SOLUTION REQUIREMENT

Team Id	LTVIP2025TMID30968
Project Name	Optimizing User, Group, and Role Management with Access Control and Workflows

3.2. Solution Requirement

ServiceNow is a **cloud-based workflow automation platform** that enables digital transformation by helping organizations manage digital workflows for enterprise operations.

ServiceNow Platform

The primary platform used for this project. It provides all the modules required to manage users, roles, groups, access, and workflows.

Functional Requirement

FR NO	Functional Requirement	Sub Requirement
FR-1	User Management	Create, update, deactivate users, and manage user profiles with roles and group memberships.
FR-2	Group Management	Create different groups. Add users to appropriate groups. Groups should reflect department/team structures.
FR-3	Role Management	Create custom roles if needed. Assign out-of-the-box and custom roles to users or groups. Demonstrate role inheritance
FR-4	Table Configuration	Create custom tables.

		Provide relevant columns/fields. Configure the table for access control testing.
FR-5	**Assign Users to Groups**	Add individual users to the relevant groups using group membership. This should reflect in automatic role inheritance.
FR-6	**Assign Roles to Users**	Assign roles directly to users if group-level roles aren't suitable. Document which roles are assigned to which users.
FR-7	**Application Access Configuration**	Set up access for specific users/groups to particular applications. Configure access under "Application Access" tab or module.
FR-8	**Access Control List (ACL)**	Create ACL rules for the custom table or other tables. Define Read, Write, Create, Delete permissions.
FR-9	**Workflow Configuration**	Create a workflow to automate user/group approvals or access provisioning using Flow Designer.

Non-Functional Requirement

FR NO	Non-Functional Requirement	Description
NFR-1	Usability	The interface must be user-friendly with clearly labeled modules (Users, Groups, Roles, ACL, etc.).
NFR-2	Security	Only authorized users should be able to: - Create users or roles - Assign roles to users - Modify access control rules (ACLs)
NFR-3	Reliability	It must recover from session or workflow errors gracefully with proper error messages.
NFR-4	Performance	The system should load user, group, role, and table data within 2 seconds under normal network conditions.
NFR-5	Availability	The system should ensure 99.9% uptime during working hours .It must recover from session or work flow errors gracefully with proper errors messages
NFR-6	Scalability	The solution should support managing at least 1000 users,100 groups and 500+ roles without