🗓️ 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

🧩 Proposed Solution Template

S.No.	Parameter	Description
1.	Problem Statement	In ServiceNow, manual user, group, and role management often leads to misconfigured access, delays in onboarding, and security gaps. Without automation and granular ACLs, teams struggle to maintain consistency and compliance.
2.	Idea / Solution Description	The solution involves creating a structured system using custom tables, Flow Designer, and ACLs. Users are automatically assigned to groups and roles based on attributes like department or title. ACLs enforce field-level access, and business rules validate provisioning logic.
3.	Novelty / Uniqueness	The approach combines native ServiceNow features—Flow Designer, ACLs, and dynamic filters—into a unified framework. It eliminates manual errors and adapts easily to different organizational structures without external plugins.
4.	Social Impact / Customer Satisfaction	The system improves onboarding speed, reduces access-related incidents, and enhances transparency. Admins gain better control, and users experience smoother access to relevant resources.
5.	Business Model (Revenue Model)	While not a direct revenue generator, the solution reduces operational costs by minimizing manual effort, improving audit readiness, and preventing access-related disruptions.

6.	Scalability of the Solution	The framework can be extended to manage access across modules like Knowledge, Change, and Catalog. It supports role hierarchies, dynamic group logic, and can scale across departments and geographies.

🧠 Conclusion

The project **Optimizing User, Group, and Role Management with Access Control and Workflows** addresses a foundational challenge in enterprise ServiceNow environments. By automating provisioning and enforcing access control through ACLs and workflows, it ensures secure, efficient, and scalable user management.

This solution enhances operational transparency, reduces onboarding time, and strengthens compliance. With rule-based logic and real-time validation, it sets a robust framework for managing access across diverse teams and modules—laying the groundwork for smarter, safer administrative systems.

🛠️ Solution Description

To streamline user, group, and role management in ServiceNow, the system uses:

- **Custom tables** for task and role mapping

- **Flow Designer** to automate assignments and notifications

- **ACLs** to enforce granular access control

- **Business Rules** to validate provisioning and prevent misconfigurations

This plugin-free, native ServiceNow solution improves data integrity, reduces manual effort, and ensures users have the right access at the right time. It's adaptable, scalable, and aligned with enterprise governance standards.