

Project Design Phase – II

Solution Requirements (Functional & Non-Functional)

Date: 01 November 2025

Team ID: NM2025TMID03400

Project Name: Optimizing User, Group, and Role Management with Access Control and Workflows

Maximum Marks: 4 Marks

Functional Requirements

| FR No. | Functional Requirement (Epic) | Sub Requirement (Story / Sub-Task) |
|--------|------------------------------------|---|
| FR-1 | User Management | Create users (e.g., Alice – Project Manager, Bob – Team Member) in ServiceNow. |
| FR-2 | Group Management | Create groups under System Security for project organization. |
| FR-3 | Role Management | Define roles such as Project Manager, Team Member, and assign relevant permissions. |
| FR-4 | Assign Users to Roles and Groups | Map each user to their respective roles and groups to define responsibilities. |
| FR-5 | Application Access Configuration | Configure application access to ensure only authorized users can access project and task tables. |
| FR-6 | Access Control List (ACL) Creation | Implement ACLs for project and task tables to manage read/write/edit permissions based on user roles. |
| FR-7 | Workflow Automation | Design and build flow automation using Flow Designer to handle task status updates and approvals. |

Non-Functional Requirements

| NFR No. | Non-Functional Requirement | Description |
|---------|----------------------------|---|
| NFR-1 | Usability | The ServiceNow interface should be user-friendly and easy for admins and users to navigate. |
| NFR-2 | Security | Access must be restricted based on defined roles and ACLs to prevent unauthorized data access. |
| NFR-3 | Reliability | The workflow must correctly execute status updates and approvals without failure. |
| NFR-4 | Performance | Task and approval updates should occur instantly without noticeable system lag. |
| NFR-5 | Availability | The system should be accessible to all authorized users whenever needed for task or project tracking. |
| NFR-6 | Scalability | The solution should support additional users, roles, and workflows as the organization grows. |

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| NFR-7 | Maintainability | The system should allow easy modification of roles, groups, and workflows without major reconfiguration. |
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