

Project Ideation Phase Document

Project Title:

Optimizing User, Group, and Role Management with Access Control and Workflows in ServiceNow

Problem Statement:

In a small project management team, consisting of a Project Manager (Alice) and a Team Member (Bob), task assignments and access control are poorly defined. The absence of a structured system leads to confusion, delays in task execution, and lack of accountability. Users can access data beyond their scope, and manual approvals slow down workflows. There's a critical need for a solution that provides clearly defined user roles, secure access control, and automated workflows to enhance team coordination and data governance.

Objective of the Project:

To design and implement a scalable ServiceNow-based solution that:

- Defines and manages user roles and group hierarchies.
- Automates access control using RBAC (Role-Based Access Control).
- Ensures secure and efficient workflow management for approvals and task assignments.
- Minimizes manual effort and enforces compliance with audit-ready processes.

Proposed Solution:

The project proposes creating a centralized system in ServiceNow that:

- Automates user, group, and role assignment using Import Sets.
- Implements ACLs to restrict access to tables and fields based on roles.
- Uses Flow Designer to automate task assignment and approval processes.
- Allows impersonation for real-time testing and validation of access policies.
- Provides dashboards to visualize access metrics and usage patterns.

Stakeholders & Users:

- Project Manager (Alice): Manages team roles, access approvals, and overall accountability.
- Team Member (Bob): Performs tasks assigned with limited access.
- Admins: Responsible for configuration, testing, and maintenance of roles and flows.

Expected Benefits:

- Enhanced security through proper access restrictions.
- Reduced human error by automating manual role assignments.
- Faster approvals and task routing using automated flows.
- Scalable and reusable framework for identity and access management.