

Project Design Phase

Solution Architecture

Date	01 November 2025
Team ID	NM2025TMID01639
Project Name	Optimizing User, Group and Role Management with Access Control and Workflows
Maximum Marks	4 Marks

Solution Architecture:

Goals of the Architecture:

- Implement structured user, group, and role management
- Ensure field-level security through Access Control Lists
- Automate task workflows and approval processes

Key Components:

- User tables (Alice as PM, Bob as TM)
- Group and Role definitions
- Access Control Lists (ACLs)
- Flow Designer workflows
- Task tables with status and comments fields

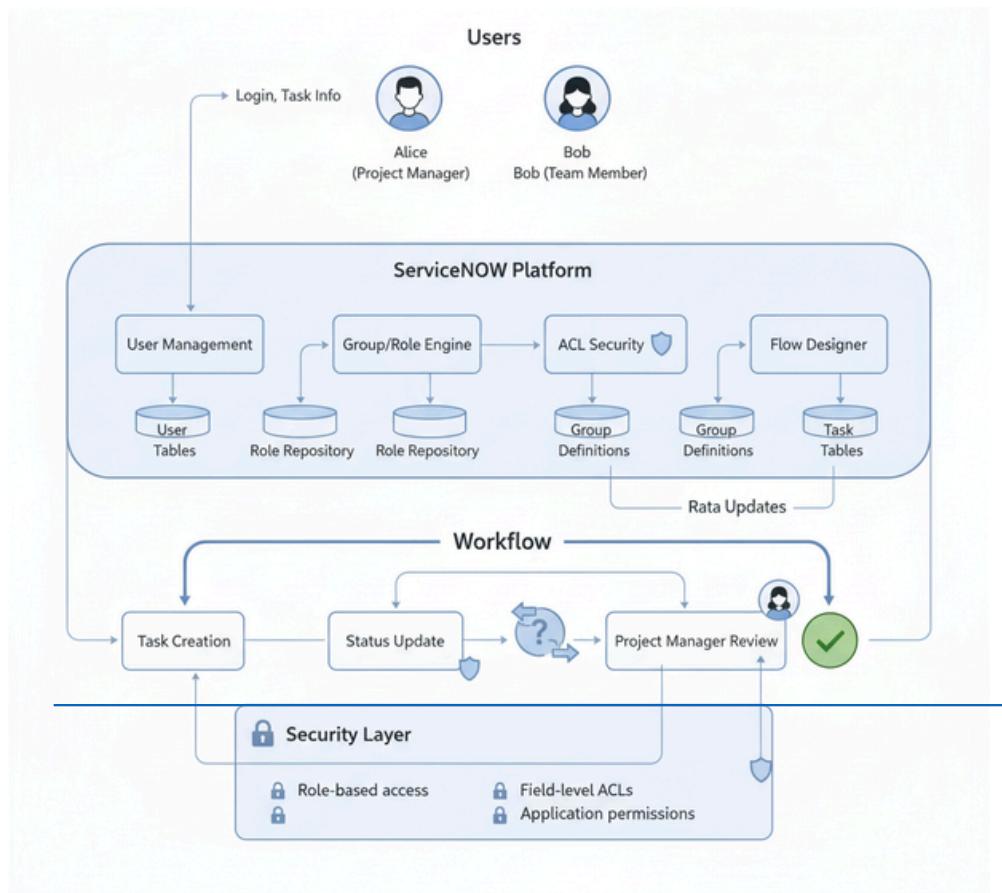
Development Phases:

1. Create users, groups, and roles
2. Assign users to groups and assign roles
3. Configure ACLs for field-level security
4. Create Flow Designer workflow with approvals
5. Test user impersonation and access controls

Solution Architecture Description:

The solution architecture implements comprehensive user management in ServiceNow with role-based access controls and automated workflows. The architecture creates structured user roles (Project Manager and Team Member), configures Access Control Lists for field-level security, and implements Flow Designer workflows for automated task assignments and approvals. This ensures proper permissions, maintains data security, and streamlines project management processes through automated workflows and clear accountability.

Example - Solution Architecture Diagram:



Data flows from users through role validation and ACL checks to task management with automated approval routing between Project Manager and Team Member.