

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

Date	13 November 2025
Team ID	NM2025TMID02267
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.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Management	Create, update, and delete user profiles securely Assign users to specific groups or departments
FR-2	Role Management	Create and manage roles with defined permissions Map roles to users automatically based on job function
FR-3	Group Management	Create and modify groups to organize users Add or remove members dynamically through workflow approval
FR-4	Access Control	Grant or revoke user access based on assigned roles
FR-5	Workflow Automation	Trigger approval workflows for new user or role requests
FR-6	Audit and Reporting	Track all user, group, and role changes for compliance Generate access reports for audits and reviews

**Non-functional Requirements:**

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

FR No.	Non-Functional Requirement	Description
NFR-1	<b>Usability</b>	Interface should be simple for users and admins.
NFR-2	<b>Security</b>	Only authorized users can modify access level or manage user data.
NFR-3	<b>Reliability</b>	The system must enforce accurate access control without failure or inconsistency.

NFR-4	<b>Performance</b>	Role assignments, access validations, and workflow triggers should occur with minimal delay.
NFR-5	<b>Availability</b>	The ServiceNow instance should remain accessible 24/7 for all authorized users.
NFR-6	<b>Scalability</b>	The system should efficiently handle increasing numbers of users, groups, and roles as the organization grows.