Project design phase-II

Solution requirements (functional and non-functional)

Date : 02 november 2025

Team ID : NM2025TMID02609

Project Name : Optimizing User, Group, and Role Management with Access Control and Workflows

Maximum Marks: 4marks

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Management	Create, edit, and delete users under *System Security → Users*.
FR-2	Access Control (ACL) Configuration	Define ACLs for project and task tables to control access by role.
FR-3	Role Management	Create roles and assign them to users (e.g., Project Member, Team Member).
FR-4	Workflow Automation	Create a flow in *Flow Designer* to automatically update task status when conditions are met.
FR-5	Approval Flow	Configure approval where Alice receives and approves task requests.
FR-6	Impersonation Testing	Impersonate users (e.g., Bob) to verify role-based access control.

Non-Functional Requirements:

Following are the non-functional requirements of the proposed solution.

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	The system interface should be simple and easy for admins to manage users and workflows.
NFR-2	Security	Only authorized users should access or modify roles, data, and workflows.
NFR-3	Reliability	The workflow and access control must work correctly and consistently.
NFR-4	Performance	Role checks and flow executions should be processed quickly.
NFR-5	Availability	The ServiceNow environment must be accessible whenever users manage roles or workflows.
NFR-6	Auditability	All user, role, and workflow changes should be logged for future review.