PROJECT DESIGN

TEAM ID	LTVIP2025TMID30796
PROJECT NAME	Optimizing Idee, Group, And Role Management With Access Control And Workflows

Proposed solution:

S.NO	PARAMETERS	DISCRIPTION
1	Problem statement	Modern digital systems, especially in large organizations or platforms, require efficient and secure user management
2	Idea	In modern organizations, managing access to systems and data is critical for security, compliance, and operational efficiency
3	Novelty	While access control and user management are not new concepts, this solution introduces innovations in automation, intelligence, and scalability that address the limitations of conventional systems. Here's what sets it apart:
4	Social **impact**	In a digitally connected world, effective access control systems are not just technical tools — they have a significant social and organizational
5	Business model	cloud-based SaaS platform that helps organizations manage users, groups, roles, and access rights with automated workflows, intelligent recommendations, and built-in

		compliance features
6	Scalability of solution	Scalability refers to the ability of the system to handle growth — in users, roles, permissions, workflows, integrations, and audit requirements — without compromising performance, usability, or security.

MILESTONE-1: Users

ACTIVITY-1 : Create users

PURPOSE : This knowledge is crucial for designing effective and user-centered experiences. By analyzing user behavior and preferences, designers can optimize user flows, personalize interactions, and create interfaces that are both intuitive and satisfying.

USES : Users refers to individuals who interact with a product, service, or system. In the context of technology, a user is someone who utilizes a computer, software, or website

STEPS :

1.Open service now

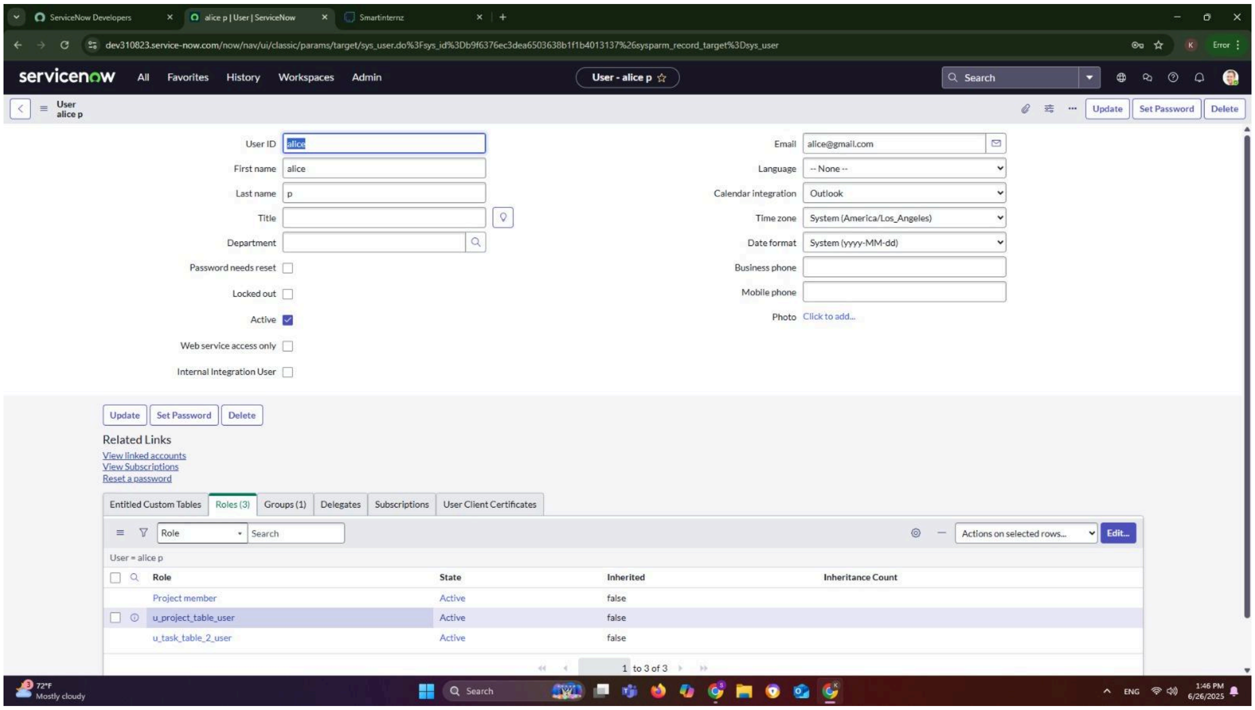
2.Click on All >> search for users

3.Select Users under system security

4.click on new

5.Fill the following details to create a New User

6.Click on submit



8. Create one more user:

9. Create another user with the.   following details

10.Click on submit

MILESTONE -2: Groups

PURPOSE :

The purpose of creating groups varies depending on the context, but generally, groups are formed. Groups can be formal, like teams in an organization, or informal, like social clubs.

USES : Groups are used for a variety of purposes, primarily collaboration,communication,and organization They can be used to share information, manage projects, and foster a sense of community.

ACTIVITY -1. : Create groups

STEPS :

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

PURPOSE : Roles are a fundamental aspect of any organization or group; they provide clarity, structure, and accountability, enabling individuals to understand their specific duties and how their work aligns with the organization's goals.

USES : in the context of cloud computing and security, "roles" refer to a set of permissions that define what actions an entity (like a user or an application) can perform. Additionally, "roles" can describe the different functions or responsibilities individuals or groups have in various contexts, such as in a team, organization, or even in social settings.

STEPS :

1. Open service now.

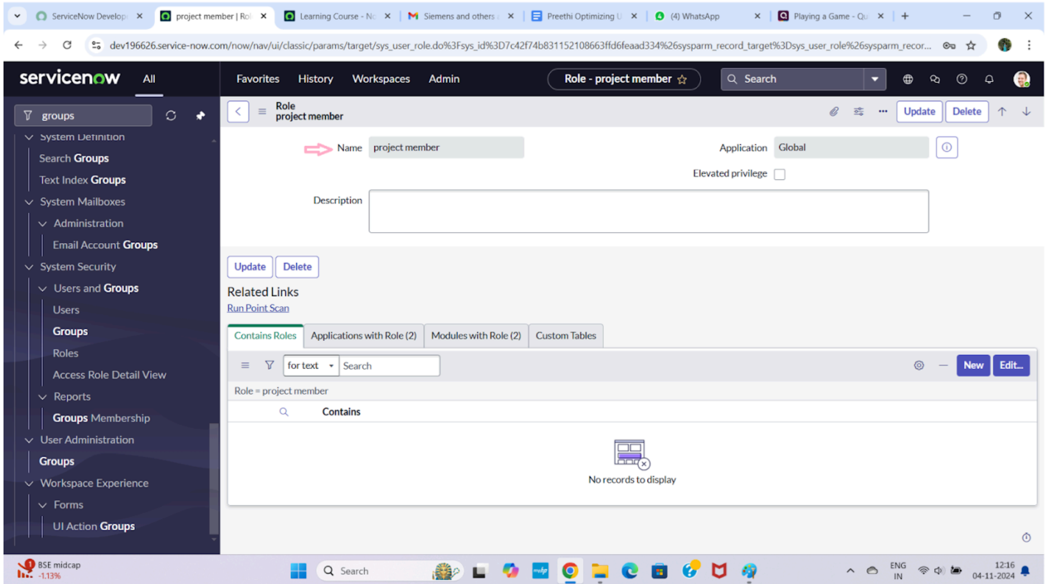
2.Click on All >> search for roles

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 tables

PURPOSE :This allows for efficient comparison and analysis of information, whether it's statistical data, text, or other forms of content. Tables also help users quickly locate specific information and can be used to identify trends and patterns.

USES : They consist of rows and columns, allowing for efficient comparison and analysis of data, and are commonly used in databases, spreadsheets, and documents. Beyond data, tables also serve as functional pieces of furniture, providing a flat surface for various activities.

STEPS :

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

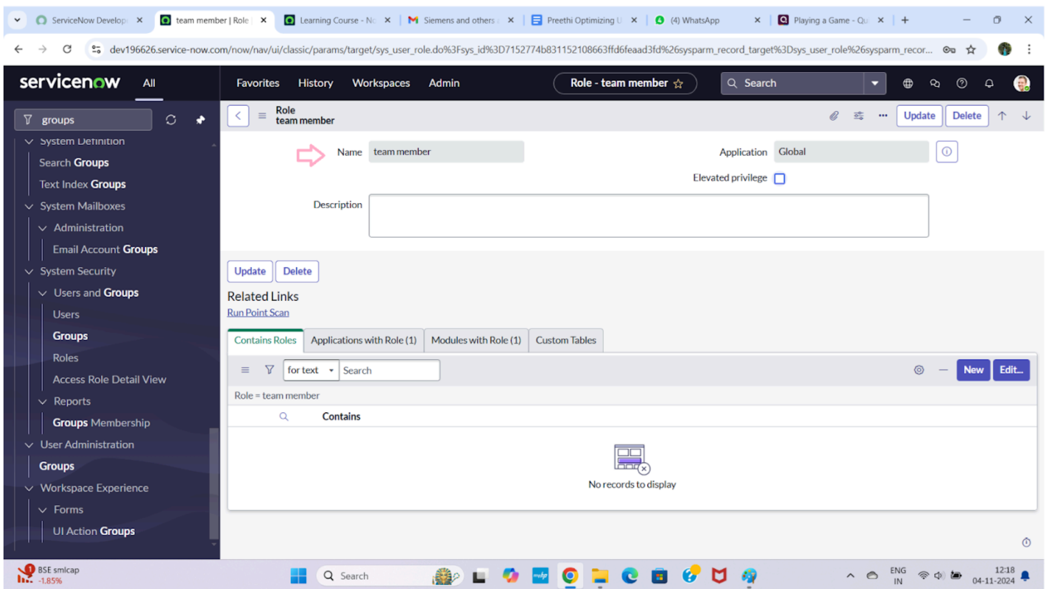
create a new table

Label : project table

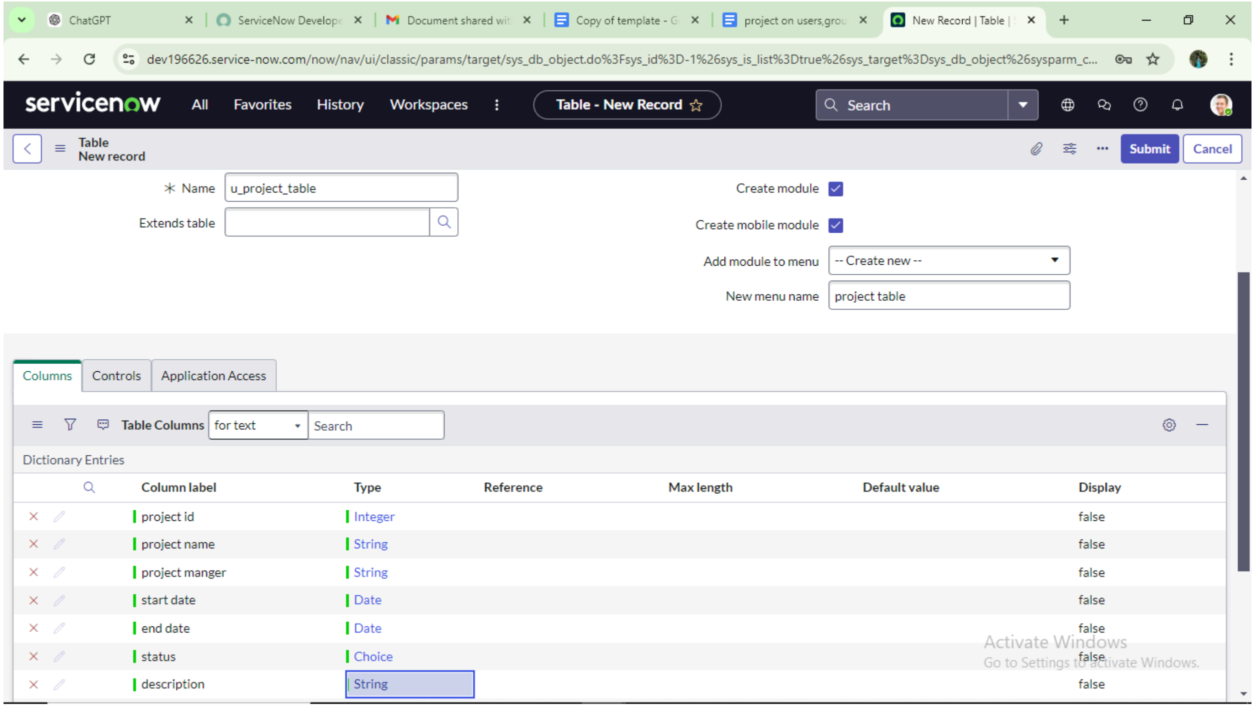
Check the boxes Create module &   Create mobile module

6.Under new menu name : project table

7.Under table columns give the columns



8.Click on submit

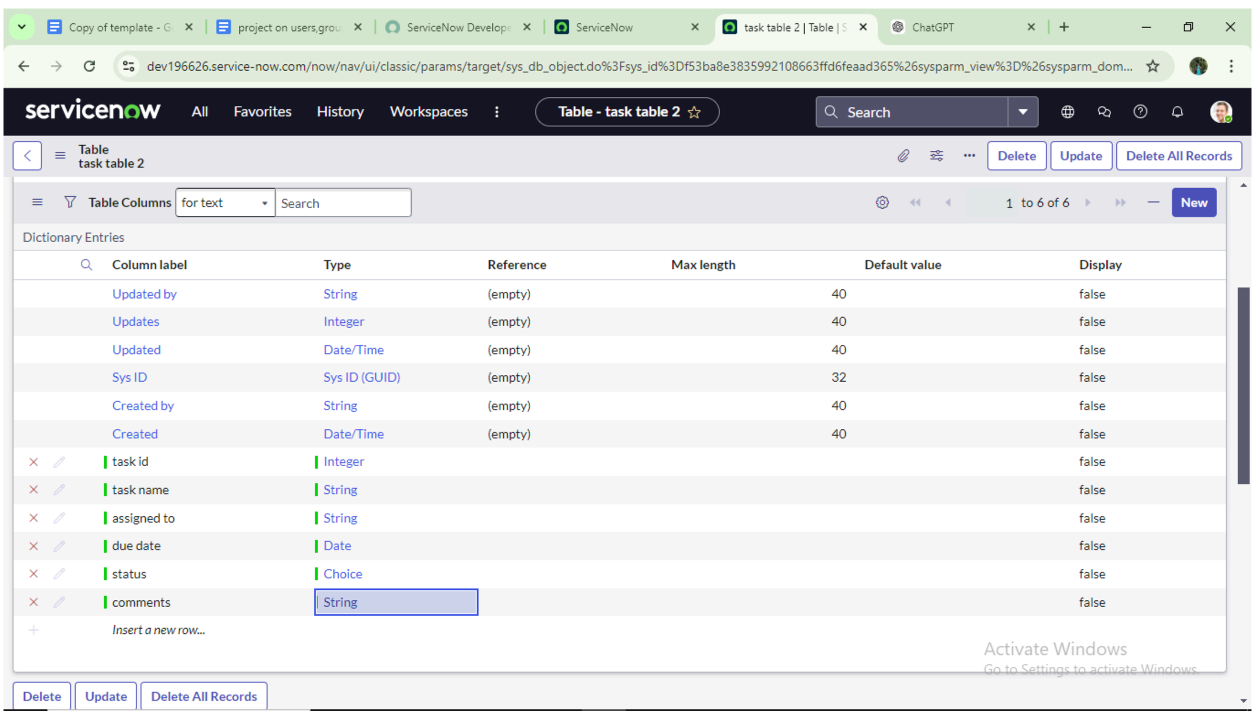


Create one more table:

- Create another table as: task table 2

  and fill with following details.

- Click on submit.



MILESTONE -5 : Assign users to group.

ACTIVITY: Assign users to project team group

PURPOSE : Assigning users to groups is a method of managing access and permissions in a system by associating users with predefined roles or sets of privileges through group membership

USES : Assign users to groups to assign roles and privileges to multiple users at a time and to manage user roles and privileges

STEPS :

1.Open service now.

2.Click on All >> search for groups

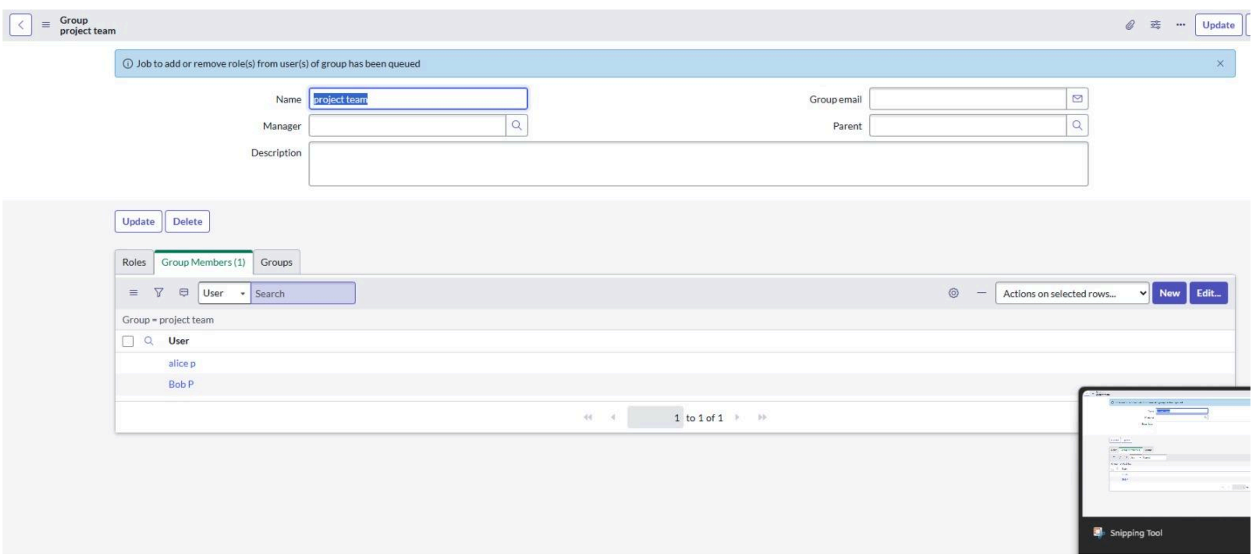
3.Select tables under system definition

4.Select the project team group

5.Under group members

6.Click on edit

7.Select alice p and bob p and save



MILESTONE - 6: Assign roles to users

ACTIVITY -1: Assign roles to Alice users

PURPOSE: granting specific permissions and responsibilities, defining what actions users can perform within a system or application. This allows for better security management, streamlined workflows, and a more organized user experience.

USES:helps manage user access, ensuring that individuals only have the necessary privileges to perform their tasks, promoting security and organization.

STEPS:

1.Open servicenow.Click on All >> search for user

2.Select tables under system definition

3. Select the project manager user

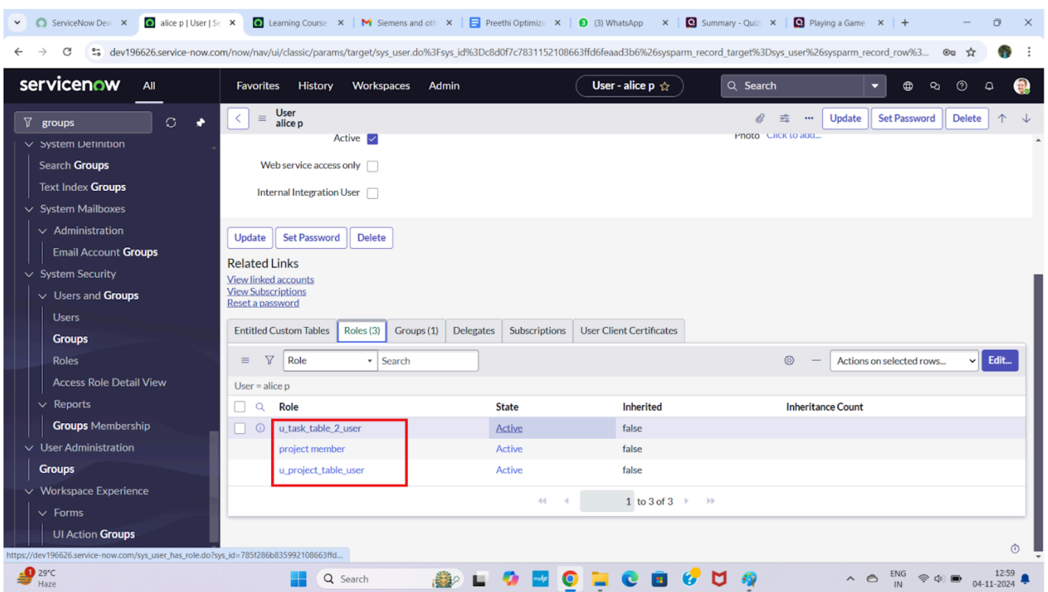
4. Under project manager

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.



ACTIVITY -2: Assign roles to bob users

PURPOSE: Managing access and permissions within a system. It allows administrators to define what actions users can perform, ensuring security and efficiency. Essentially, roles dictate the specific permissions and responsibilities assigned to users, controlling what they can see, do, and manage within the system.

USES : Allows administrators to grant specific sets of privileges to users based on their responsibilities and needs, ensuring appropriate access control and security.

STEPS:

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

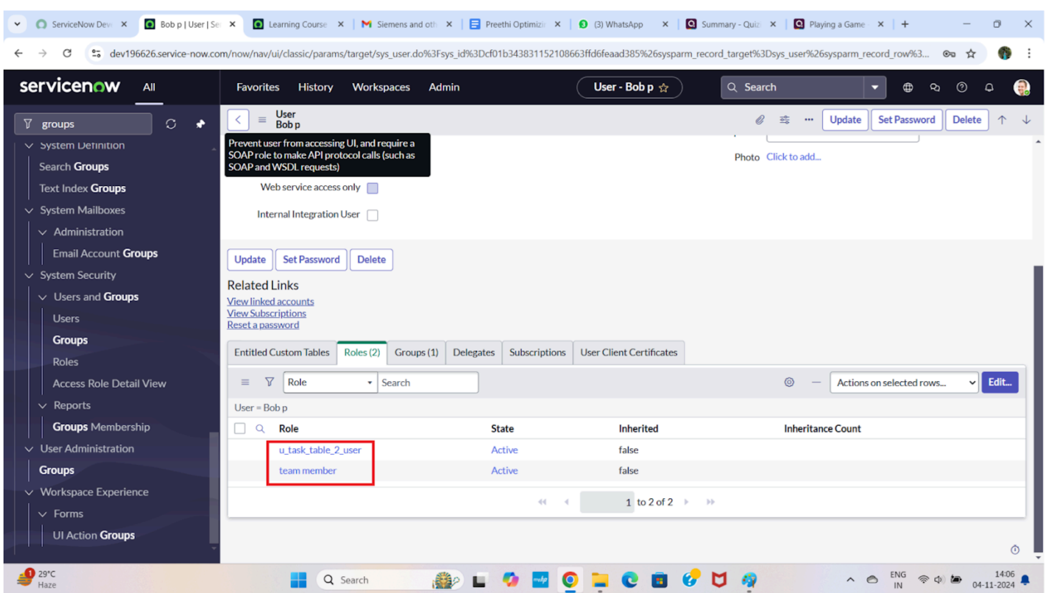
7.Click on profile icon Impersonate user to bob

8. We can see the task table2.

MILESTONE - 6**:** Assign roles to users

ACTIVITY -1 : Assign roles to Alice users

STEPS :



MILESTONE-7: Application Access

ACTIVITY -1: Assign table to Access to application

PURPOSE: Control which users or roles have access to which data. It allows for granular control over data visibility and modification, ensuring that users only interact with the information relevant to their roles and responsibilities.

USES : Controlling access and ensuring data security. Access to tables is typically managed through roles, which define the level of access users or groups have to the data.

STEPS:

1.while creating a table it automatically create a application and module for that table

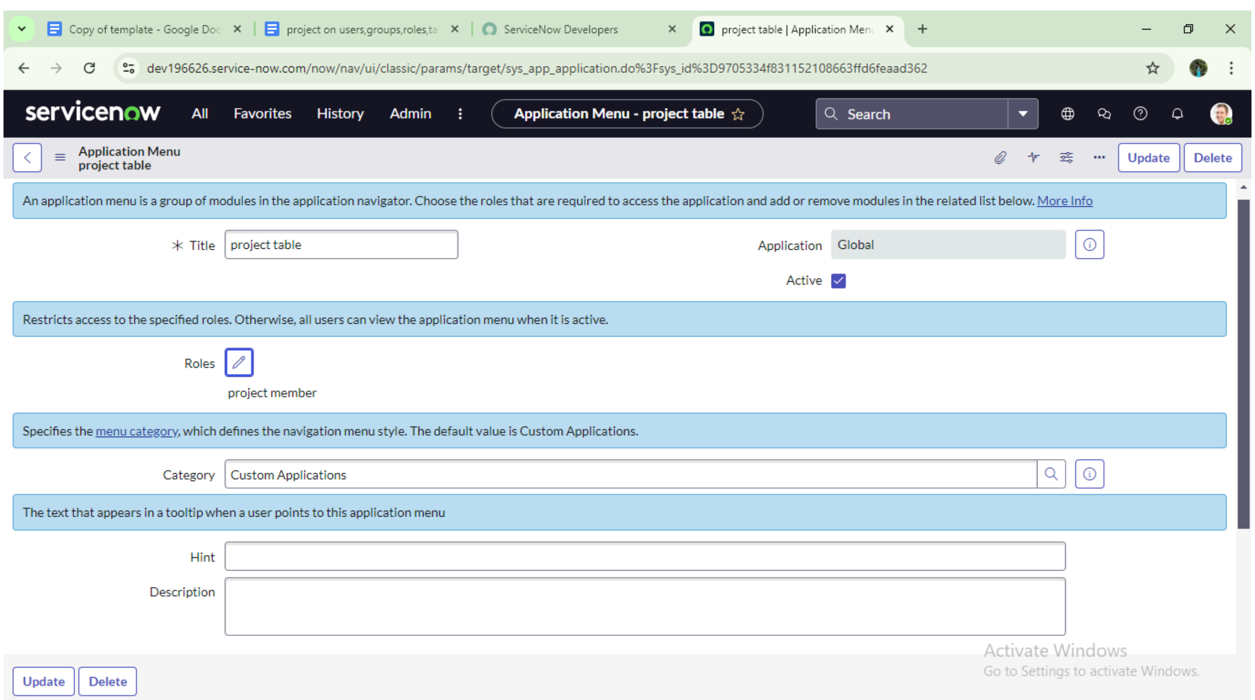
2.Go to application navigator search for search project table application

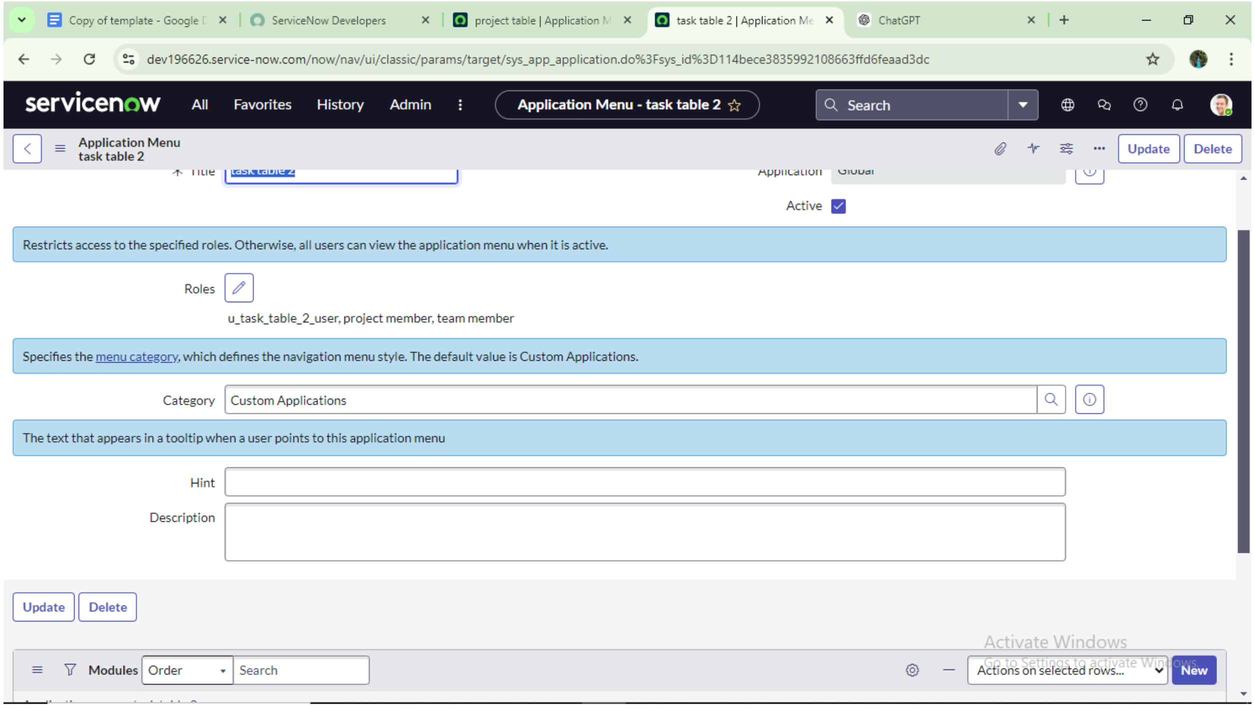
3.Click on edit module

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





MILESTONE-8 : Access control list

ACTIVITY - 1 : create ACL

PURPOSE: Manage and control access to resources, whether it's network traffic, files, or other protected resources. ACLs define who or what is allowed to access a resource and what actions they are permitted to perform. This helps organizations secure sensitive information, regulate network traffic, and optimize resource usage.

USES :Manage and restrict access to resources, whether they are network resources, files, or other objects within a system.

STEPS:

1.Open service now.

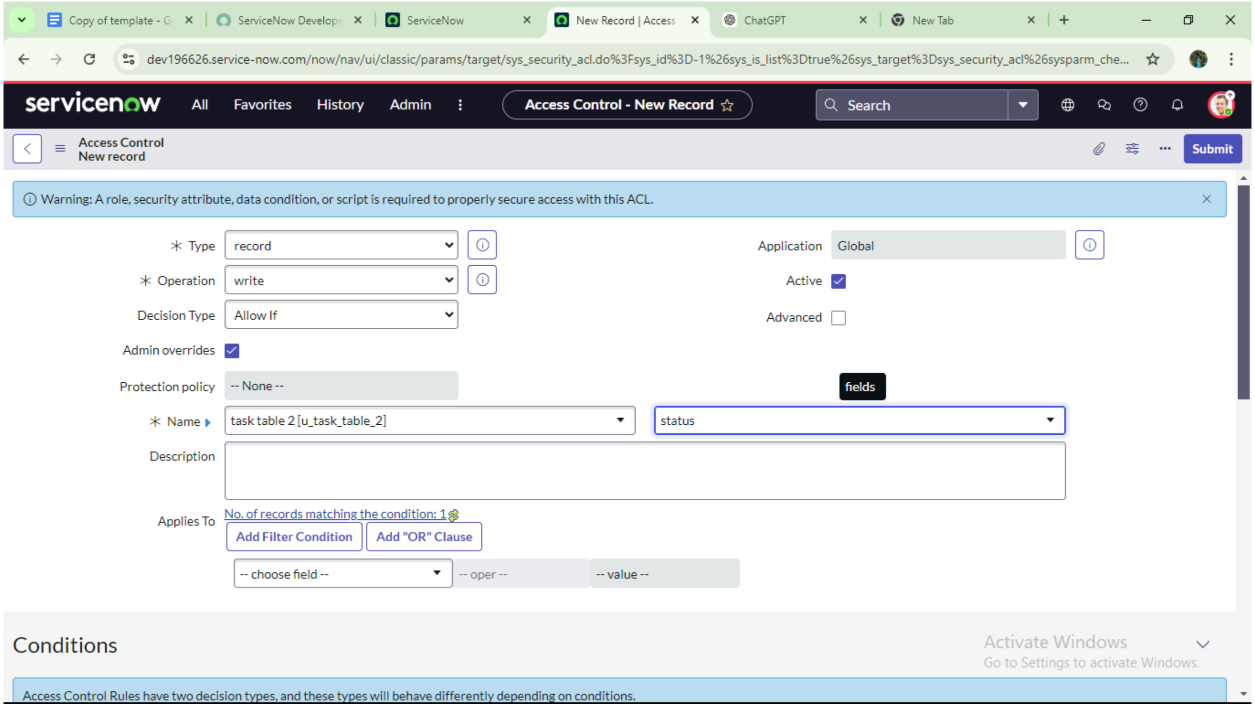
2.Click on All >> search for ACL

3.Select Access Control(ACL) under system security

4.Click on elevate role

5.Click on new

6.Fill the following details to create a new ACL



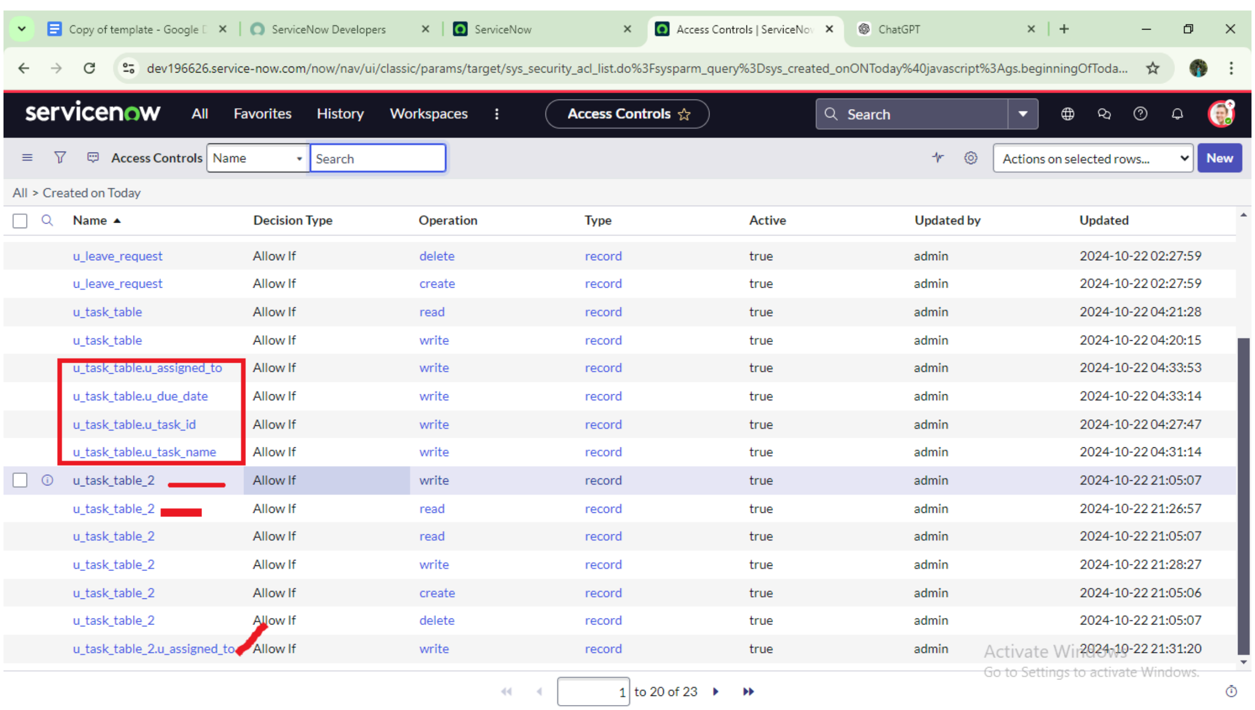
7. Scroll down under requires role

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



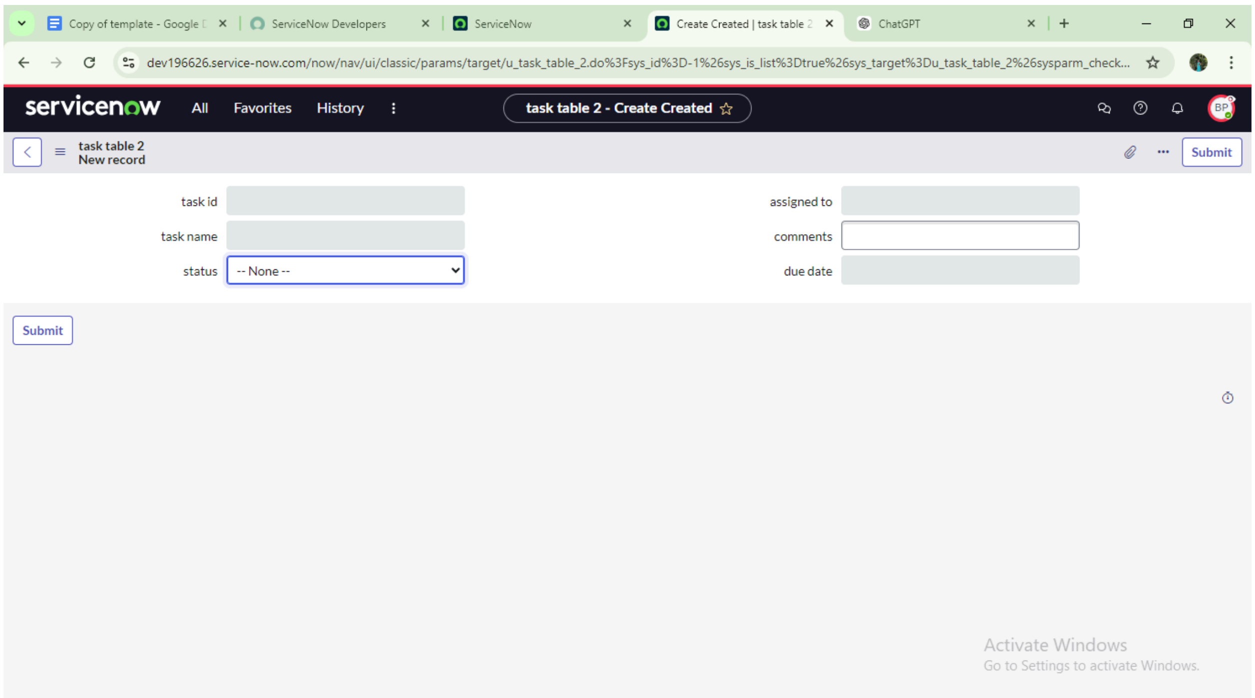
12.Click on profile on top right side

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



MILESTONE-9: Flow

ACTIVITY : create A flow to assign operations ticket to groups

PURPOSE :Automate and streamline the process of distributing incoming tickets to the appropriate teams or individuals based on predefined criteria. This ensures efficient workload distribution, minimizes manual effort, and ultimately improves response times and overall operational efficiency.

USES :leveraging workflow automation tools. This can streamline operations, improve efficiency, and ensure tickets are handled by the appropriate teams.

STEPS :

1.Open service now.

2.Click on All >> search for Flow Designer

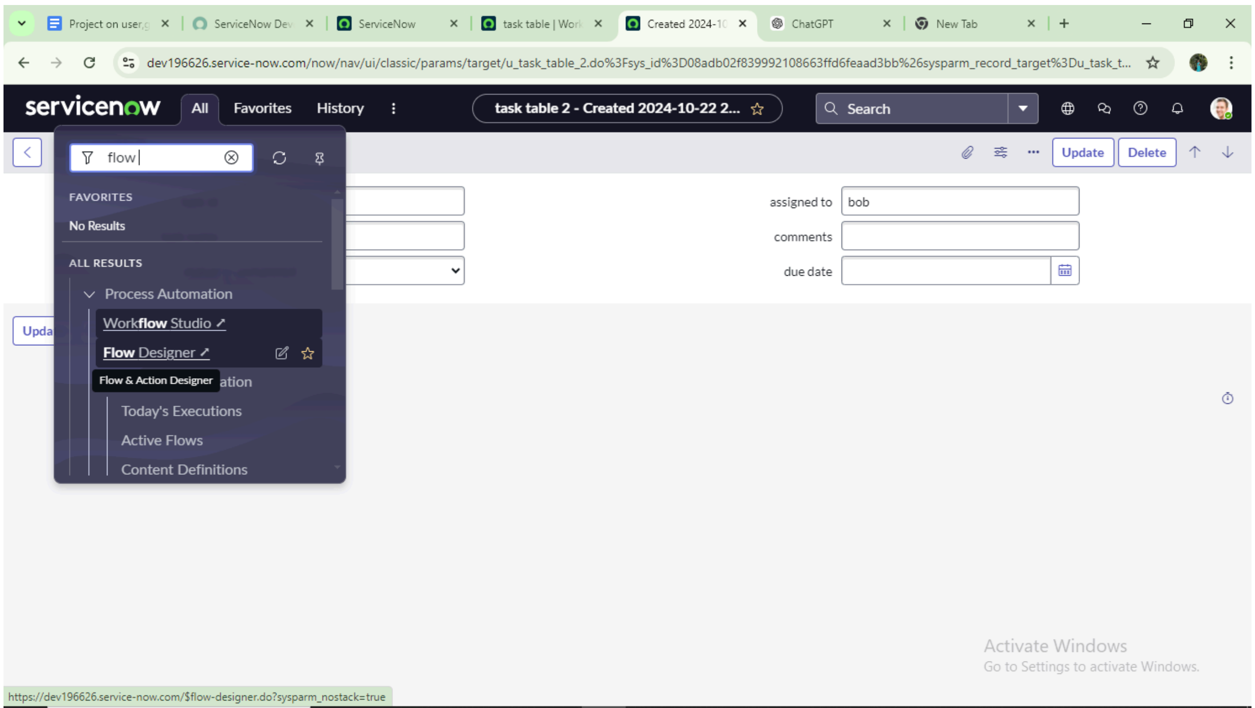
3.Click on Flow Designer under Process Automation.

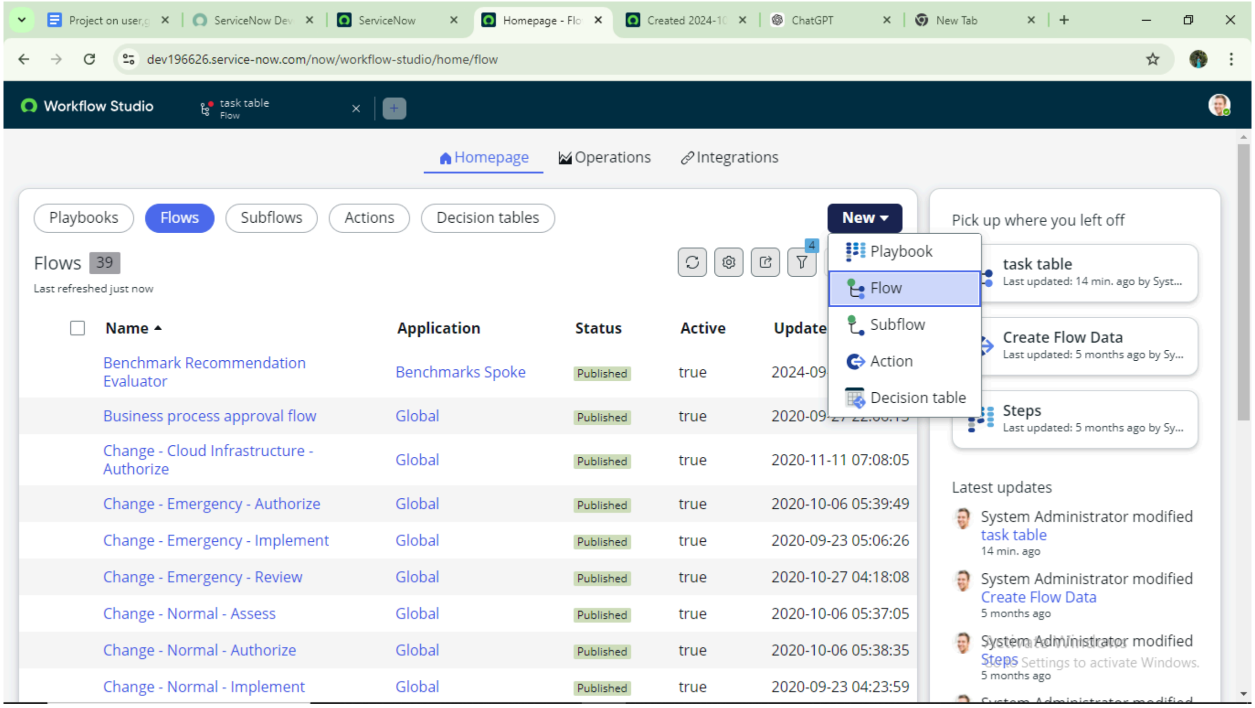
4.After opening Flow Designer Click on new and select Flow.

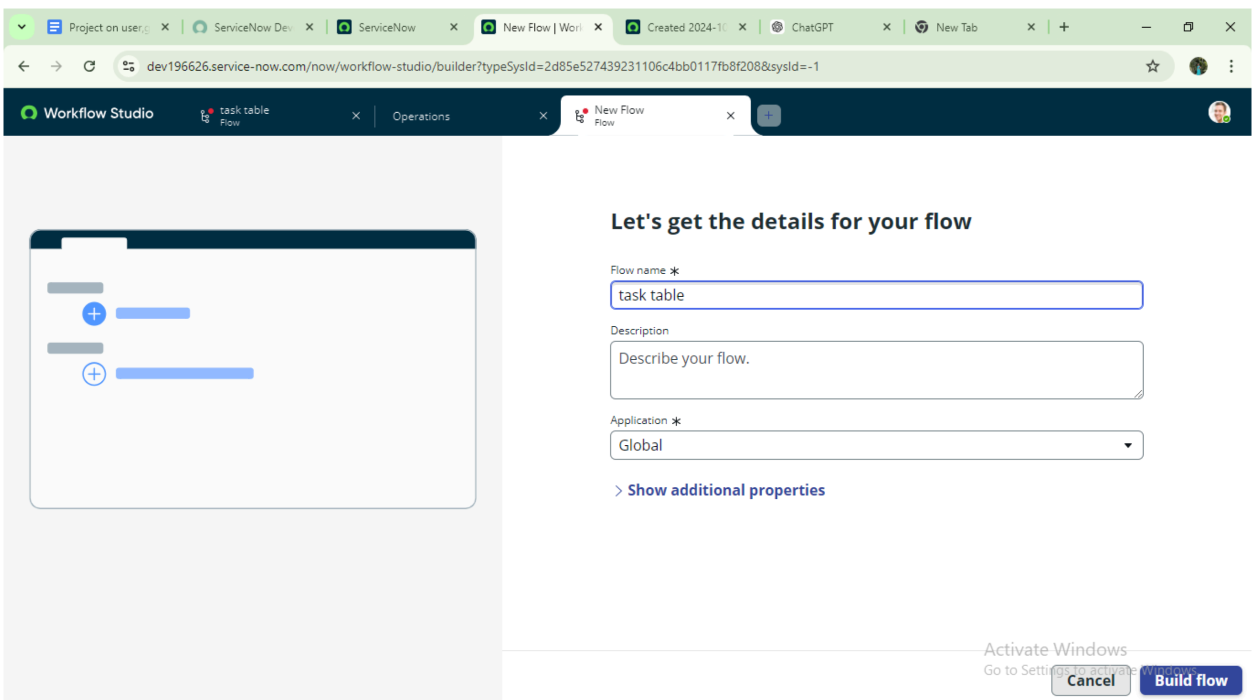
5.Under Flow properties Give Flow Name as " task table".

6.Application should be Global.

7. Click build flow.







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

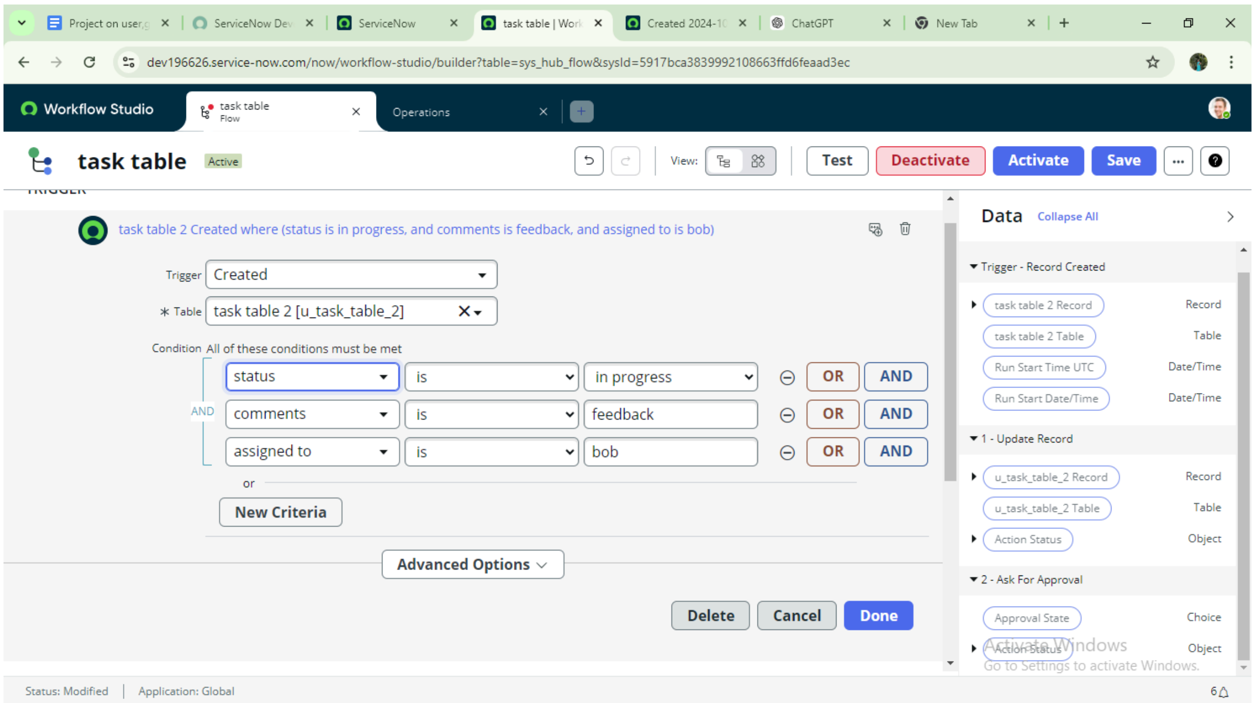
4.Give the Condition as Field : status

Operator :is   Value : in progress

Field : comments Operator :is Value : feedback

Field : assigned to Operator :is Value : bob

5.After that click on Done.



Next step:

1.Click on Add an action.

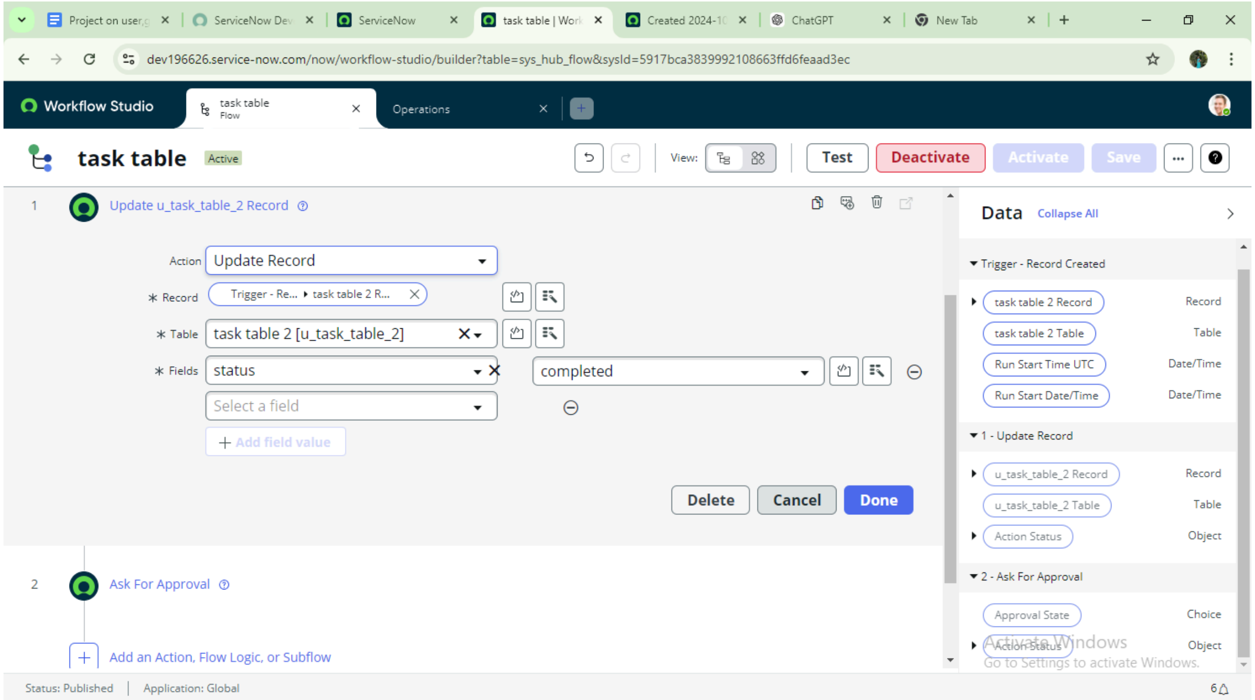
2.Select action in that ,search for “ update records”.

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”

Click on Done.



Next step:

1.Now under Actions.

2.Click on Add an action.

3.Select action in that ,search for “ ask for approval

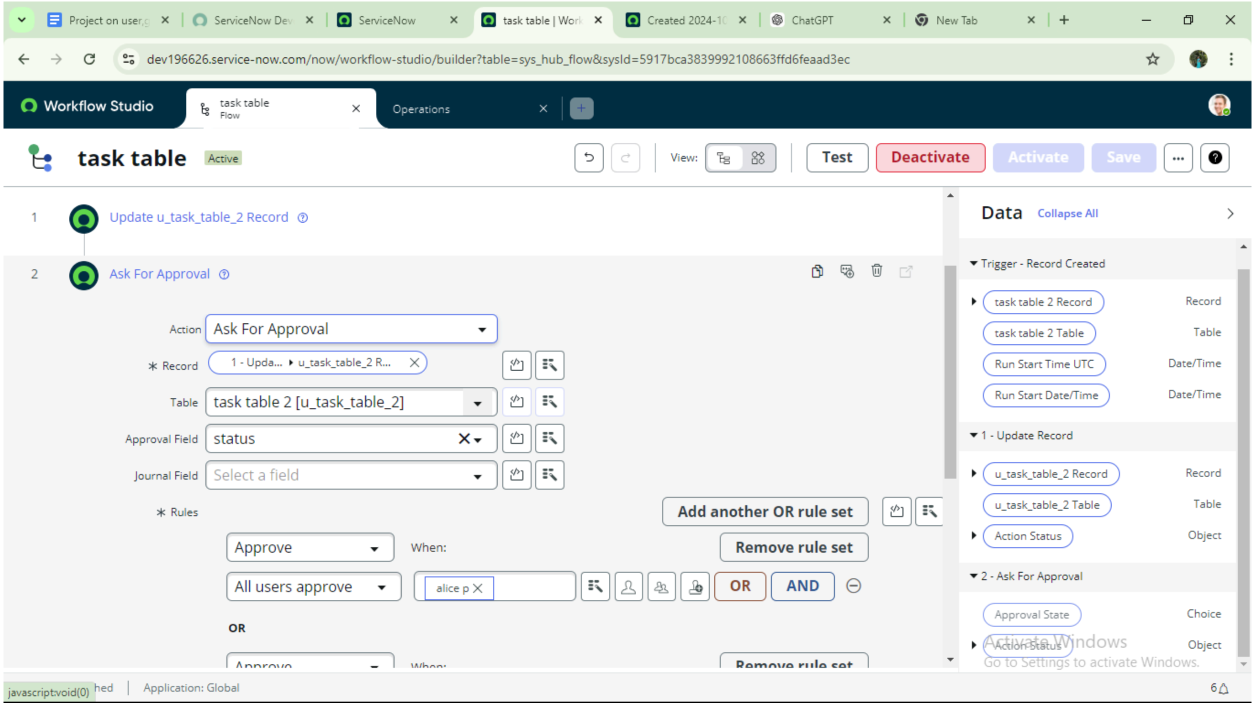
4.In Record field drag the fields from the data navigation from Right side

5.Table will be auto assigned after that

6.Give the approve field as “ status”

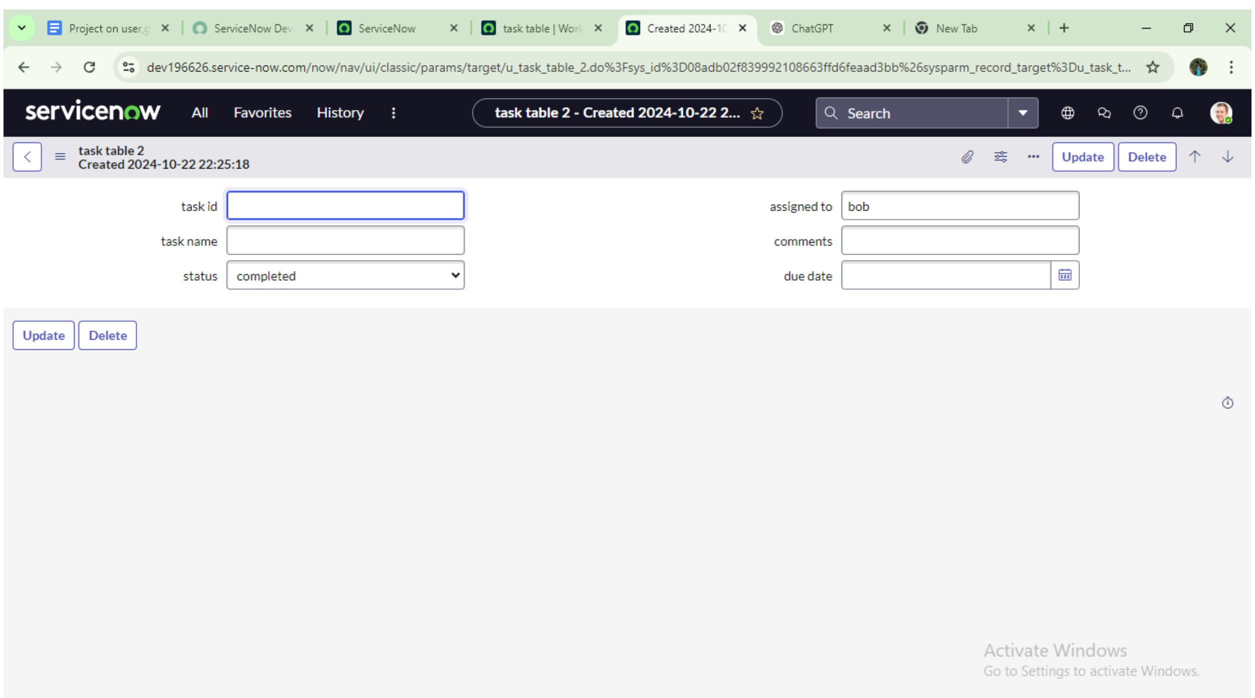
7.Give approver as alice p

8.Click on Done.



1.Go to application navigator search for task table.

2.It status field is updated to completed



1.Go to application navigator and search for my approval

2.Click on my approval under the service desk.

3.Alice p got approval request then right click on requested then select approved.