

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

Date	01 Nov 2025
TeamID	NM2025TMID09058
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.	FunctionalRequirement(Epic)	SubRequirement(Story/Sub-Task)
FR-1	User & Group Management	Create and manage user profiles and groups within the ServiceNow platform. Assign users to groups for role-based access
FR-2	Role Assignment	Assign and modify roles for users or groups through an admin interface. Validate if the requested role is appropriate for the user's group or department.
FR-3	Workflow Automation	Use Flow Designer to automate role assignment and approval workflows. Notify managers for approval before applying access changes
FR-4	Access Control Validation	Validate access privileges using ACLs and GlideRecord scripts. Block unauthorized or conflicting role assignments automatically.
FR-5	Notifications & Auditing	Send notifications to admins and managers for any access modification. Maintain audit logs for all role and group updates.
FR-6	Safe Modification	Allow role or group updates only after validation and approval. Revoke or reassign roles safely without breaking dependencies

Non-functional Requirements:

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

FRNo.	Non-Functional Requirement	Description
NFR-1	Usability	The admin UI should be simple and easy to use.
NFR-2	Security	Only authorized admins can change user roles or groups. ACLs and secure scripts must protect all data.
NFR-3	Reliability	The system must always validate approvals and permissions before any update.
NFR-4	Performance	Workflows and validations should run fast with no visible delay
NFR-5	Availability	The ServiceNow app must stay available for admins and managers at all times.

NFR-6	Scalability	The system should handle more users, groups, and roles as it grows
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