this is a **very common compliance-driven challenge** in multinational setups, especially when a **Global Entitlement** spans **multiple Legal Entities (LEs)** like *India, Malaysia, Singapore*. Let’s break down:

**Problem Statement**

Your **Global Entitlement** (say, GLOBAL\_DATA\_ACCESS) is being **granted through RSAM**, and it gives access to data for **multiple countries** — *India, Malaysia, Singapore*.

However:

* Each **Legal Entity (LE)** (country) wants to **control/approve** who accesses their data.
* But **RSAM currently grants this access without routing through each LE’s approval group**.

**🧩 Goal**

To **preserve Global Entitlement flow** via RSAM **but still enforce per-LE approvals**, without violating compliance or delaying timelines.

**🔄 Comparison: RSAM vs SNOW-Based Approaches**

| **Criteria** | **RSAM** | **SNOW (ServiceNow)** |
| --- | --- | --- |
| Primary Use | Role-based access, entitlement workflows | Request/approval workflows, task automation |
| Flexibility to route by Legal Entity | ❌ Complex in RSAM – often static approver groups | ✅ Can route by country, user attributes, or custom logic |
| Attribute logic (ABAC style) | ❌ Not native | ✅ Possible using dynamic rules/custom forms |
| Temporary Access / JIT | ❌ Rare | ✅ Common – JIT flows, expiration, visibility |
| Approval History | ✅ Stored | ✅ Stored with SLA & audit logs |
| Ideal for | Long-term access control, structured roles | Dynamic approvals, short-lived access, multi-LE |

**✅ Recommended Hybrid Solution (RSAM + SNOW)**

**🔸 Option 1: RSAM as Entry → SNOW for Country Approvals**

**🎯 Goal:**

Use RSAM to initiate the global request, then SNOW dynamically handles **country-wise approval routing**.

**🔄 Flow:**

1. **User raises RSAM request** for GLOBAL\_DATA\_ACCESS.
2. RSAM triggers a **ServiceNow Request** via API/webhook with user details.
3. SNOW evaluates the user's request:
   * For India access → route to **India approver group**
   * For Malaysia access → **Malaysia approvers**
   * For Singapore access → **Singapore approvers**
4. Once **all three** LEs approve, SNOW updates RSAM (via callback or operator) to **approve the entitlement**.
5. RSAM completes provisioning.
6. SNOW keeps audit history for **each LE** approval.

**🔸 Option 2: Split Approval Workflow in SNOW Only (No RSAM Mod)**

If you can’t change RSAM logic, **keep it static**, and **do real approval enforcement in SNOW** using:

* A **SNOW front-end form** that:
  + Lists countries included in the request
  + Dynamically routes to country-specific approvers
* RSAM grants the entitlement only after SNOW’s status is passed.

**Example**:

User X → RSAM form → routed to SNOW → routes to India, Malaysia, Singapore → each LE approves → SNOW updates RSAM → access granted

**🌍 Scalable Design: New Countries? No Worries.**

To support **growing list of countries/LEs**:

* Maintain a **Country → Approval Group mapping** table in SNOW (or RSAM custom object).
* Use **dynamic routing rules** in SNOW to evaluate which groups to involve based on:
  + User location
  + Data access requested
  + Business unit

So when a new LE (e.g., Philippines) is added:

* Update the mapping
* SNOW automatically includes their approvers

🎯 No change in RSAM logic!

**🔒 Access Enforcement (Post-Approval)**

You can also **control actual access via ABAC/JIT**, like:

* Attribute India\_Approved = true gets set only after India LE approval
* Attribute-based engine enforces access at data level

**✨ Summary: Proposed Solution**

| **Component** | **Role** |
| --- | --- |
| **RSAM** | Initial request & entitlement assignment |
| **SNOW** | Country-wise approval routing, tracking |
| **Dynamic Routing** | Based on data requested or LE ownership |
| **Post-Approval Check** | SNOW updates RSAM to finalize access |
| **Scalability** | New countries easily added to routing map |
| **Compliance** | Each LE sees and approves their own data usage |