

# Solution Architecture

Date	01 Nov. 25
Team Id	NM2025TMID05247
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows
Maximum Marks	4 Marks

## Architecture Layers:

- User Layer: End users interacting with ServiceNow (Alice, Bob).
- Process Layer: Flow Designer managing workflows and triggers.
- Data Layer: Project and Task tables storing all records.
- Security Layer: ACL ensuring proper permissions and field-level security.

## Workflow Visualization:

1. Task Created →

2. System checks ACL →
3. Task Updated →
4. Flow triggers approval →
5. Alice approves →
6. Status changes to “Completed.”