

Project Title

Team Id: NM2025TMID13821

Team Members:

Team Leader: PRIYADHARSHAN S

Team Member 1: SUJITHA K

Team Member 2: JAGADEESH M

Team Member 3: BALAJI E

Problem Statement:

Objective:

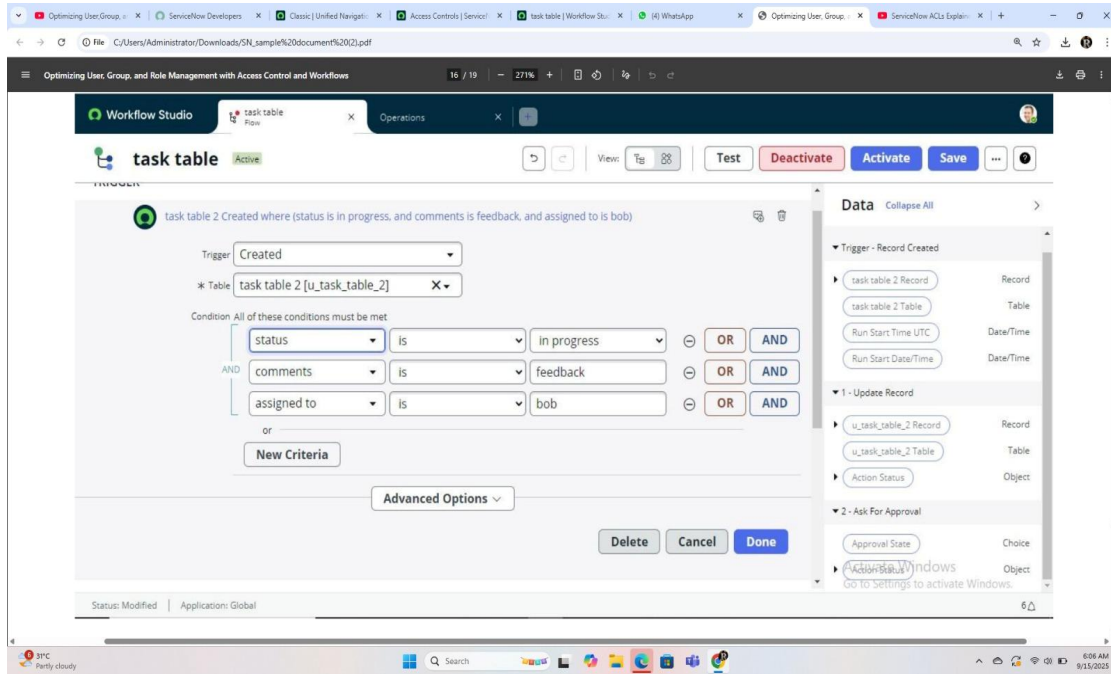
Skills:

TASK INITIATION

Milestone 1 : Users

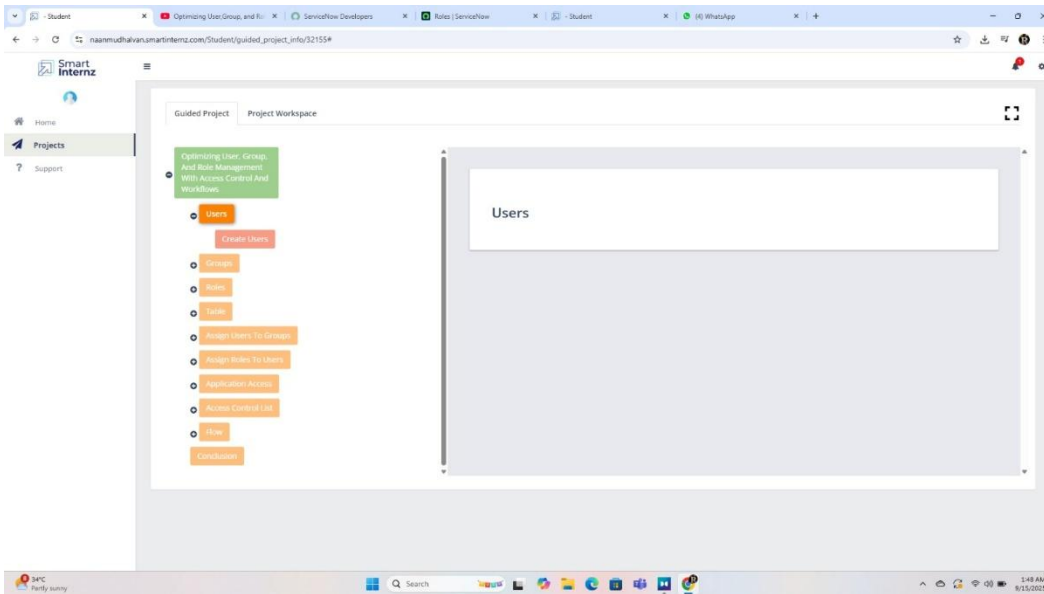
Activity 1: Create Users

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:

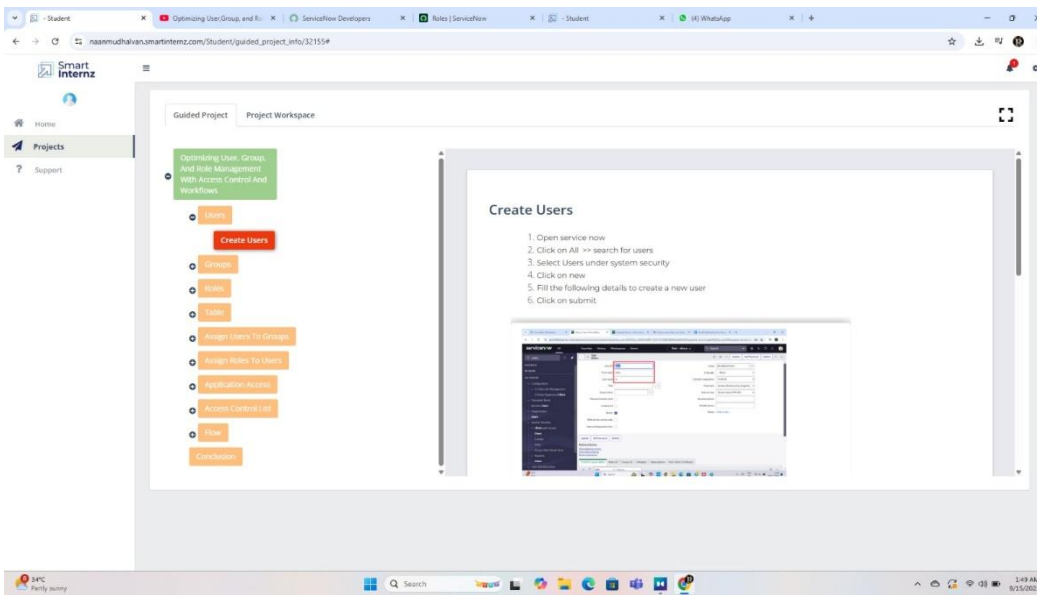
7. Create another user with the following details
8. Click on submit



Milestone 2 : Group

Activity 1: Create Groups

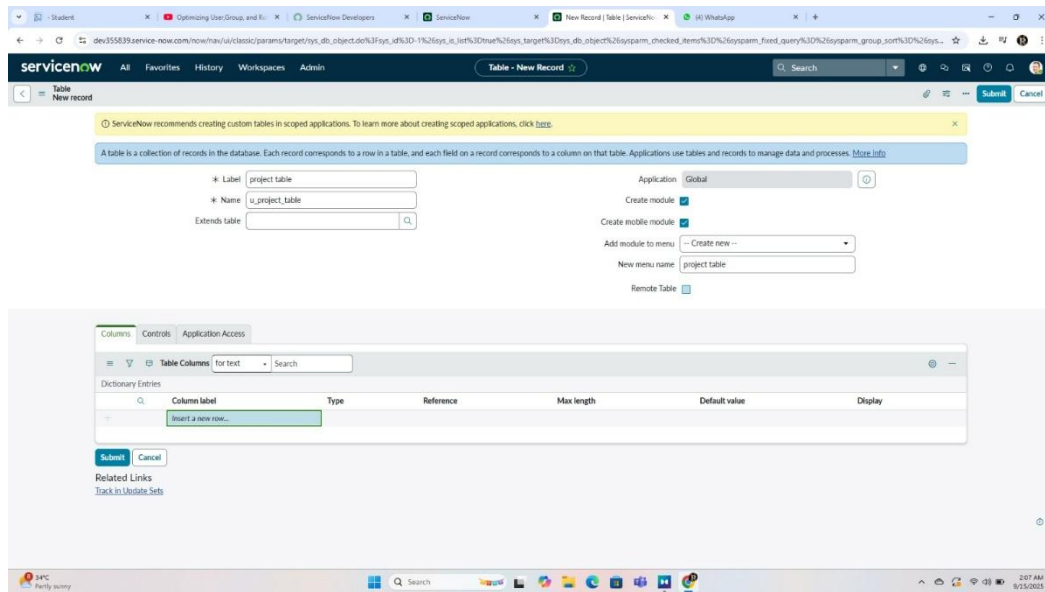
1. Open service now.
2. Click on All >> search for groups
3. Select groups under system security
4. Click on new
5. Fill the following details to create a new group
6. Click on submit



Milestone 3 : Roles

Activity 1: 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
8. Click on submit

Milestone 4 : Table Activity 1: Create Table

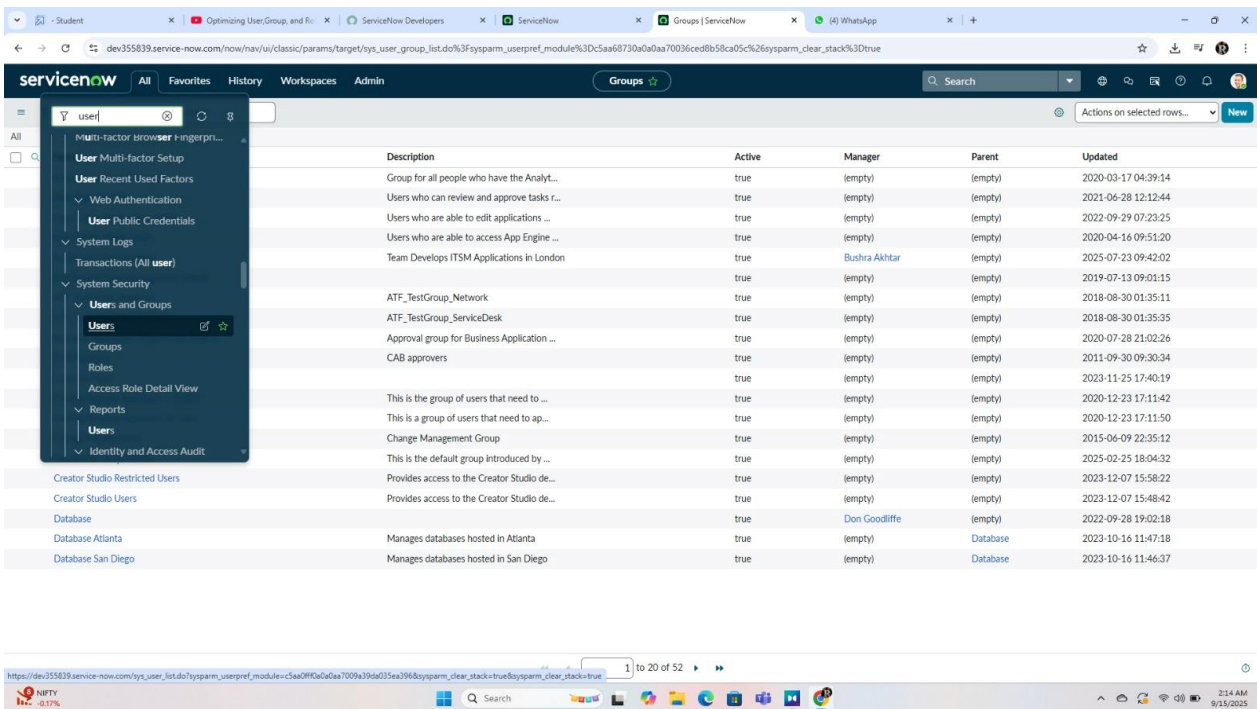
1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Click on new
5. Fill the following details to create a new table
 Label : project table
 Check the boxes Create module & Create mobile module
6. Under new menu name : project table
7. Under table columns 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.



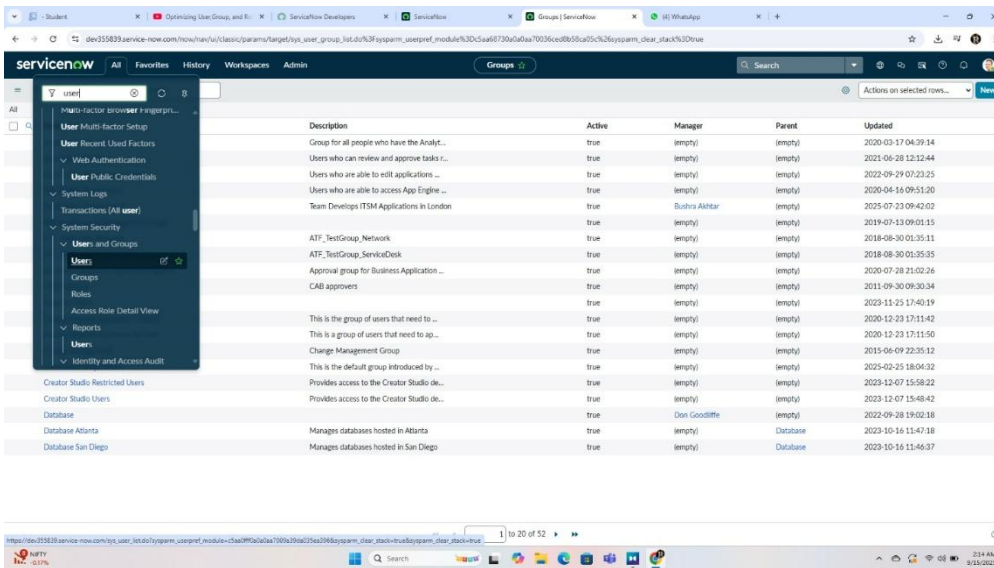
The screenshot shows the ServiceNow Groups page. A sidebar menu on the left is open, showing the navigation path: **Users and Groups** > **Groups**. The main table lists various groups with columns for Description, Active status, Manager, Parent, and Updated date.

Description	Active	Manager	Parent	Updated
User Multi-factor Setup	true	(empty)	(empty)	2020-03-17 04:39:14
User Recent Used Factors	true	(empty)	(empty)	2021-06-28 12:12:44
Web Authentication	true	(empty)	(empty)	2022-09-29 07:23:25
User Public Credentials	true	(empty)	(empty)	2020-04-16 09:51:20
System Logs	true	Bushra Akhtar	(empty)	2025-07-23 09:42:02
Transactions (All user)	true	(empty)	(empty)	2019-07-13 09:01:15
System Security	true	(empty)	(empty)	2018-08-30 01:35:11
Users and Groups	true	(empty)	(empty)	2018-08-30 01:35:35
Users	true	(empty)	(empty)	2020-07-28 21:02:26
Groups	true	(empty)	(empty)	2011-09-30 09:30:34
Roles	true	(empty)	(empty)	2023-11-25 17:40:19
Access Role Detail View	true	(empty)	(empty)	2020-12-23 17:11:42
Reports	true	(empty)	(empty)	2020-12-23 17:11:50
Users	true	(empty)	(empty)	2015-06-09 22:35:12
Identity and Access Audit	true	(empty)	(empty)	2025-02-25 18:04:32
Creator Studio Restricted Users	true	(empty)	(empty)	2023-12-07 15:58:22
Creator Studio Users	true	(empty)	(empty)	2023-12-07 15:48:42
Database	true	Don Goodliffe	(empty)	2022-09-28 19:02:18
Database Atlanta	true	(empty)	Database	2023-10-16 11:47:18
Database San Diego	true	(empty)	Database	2023-10-16 11:46:37

Milestone 5 : Assign users to groups

Activity 1: 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

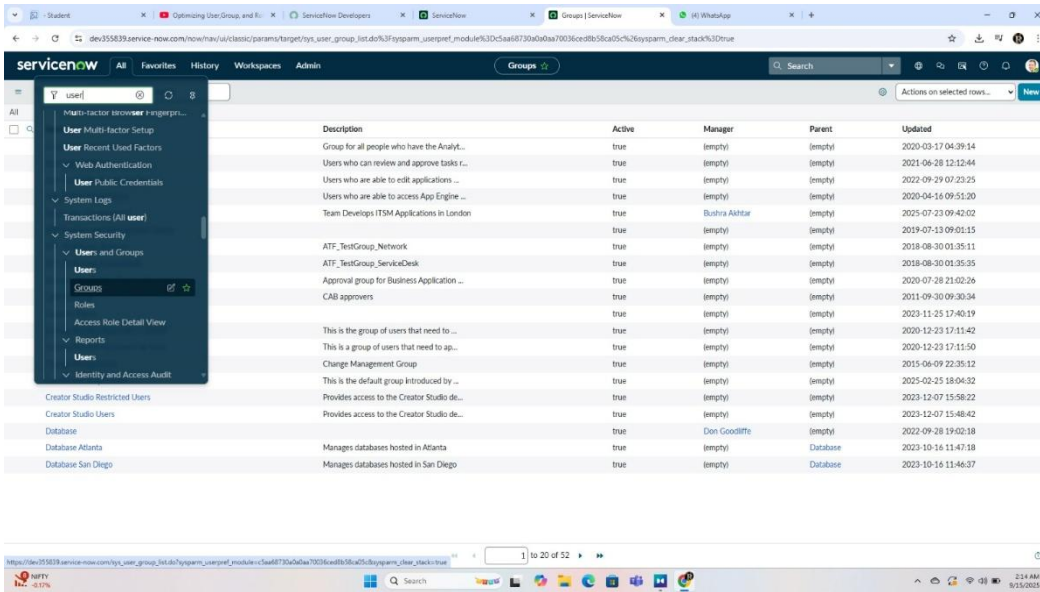


Description	Active	Manager	Parent	Updated
Multi-factor browser fingerprinting...	true	(empty)	(empty)	2020-03-17 04:39:34
User Recent Used Factors	true	(empty)	(empty)	2021-06-28 12:12:44
Web Authentication	true	(empty)	(empty)	2022-09-29 07:23:25
User Public Credentials	true	(empty)	(empty)	2020-04-16 09:51:20
System Logs	true	(empty)	(empty)	2025-07-23 09:42:02
Transactions (All user)	true	(empty)	(empty)	2019-07-13 09:01:15
System Security	true	(empty)	(empty)	2018-08-30 01:35:11
Users and Groups	true	(empty)	(empty)	2018-08-30 01:35:11
Users	true	(empty)	(empty)	2020-07-28 21:02:26
Groups	true	(empty)	(empty)	2011-09-30 09:30:34
Roles	true	(empty)	(empty)	2023-11-25 17:40:19
Access Role Detail View	true	(empty)	(empty)	2020-12-23 17:11:42
Reports	true	(empty)	(empty)	2020-12-23 17:11:50
Users	true	(empty)	(empty)	2015-06-09 22:35:12
Identity and Access Audit	true	(empty)	(empty)	2023-02-25 18:04:32
Creator Studio Restricted Users	true	(empty)	(empty)	2023-12-07 15:48:42
Creator Studio Users	true	(empty)	(empty)	2023-12-07 15:48:42
Database	true	(empty)	(empty)	2022-09-28 19:02:18
Database Atlanta	true	(empty)	(empty)	2023-10-16 11:47:18
Database San Diego	true	(empty)	(empty)	2023-10-16 11:46:37

Milestone 6 : Assign roles to users

Activity 1: 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.

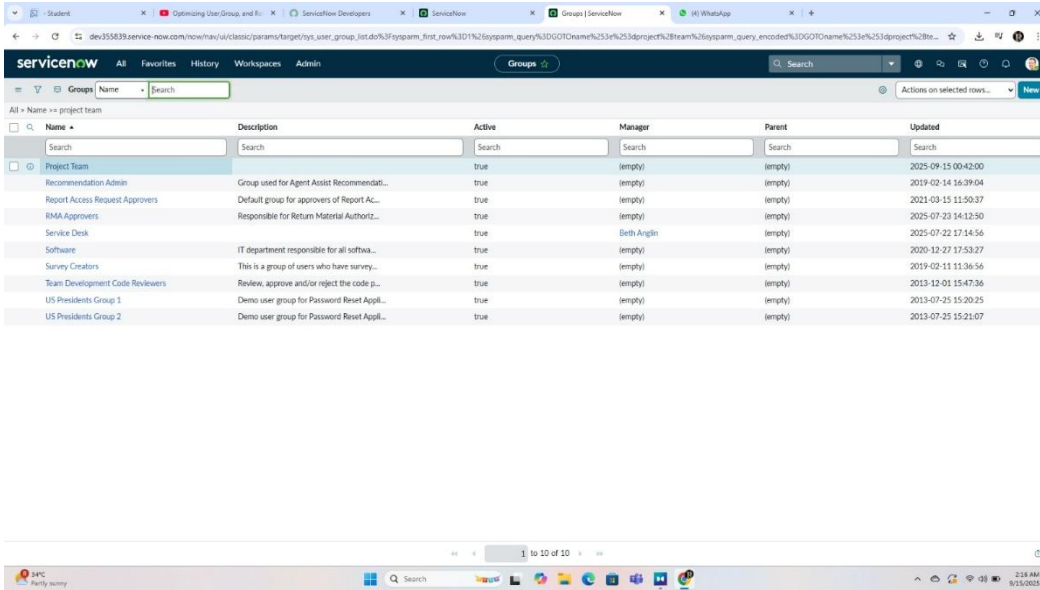


The screenshot shows the ServiceNow Groups page. A sidebar menu on the left is open, showing the 'Groups' section. The main table lists various groups with columns for Description, Active, Manager, Parent, and Updated. The table is filtered to show 20 of 52 results.

Description	Active	Manager	Parent	Updated
Group for all people who have the Analy...	true	(empty)	(empty)	2020-03-17 04:39:14
Users who can review and approve tasks r...	true	(empty)	(empty)	2021-06-28 12:12:44
Users who are able to edit applications ...	true	(empty)	(empty)	2022-09-29 07:23:25
Users who are able to access App Engine ...	true	(empty)	(empty)	2020-04-16 09:51:20
Team Develops ITSM Applications in London	true	Budhra Akhtar	(empty)	2025-07-23 09:42:02
ATF_TestGroup_Network	true	(empty)	(empty)	2019-07-13 09:01:15
ATF_TestGroup_ServiceDesk	true	(empty)	(empty)	2018-08-30 01:35:11
Approval group for Business Application ...	true	(empty)	(empty)	2020-07-28 21:02:26
CAB approvers	true	(empty)	(empty)	2011-09-30 09:30:34
This is the group of users that need to ap...	true	(empty)	(empty)	2023-11-25 17:40:19
This is a group of users that need to ap...	true	(empty)	(empty)	2020-12-23 17:11:42
Change Management Group	true	(empty)	(empty)	2020-12-23 17:11:50
This is the default group introduced by ...	true	(empty)	(empty)	2015-06-09 22:35:12
Provides access to the Creator Studio de...	true	(empty)	(empty)	2025-02-25 18:04:32
Provides access to the Creator Studio de...	true	(empty)	(empty)	2023-12-07 15:58:22
Manages databases hosted in Atlanta	true	Dion Goodliffe	(empty)	2023-12-07 15:48:42
Manages databases hosted in San Diego	true	(empty)	Database	2022-09-28 19:02:18
				2023-10-16 11:47:18
				2023-10-16 11:46:37

Activity 2: 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
8. We can see the task table2.



The screenshot shows the ServiceNow Groups page. The table lists various groups with columns for Name, Description, Active, Manager, Parent, and Updated. The 'Project Team' group is highlighted.

Name	Description	Active	Manager	Parent	Updated
Search	Search	Search	Search	Search	Search
Project Team		true	(empty)	(empty)	2025-09-15 00:42:00
Recommendation Admin	Group used for Agent Assist Recommendation...	true	(empty)	(empty)	2019-02-14 16:39:04
Report Access Request Approvers	Default group for approvers of Report AC...	true	(empty)	(empty)	2021-03-15 11:50:37
RMA Approvers	Responsible for Return Material Authoriz...	true	(empty)	(empty)	2025-07-23 14:12:50
Service Desk		true	Beth Anglin	(empty)	2025-07-22 17:14:56
Software	IT department responsible for all softwa...	true	(empty)	(empty)	2020-12-27 17:53:27
Survey Creators	This is a group of users who have survey...	true	(empty)	(empty)	2019-02-11 11:36:56
Team Development Code Reviewers	Review, approve and/or reject the code p...	true	(empty)	(empty)	2013-12-01 15:47:36
US Presidents Group 1	Demo user group for Password Reset Appl...	true	(empty)	(empty)	2013-07-25 15:20:25
US Presidents Group 2	Demo user group for Password Reset Appl...	true	(empty)	(empty)	2013-07-25 15:21:07

Milestone 7 : Application access

Activity 1: 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



ServiceNow Roles | ServiceNow

Roles

Search

Actions on selected rows... New

All > Name > project member

Name	Description	Elevated privilege
Search	Search	Search
Project Member		false
public	No login is required to access features or functions with the public role.	false
push_admin	Push notification admin. Grants user permissions to create and modify push notifications.	false
query_no_domain_table_api	Provides access to cross-domain data using Table API when query parameter sysparm_query_no_domain=true is supplied.	false
query_range_role	Role for query_range ACLs tableName and '*'.	false
quickactions_user	Role required for viewing and executing Quick Actions.	false
rate_limit_admin		false
record_hierarchy_reader	Allows users to read a sys_record_hierarchy definitions.	false
record_hierarchy_writer	Allows users to create/update/delete an sys_record_hierarchy definitions.	false
release_admin		false
reliability_metrics_admin	Can create, delete, and write records to tables related to Data Management Reliability Metrics.	false
reliability_metrics_viewer	Can view tables related to Data Management Reliability Metrics.	false
report_admin	Can manage, share, publish, and schedule all reports. Can access Reports > Administration and manage all report-related objects. The report_admin role inherits all other report roles.	false
report_alias_admin	Required for maintaining field and value aliases	false
report_global	Can manage reports that are shared with everyone (listed in Global).	false
report_group	Can manage and share reports that are shared with them (listed in Group).	false
report_publisher	Can publish reports that they can manage. Publishing a report creates a public link to that report. Users with this role must also have another role that grants permission to create, edit, and share reports.	false
report_scheduler	Can schedule emailing of all reports that they can see, including reports they cannot manage. Users with this role must also have another role that grants permission to create, edit, and share reports.	false
report_user	Can create and view reports that have been shared with them. Cannot share, edit, or delete reports that have been shared with them.	false
rest_api_explorer	Can access REST API Explorer	false

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34°C Partly sunny 2:18 AM 9/15/2025

ServiceNow User - bob p | User

User - bob p

Update Set Password Delete

User ID: Bob
First name: bob
Last name: p
Title:
Department:
Password needs reset: ☐
Locked out: ☐
Active: ☒
Internal Integration User: ☐

Email: bob@gmail.com
Identity type: Human
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...

Related Links
[View linked accounts](#)
[View Subscriptions](#)
[Reset a password](#)

Entitled Custom Tables Roles (2) Groups (2) Delegates Subscriptions User Client Certificates

Role

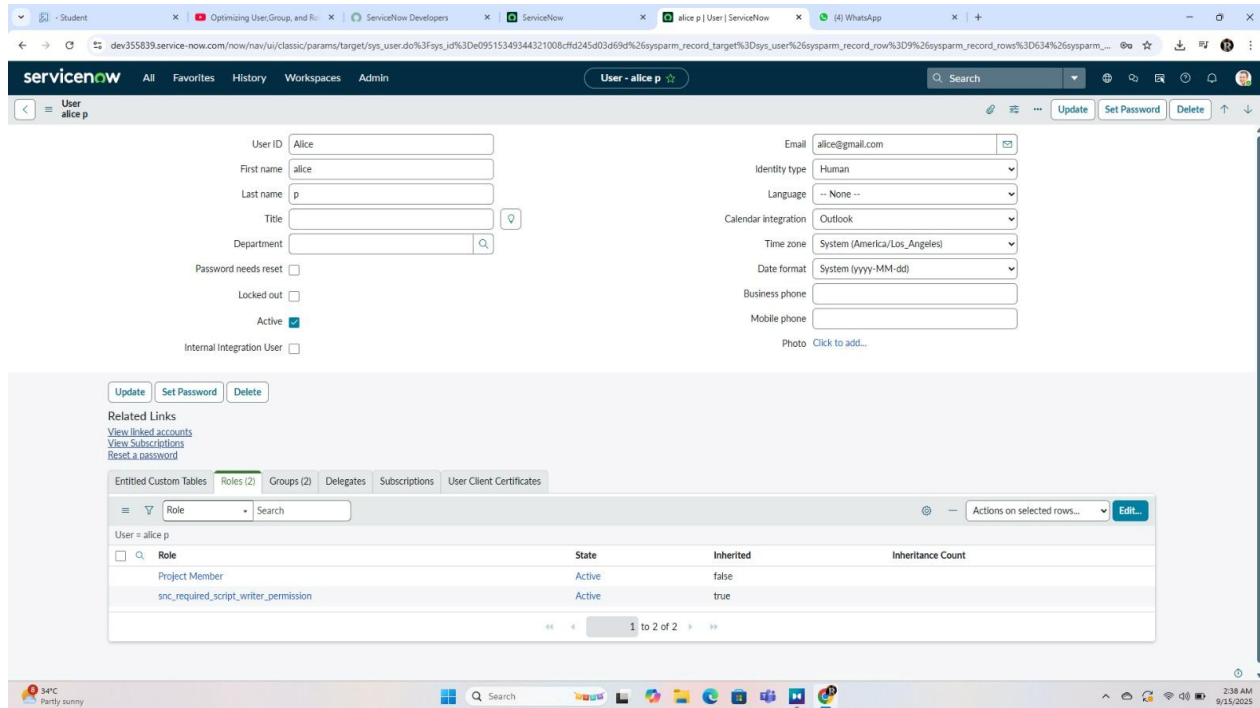
Role	State	Inherited	Inheritance Count
Project Member	Active	false	
snc_required_script_writer_permission	Active	true	

1 to 2 of 2

34°C Partly sunny 2:36 AM 9/15/2025

Milestone 8 :Access control list Activity 1: 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



The screenshot shows the ServiceNow user profile page for 'User - alice p'. The page is divided into two main sections: user details and roles.

User Details:

- User ID: Alice
- First name: alice
- Last name: p
- Title:
- Department:
- Email: alice@gmail.com
- Identity type: Human
- 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...
- Internal Integration User: ☐
- Active: ☒
- Locked out: ☐
- Password needs reset: ☐

Roles:

Entitled Custom Tables: Roles (2) | Groups (2) | Delegates | Subscriptions | User Client Certificates

Role	State	Inherited	Inheritance Count
Project Member	Active	false	
snc_required_script_writer_permission	Active	true	

1 to 2 of 2

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

dev355839.service-now.com/now/nav/ui/classic/params/target/sys_app_application.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dsys_app_application%26sysparm_checked_items%3D%26sysparm_fixed_query%3D%26sysparm_group_sort...

servicenow All Favorites History Workspaces Admin Application Menu - New Record Search

Application Menu New Record Submit

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. [More Info](#)

* Title Application Active ☒

Restricts access to the specified roles. Otherwise, all users can view the application menu when it is active.

Roles ☒ Project Member

Specifies the menu category, which defines the navigation menu style. The default value is Custom Applications.

Category Search

The text that appears in a tooltip when a user points to this application menu

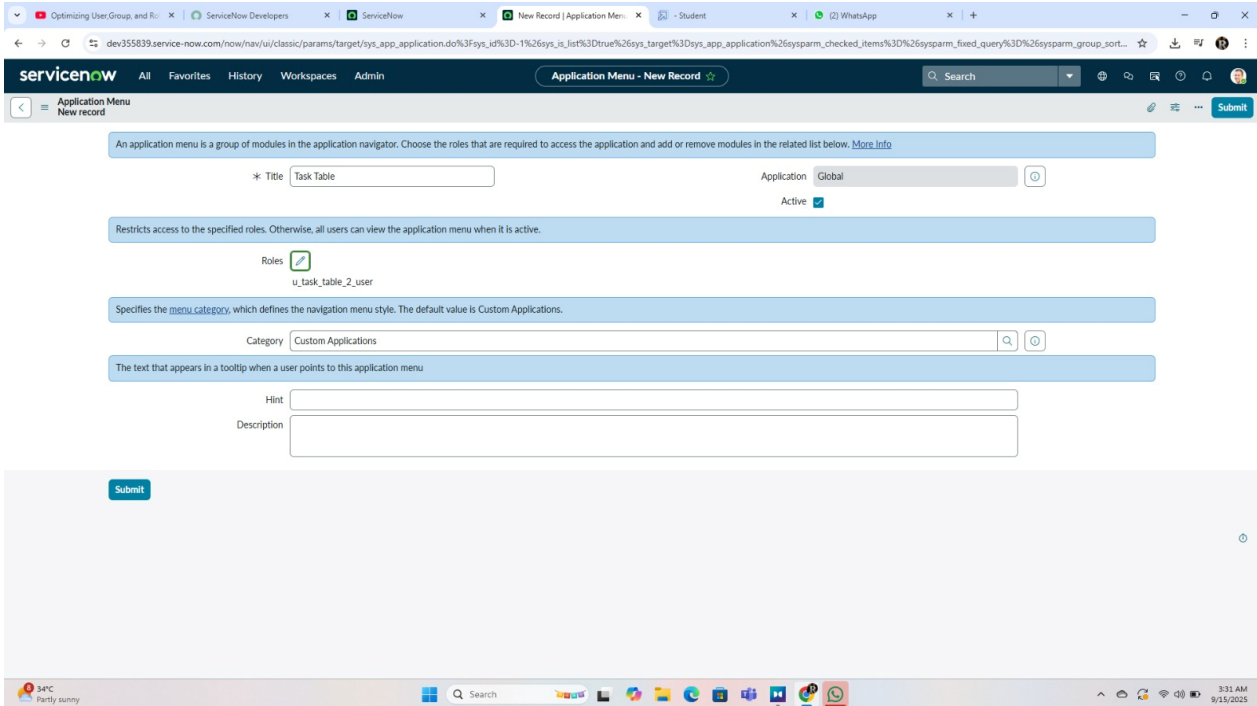
Hint

Description

Submit

34°C Partly sunny Search 3:27 AM 9/15/2025

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



ServiceNow Application Menu - New Record

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. [More Info](#)

* Title Application

Active ☒

Restricts access to the specified roles. Otherwise, all users can view the application menu when it is active.

Roles ☒

Specifies the menu category, which defines the navigation menu style. The default value is Custom Applications.

Category

The text that appears in a tooltip when a user points to this application menu

Hint

Description

Milestone 9: Flow

Activity 1: 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.

Access Controls

Search

Actions on selected rows... New

All > Name > u_table_task

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_task_table_2	Allow If	create	record	true	admin	2025-09-15 03:11:27
u_task_table_2	Allow If	read	record	true	admin	2025-09-15 03:11:28
u_task_table_2	Allow If	delete	record	true	admin	2025-09-15 03:11:28
u_task_table_2	Allow If	write	record	true	admin	2025-09-15 03:11:28
u_task_table_2.sys_created_on	Allow If	write	record	true	admin	2025-09-15 04:48:04
VA Channel Integration ACL	Allow If	execute	REST_endpoint	true	admin	2023-04-05 00:28:13
VA Designer Config	Allow If	execute	REST_endpoint	true	admin	2024-05-22 12:09:23
VaCallbackPropertyUtil	Allow If	execute	client_callable_script_include	true	admin	2022-05-09 01:51:24
ValidateAesVersion	Allow If	execute	client_callable_script_include	true	admin	2022-01-11 10:48:04
Valid employee profile user	Allow If	execute	REST_endpoint	true	admin	2024-06-12 13:17:06
ValidateAlternatePortal	Allow If	execute	client_callable_script_include	true	admin	2024-03-06 16:53:36
ValidateAppVersionAjax	Allow If	execute	client_callable_script_include	true	admin	2021-10-05 03:00:09
ValidateEnvironment	Allow If	execute	client_callable_script_include	true	admin	2022-01-06 09:58:13
ValidateSAClsPortalRecord	Allow If	execute	client_callable_script_include	true	admin	2023-06-16 07:21:47
ValidateTextIndexFields	Allow If	execute	client_callable_script_include	true	admin	2017-11-16 23:12:51
validator_run_summary	Allow If	create	record	true	system	2025-07-24 00:07:04
validator_run_summary	Allow If	delete	record	true	system	2025-07-24 00:07:04
validator_run_summary.*	Allow If	write	record	true	system	2025-07-24 00:07:04
validator_run_summary.*	Allow If	query_range	record	true	@@sync_write_audit@	2025-07-24 00:36:34
validator_run_summary.*	Allow If	read	record	true	system	2025-07-24 00:07:04

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Access Control - u_task_table_2

Description: Default access control on u_task_table_2

Applies To: No. of records matching the condition: 0

Add Filter Condition Add OR Clause

-- choose field -- -- oper -- -- value --

Conditions

Access Control Rules have two decision types, and these types will behave differently depending on conditions.

1. Allow Access: Allows access to a resource if all conditions are met. Additional ACLs may grant access to records where this ACL has not granted access.
2. Deny Access: Denies access to a resource unless all conditions are met. Additional ACLs may not grant access to records where this ACL has denied access.

[More Info](#)

Requires role

Role
u_task_table_2_user
team member
insert a new row...

Security Attribute Condition

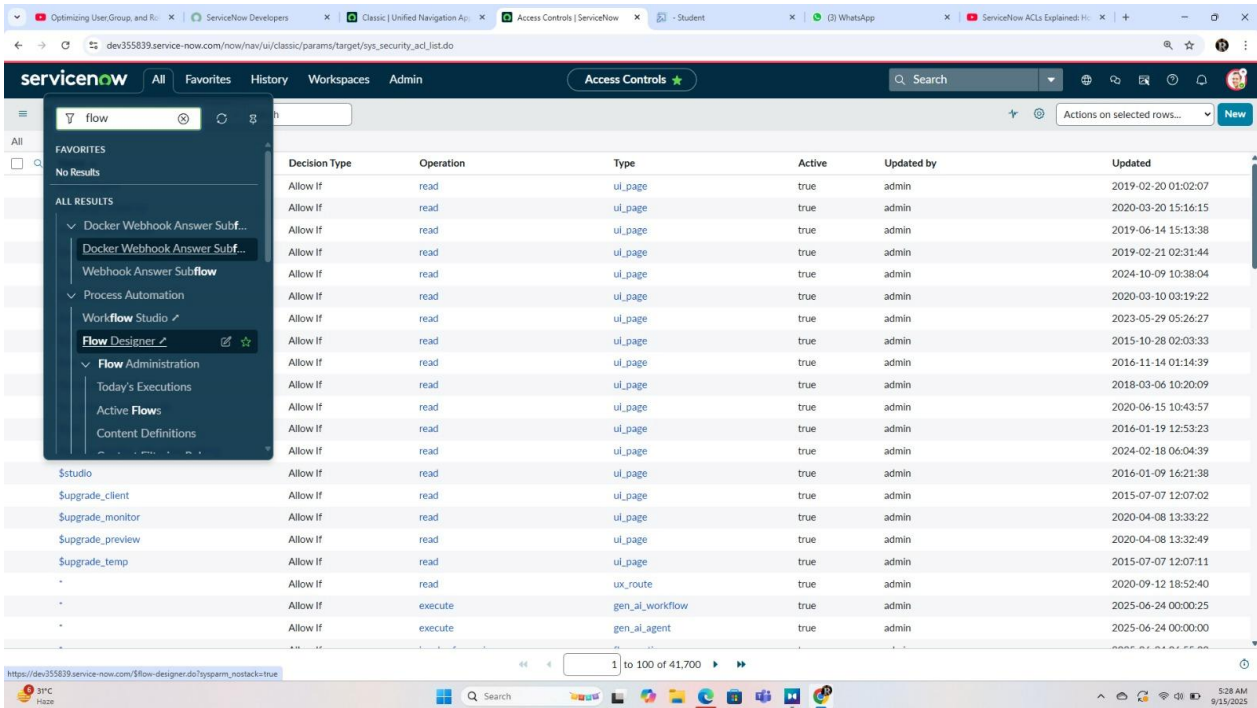
Local or Existing: Existing Local

Security Attribute

Condition: All of these conditions must be met

-- choose field --

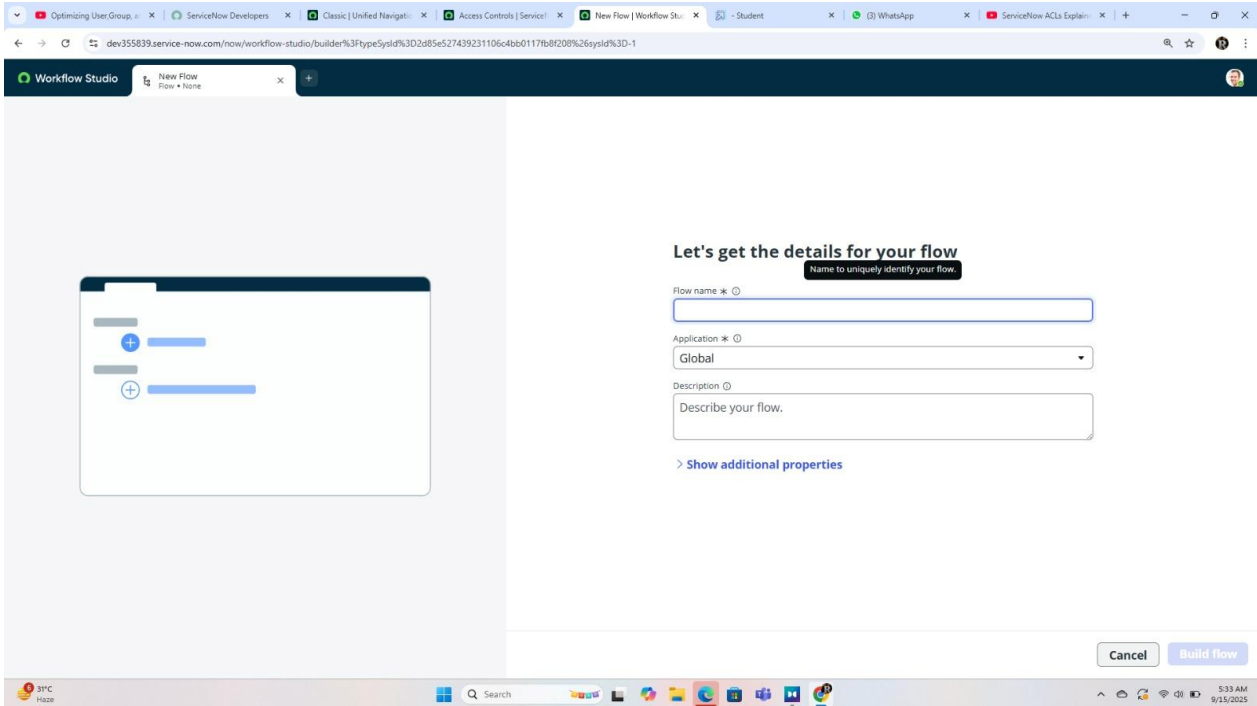
OR AND



Decision Type	Operation	Type	Active	Updated by	Updated
Allow If	read	ui_page	true	admin	2019-02-20 01:02:07
Allow If	read	ui_page	true	admin	2020-03-20 15:16:15
Allow If	read	ui_page	true	admin	2019-06-14 15:13:38
Allow If	read	ui_page	true	admin	2019-02-21 02:31:44
Allow If	read	ui_page	true	admin	2024-10-09 10:38:04
Allow If	read	ui_page	true	admin	2020-03-10 03:19:22
Allow If	read	ui_page	true	admin	2023-05-29 05:26:27
Allow If	read	ui_page	true	admin	2015-10-28 02:03:33
Allow If	read	ui_page	true	admin	2016-11-14 01:14:39
Allow If	read	ui_page	true	admin	2018-03-06 10:20:09
Allow If	read	ui_page	true	admin	2020-06-15 10:43:57
Allow If	read	ui_page	true	admin	2016-01-19 12:53:23
Allow If	read	ui_page	true	admin	2024-02-18 06:04:39
Allow If	read	ui_page	true	admin	2016-01-09 16:21:38
Allow If	read	ui_page	true	admin	2015-07-07 12:07:02
Allow If	read	ui_page	true	admin	2020-04-08 13:33:22
Allow If	read	ui_page	true	admin	2020-04-08 13:32:49
Allow If	read	ui_page	true	admin	2015-07-07 12:07:11
Allow If	read	ux_route	true	admin	2020-09-12 18:52:40
Allow If	execute	gen_ai_workflow	true	admin	2025-06-24 00:00:25
Allow If	execute	gen_ai_agent	true	admin	2025-06-24 00:00:00

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
5. After that click on Done.



Workflow Studio

New Flow
Flow • None

Let's get the details for your flow

Name to uniquely identify your flow.

Flow name *

Application *

Global

Description

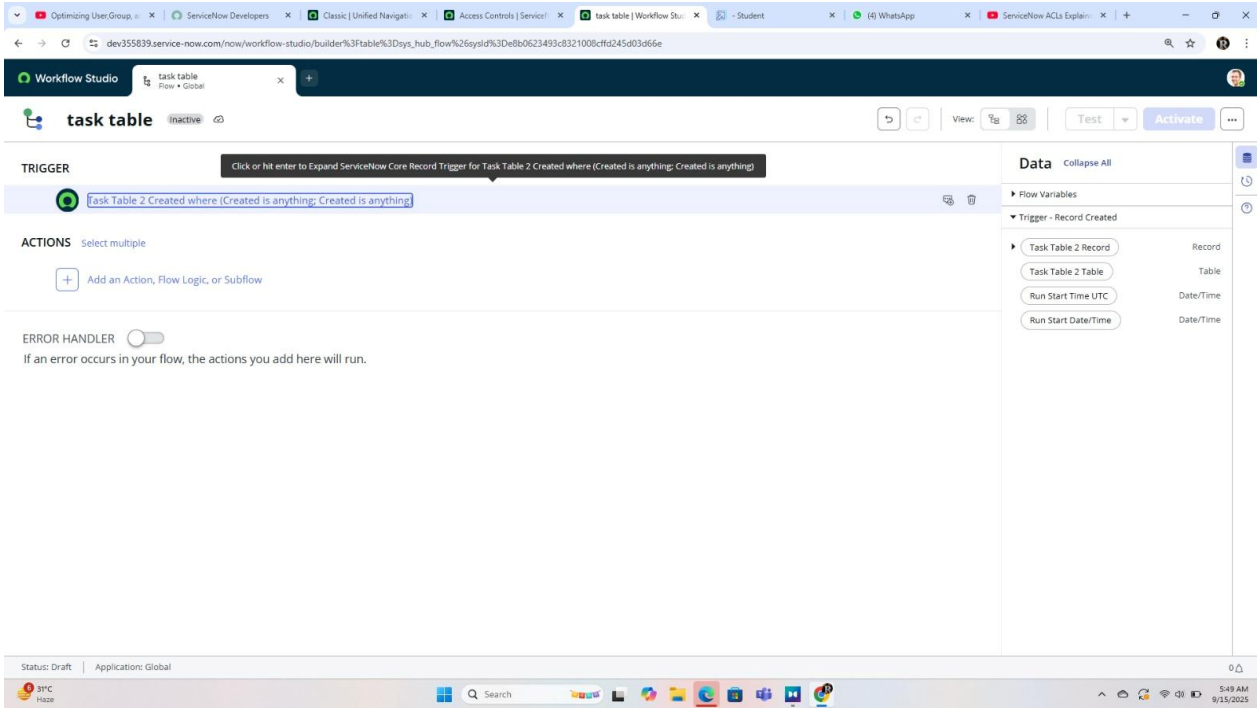
Describe your flow.

> Show additional properties

Cancel Build flow

Next step:

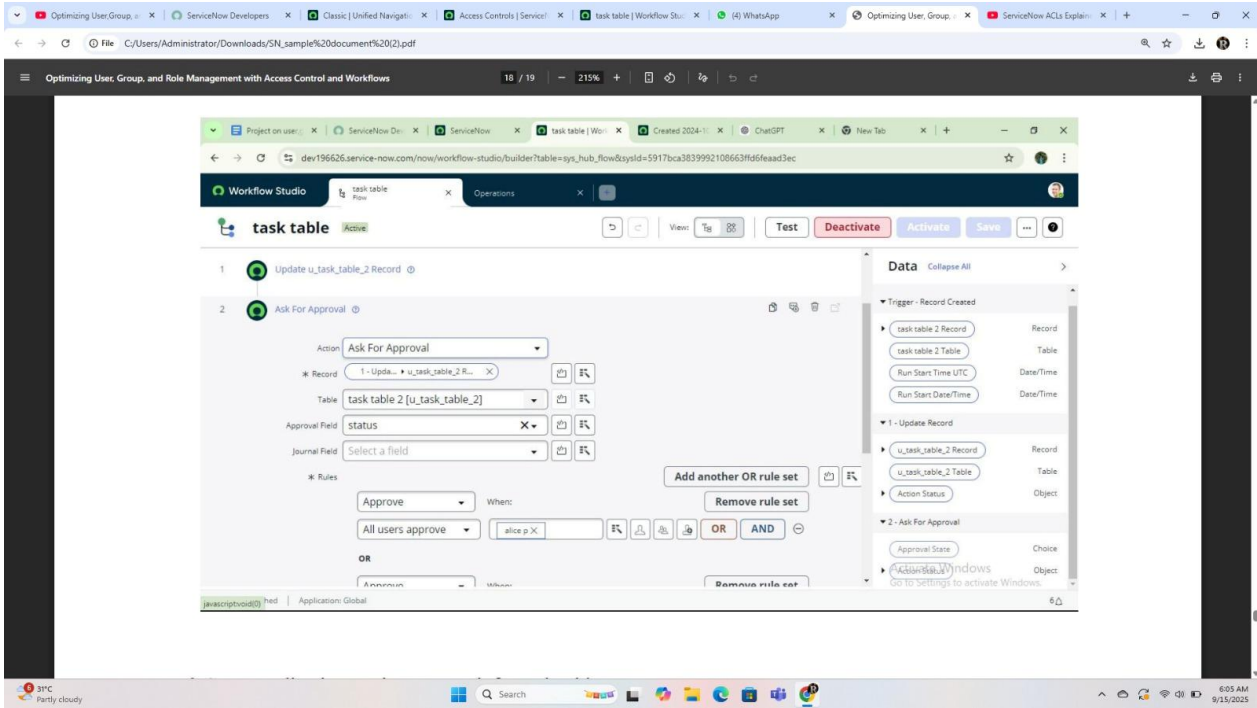
1. Click on Add an action.
2. Select action in that ,search for “ update records”.
3. In Record field drag the fields from the data navigation from Right Side(Data pill)
4. Table will be auto assigned after that
5. Add fields as “status” and value as “completed”
6. Click on Done.



The screenshot shows the ServiceNow Workflow Studio interface. The top navigation bar includes tabs for 'Workflow Studio', 'task table', and 'Inactive'. The main workspace is titled 'task table' and shows a trigger configuration. The trigger is labeled 'Task Table 2 Created where (Created is anything; Created is anything)'. Below the trigger, there is an 'ACTIONS' section with a button to 'Add an Action, Flow Logic, or Subflow'. An 'ERROR HANDLER' section is also visible, with a toggle switch and text indicating that actions added here will run if an error occurs in the flow. On the right side, there is a 'Data' panel with a 'Collapse All' button and a list of variables including 'Flow Variables', 'Trigger - Record Created', 'Task Table 2 Record', 'Task Table 2 Table', 'Run Start Time UTC', and 'Run Start Date/Time'.

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.



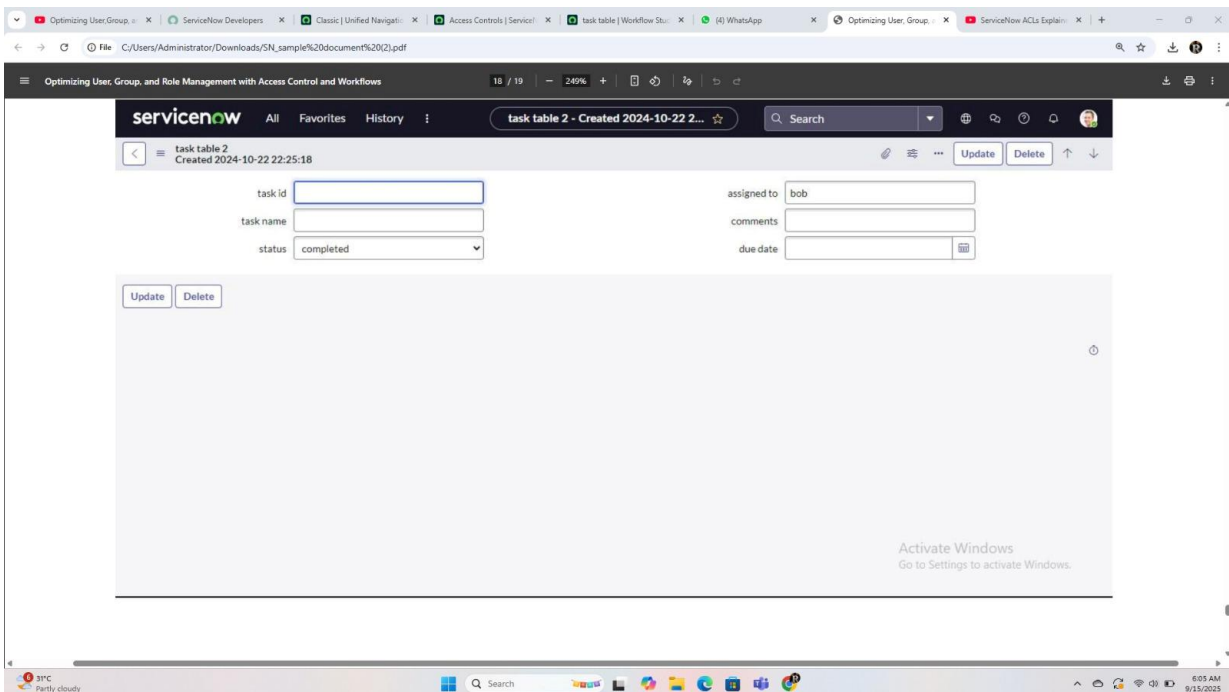
The screenshot shows the ServiceNow Workflow Studio interface. The workflow is titled 'task table' and is currently in 'Active' status. It consists of two steps:

- Update u_task_table_2 Record**: This step is configured with the following details:
 - Action**: Ask For Approval
 - Record**: 1 - Update u_task_table_2 Record
 - Table**: task table 2 [u_task_table_2]
 - Approval Field**: status
 - Journal Field**: Select a field
 - Rules**:
 - Approve**: When: All users approve
 - OR**: (Additional rule set visible)
- Ask For Approval**: This step is also configured with details:
 - Action**: Ask For Approval
 - Record**: 1 - Update u_task_table_2 Record
 - Table**: u_task_table_2 Table
 - Object**: Action Status
 - Approval State**: Choice

The right-hand pane shows the 'Data' section with a tree view of the workflow's data structure, including fields like 'Trigger - Record Created', 'task table 2 Record', 'Run Start Time UTC', 'Run Start Date/Time', and 'u_task_table_2 Record'.

9. Go to application navigator search for task table.

10. Its status field is updated to completed

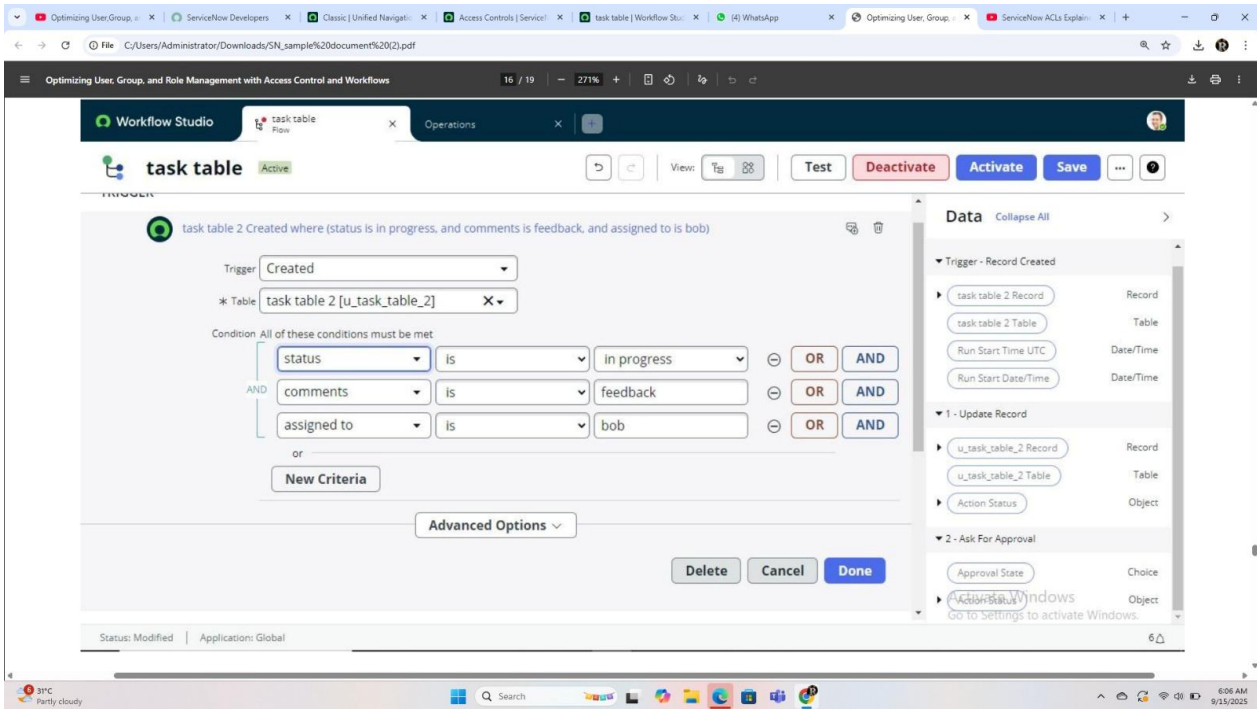


The screenshot shows the ServiceNow application navigator interface. The record is titled 'task table 2 - Created 2024-10-22 22:25:18'. The record details are as follows:

Field	Value
task id	
task name	
status	completed
assigned to	bob
comments	
due date	

At the bottom of the record details, there are 'Update' and 'Delete' buttons. The status field is currently set 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



Conclusion :