

## Project Design Phase

### Problem – Solution Fit Template

Date	01 November 2025
Team ID	NM2025TMID01508
Project Name	Optimizing User, Group and Role Management with Access Control and Workflows
Maximum Marks	2 Marks

### Problem–Solution Fit Template

In a project management environment involving a small team—comprising a Project Manager (Alice) and a Team Member (Bob)—effective task coordination and responsibility assignment are crucial for maintaining efficiency.

However, the current system lacks defined user roles, access restrictions, and automated workflows, resulting in confusion, duplicate work, and delays in task updates and approvals. The absence of structured access control and workflow management hinders accountability, data security, and overall project transparency.

The proposed solution introduces a ServiceNow-based system that integrates User, Group, and Role Management with Access Control Lists (ACLs) and automated workflows using Flow Designer. This structured model ensures that each team member has specific permissions and can only access tasks relevant to their role. Workflow automation further streamlines the task approval process—allowing managers to approve or reject tasks instantly while maintaining visibility of all ongoing operations.

**By addressing the core operational challenges, the system achieves:**

- **Clear Role Separation:** Each user operates within predefined permissions, minimizing overlap.
- **Faster Approvals:** Automated task workflows enable instant status updates and approvals.
- **Enhanced Accountability:** Audit trails and task logs ensure visibility of every action taken.
- **Secure Collaboration:** Access control ensures that only authorized users can modify or view data.

Ultimately, the solution builds a well-structured, efficient, and transparent environment that supports small teams without adding complexity. It simplifies management, enhances trust between team members, and ensures smoother project execution with measurable performance improvements.

### Problem

In a small project management environment, involving a Project Manager (Alice) and a Team Member (Bob), there is a lack of structured **role definitions, access controls, and automated workflows**. This results in **confusion in task ownership, data duplication, unauthorized edits, and delays in approvals**.

Without clear access boundaries, team members face difficulties in tracking progress, ensuring accountability, and maintaining workflow consistency.

### 💡 Solution

To address these inefficiencies, the proposed system leverages **ServiceNow** to implement **role-based access control (RBAC)**, **Access Control Lists (ACLs)**, and **automated workflows** using **Flow Designer**. Each user (Alice and Bob) is assigned specific roles and permissions, ensuring only authorized users can access or modify project data.

Workflow automation handles task updates and approvals, while real-time notifications and audit trails enhance transparency, accountability, and project efficiency.

## Optimizing User, Group, and Role Management with Access Control and Workflows

