

1. Project Title: Laptop Request Catalog Item

Techniques: ServiceNow Administration, Access Control, Workflow Management

Submitted by: K.Ankitha

Internship Platform: SmartInternz

Domain: ServiceNow Admin

Mentor: Maheshkumar

Date: 30-06-2025

2. Project Overview: Streamlining User, Group, and Role Management: A ServiceNow Solution

3. Abstract: Effective user, group, and role management is crucial for maintaining security and access control within an organization. This project leverages ServiceNow to develop a solution for optimizing user, group, and role management with access control and workflows.

4. Problem Statement: Managing user accounts, group assignments, and role-based access control can be complex and time-consuming. The goal is to create a system that can streamline this process.

5. Objective: To design and implement a ServiceNow-based application for optimizing user, group, and role management with access control and workflows.

6. Dataset Description:

- *Dataset:* User, Group, and Role Records

- *Source:* ServiceNow User Management

- *Total Records:* [Number of Records]

- *Columns:* User ID, Group Name, Role Name, Access Level, etc.

7. Methodology:

1. *User Management:* Configure ServiceNow's user management features to create and manage user accounts.

2. *Group Management:* Define and manage groups within ServiceNow.

3. *Role-Based Access Control:* Implement role-based access control to restrict access to certain resources.

4. *Workflow Automation:* Automate workflows for access requests and approvals.

8. Model Building:

- *Application:* ServiceNow Platform

- *Features:* User management, group management, role-based access control, workflow automation

- *Implementation:* Configure ServiceNow to optimize user, group, and role management.

9. Results & Accuracy:

- *Efficiency:* Improved user, group, and role management

- *Security:* Enhanced access control and reduced risk of unauthorized access

This project demonstrates the value of ServiceNow in streamlining user management and access control, making it an essential tool for organizations seeking to improve security and efficiency.