

Project Design Phase
Proposed Solution

Date	7 November 2025
Team ID	NM2025TMID09137
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	In a small project management team using ServiceNow, lack of defined roles, access controls, and structured workflows leads to confusion in task assignments, accountability issues, and difficulty tracking project progress.
2.	Idea / Solution description	The solution implements proper user, group, and role management in ServiceNow, supported by Access Control Lists (ACLs) and automated workflows. Users (Alice and Bob) are assigned to defined groups and roles.
3.	Novelty / Uniqueness	The project showcases how to use core ServiceNow modules — Users, Groups, Roles, ACLs, and Flow Designer — to create a mini project management system without external integrations. It emphasizes automation and controlled access in a lightweight, reusable model.

4.	Social Impact / Customer Satisfaction	The system promotes teamwork, responsibility, and transparency in project environments. By ensuring that every user action follows access rules and workflows, it enhances communication, reduces confusion, and increases overall satisfaction among project stakeholders.
5.	Business Model (Revenue Model)	While not directly revenue-generating, the model supports efficient IT service management . It saves time, minimizes role conflicts, and improves data integrity — indirectly leading to productivity and cost savings for organizations adopting structured project management
6.	Scalability of the Solution	The model can be easily scaled to larger teams or enterprises. More tables, workflows, and ACLs can be added for additional roles such as QA testers, developers, or managers. It can also be extended to integrate with other ServiceNow applications like Change or Incident Management.

Conclusion:

The proposed solution efficiently enhances user, group, and role management within the ServiceNow platform by integrating **Access Control Lists (ACLs)** and **automated workflows**. It establishes a structured framework for handling project tasks and approvals, ensuring that each user's permissions align precisely with their assigned responsibilities.

By utilizing ServiceNow's core features—such as **Flow Designer**, **ACLs**, and **table-based data management**—the system strengthens accountability, minimizes manual intervention, and preserves data consistency across users and projects.

Overall, this approach fosters **transparency, operational efficiency, and scalability**, making it a robust and secure model for teams seeking to implement automated project management within ServiceNow.

Solution Description:

The solution aims to build a well-organized project management system in ServiceNow by utilizing **Users, Groups, Roles, and Access Controls**. Roles such as Alice (Project Manager) and Bob (Team Member) are assigned with specific permissions through **Access Control Lists (ACLs)** to ensure proper authorization. Two key tables — the **Project Table** and the **Task Table** — are used to store and manage project and task-related information.

Automated workflows are implemented using **Flow Designer**, where changes in task status automatically trigger updates and approval requests. This setup promotes clear communication, transparency, and accountability throughout the project's lifecycle.

By integrating **role-based access, automation, and real-time tracking**, the solution improves project collaboration, maintains data accuracy, and ensures efficient team operations within the ServiceNow environment.