Planning & Implementation Phase

Team ID: LTVIP2025TMID28581

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

Planning Phase:

The initial phase focused on identifying challenges in the existing project management setup, where team members had unclear responsibilities and lacked structured access to tasks and data. In our scenario, Alice (Project Manager) and Bob (Team Member) often faced issues like overlapping roles, limited visibility into task progress, and unregulated access to project information.

To address these issues, we defined the following goals:

Establish clear user roles and responsibilities.

Implement secure, role-based access to project data.

Automate workflows for task assignments, updates, and approvals.

Tools & Technologies Used:

Platform	ServiceNow Developer Instance
Modules/Features	Users, Groups, and Roles
Tables and Application Scopes	Access Control Lists (ACLs) Flow Designer (for workflow automation)
Development Tools	ServiceNow Studio Instance Administration Panel Role-based Permission System

Planning Implementation:

After defining the problem and objectives, the next step was to plan the system design using the ServiceNow platform.

The core components of our proposed solution included:

Users, Groups, and Roles: Created a structure that separates responsibilities by defining user roles (e.g., Project Manager, Team Member) and assigning users to appropriate groups.

Custom Tables: Designed tables to store data like task assignments, deadlines, and status updates.

Access Control Lists (ACLs): Planned access permissions so that only authorized users can view or modify specific data.