

PROPOSED SOLUTIONS

Date	13 NOVEMBER 2025
Team ID	NM2025TMID02267
Project Name	Optimizing Users ,Groups and Role Management with Access Control and Workflows
Maximum Marks	2 Marks

SOLUTION:

The proposed solution aims to streamline and optimize user, group, and role management within the ServiceNow platform using Access Control Lists (ACLs) and automated workflows. By implementing structured user grouping and well-defined role assignments, organizations can ensure secure and efficient access to necessary resources while maintaining strict data governance.

The workflow automation, developed using Flow Designer, enables automatic provisioning, approval, and deactivation of users or roles based on predefined business rules. Each access request will follow a standardized path — submission, manager approval, system update, and notification — ensuring transparency and accountability at every stage.

Access Control Lists (ACLs) will be configured to define precise permissions for users and groups, preventing unauthorized data access. Additionally, role-based access control (RBAC) ensures users can only perform actions relevant to their responsibilities, minimizing security risks.

This integrated approach enhances operational efficiency, reduces manual administrative work, and strengthens overall security. It provides real-time visibility into access permissions and improves compliance with organizational policies. Ultimately, the system ensures the right people have the right access at the right time, improving both productivity and governance across departments.

STEP BY STEP GUIDE:

- 1) Analyze the existing system to identify inefficiencies in user, group, and role management.**
- 2) Define and categorize users based on their departments and responsibilities.**
- 3) Create and configure Access Control Lists (ACLs) to enforce secure, role-based access.**
- 4) Design automated workflows using Flow Designer to handle approvals and role assignments.**
- 5) Implement a manager approval process for access or role modification requests.**
- 6) Set up real-time notifications for request submission, approval, and completion.**
- 7) Integrate workflows with the Service Catalog for centralized access management.**
- 8) Conduct thorough testing to verify functionality, security, and performance.**
- 9) Monitor system performance and continuously optimize workflows for efficiency.**