

Ideation Phase

Define the Problem Statements

Date	1 NOV 2025
Team ID	NM2025TMID00759
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum marks	2 marks

Problem Statement:

Managing users, groups, and roles effectively within ServiceNow is a critical challenge for many organizations. As the number of employees and departments grows, the access management system often becomes complex, redundant, and prone to security risks.

In traditional setups, user accounts are created and assigned roles manually, leading to:

- Redundant role assignments across multiple departments
- Inconsistent group structures without standardized naming conventions
- Difficulty in tracking user access and responsibilities
- Unauthorized access risks due to outdated or excessive permissions
- Time-consuming onboarding and offboarding processes

These issues collectively impact system security, operational efficiency, and audit compliance. When roles and groups are not clearly defined or properly automated, even small configuration errors can result in data breaches, compliance violations, or workflow disruptions.

Therefore, there is a clear need to optimize the ServiceNow access control model by standardizing how users, groups, and roles are structured and managed.

The proposed solution aims to:

- Simplify access provisioning through automation and workflows
- Ensure clear role ownership and responsibility segregation
- Maintain consistent naming conventions and scalable structures
- Strengthen security and compliance through accurate Access Control Lists (ACLs)

By addressing these challenges, the project seeks to establish a reliable, efficient, and auditable access management framework that aligns with organizational policies and future growth requirements.

Flow Chart:

