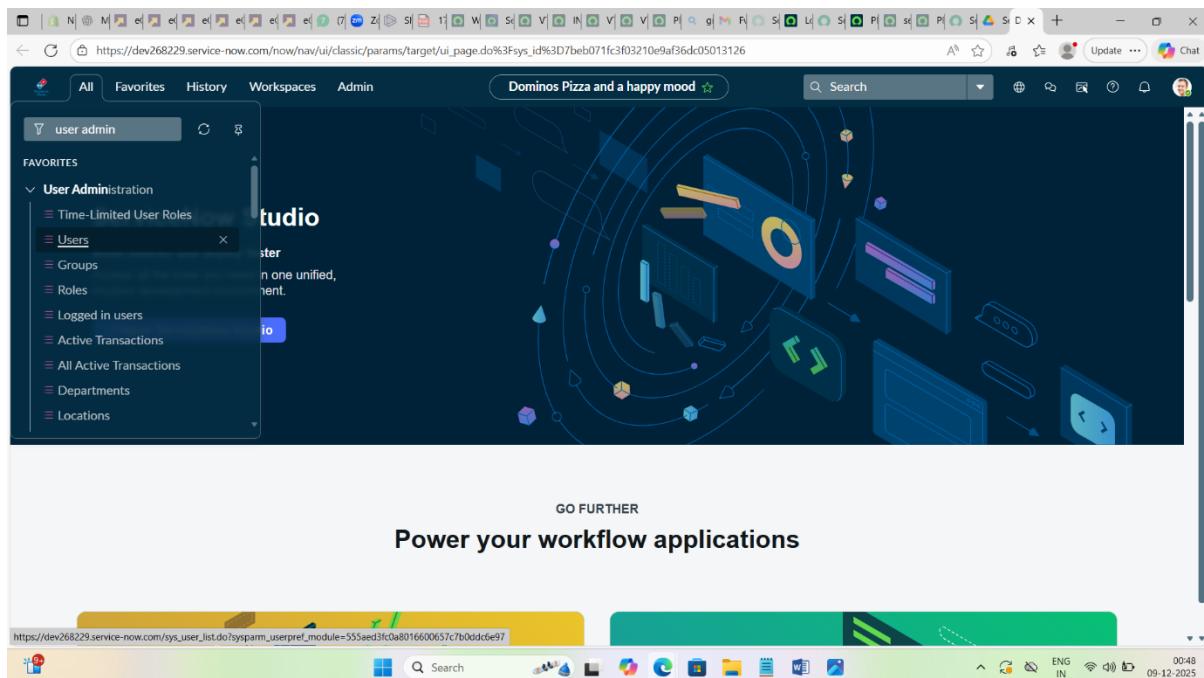


## USER ADMINISTRATION-

- ➔ User Administration in servicenow is the management of users, groups, and roles to control access and ensure the right people have the right permissions.
- ➔ It will help us manage who can login, who can access, who can create tickets in instance. It also helps to differentiate the users.
- ➔ There are 3 different types of users in serviceNow
  1. Admin user
  2. ITIL user
  3. End user

\*admin will have the access to create the users

## CREATING END USER-



Screenshot of ServiceNow User Administration interface showing a list of users and a detailed view of a specific user.

**User List View:**

All	User ID	Name	Email	Active	Created	Updated
	abel.tuter	Abel Tuter (architect)	abel.tuter@example.com	true	2012-02-17 19:04:52	2017-01-23 11:57:12
	abraham.lincoln	Abraham Lincoln	abraham.lincoln@example.com	true	2013-07-23 17:15:54	2013-07-23 17:15:54
	adam.ringle	Adam Ringle	adam.ringle@acme.com	true	2019-09-23 21:16:09	2025-11-15 10:30:00
	adela.cervantsz	Adela Cervantsz (SAFe Portfolio Manager)	adela.cervantsz@example.com	true	2012-07-30 20:04:50	2019-03-16 18:04:07
	alileen.mottern	Aileen Mottern (Product Owner)	alileen.mottern@example.com	true	2020-04-05 20:04:49	2025-11-12 16:06:09
	akio.tanaka	Akio Tanaka (vp it operations)	akio.tanaka@example.com	true	2019-11-05 10:16:03	2025-11-15 10:30:00
	alejandra.prenatt	Alejandra Prenatt	alejandra.prenatt@example.com	true	2012-02-17 19:04:52	2012-02-25 13:17:19
	alejandro.mascall	Alejandro Mascall	alejandro.mascall@example.com	true	2012-02-17 19:04:52	2012-02-25 13:17:19
	alene.rabeck	Alene Rabeck	alene.rabeck@example.com	true	2012-02-17 19:04:53	2012-02-25 13:17:19
	alfonso.griglen	Alfonso Griglen	alfonso.griglen@example.com	true	2012-02-17 19:04:51	2012-02-25 13:17:19
	alissa.mountjoy	Alissa Mountjoy	alissa.mountjoy@example.com	true	2012-03-17 20:04:52	2018-04-13 11:32:49
	allan.schwantd	Allan Schwantd	allan.schwantd@example.com	true	2012-03-17 20:04:53	2018-04-12 05:26:34
	allie.pumphrey	Allie Pumphrey	allie.pumphrey@example.com	true	2012-03-17 20:04:52	2018-04-13 11:32:53
	allyson.gillispie	Allyson Gillispie	allyson.gillispie@example.com	true	2012-02-17 19:04:50	2012-02-25 13:17:18
	alva.pennington	Alva Pennington	alva.pennington@example.com	true	2012-03-17 20:04:50	2018-04-13 11:33:00
	alyssa.biasotti	Alyssa Biasotti	alyssa.biasotti@example.com	true	2012-02-17 19:04:52	2012-02-25 13:17:19

**User Detail View (User ID: happy.queen):**

User ID: happy.queen  
 First name: queen  
 Last name: happy  
 Title: Talent Aquisitor  
 Department: Customer Support  
 Password needs reset:   
 Locked out:   
 Active:

**Action Menu:**

- Save
- Insert
- Insert and Stay
- Analyze Access
- Configure >
- Export >
- View >
- Create Favorite
- Copy URL
- Copy sys\_id
- Show XML
- History >
- Reload form

**Profile Fields:**

- Email: happyqueen@gmail.com
- Identity type: Human
- Language: System (English)
- Calendar integration: Outlook
- Time zone: GMT
- Date format: MM-dd-yyyy
- Business phone:
- Mobile phone:

**Buttons:** Update, Set Password, Delete

**Related Links:** View linked accounts, View Subscriptions, Reset a password

**Entitled Custom Tables:** Roles, Groups, Delegates, Subscriptions, User Client Certificates

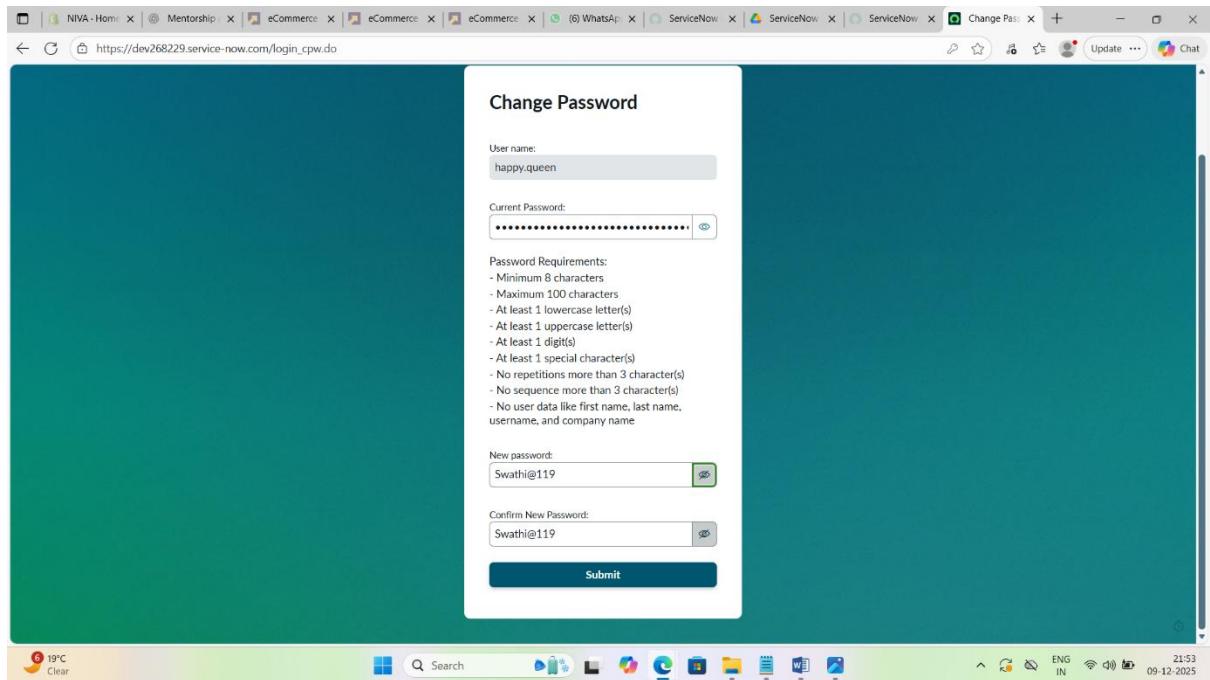
All → User administration(users) → new → fill firstname, lastname, department, title (we get these details from client), email, timezone

The screenshot shows the ServiceNow user profile for 'User queen happy'. The profile details include User ID: happy.queen, First name: queen, Last name: happy, Title: Talent Aquisitor, Department: Customer Support, and Active status checked. A 'Set Password' dialog box is open, displaying a success message: 'Password generated successfully.' It shows a generated password: '\*\*\*\*\*' and provides options to 'Generate' or 'Close' the dialog. Below the dialog, there are fields for Email, Language (English), Date format (MM-dd-yyyy), Business phone, and Mobile phone. At the bottom of the dialog are 'Close' and 'Save Password' buttons.

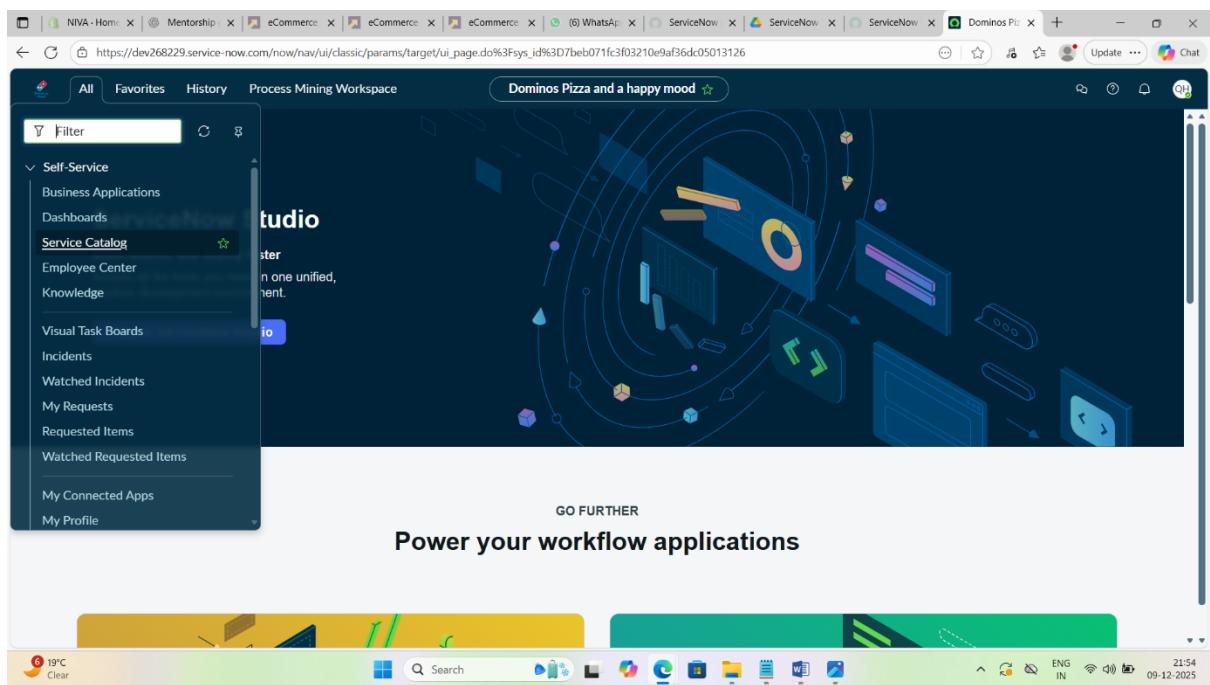
save → set password → password needs reset will be enabled → save password

The screenshot shows the ServiceNow login page. It features a large input field for 'User name' containing 'happy.queen', a password field containing a complex string of characters, and a language dropdown set to 'English'. A 'Log in' button is centered below these fields. At the bottom of the page, there is a link for 'Forgot Password ?'

Logout → Give username and password → login



It gives an option to change the password



We can see limited applications, we can only see self-service where we can initiate a request to do certain activities from our side.

## Login as ITIL user-

The screenshot shows the ServiceNow interface with a dark blue theme. The top navigation bar includes links for NIVA, Mentorship, eCommerce, and various ServiceNow modules. The search bar at the top contains the query "user". The left sidebar has a "FAVORITES" section with collapsed items like "User Administration", "Time-Limited User Roles", and "Users". A large, stylized graphic of a pizza and a mood meter is displayed in the center.

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https://dev268229.service-now.com/sys\_user\_list.do?sysparm\_userpref\_module=555aed3fc0a8016600657cb0ddc6e97

19°C Clear

The screenshot shows a "New Record" form for a "User" record. The form fields include:

- User ID: praneeth.jagati
- First name: praneeth
- Last name: jagati
- Title: finance
- Department: Sales
- Password needs reset:
- Locked out:
- Active:
- Internal Integration User:

A context menu is open over the form, showing options like "Save", "Configure", "Export", "Create Favorite", "Copy URL", "Copy sys\_id", and "Reload form".

Related Links:  
View linked accounts  
View Subscriptions

Submit

Save

Email: praneeth.jagati@gmail.com

Identity type: Human

Language: System (English)

Calendar integration: Outlook

Time zone: GMT

Date format: System (yyyy-MM-dd)

Business phone:

Mobile phone:

Photo: Click to add...

Submit

19°C Clear

The screenshot shows the ServiceNow User Administration interface. At the top, the URL is https://dev268229.service-now.com/nav/ui/classic/params/target/sys\_user.do%3Fsys\_id%3D47664514c3713210e9af36dc050131ab%26sysparm\_view%26sysparm\_dom... The title bar says "Dominos Pizza and a happy mood- praneeth jagati". The main area displays user details: "Locked out" (unchecked), "Active" (checked), "Internal Integration User" (unchecked). It also shows "Business phone" and "Mobile phone" fields. Below this is a "Related Links" section with links to "View linked accounts", "View Subscriptions", and "Reset a password". A "Entitled Custom Tables" tab is selected, followed by "Roles", "Groups", "Delegates", "Subscriptions", and "User Client Certificates". The "Roles" tab shows a table with columns: Role, State, Inherited, and Inheritance Count. The table is empty, displaying "No records to display".

The screenshot shows the "Edit Members" screen. The title bar says "Dominos Pizza and a happy mood- Edit Members | Us...". The main area has "Add Filter" and "Run filter" buttons. It shows a "Collection" list containing "itil" and "itil\_admin", and a "Roles List" containing "praneeth jagati" and "itil". The "itil" item from the collection list is selected and highlighted with a green border. At the bottom, there are "Cancel" and "Save" buttons, and a field labeled "Name itil".

All → User administration(user) → new → fill details → scroll down  
 → roles → edit → search for ITIL → move it to roles List → save

The screenshot shows the 'User' page for 'praneeth jagati'. The 'Role' section displays a list of roles with their state, inheritance status, and inheritance count. The 'itil' role is explicitly assigned ('Active', 'false'), while all other roles listed are marked as 'Inherited'.

Role	State	Inherited	Inheritance Count
agent_workspace_user	Active	true	6
app_service_user	Active	true	3
canvas_user	Active	true	6
certification	Active	true	1
cmdb_ms_user	Active	true	1
cmdb_query_builder	Active	true	3
cmdb_query_builder_read	Active	true	7
cmdb_read	Active	true	30
contact_user	Active	true	2
data_manager_user	Active	true	1
dependency_views	Active	true	8
email_client_template_read	Active	true	7
email_composer	Active	true	5
interaction_agent	Active	true	6
itil	Active	false	
snc_platform_rest_api_access	Active	true	1
snc_required_script_writer_permission	Active	true	

We have only added ITIL and all other roles are inherited

The screenshot shows the 'Set Password' dialog box for the user 'praneeth.jagati'. The password '1.[+h@aS[AFXDTvd!Ow!8' has been saved successfully. The dialog includes fields for generating a new password and saving it.

Now we have created an ITIL user as an admin. Set password and save

The screenshot shows a ServiceNow login interface. The URL in the address bar is <https://dev268229.service-now.com/navpage.do>. The page has a teal header and a white login form. The form contains fields for 'User name' (praneeth.jagati), 'Password' (redacted), and 'Language' (English). A 'Log in' button is at the bottom, and a 'Forgot Password?' link is below it.

The screenshot shows a 'Change Password' page from ServiceNow. The URL in the address bar is [https://dev268229.service-now.com/login\\_cpw.do](https://dev268229.service-now.com/login_cpw.do). The page title is 'Change Password'. It features a 'User name:' field with 'praneeth.jagati', a 'Current Password:' field (redacted), and a 'New password:' field containing 'Swathi@119'. Below the 'New password:' field is a 'Confirm New Password:' field also containing 'Swathi@119'. A 'Submit' button is at the bottom. To the left of the input fields, there is a list of 'Password Requirements':

- Minimum 8 characters
- Maximum 100 characters
- At least 1 lowercase letter(s)
- At least 1 uppercase letter(s)
- At least 1 digit(s)
- At least 1 special character(s)
- No repetitions more than 3 character(s)
- No sequence more than 3 character(s)
- No user data like first name, last name, username, and company name

INC0010046 | Log in | Domino | +

**Domino Pizza and a happy mood- INC0010046 | Inci...**

All Favorites History Workspaces

Incident INC0010046

Number INC0010046

Subcategory -- None --

Service\_ Tableau

\* New Date

Business Impact Not Yet Requested

\* Service offering

Configuration item

--None--

Assignment group

Channel -- None --

State New

Impact 2 - Medium

servicenow -- None --

Approval set

Notes Detailed Info Related Records More Info Resolution Information Completed Activities more information

Watch list Work notes list

Description

\* Category Inquiry / Help

\* Short description Tableau unresponsive

19°C Clear

Login → change password → Open any incident

Here, ITIL user can view and modify the table but can't delete a table.

https://dev268229.service-now.com/nav/ui/classic/params/target/ui\_page.do?sys\_id%3D7beb071fc3f03210e9af56dc05013126

Log in | Domino | +

Domino Pizza and a happy mood

All Favorites History Workspaces Admin

User

FAVORITES

- User Administration
  - Time-Limited User Roles
  - Users
  - Groups
  - Roles
  - Logged in users
  - Active Transactions
  - All Active Transactions
  - Departments
  - Locations

studio

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https://dev268229.service-now.com/sys\_user\_group\_list.do?sysparm\_userpref\_module=0e57bd7c0a8016401796649a62fcde3

19°C Mostly clear

Logout as ITIL and login as admin

All → user Administration(groups)

Groups – collection of users

Domino's Pizza and a happy mood- Groups

Name	Description	Active	Manager	Parent	Updated
Analytics Settings Managers	Group for all people who have the Analyt...	true	(empty)	(empty)	2020-03-17 04:39:14
App Engine Admins	Users who can review and approve tasks r...	true	(empty)	(empty)	2021-06-28 12:12:44
App Engine Studio User Limited	Users who are able to edit applications ...	true	(empty)	(empty)	2022-09-29 07:23:25
App Engine Studio Users	Users who are able to access App Engine ...	true	(empty)	(empty)	2020-04-16 09:51:20
Application Development	Team Develops ITSM Applications in London	true	Bushra Akhtar	(empty)	2025-09-08 09:42:02
ATF Service Level Management Group		true	(empty)	(empty)	2019-07-13 09:01:15
ATF_TestGroup_Network	ATF_TestGroup_Network	true	(empty)	(empty)	2018-08-30 01:35:11
ATF_TestGroup_ServiceDesk	ATF_TestGroup_ServiceDesk	true	(empty)	(empty)	2018-08-30 01:35:35
Business Application Registration Approv...	Approval group for Business Application ...	true	(empty)	(empty)	2020-07-28 21:02:26
CAB Approval	CAB approvers	true	(empty)	(empty)	2011-09-30 09:30:34
Capacity Mgmt		true	(empty)	(empty)	2024-01-11 17:40:19
Career App Development Team		true	Aileen Mottern (Product Owner)	(empty)	2019-10-09 17:21:42
Catalog Request Approvers > \$1000	This is the group of users that need to ...	true	(empty)	(empty)	2021-02-08 17:11:42
Catalog Request Approvers for Sales	This is a group of users that need to ap...	true	(empty)	(empty)	2021-02-08 17:11:50
Change Management	Change Management Group	true	(empty)	(empty)	2015-06-09 22:35:12
Conditional Script Writer	This is the default group introduced by ...	true	(empty)	(empty)	2025-02-25 18:04:32

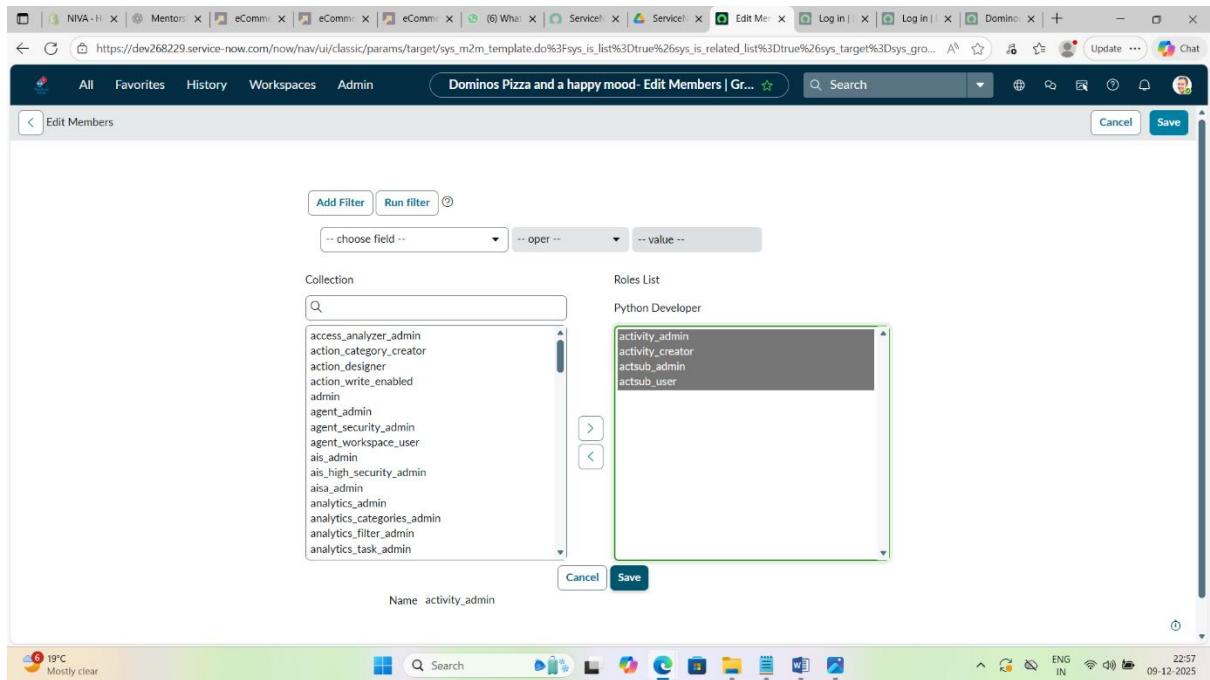
Open groups → New → Fill details

Domino's Pizza and a happy mood- Python Developer...

Name	Python Developer	Group email	andrew@gmail.com								
Manager	Andrew Jackson	Parent									
Description											
<a href="#">Update</a>		<a href="#">Delete</a>									
<a href="#">Roles</a> <a href="#">Group Members</a> <a href="#">Groups</a>											
<a href="#">Created</a> <a href="#">Search</a>											
Group = Python Developer <table border="1"> <thead> <tr> <th>Created</th> <th>Role</th> <th>Granted by</th> <th>Inherits</th> </tr> </thead> <tbody> <tr> <td>No records to display</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>				Created	Role	Granted by	Inherits	No records to display			
Created	Role	Granted by	Inherits								
No records to display											

If any mail is received in this email it will be received by everyone in the group

Roles → edit



## Select any users

Now go to incident table → click assignment group → open record

The screenshot shows the ServiceNow Group Management interface. At the top, the URL is https://dev268229.service-now.com/nav/uiclassic/params/target/sys\_user\_group.do?sys\_id=3Dd625dcce0a8016700a222a0f7900d069%26sysparm\_view%3D. The title bar says "Dominos Pizza and a happy mood- Service Desk | Gr...". The main form has fields for Name (Service Desk), Manager (Beth Anglin), Group email (service.desk@yourcompany.com), and Description. Below the form is a table titled "Group Members (4)". The table has columns for Roles, User, and Search. It lists four users: Aileen Mottern (Product Owner), Beth Anglin, David Loo, and ITIL User. The status bar at the bottom shows the date 09-12-2025 and time 22:59.

Here we can see the group members being added

The screenshot shows the ServiceNow Group Management interface. The title bar is the same as the previous screenshot. The main form has fields for Name (Service Desk), Manager (Beth Anglin), Group email (service.desk@yourcompany.com), and Description. Below the form is a table titled "Roles". The table has columns for Created, Role, Granted by, and Inherits. The table is currently empty, showing "No records to display". The status bar at the bottom shows the date 09-12-2025 and time 22:59.

As we can't assign role to each person , Go to roles→ edit→add the members

The screenshot shows the ServiceNow Group Management interface. A new group named "Service Desk" is being created. The group has a manager assigned and several roles assigned. The roles listed are:

Created	Role	Granted by	Inherits
2025-12-09 09:29:52	action_designer	(empty)	true
2025-12-09 09:29:52	action_write_enabled	(empty)	true
2025-12-09 09:29:53	activity_creator	(empty)	true
2025-12-09 09:29:52	activity_admin	(empty)	true

Roles have been assigned

## ROLES –

The screenshot shows the ServiceNow User Administration interface. A search for "role" is performed, and the results show the same four roles assigned to the "Service Desk" group.

Created	Role	Granted by	Inherits
2025-12-09 09:29:52	action_designer	(empty)	true
2025-12-09 09:29:52	action_write_enabled	(empty)	true
2025-12-09 09:29:53	activity_creator	(empty)	true
2025-12-09 09:29:52	activity_admin	(empty)	true

All → user administration → Roles → search for itil or any role

The screenshot shows a list of roles in the ServiceNow interface. The search bar at the top contains "itil". Two results are displayed:

Name	Description	Elevated privilege
itil	Can perform standard actions for an ITIL helpdesk technician. This is the out-of-box "technician" role. Can open, update, close incidents, problems, changes, config management items. Out-of-box, only users with the itil role can have tasks assigned to them	false
itil_admin	Possesses more privileges than the "itil" role and is intended for team leads. This role has the ability to delete incidents, problems, changes, and other related entities	false

At the bottom of the list, there is a note: "1 to 2 of 2". The status bar at the bottom right shows the date as 09-12-2025.

ITIL admin can not restore the deleted records only admins can restore the deleted records.

The screenshot shows the User Administration page in the ServiceNow interface. The left sidebar is expanded, showing the "FAVORITES" section with "User Administration" selected. Under "User Administration", the "Time-Limited User Roles" section is expanded, showing the "Users" role. Other sections like "Groups", "Roles", and "Logged in users" are also listed.

All → User administration(Logged in user)

The screenshot shows a ServiceNow interface titled "Domino's Pizza and a happy mood- Logged in Users". The page displays a table of active users. The columns include Active, User, Last transaction, Transaction duration, Last accessed, Last transaction time, Total transactions, and Locked. Two users are listed: "happy.queen" (Active: false) and "admin" (Active: true). The "admin" user has performed 477 transactions.

Active	User	Last transaction	Transaction duration	Last accessed	Last transaction time	Total transactions	Locked
false	happy.queen	/api/now/ui/presence	0:00:00.015	2025-12-09 08:35:14	2025-12-09 08:36:16	86	false
true	admin	/api/now/session/notification	0:00:00.011	2025-12-09 10:02:58	2025-12-09 10:03:07	477	false

We can see who are looged in

The screenshot shows a ServiceNow interface titled "Domino's Pizza and a happy mood- Active Transactions". The page displays a table of active transactions. The columns include User, URL, Age, State, DB time, SQL statements, BR time, Business rules, SQL statement, and Business rule. One transaction is listed for the user "admin".

User	URL	Age	State	DB time	SQL statements	BR time	Business rules	SQL statement	Business rule
admin	/v_transaction_list.do	0 Seconds	Rendering	0 Seconds		27	0 Seconds		0

We can know what transactions are done and there will not be delete option

Name	ID	Primary contact	Department head	Description	Updated
Customer Support	0023	(empty)	Rob Woodbyrne	Customer Support	2012-02-17 18:50:31
Development	0024	(empty)	Fred Luddy	Software Research and Development	2012-02-17 23:01:22
Finance	0010	(empty)	Natasha Ingram	Finance	2012-02-17 19:01:13
HR	0009	(empty)	Mariano Maury	Human Resources	2012-02-17 22:55:42
IT	0076	(empty)	David Loo	Information Technology	2012-02-17 23:01:28
Product Management	0087	(empty)	Rob Phillips	Product Marketing	2012-02-17 18:50:45
Sales	0054	(empty)	Nelly Jakuboski	Sales and Marketing	2012-02-17 23:01:40

If we want to create a new department in the company we can create it here

Name	Contact	Phone	City	Latitude	Longitude	Updated
100 South Charles Street, Baltimore,MD	(empty)		Baltimore	39.287069	-76.615726	2015-02-18 00:10:55
10065 East Harvard Avenue, Denver,CO	(empty)		Aurora	39.673271	-104.869909	2015-02-18 00:10:55
1007 Green Street Southeast, Conyers,GA	(empty)		Conyers	33.661936	-84.014584	2015-02-18 00:10:55
101 Broadway East, Seattle,WA	(empty)		Seattle	47.6189	-122.321254	2015-02-18 00:11:55
10369 Democracy Lane, Fairfax,VA	(empty)		Fairfax	38.849008	-77.300618	2015-02-18 00:11:55
1050 Sunnyview Road Northeast, Salem,OR	(empty)	503-373-7051	Salem	44.95668	-123.01869	2015-02-18 00:10:54
10719 Alpharetta Highway, Roswell,GA	(empty)		Roswell	34.040175	-84.340342	2015-02-18 00:10:55
10799 West Alameda Avenue, Lakewood,CO	(empty)		Lakewood	39.711939	-105.11808	2015-02-18 00:10:55
1112 18th Street, Plano,TX	(empty)		Plano	33.023474	-96.698103	2015-02-18 00:11:55
1116 Ulrich Avenue, Louisville,KY	(empty)		Louisville	38.15782	-85.701367	2015-02-18 00:10:55
11251 Rancho Carmel Drive, San Diego,CA	(empty)		San Diego	32.983225	-117.081855	2015-02-18 00:11:55
1140 South Laredo Street, San Antonio,TX	(empty)		San Antonio	29.413783	-98.503378	2015-02-18 00:11:55
11770 Bernardo Plaza Court, San Diego,CA	(empty)		San Diego	33.020782	-117.077105	2015-02-18 00:11:55
125 West South Street, Indianapolis,IN	(empty)		Indianapolis	39.761237	-86.160823	2015-02-18 00:10:55
1250 Smile Way, York,PA	(empty)		York	39.987863	-76.758824	2015-02-18 00:11:55
12955 Bow Willow, Houston,TX	(empty)		Houston	29.96011	-95.558727	2015-02-18 00:11:55

Location stores all the physical address information about an organization's offices and branches. It helps assign users, incidents, assets, and services to the correct physical location.

Screenshot of the ServiceNow Companies View page showing a list of organizations.

The page title is "Companies View: Customer".

Search bar: "Companies View: Customer Name" with a "Search" button.

Action buttons: "Actions on selected rows..." and "New".

Table columns: Name, Street, City, Zip / Postal code, Phone, Updated.

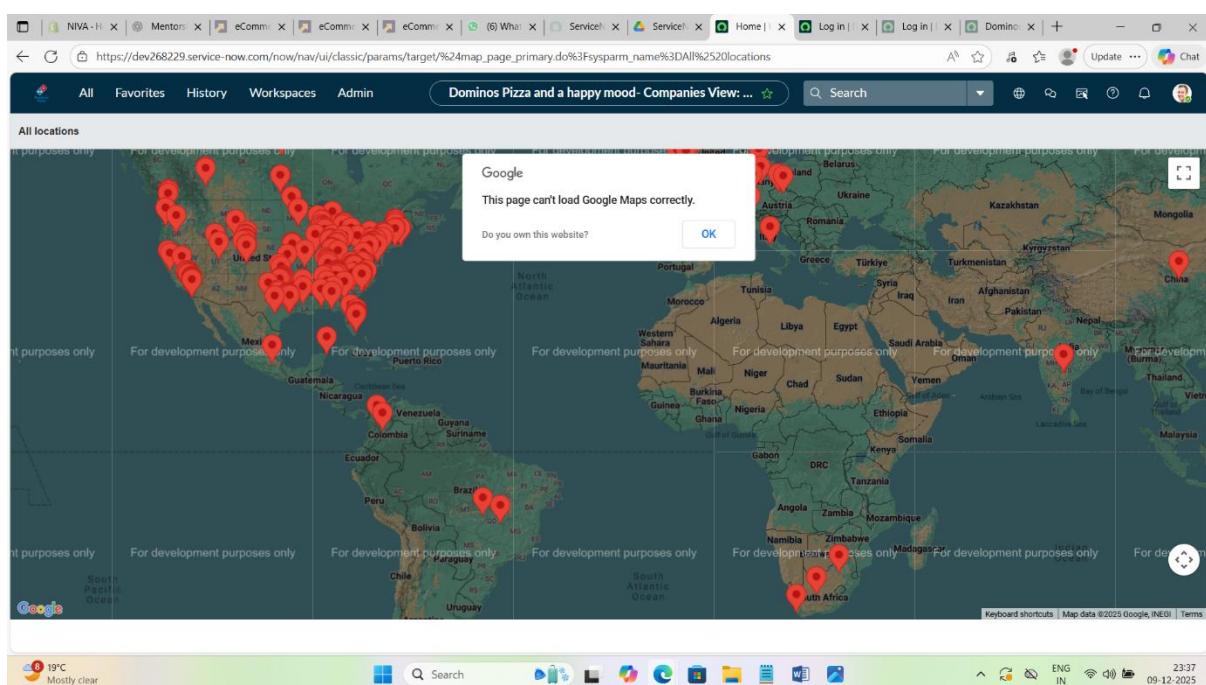
Data rows:

Name	Street	City	Zip / Postal code	Phone	Updated
3Com					2013-06-05 08:48:22
Acer	333 W. San Carlos St. Ste. 1500	San Jose	95110	(408) 533-7700	2013-06-05 08:47:42
ACME Africa					2013-06-05 15:19:34
ACME Americas					2013-06-05 15:20:45
ACME APAC					2013-06-05 15:20:59
ACME Australia		Sydney			2013-06-05 15:21:12
ACME China		Shanghai			2013-06-05 15:21:26
ACME Corporation					2013-06-05 15:21:36
ACME Czech Republic		Prague			2013-06-05 15:21:53
ACME EMEA					2013-06-05 15:22:06
ACME France		Paris			2013-06-05 15:22:17
ACME Germany		Frankfurt			2013-06-05 15:22:31
ACME Italy		Rome			2013-06-05 15:22:42
ACME Japan		Tokyo			2013-06-05 15:23:18
ACME North America					2013-06-05 15:23:31
ACME South Africa		South Africa			2013-06-05 15:23:42

Pagination: "1 to 20 of 177".

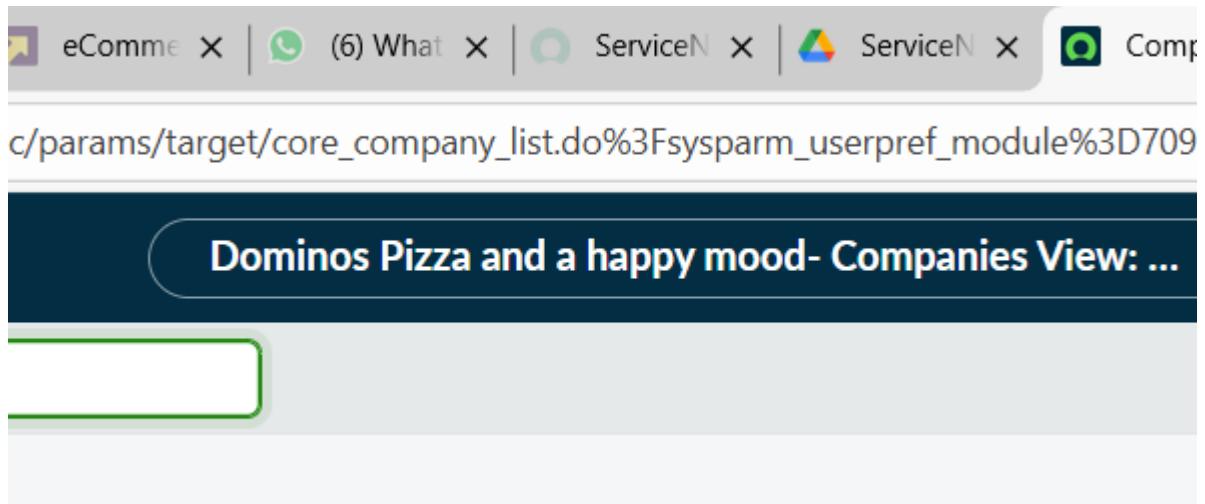
System status bar: "19°C Mostly clear", "Search", "ENG IN", "23:36", "09-12-2025".

It stores information about all organizations involved with our servicenow instance



It is a list of every physical location stored in servicenow, used to manage branches, data centers, warehouses etc used in the platform.

Table Name-



City

Zip / Postal code

Before `_list.do` we can see the table name

The screenshot shows a ServiceNow classic interface with a list view titled "Dominos Pizza and a happy mood- Departments". The table has the following structure:

	Primary contact	Department head	Description	Updated
Finance	0010	(empty)	Rob Woodbyrne	Customer Support 2012-02-17 18:50:31
HR	0009	(empty)	Fred Luddy	Software Research and Development 2012-02-17 23:01:22
IT	0076	(empty)	Natalia Ingram	Finance 2012-02-17 19:01:13
Product Management	0087	(empty)	Mariano Maury	Information Technology 2012-02-17 22:55:42
Sales	0054	(empty)	David Loo	Human Resources 2012-02-17 23:01:28
			Rob Phillips	Product Marketing 2012-02-17 18:50:45
			Nelly Jakuboski	Sales and Marketing 2012-02-17 23:01:40

Go to All and type the table name as `core_company.LIST`

The screenshot shows a list of companies in a ServiceNow interface. The columns are: Name, Street, City, Zip / Postal code, Phone, and Updated. The data includes:

Name	Street	City	Zip / Postal code	Phone	Updated
3Com				(408) 533-7700	2013-06-05 08:48:22
Acer	333 W. San Carlos St., Ste. 1500	San Jose	95110	(408) 533-7700	2013-06-05 08:47:42
ACME Africa					2013-06-05 15:19:34
ACME Americas					2013-06-05 15:20:45
ACME APAC					2013-06-05 15:20:59
ACME Australia		Sydney			2013-06-05 15:21:12
ACME China		Shanghai			2013-06-05 15:21:26
ACME Corporation					2013-06-05 15:21:36
ACME Czech Republic		Prague			2013-06-05 15:21:53
ACME EMEA					2013-06-05 15:22:06
ACME France		Paris			2013-06-05 15:22:17
ACME Germany		Frankfurt			2013-06-05 15:22:31
ACME Italy		Rome			2013-06-05 15:22:42
ACME Japan		Tokyo			2013-06-05 15:23:18
ACME North America					2013-06-05 15:23:31
ACME South Africa		South Africa			2013-06-05 15:23:42
ACME South America					2013-06-05 15:24:08
ACME Switzerland		Geneva			2013-06-05 15:23:55

It will open this list

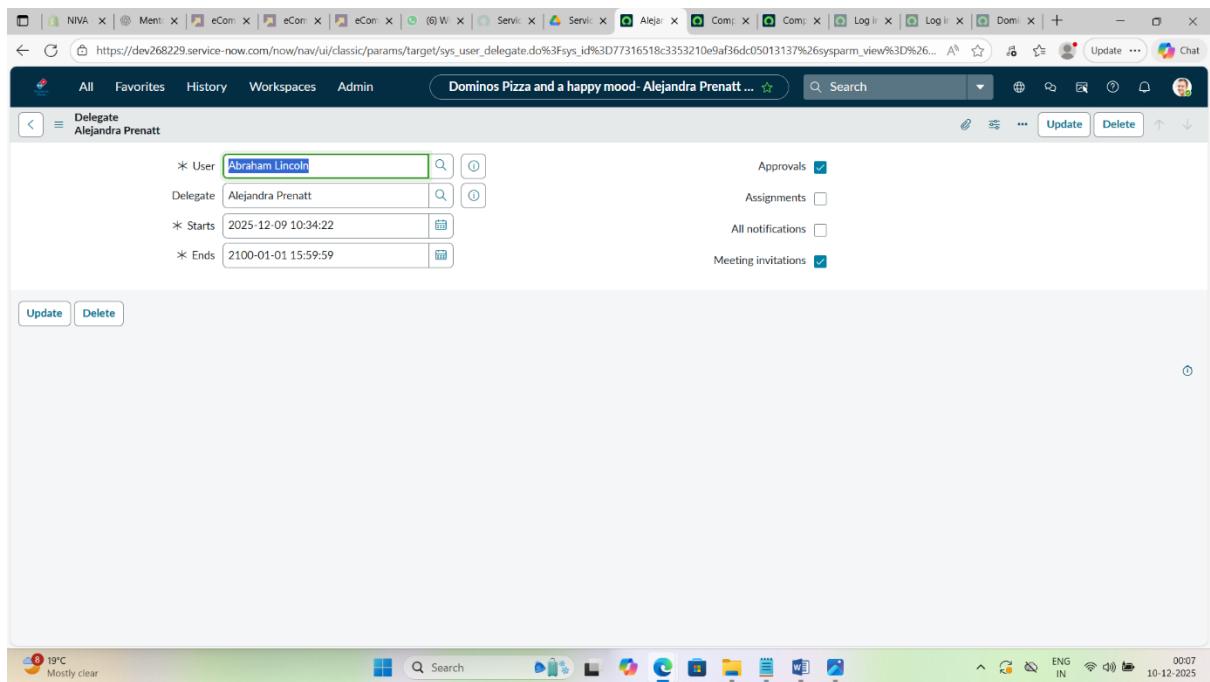
## DELEGATES-

A delegate is a person who gets temporary permission to perform actions on behalf of another user

The screenshot shows a list of departments in a ServiceNow interface. The columns are: Primary contact, Department head, Description, and Updated. The data includes:

Primary contact	Department head	Description	Updated	
Search	Rob Woodbyrne	Customer Support	2012-02-17 18:50:31	
j23	(empty)	Fred Luddy	2012-02-17 23:01:22	
j24	(empty)	Natasha Ingram	Software Research and Development	2012-02-17 19:01:13
j10	(empty)	Mariano Maury	Human Resources	2012-02-17 22:55:42
j09	(empty)	David Loo	Information Technology	2012-02-17 23:01:28
j76	(empty)	Rob Phillips	Product Marketing	2012-02-17 18:50:45
j87	(empty)	Nelly Jakuboski	Sales and Marketing	2012-02-17 23:01:40
j54	(empty)			

All → user administration(delegates) → new



We can select the name of the delegate , start date and end date and what actions he can perform