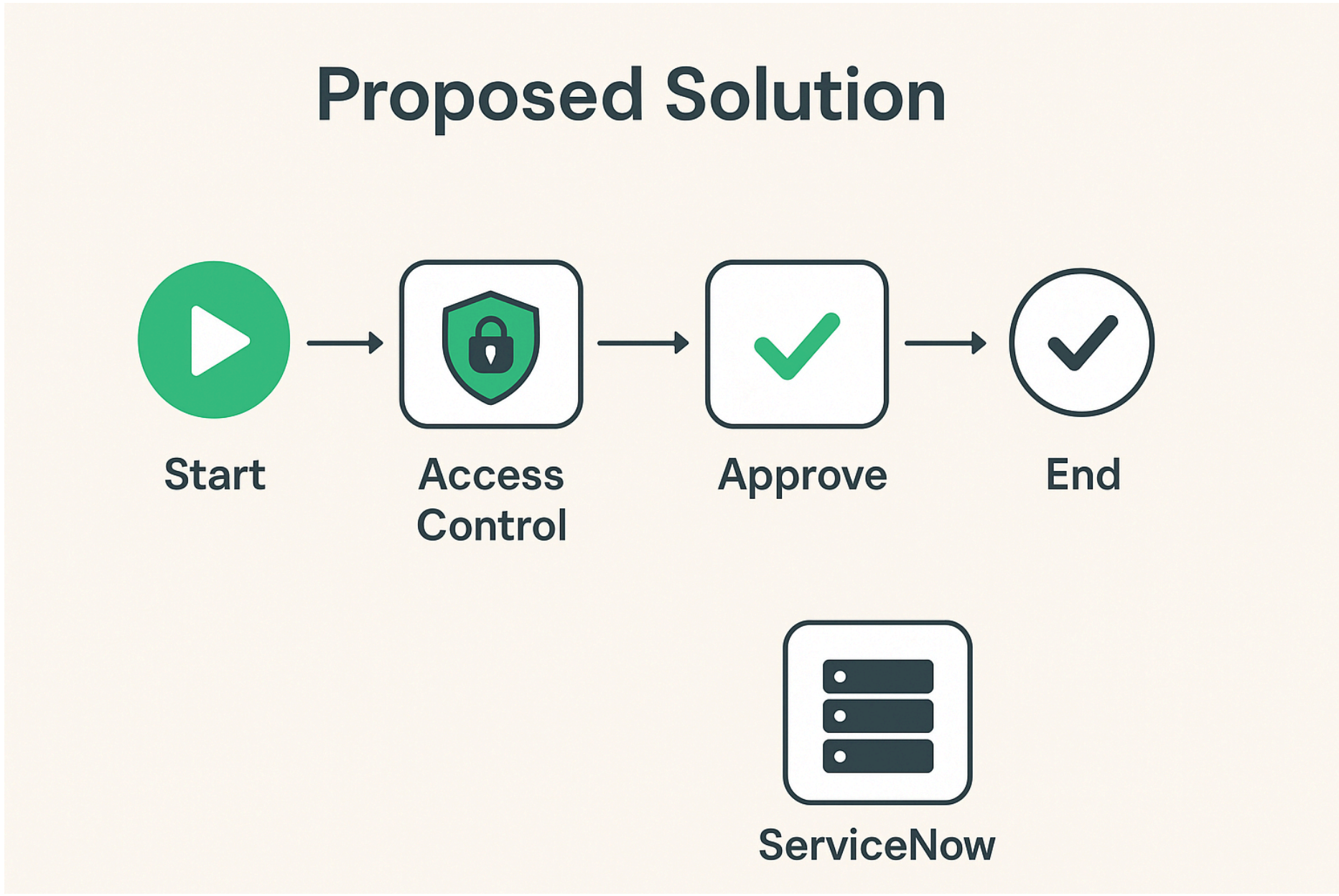
Project Design Phase
Proposed Solution

Date	01 November 2025
Team ID	NM2025TMID06932
Project Title	Optimizing Users, Groups 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 ServiceNow, manual handling of user roles and task approvals often leads to access mismanagement, delays, and lack of transparency. This project aims to automate these processes using workflow logic and access control lists (ACLs).
2	Idea / Solution Description	The proposed solution uses ServiceNow Flow Designer and ACL configurations to automate approval workflows, manage role assignments, and secure data access. When a team member updates a task, an automated approval request is triggered for the project manager. Once approved, the task record is updated, and notifications are sent automatically.
3	Novelty / Uniqueness	The solution combines access control with workflow automation to create a seamless, secure environment. It eliminates the need for manual intervention, uses ServiceNow's native tools, and enhances both accountability and efficiency without requiring external integrations.
4	Social Impact / Customer Satisfaction	This project improves collaboration, reduces approval delays, and ensures data protection through defined roles. Users benefit from real-time notifications and automated updates, leading to a faster and more transparent approval process.
5	Business Model (Revenue Model)	While not directly revenue-driven, the automation reduces operational effort, minimizes human error, and enhances system efficiency — leading to significant time and cost savings in enterprise-level ServiceNow environments.
6	Scalability of the Solution	The solution can be extended to other modules such as Change Requests, HR approvals, or Problem Management workflows. It can also support multi-level approvals and cross-departmental role management in larger organizations.



Reference:

Proposed Solution Workflow Diagram," *Generated by ChatGPT using AI-based image generation tool (OpenAI DALL·E),* 2025.

Conclusion :

The project successfully demonstrates how **ServiceNow's Access Control Lists (ACLs)** and **Flow Designer** can be combined to build a secure, automated environment for managing users, groups, and roles. By implementing workflow automation, manual approvals and redundant role assignments are eliminated, improving both **security** and **efficiency** across the system.

This solution ensures that every task follows a **defined approval route**, only authorized users can access sensitive data, and all actions are recorded for transparency. The integration of real-time notifications and task updates provides a seamless user experience for both team members and project managers.

In summary, the project offers an **intelligent, scalable, and secure automation framework** that strengthens organizational control, enhances productivity, and sets a foundation for future ServiceNow process optimizations.

Solution Description :

- To streamline access control and approval workflows in ServiceNow, the project integrates **role-based access control (RBAC)** with **automated workflow management**.
- Using **Flow Designer**, approvals are triggered automatically when specific task conditions are met. **Access Control Lists (ACLs)** ensure that only authorized users can create, read, or modify task and project records.
- When a team member completes a task, the system automatically routes an approval to the project manager. Upon approval, the record is updated and notifications are sent to both parties.

This plugin-free, native ServiceNow solution enhances workflow transparency, data integrity, and operational efficiency. It can easily scale to accommodate additional modules or enterprise-level approval hierarchies.