Base System Roles

ServiceNow

»

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Administrative Roles

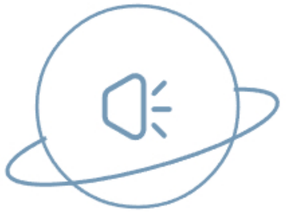
System Administrator

admin

The administrator role.
This role has special access to all system features, functions, and data because administrators can override ACL rules and pass all role checks.
Consider these implications when using admin overrides on ACLs.
If you have sensitive information, such as HR records, that you need to protect, you must create a custom admin role for that area and train a person authorized to see those records to act as the administrator.
Also note the Special Administrative Roles.
WarningThe System administrator(admin) role provides access to all system features, functions, and data, regardless of security constraints.
Avoid assigning this role to your users when more targeted roles are available.

assignment_rule_admin

Can manage Assignment Rules.

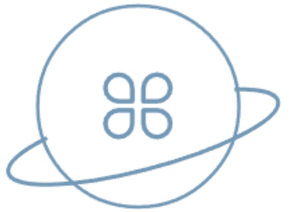


agent_admin

Can manage MID Server-related scripts.

business_process_admin

Can create, read, update, and delete (CRUD) all records and their relationships in the business process.
This role is assigned to users who are administrators and have thorough information and training on business processes.
In the context of Governance, Risk, and Compliance (GRC), users with the sn_grc.admin role who manage GRC

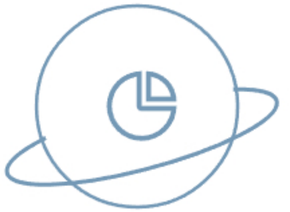


ais_admin

Can query, create, update, and delete indexing and search settings and log messages through the AI Search application.

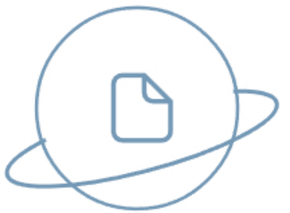
catalog_admin

Can manage the Service Catalog application, including catalog categories and items.



approval_admin

Can approve or reject approvals.



cmdb_ms_admin

Can create and run a query, and can modify Multisource CMDB properties.
Contains cmdb_ms_write role.

YOUR LOGO

02

User Roles

Approval Roles

approver_user

01

Can modify requests for approval routed to them.

02

They also have all capabilities of Requesters.

03

NoteThere is a fee associated with this role.

04

Do not assign it to users without confirming your organization has the appropriate entitlement.

Business Process Roles

business_process_manager

Can create, read and update any business process and manage the relationship of business process with other records.
This role is assigned to business process managers who are usually specialists and manage multiple business processes in the organisation.
Such users generally work with other employees and are experts around business processes.
In the context of GRC, users with the sn_grc.manager role automatically inherit this role that enables them to manage the business processes for the entire organization.

business_process_user

Can update the business processes that a user owns and can also read any business process.
This role must be assigned to the respective process owners who manage the business process that they own.
This role can also be provided to users who are required to view the business processes in the organization and understand them better.
In the context of GRC, users with the sn_risk.user role are automatically assigned this role as this role enables them to manage the business processes they own as well as read all business processes.

Catalog Roles

01

catalog

Has access to service catalog requests.

02

catalog_editor

Can create, modify, and publish items within categories they are assigned to.

03

catalog_item_designer

Can view the status of their category requests.

04

catalog_manager

Can view and assign catalog editors to their categories. Can also create, modify, and publish items within their categories.

CMDB Roles

cmdb_ms_read

Can access and run a Multsource CMDB query but can't create a query.
Contains cmdb_read role.

cmdb_ms_editor

Can create and run a query, has full read and write access, but can't do Recompute.
Contains cmdb_ms_read role.

cmdb_read

Can read any CMDB table.
Contained in admin and itil.

Communication and Incident Roles

communication_manager

Manages communication for major incidents and is responsible for communicating with all stakeholders.

incident_manager

Manages Incident properties and Major Incident trigger rules.

major_incident_manager

Initiates the major incident process by assessing and approving major incident candidates or creating a major incident.
Maintains the ownership and accountability for the lifecycle of the incident.
Identifies the users and groups to be involved in the resolution activities and sets up communication channels.

Data Classification Roles

data_classification_admin

Administers all aspects of the Data Classification application, data classification code setup and assignment.

data_classification_auditor

Audits Data Classification code assignments.

Import Roles

import_set_loader

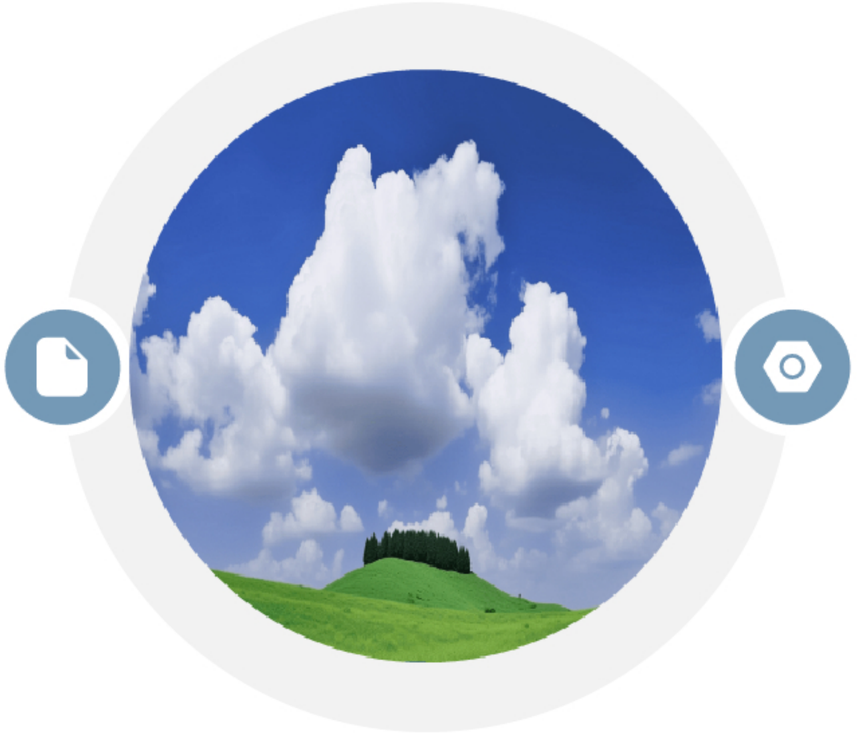
Can load import sets.

import_transformer

Can manage import set transform maps and run transforms.

Inventory Roles

Has access to stock information.



Can create and manage transfer orders.

inventory_user

ITIL Roles

itil

Can perform standard actions for an ITIL helpdesk technician.

Can open, update, close incidents, problems, changes, configuration management items.

By default, only users with the itil role can have tasks assigned to them.

Knowledge Roles

knowledge

Can create, edit, and review knowledge base articles.

MID Server Roles

Role that any MID server user should be granted.

This role gives the MID server access to the tables it ordinarily uses.

mid_server

Model Manager Role

model_manager

Model manager can control the base models and any model extensions that are not software or consumables.

Consumable models are controlled by the asset manager role (asset).

Software models are controlled by the software asset manager role (sam).

Nobody Role

nobody

- The nobody role means that no user has access - not even admin or maint.
- Use the nobody role carefully.
- The nobody role takes precedence over the admin override option on ACLs, so even admins cannot have access.
- See Create an ACL rule.
- Do not assign it to specific users.
- You can use this role in ACLs that control access to resources, such as UI pages, processors, script includes, and records.
- WarningApplying the nobody role may be irreversible if applied to some important system functions.

Personalization Roles

personalize_choices

Can configure choices and predefined responses for non-journal fields designated as choice or suggestion fields.

personalize_control

Can configure controls on lists, such as filters, links, and buttons.

personalize_dictionary

Can configure dictionary entries and labels.

personalize_form

Can configure forms.

personalize_list

Can configure lists and list calculations.

personalize_responses

Can configure predefined responses for journal fields designated as suggestion fields.

personalize_rules

Can configure business rules and scripts. This role contains the following specialized roles for granting selective, administrative access to rules and scripts:

personalize_styles

Can configure field styles.

Public Role

public

No login is required to access features or functions with the public role.

Report Roles

report_global

Can create global reports.

report_group

Can create reports and share reports with groups that the user is a member of.
Users with this role can edit reports shared by other users in the group.

report_publisher

Can make reports available on a public page.

report_scheduler

Can schedule a report to be emailed.

Survey Roles

survey_reader

Can read survey instances and responses.

Task Roles

task_editor

Can edit protected task fields.

Template Roles

template_editor

Can create templates for personal use, and modify or delete personal templates. Included in the itil role in the base system.

template_editor_group

Can create templates for groups.

template_editor_global

Can create templates for global use.

template_scheduler

Can schedule template- based record creation.

Timecard Roles

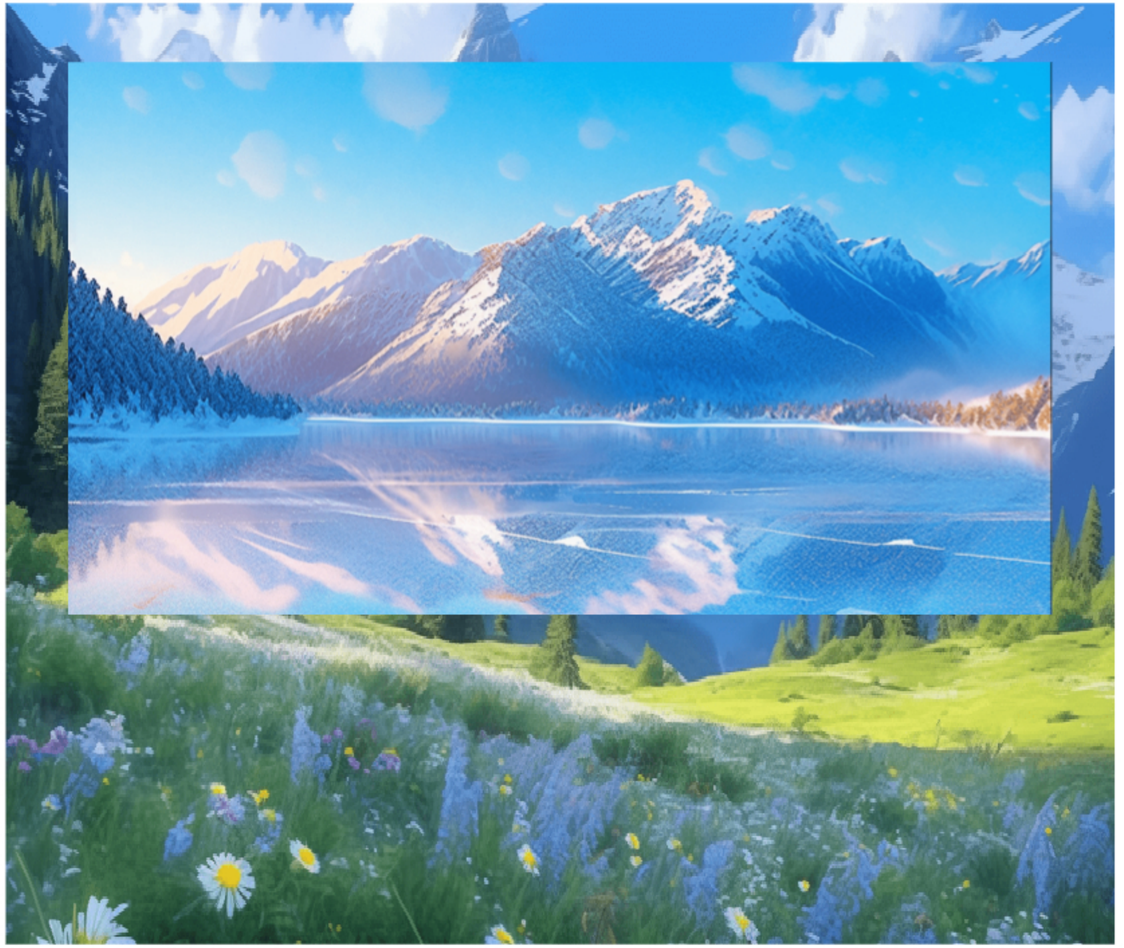
timecard_admin

Can approve, modify, and delete the time cards of other users.

View Role

view_changer

Can switch active views.



Workflow Roles

01

workflow_creator

Can create new graphical workflows.

02

workflow_publisher

Can publish graphical workflows.

Thanks

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