**Title:** Secure Global Entitlement Access with Legal Entity Approvals

**Slide 1: Problem Statement**

**Current State:**

* Global Entitlement (e.g., GLOBAL\_DATA\_ACCESS) allows access to India, Malaysia, Singapore data.
* Granted through RSAM.
* RSAM approval does not reflect individual Legal Entity (LE) approval.

**Challenges:**

* Data privacy & compliance concerns from each LE.
* Lack of country-specific approval audit trails.
* Management does not prefer separate frontend settings page.

**Slide 2: Objectives**

* Retain RSAM-based entitlement structure.
* Introduce per-LE approval without disturbing current process.
* Enable scalable, auditable, and compliant access.

**Slide 3: Solution Overview**

**Hybrid Approach:**

* RSAM initiates request for Global Entitlement.
* SNOW handles dynamic per-country approval routing.
* SNOW sends response to RSAM after all approvals.
* Global access granted only after all required LE approvals.

**Slide 4: System Architecture Diagram**

**Components:**

* RSAM: Access Request Entry Point.
* ServiceNow: Routing Engine & Approval Tracker.
* Approver Groups: Per Country/LE-based authorization.
* User Attributes & ABAC (optional): Fine-grained control.

(Diagram attached separately showing RSAM > SNOW > Country Approvals > RSAM Update > Access Provisioning)

**Slide 5: SNOW Flow**

* Dynamic country list maintained in configuration table.
* SNOW evaluates entitlement type and routes accordingly.
* SNOW records LE approval status individually.
* Updates RSAM post multi-LE approval.

**Slide 6: Why SNOW?**

* Flexible rule engine.
* Dynamic approval routing.
* SLA-based tracking.
* Full audit log.
* Easy integration with RSAM.

**Slide 7: Edge Cases & Failures**

* Missing mapping for new country.
* Partial approvals (one LE denies).
* Timeout in one LE queue.
* API failure between SNOW and RSAM.

Mitigations:

* Pre-validation checks.
* Alerting & SLA monitors.
* Fallback manual override queue.

**Slide 8: Comparison Table (RSAM vs SNOW)**

|  |  |  |
| --- | --- | --- |
| **Feature** | **RSAM** | **SNOW** |
| Legal Entity Routing | ❌ | ✅ |
| Dynamic Country Handling | ❌ | ✅ |
| SLA Monitoring | ❌ | ✅ |
| Audit Trail | ✅ | ✅ |
| Integration Ready | ✅ | ✅ |

**Slide 9: Creative Considerations**

* ABAC Layer: Enforce access based on approval flags.
* JIT (Just-In-Time) Access: Valid only for time-bounded approvals.
* Entitlement Role Split: Create child roles per LE (if RSAM is modified).
* Transparent Dashboard: SNOW approval status visible to RSAM team.

**Slide 10: Strategy Roadmap: RSAM-Only vs SNOW-Only vs Hybrid**

|  |  |  |  |
| --- | --- | --- | --- |
| Feature/Concern | RSAM Only | SNOW Only | Hybrid (Recommended) |
| User Familiarity | ✅ | ❌ | ✅ |
| LE Approval Routing | ❌ | ✅ | ✅ |
| Compliance Ready | ❌ | ✅ | ✅ |
| Migration Overhead | ✅ (none) | ❌ (high) | ✅ (low) |
| Scalability | ❌ | ✅ | ✅ |
| Future Flexibility | ❌ | ✅ | ✅ |

**Recommendation:**

* Start with Hybrid: Retain RSAM for entry + SNOW for approvals.
* Future Plan: Monitor performance, feedback, and gradually migrate to SNOW if needed.

**Slide 11: Summary & Next Steps**

**Benefits:**

* No disruption to existing RSAM structure.
* LE-specific compliance & transparency.
* Ready for scale (more countries).
* Management-friendly and audit-ready.

**Next Steps:**

* Align with SNOW and RSAM teams for integration.
* Define country-approver mapping table.
* Set up test cases for edge scenarios.
* Launch pilot with 3 countries.