

Project Design Phase

Proposed Solution

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| Date | 1 NOVEMBER 2025 |
| Team ID | NM2025TMID00409 |
| 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) | Current role and group assignments are manual , prone to human error (over-provisioning/under-provisioning), lack a clear, auditable approval trail , and result in access creep (users retaining roles they no longer need). |
| 2. | Idea / Solution description | Implement a ServiceNow Workflow that automates the entire access lifecycle: 1. User/Manager submits request via Service Catalog. 2. Request is routed for multi-level approval (Manager and Application Owner). 3. Upon approval, an Access Control Workflow script automatically adds the user to the correct Group , ensuring Role-Based Access Control (RBAC) compliance. |
| 3. | Novelty / Uniqueness | The solution leverages native ServiceNow Flow Designer/Workflow capabilities to enforce a governance model for access, making the process self-documenting for audits and automatically enforcing the Principle of Least Privilege through controlled group assignments. |
| 4. | Social Impact / Customer Satisfaction | Reduces frustration for users by granting access faster and more accurately. Increases confidence for IT Security and Audit teams by providing a definitive, immutable record of every access decision and automated provisioning action. |
| 5. | Business Model (Value Proposition) | Achieves significant cost savings and efficiency gains by shifting access provisioning from a manual, high-cost task to a zero-touch automated workflow . Drastically reduces the risk of compliance fines by maintaining clean, auditable access records. |
| 6. | Scalability of the Solution | Highly scalable. The core workflow engine can be easily adapted to manage roles for hundreds of applications and thousands of users . New roles or groups only require minor configuration updates to the existing approval and provisioning workflow logic. |

Conclusion:

This scenario highlights a structured approach to project management, showcasing the roles of Alice and Bob within a defined workflow. With Alice's oversight and Bob's execution, the team effectively collaborates to ensure project success. The use of tables organizes key information, facilitating easy tracking of projects, tasks, and progress updates. Overall, this system promotes accountability, enhances communication, and leads to the successful completion of projects.

Solution Description:

By successfully implementing this preventive measure, the solution achieves several objectives:

1. **Improves Accountability:** Ensures that every open incident always has a valid, responsible user assigned, preventing the loss of the audit trail.
2. **Enhances Data Integrity:** Eliminates "broken references" and "orphaned records" caused by deleting a user who is still actively linked to a workflow.
3. **Supports Compliance:** Establishes a foundation for building safer administrative systems that automatically enforce data governance and simplify internal and external auditing processes.