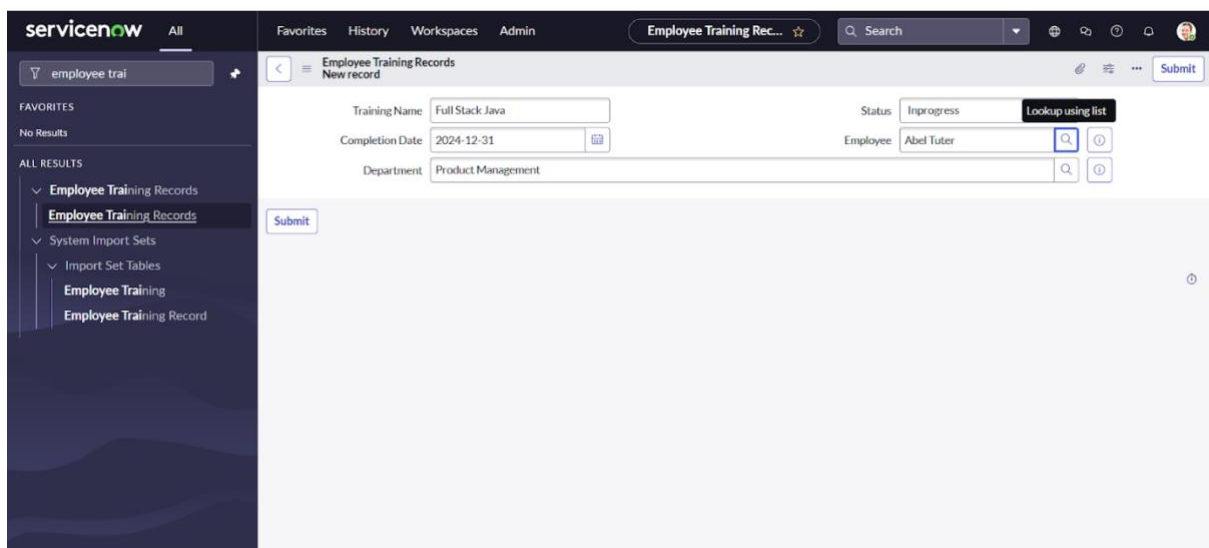
## 8. Using Dot-Walking to access Employee Department Information

### Dot-Walking

1. Open service now.
2. Click on All >> system definition>>List Layouts
3. Search for customer orders
4. Add the “Employee Department” field by using dot walking
5. Select the field and Save changes



6. Now you can see the field in the List view.



## Access Control List(ACL)

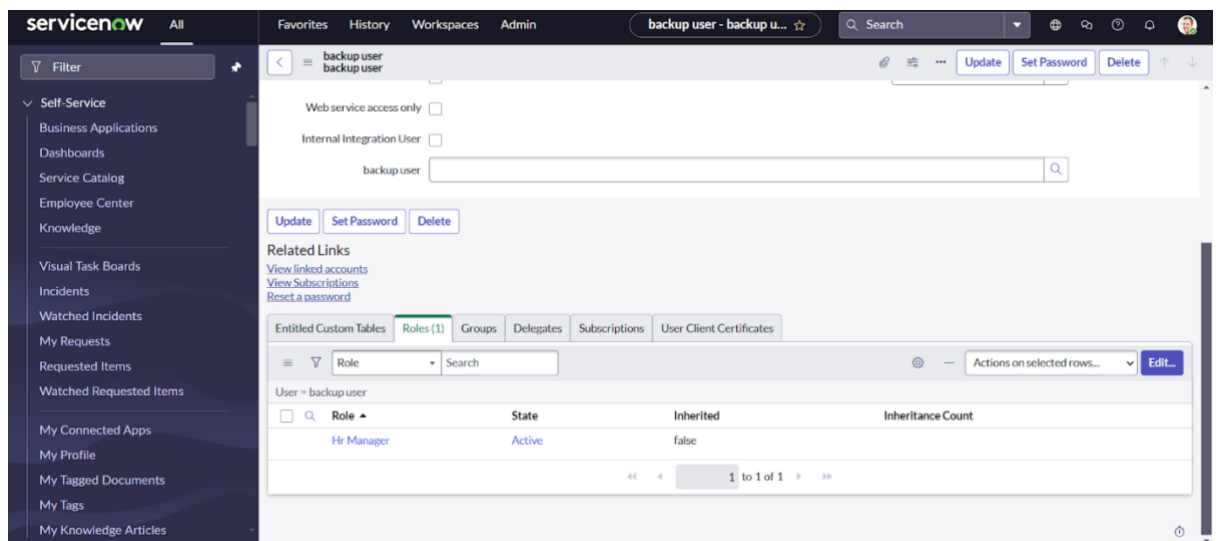
### Creating an ACL

1. Open Service now
2. Click on all>>ACL>>Create New ACL
3. Define ACL (Employees)
4. Operation: Read

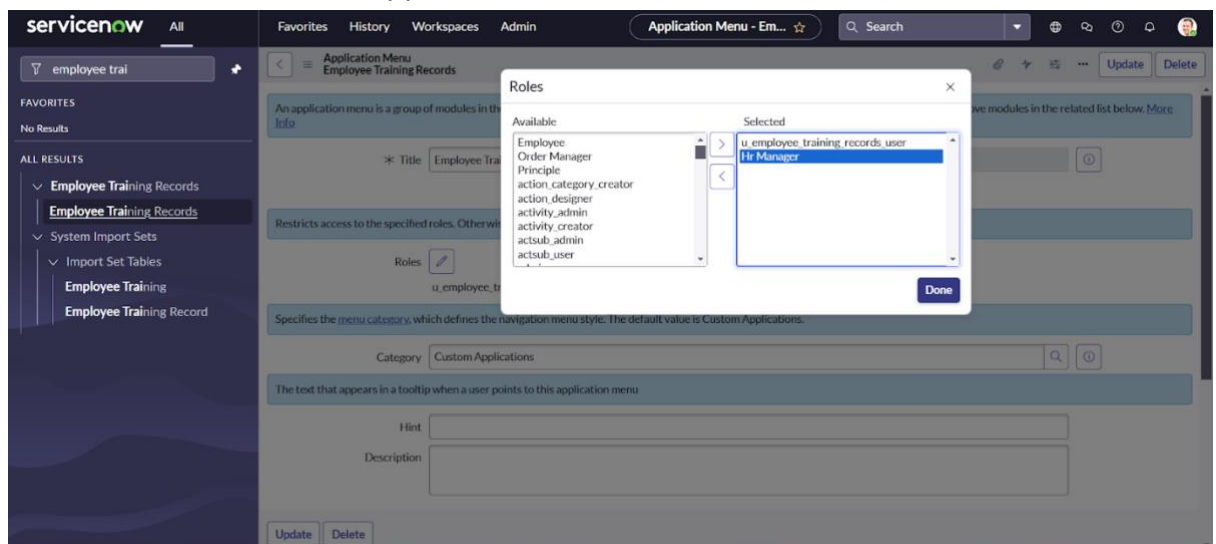
# 5.Roles

## Create Role

1. Open ServiceNow
2. Click on all>>Roles>> create a new role : Hr Manager
3. Add in the sys\_user



4. Add this role to the Tables Application and Module



6. Add the Hr Manager Role to the sys\_user

The screenshot shows the ServiceNow 'users' page for a user named 'backup user'. The left sidebar shows the navigation menu with 'Users' selected. The main content area shows the user details, including 'Web service access only' and 'Internal Integration User' checkboxes. Below this, there are 'Update', 'Set Password', and 'Delete' buttons. A 'Related Links' section includes 'View linked accounts', 'View Subscriptions', and 'Reset a password'. A 'Roles' tab is selected, showing a table of roles assigned to the user.

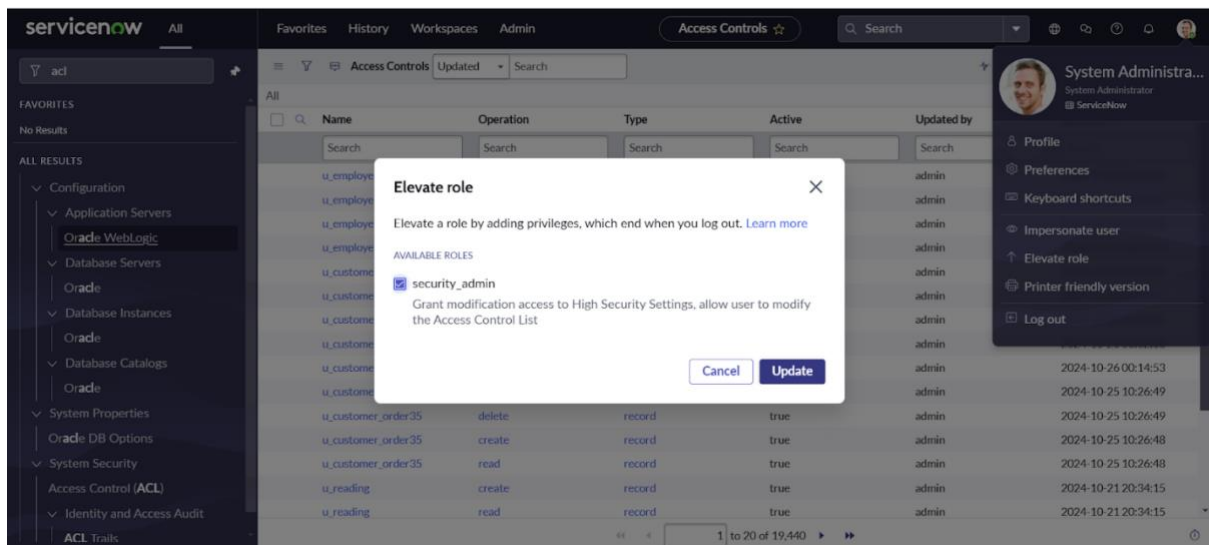
Role	State	Inherited	Inheritance Count
Hr Manager	Active	false	
u_employee_training_records_user	Active	false	

7. Now, you can view each employee's department information directly in the Employee Training Records list view

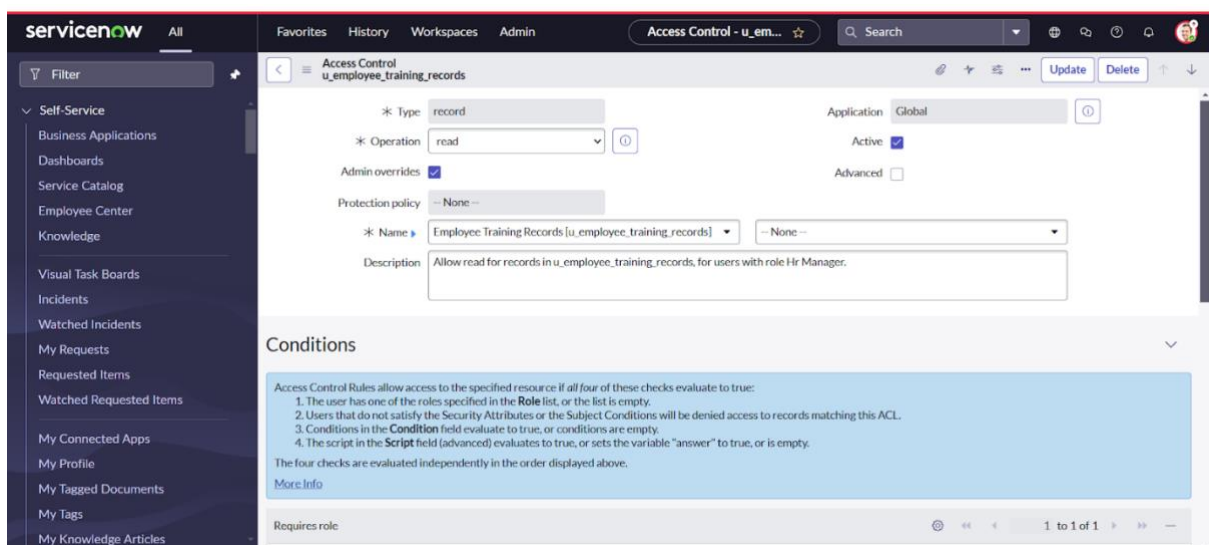
The screenshot shows the ServiceNow 'Employee Training Records' list view. The left sidebar shows the navigation menu with 'Employee Training Records' selected. The main content area shows a table of training records with columns for 'Completion Date', 'Employee', 'Status', and 'Training Name'. The table contains two rows of data.

Completion Date	Employee	Status	Training Name
(empty)	3543@gmail.com	Inprogress	Salesforce
(empty)	2133@gmail.com	Completed	Service now

## Update to Elevate Role

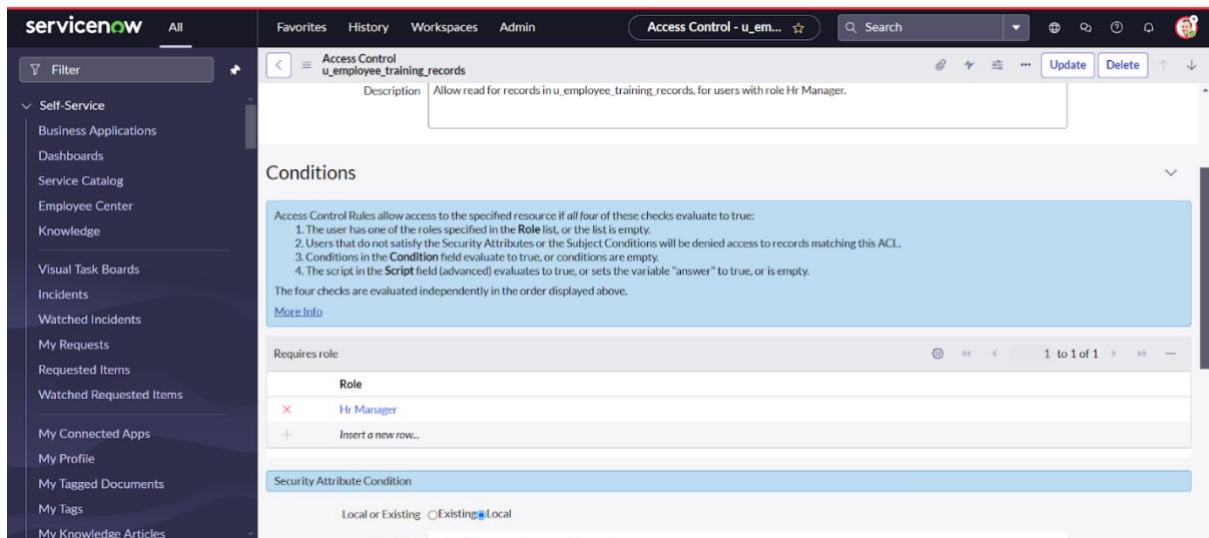


## 1. Create New ACL and give Read Access to Employee Training Records Table

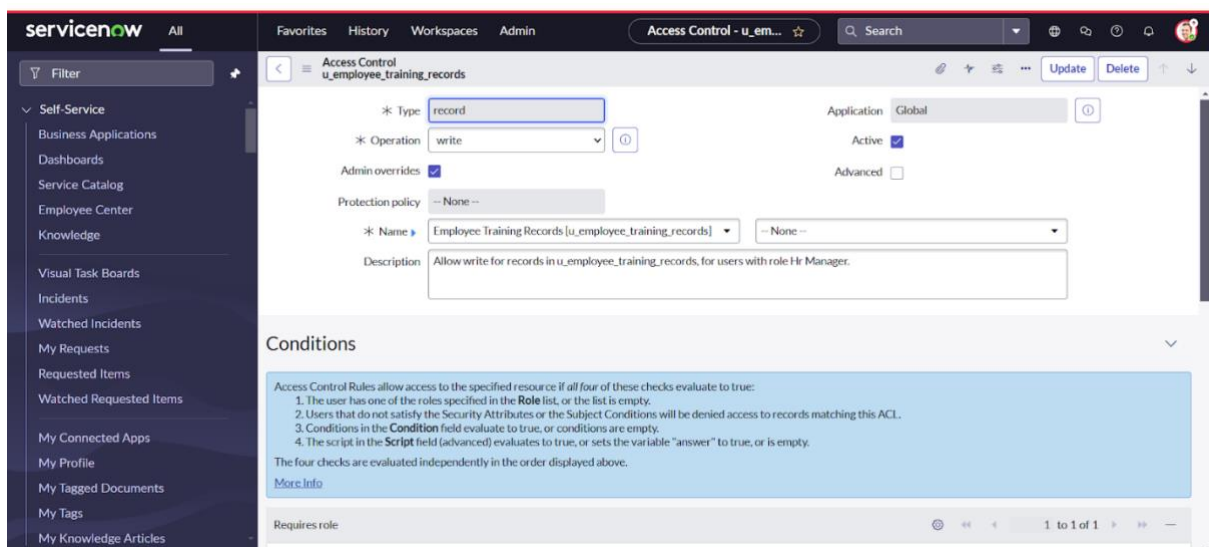


## 2. Give Hr Manager Role to the ACL





### 3. Create Another New ACL and Repeat the same Process to the Write Access



## Testing Result

### 1. Impersonate the sys\_user and Search Employee Training Records

2. Now You can see and edit the Fields

The screenshot shows the ServiceNow interface for 'Employee Training Records'. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', and a search bar. Below the navigation bar, there's a table with columns: 'Completion Date', 'Employee', 'Status', and 'Training Name'. The table contains two records: one for '2024-10-27' with 'Abel Tutor' as the employee and 'full stack java' as the training name, and another for '2024-12-31' with 'Abel Tutor' as the employee and 'Full Stack Java' as the training name. Below the table, there's a 'New record' form with fields for 'Training Name', 'Completion Date', 'Department', and a 'Status' dropdown menu. A 'Submit' button is located at the bottom left of the form.

Completion Date	Employee	Status	Training Name
2024-10-27	Abel Tutor	Inprogress	full stack java
2024-12-31	Abel Tutor	Inprogress	Full Stack Java

Training Name:   
Completion Date:   
Department:   
Status: -- None --  
Submit

3. Impersonate the other User you cannot See the Table

The screenshot shows the ServiceNow 'Creator Studio' interface. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', and a search bar. A search dropdown menu is open, showing 'EMPLOYEE' in the search bar. Below the search bar, there's a 'FAVORITES' section with 'No Results' and an 'ALL RESULTS' section with 'Self-Service' and 'Employee Center'. The main content area features a 'Creator Studio' header with the text 'Create request-based apps quickly' and 'A guided and curated environment for creating forms and assigning automations to them. No-code required.' Below this, there's a 'GO FURTHER' section with the text 'Power your workflow applications'.

EMPLOYEE  
FAVORITES  
No Results  
ALL RESULTS  
Self-Service  
Employee Center

Creator Studio  
Create request-based apps quickly  
A guided and curated environment for creating forms and assigning automations to them. No-code required.  
Open Creator Studio

GO FURTHER  
Power your workflow applications

**Conclusion :**

This project demonstrated the essential process of importing data into ServiceNow using Import Sets, leveraging dot-walking to access and utilize related table data efficiently, and applying Access Control Rules (ACLs) to enforce robust data security. By combining these core functionalities, we ensured accurate data integration, streamlined data relationships, and protected sensitive information through role-based access control.