Phase 1: Ideation Document

DATE	4 NOVEMBER 2025
TEAM ID	NM2025TMID05822
PROJECT NAME	Optimizing User, Group and Role Management with Access Control and Work Flows

1. Problem Statement:

In large organizations, managing users, groups, and roles manually within ServiceNow can become complex and error-prone. Improper access control leads to inefficiencies, duplicate assignments, and security risks. This project focuses on optimizing the management of users, groups, and roles through automated workflows and effective access control policies.

2. Proposed Solution:

The proposed system will automate user and role management by integrating Access Control Lists (ACLs) and approval-based workflows in ServiceNow. It will streamline user onboarding, role assignment, and group management while ensuring secure access to data and applications. The solution leverages Flow Designer and Business Rules to handle workflow automation and enforce security standards.

3. Objectives:

- To simplify and automate user, group, and role management in ServiceNow.

- To ensure data security through optimized Access Control Lists (ACLs).

- To implement workflow automation for user and role approvals.

- To minimize administrative workload and prevent unauthorized access.

- To improve transparency and accountability in access management. To improve financial planning an+d transparency.

4.   Scope of the Project:

Included (In-Scope)	Excluded (Out-of-Scope)
User, Group, and Role creation	Integration with external LDAP/SSO systems
Workflow automation using Flow Designer	Mobile interface development
Access control through ACLs	Third-party plugin integrations
Role-based access approvals	AI-based access prediction

5.   Tools & Technologies:

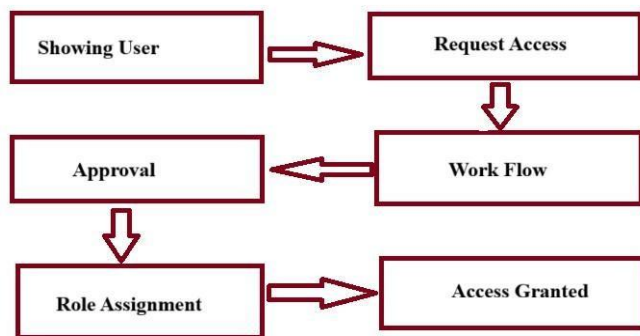| Category	Tools
Platform	ServiceNow (Zurich Patch-2)
Workflow	Flow Designer
Scripting	JavaScript (Business Rules, Script Includes)
Version Control	GitHub
Documentation	WPS document / PDF

6.   Target Users:

- ServiceNow administrators managing user access.
- HR and IT teams responsible for onboarding and approvals.
- Developers and students learning ServiceNow access management.

7.   Expected Outcome:

- Automated and structured user-role management.
- Secure access using well-defined ACLs.

- Reduced manual intervention in access approvals.
- Enhanced workflow efficiency and data security.
- Transparent audit trail for user activities.

8. Use Case Diagram:

9. Success Metrics:

Criteria	Goal
Access requests	Fast and accurate processing
Workflow automation	100% functional with approvals
Security	Strict ACL enforcement
User experience	Clear and efficient UI

10. Deliverables:

- ServiceNow application with automated workflows
- GitHub project repository
- Documentation (PDF/WPS) • Screenshots and workflow proofs

11. References:

- ServiceNow Developer Portal - https://developer.servicenow.com/
- ServiceNow Documentation - https://docs.servicenow.com/
- Naan Mudhalvan Portal - https://www.naanmudhalvan.tn.gov.in/
- ServiceNow Training Modules - https://developer.servicenow.com/dev.do#!/learn