

Project Design Phase-II
Solution Requirements(Functional&Non-functional)

Date	01 Nov 2025
TeamID	NM2025TMID07955
Project Name	Optimizing User Group and Role Management with Access Control and Workflows
Maximum Marks	4 Marks

Functional Requirements:

Following are the functional requirements of the proposed solution.

FRNo.	Functional Requirement(Epic)	SubRequirement(Story/Sub-Task)
FR-1	User & Group Management	Create and manage user profiles and groups within the ServiceNow platform, assigning users to specific groups to enable role-based access control and ensure appropriate permissions across the system.
FR-2	Role Assignment	Assign and modify roles for users or groups through the administrator interface, ensuring that each requested role is validated for suitability based on the group or department.
FR-3	Workflow Automation	Utilize Flow Designer to automate role assignment and approval workflows, sending notifications to managers for authorization before implementing any access changes.
FR-4	Access Control Validation	Validate access privileges using Access Control Lists (ACLs) and GlideRecord scripts , automatically blocking any unauthorized or conflicting role assignments to maintain security and compliance.
FR-5	Notifications & Auditing	Send notifications to administrators and managers for every access modification, and maintain comprehensive audit logs to record all role and group updates for transparency and compliance.
FR-6	Safe Modification	Allow role or group updates only after successful validation and approval, ensuring that all changes comply with access policies. Revoke or reassign roles securely while maintaining data integrity and preventing dependency conflicts.

Non-functional Requirements:

Following are the non-functional requirements of the proposed solution.

FRNo.	Non-Functional Requirement	Description
NFR-1	Usability	The admin interface should be designed with a simple and intuitive layout, allowing administrators to easily manage users, groups, and roles without extensive technical knowledge. Clear navigation, guided actions, and contextual

		<p>prompts should enhance usability and reduce the risk of configuration errors.</p>
NFR-2	Security	<p>Only authorized administrators should have permission to modify user roles or group memberships.</p> <p>Access Control Lists (ACLs) and secure GlideRecord scripts must be implemented to ensure that all data modifications are strictly controlled, preventing unauthorized access or tampering with sensitive records.</p> <p>.</p>
NFR-3	Reliability	<p>The system must perform mandatory validation of approvals and permissions before executing any update.</p> <p>This ensures that all role or group modifications are authorized, compliant with access control policies, and aligned with organizational security standards.</p> <p>.</p>
NFR-4	Performance	<p>Workflows and validations must execute efficiently with minimal latency, ensuring that users experience no noticeable delay during role or group updates.</p> <p>This guarantees smooth performance, real-time feedback, and uninterrupted administrative operations within the ServiceNow platform.</p>
NFR-5	Availability	<p>The ServiceNow application must maintain high availability and reliability, ensuring continuous access for admins and managers.</p> <p>Any downtime should be minimized through system redundancy and monitoring, guaranteeing uninterrupted role, group, and access management operations.</p>
NFR-6	Scalability	<p>The system must be scalable, allowing seamless expansion to accommodate an increasing number of users, groups, and roles without impacting performance.</p> <p>It should support future organizational growth through efficient database management, optimized workflows, and modular architecture.</p>