

Project Design Phase

Proposed Solution

Date	2 November 2025
Team ID	NM2025TMID02839
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	In a small project management team using ServiceNow, lack of defined roles, access controls, and structured workflows leads to confusion in task assignments, accountability issues, and difficulty tracking project progress.
2.	Idea / Solution description	The solution implements proper user, group, and role management in ServiceNow, supported by Access Control Lists (ACLs) and automated workflows. Users (Alice and Bob) are assigned to defined groups and roles.
3.	Novelty / Uniqueness	The project showcases how to use core ServiceNow modules — Users, Groups, Roles, ACLs, and Flow Designer — to create a mini project management system without external integrations. It emphasizes automation and controlled access in a lightweight, reusable model.
4.	Social Impact / Customer Satisfaction	The system promotes teamwork, responsibility, and transparency in project environments. By ensuring that every user action follows access rules and workflows, it enhances communication, reduces confusion, and increases overall satisfaction among project stakeholders.
5.	Business Model (Revenue Model)	While not directly revenue-generating, the model supports efficient IT service management. It saves time, minimizes role conflicts, and improves data integrity — indirectly leading to productivity and cost savings for organizations adopting structured project management.
6.	Scalability of the Solution	The model can be easily scaled to larger teams or enterprises. More tables, workflows, and ACLs can be added for additional roles such as QA testers, developers, or managers. It can also be extended to integrate with other ServiceNow applications like Change or Incident Management.

Conclusion:

This proposed solution effectively streamlines user, group, and role management within the ServiceNow platform by integrating Access Control Lists (ACLs) and automated workflows. It provides a structured approach for managing project tasks and approvals, ensuring that each user's access aligns with their responsibilities.

By leveraging ServiceNow's built-in capabilities—such as Flow Designer, ACLs, and table-based data management—the system improves accountability, reduces manual effort, and maintains data integrity across users and projects.

Overall, this solution promotes transparency, efficiency, and scalability in project environments, making it a practical model for teams aiming to implement secure and automated project management processes within ServiceNow.

Solution Description:

The solution focuses on creating a structured project management system in ServiceNow using Users, Groups, Roles, and Access Controls. Roles are assigned to users like Alice (Project Manager) and Bob (Team Member), with appropriate permissions defined through ACLs. Two tables — *Project Table* and *Task Table* — store project and task information.

Workflows are automated using Flow Designer, where task status changes trigger updates and approval requests. This ensures smooth communication, visibility, and responsibility throughout the project lifecycle.

By combining role-based access, automation, and real-time tracking, this solution enhances project collaboration, maintains data consistency, and supports efficient team operations within the ServiceNow platform.