



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	2 Marks



Problem-Solution Fit

The Problem-Solution Fit ensures that the solution developed directly addresses the challenges faced by ServiceNow administrators and project teams in managing users, groups, and roles. This phase validates that the proposed system improves access control, automates workflows, and enhances operational efficiency.



Purpose

- Solve complex access control and provisioning issues in a scalable, secure way
- Accelerate adoption by aligning with existing ServiceNow behavior and role structures
- Improve communication and onboarding through automated workflows and clear role logic
- Build trust by eliminating manual errors and enforcing consistent access policies
- Understand current gaps in user/group/role management and design a system that closes them



Implementation

Phase	Description
Requirement Gathering	Identify how users, groups, and roles are currently managed. Analyze ACL gaps and workflow bottlenecks.
Plan Development	Design a roadmap for table schema, role logic, ACL configuration, and Flow Designer automation.
System Analysis	Audit existing records, role assignments, and group memberships. Validate dependencies and access paths.
Rule Implementation	Configure ACLs for record and field-level access. Implement business rules to enforce provisioning logic.
Testing & Validation	Use impersonation and test cases to verify access restrictions, role assignments, and workflow triggers.
Monitoring & Feedback	Track logs, user behavior, and feedback post-deployment. Refine rules and flows based on usage patterns.

References

1. [IdeaHackers – Problem-Solution Fit Canvas](#)
2. [Epicantus – Medium Article](#)

Design Summary

The project **Optimizing User, Group, and Role Management with Access Control and Workflows** addresses a critical need for structured, secure, and automated user provisioning in ServiceNow. By implementing dynamic role and group assignment, granular ACLs, and workflow automation, the solution reduces manual errors, improves compliance, and enhances system reliability.

This approach ensures that users receive appropriate access based on their roles, that group memberships are consistent, and that workflows are triggered automatically for onboarding and updates. The system is designed to be scalable, auditable, and aligned with enterprise governance standards.