Project Design Phase

Problem - Solution Fit Template

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 - Solution Fit Template :

In the current project management setup, the small team — consisting of a Project Manager (Alice) and a Team Member (Bob) — faces difficulties in managing project tasks efficiently due to the absence of clear role definitions, access control policies, and automated workflows.

Tasks are assigned manually without proper visibility or accountability, leading to confusion about who owns what responsibilities. Users often have overlapping permissions, which can result in unauthorized access, data inconsistency, and workflow delays.
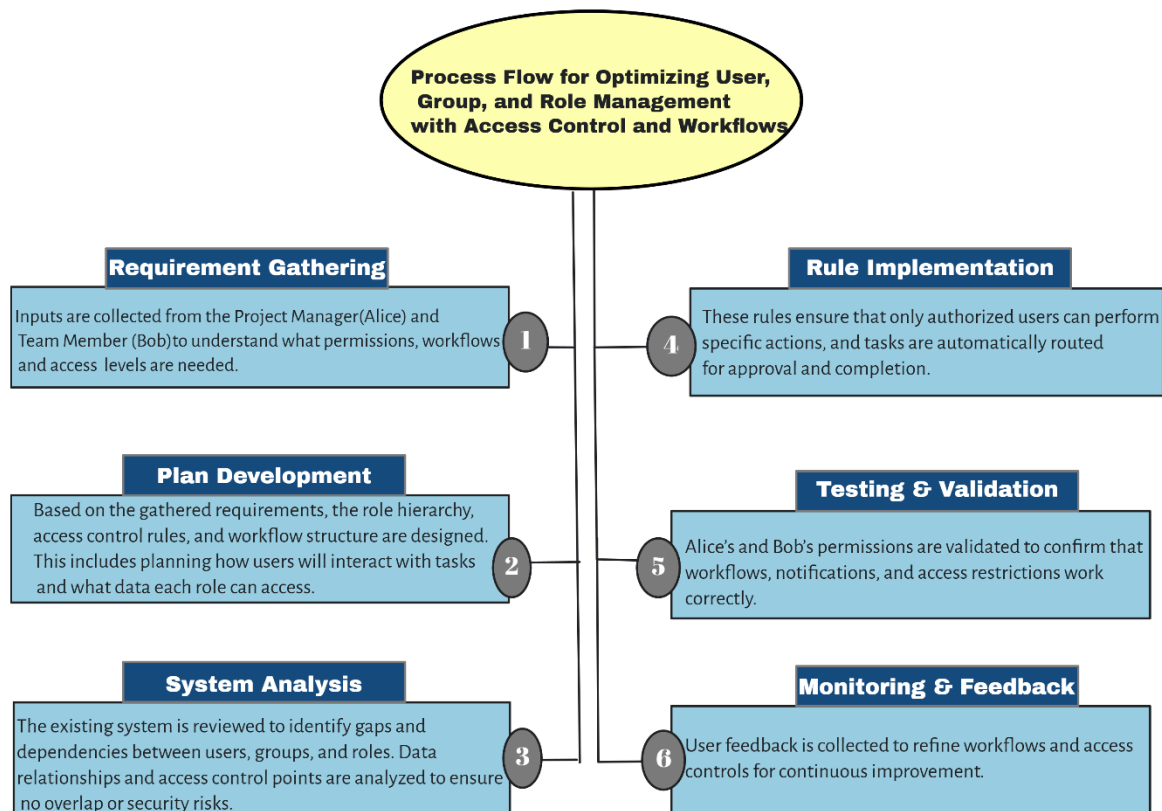
Purpose :

The purpose of this project is to optimize user, group, and role management in ServiceNow by implementing a structured, secure, and automated environment.

Specifically, this project aims to:

- Define roles and responsibilities for each user to eliminate confusion in project management.
- Establish Access Control Lists (ACLs) that ensure users only access information relevant to their role.
- Create automated workflows that handle task creation, assignment, and approvals with minimal manual intervention.
- Enhance accountability and transparency across the project lifecycle through role-based visibility.
- Reduce operational errors and improve team collaboration by integrating access control with workflow automation.

Template :

Process Flow for Optimizing User, Group, and Role Management with Access Control and Workflows

Requirement Gathering
Inputs are collected from the Project Manager(Alice) and Team Member (Bob)to understand what permissions, workflows and access levels are needed.

1

Rule Implementation
These rules ensure that only authorized users can perform specific actions, and tasks are automatically routed for approval and completion.

4

Plan Development
Based on the gathered requirements, the role hierarchy, access control rules, and workflow structure are designed. This includes planning how users will interact with tasks and what data each role can access.

2

Testing & Validation
Alice's and Bob's permissions are validated to confirm that workflows, notifications, and access restrictions work correctly.

5

System Analysis
The existing system is reviewed to identify gaps and dependencies between users, groups, and roles. Data relationships and access control points are analyzed to ensure no overlap or security risks.

3

Monitoring & Feedback
User feedback is collected to refine workflows and access controls for continuous improvement.

6

The project "Optimizing User, Group, and Role Management with Access Control and Workflows" successfully addresses the challenges faced by small project teams in managing roles, permissions, and task accountability. By leveraging ServiceNow's powerful features such as Access Control Lists (ACLs), role-based assignments, and automated workflows, the system ensures that each user has clearly defined responsibilities and restricted access based on their role.

This structured approach enhances data security, process transparency, and operational efficiency within the project management lifecycle. Automated notifications and approval workflows reduce manual effort, while the defined user and group hierarchy eliminates confusion in task ownership.