# Project Design Phase
# Proposed Solution Template

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

## Proposed Solution:

| S.No. | Parameter | Description |
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| **1.** | **Problem Statement (Problem to be solved)** | The current project management process lacks defined user roles, structured workflows, and access restrictions, resulting in miscommunication, duplicate task handling, and lack of accountability between the project manager and team member. |
| **2.** | **Idea / Solution Description** | Implement a **role-based access control (RBAC)** and **automated workflow system** in ServiceNow. This solution defines clear roles (Project Manager and Team Member), sets access permissions through ACLs, and automates approvals using Flow Designer. When Bob updates a task, the system automatically sends it for Alice's approval, ensuring transparency, secure data management, and efficiency. |
| **3.** | **Novelty / Uniqueness** | The project introduces a **lightweight yet powerful ServiceNow-based framework** that integrates RBAC, ACLs, and automated workflows specifically for small teams. Unlike generic project tools, it provides granular access control and task automation within a single low-code environment, enhancing both control and usability. |
| **4.** | **Social Impact / Customer Satisfaction** | By providing transparent task flow and secure access, the system improves collaboration, accountability, and communication. Team members experience higher satisfaction due to reduced confusion and workload, while managers gain real-time insights into task progress and approvals. |
| **5.** | **Scalability of the Solution** | The solution is highly scalable across teams and industries. Additional roles, departments, or workflows can be easily added by modifying access roles and automation logic without changing the system's core |

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| | | structure, making it flexible for larger organizations or cross-team collaboration. |