

# **Project Design Phase**

## **Project Title:**

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

**Problem-Solution Fit:** In large organizations, managing user access manually becomes complex, error-prone, and time-consuming. It leads to security vulnerabilities, unauthorized access, and delays in workflows. This project solves the problem by automating access control, centralizing user/group/role operations, and improving workflow efficiency.

**Proposed Solution:** The solution is built in ServiceNow platform to automate user provisioning, role assignment, and approval workflows. Admins can manage roles, groups, and permissions easily while ensuring security and compliance. Default admin/user roles are assigned automatically with approval-based access and audit tracking.

## **Solution Architecture: The architecture includes:**

- ServiceNow platform for access automation
- Workflow-driven approval system
- Role-based access control (RBAC)
- Group management and permission mapping
- Logging and audit compliance features

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