🗓️ Project Metadata

Item	Details
Date	02 November 2025
Team ID	NM2025TMID00980
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	4 Marks

✅ Functional Requirements

These requirements define the core capabilities of the solution within ServiceNow.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Creation	Admin can create users with attributes like department, title, and role.
FR-2	Group Assignment	Users are automatically added to groups based on department or title.
FR-3	Role Provisioning	Roles are assigned dynamically using Flow Designer logic.
FR-4	Access Control Enforcement	ACLs restrict access to records and fields based on assigned roles.
FR-5	Workflow Automation	Flow Designer triggers provisioning and sends notifications.
FR-6	Validation & Testing	Business rules validate role/group logic and impersonation confirms access behavior.

🛡️ Non-functional Requirements

These requirements ensure the system is secure, scalable, and user-friendly.

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	Admin interface should be intuitive and easy to navigate.
NFR-2	Security	Only authorized users can modify roles, groups, or ACLs.
NFR-3	Reliability	Role/group assignments and ACLs must execute consistently across all users.
NFR-4	Performance	Automation and access checks should occur with minimal delay.
NFR-5	Availability	The system should be accessible for provisioning and access control at all times.
NFR-6	Scalability	The solution must support growing user bases and complex role hierarchies.