

# Optimizing User, Group, and Role Management with Access Control and Workflows in ServiceNow

## Project Introduction

Our project, “Optimizing User, Group, and Role Management with Access Control and Workflows in ServiceNow,” focuses on improving how user roles and permissions are managed in an organization.

It aims to streamline access control and automate workflows so that each user gets the right level of access based on their job role. Using Role-Based Access Control (RBAC) and Flow Designer, the system automatically handles approvals, assigns tasks, and ensures data security. This helps reduce manual work, prevent unauthorized access, and improve accountability. The project also includes features like user impersonation for testing, dynamic dashboards, and automated data imports, making it a secure, scalable, and efficient identity management solution built on the ServiceNow platform.

## Project Overview

The objective of this project is to enhance the management of users, groups, and roles in ServiceNow through the use of automated workflows and access control mechanisms.

It focuses on establishing secure, role-based access, minimizing manual administrative work, and ensuring regulatory compliance and accountability. The solution is designed to improve operational efficiency, data security, and organizational governance.

## Description

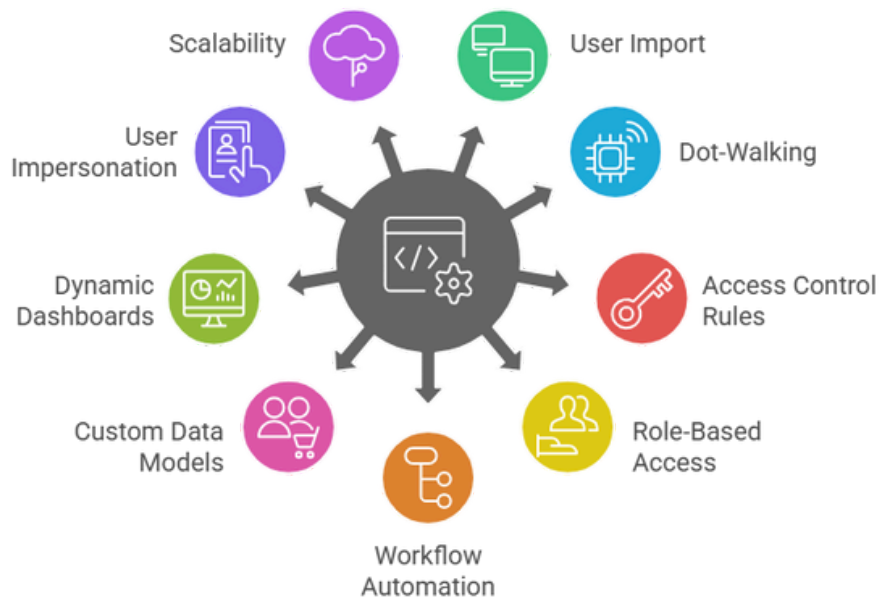
This project aims to build a robust and scalable system within the ServiceNow platform to effectively manage identity and access across an organization.

By leveraging Role-Based Access Control (RBAC) and workflow automation, the system automates user provisioning, role assignments, and approval processes. It ensures that users have access only to the data and resources necessary for their roles.

Key components include Import Sets, Access Control Lists (ACLs), Flow Designer automation, and user impersonation testing to validate permissions.

Ultimately, the solution provides a secure, efficient, and compliant framework for managing user access and improving organizational productivity.

## Role-Based Access Management Features



## Project Features

- **User, Group, and Role Import:** Imports user, group, and role data using Import Sets and Transform Maps for accurate identity mapping.
- **Dot-Walking Relationships:** Automatically retrieves related details like department, location, and manager for consistent data.
- **Access Control Rules (ACLs):** Enforces secure, role-based access to tables, forms, and fields across the system.
- **Role-Based Access Management:** Assigns and controls permissions for Admins, Managers, and End Users using RBAC principles.
- **Workflow Automation:** Automates role assignment and approval processes using Flow Designer for faster operations.
- **Custom Data Models:** Creates custom tables and fields to manage extra data such as audit logs and workflow triggers.
- **Dynamic Dashboards and Reports:** Provides real-time insights into user distribution, access patterns, and compliance status.
- **User Impersonation for Testing:** Allows admins to test access controls and workflows by impersonating users.
- **Scalability and Optimization:** Ensures high performance, secure access, and smooth operation for enterprise-scale use.



## Project Feature

- The project aims to solve challenges in managing user roles and access within a small project team by implementing a structured ServiceNow solution.
- Currently, unclear access controls and manual approvals cause confusion and delays.
- The proposed idea focuses on defining user roles, implementing secure access control, and automating workflows using ServiceNow.

This will help ensure accountability, improve team coordination, and enhance data governance with minimal manual intervention.

## Requirement Analysis Phase

- Create two users (Alice and Bob).
- Create two groups for organizing users.
- Define roles and assign them to users.
- Create tables to store project and task data.
- Assign users to groups and roles to users.
- Set up Access Control Lists (ACLs) to secure fields and tables based on roles.
- Design a Flow to automatically assign operation tickets to groups.
- Test and verify all links, access permissions, and workflow functionality.

## Project Planning Phase

- Divide the project into phases: Ideation, Requirement Analysis, Design, Development, Testing, and Review.
- Define risks like wrong role assignments, ACL errors, or workflow delays.
- Create mitigation plans such as approval workflows and access reviews.
- Allocate tasks among team members with time estimates.
- Use tools like ServiceNow Studio, Flow Designer, ACL Editor, and Performance Analytics.
- Conduct testing using user impersonation to validate roles and permissions.
- Review final results and prepare documentation for deployment.

## Risk Management

Risk	Impact	Probability	Mitigation Strategy
Incorrect role assignment grants	High	Medium	Implement approval
Misconfigured ACLs expose	High	Medium	Enforce least-privilege access
Role revocation delays after user	High	Medium	Automate de-provisioning using
Workflow misrouting delays	High	Low	Test all approval paths and set

## Task Allocation

Task	Assigned To	Time Estimate	Tools Used
User & Group Data Import	Developer	2 Days	ServiceNow Studio, Import
Role Mapping & Assignment Logic	Developer	2 Days	Role Management Module, Flow
ACL Definition & Testing	Admin	2 Days	ACL Editor, Impersonation
Workflow for Role Approvals	Developer	2 Days	Flow Designer, Approval
Group Membership	Developer	1 Day	Script Includes, Business Rules
Access Review Dashboard	Analyst	1 Day	Performance Analytics, Report
User Impersonation	Tester/Admin	1 Day	Impersonate Feature in

# Project Design

1. Open service now
2. Click on All >> search for users
3. Select Users under system security
4. Click on new

User ID	Name	Email	Active	Created	Updated
abel.tuter	Abel Tuter	abel.tuter@example.com	true	2012-02-17 19:04:52	2025-07-17 14:56:31
abraham.lincoln	Abraham Lincoln	abraham.lincoln@example.com	true	2013-07-23 17:15:54	2025-07-17 14:56:33
adela.cervantsz	Adela Cervantsz	adela.cervantsz@example.com	true	2012-02-17 19:04:50	2025-07-17 14:56:28
aileen.mottern	Aileen Mottern	aileen.mottern@example.com	true	2012-02-17 19:04:49	2025-07-17 14:56:32
alejandra.prenatt	Alejandra Prenatt	alejandra.prenatt@example.com	true	2012-02-17 19:04:52	2025-07-17 14:56:29
alejandro.mascall	Alejandro Mascall	alejandro.mascall@example.com	true	2012-02-17 19:04:52	2025-07-17 14:56:33
alenc.rabock	Alenc Rabock	alenc.rabock@example.com	true	2012-02-17 19:04:53	2025-07-17 14:56:34
alfonso.griglen	Alfonso Griglen	alfonso.griglen@example.com	true	2012-02-17 19:04:51	2025-07-17 14:56:29
alissa.mountjoy	Alissa Mountjoy	alissa.mountjoy@example.com	true	2012-02-17 19:04:52	2025-07-17 14:56:32
allan.schwandt	Allan Schwandt	allan.schwandt@example.com	true	2012-02-17 19:04:53	2025-07-17 14:56:34
allie.pumphrey	Allie Pumphrey	allie.pumphrey@example.com	true	2012-02-17 19:04:52	2025-07-17 14:56:33
allyson.gillispie	Allyson Gillispie	allyson.gillispie@example.com	true	2012-02-17 19:04:50	2025-07-17 14:56:28
alva.pennigton	Alva Pennigton	alva.pennigton@example.com	true	2012-02-17 19:04:50	2025-07-17 14:56:35
alyssa.biasotti	Alyssa Biasotti	alyssa.biasotti@example.com	true	2012-02-17 19:04:52	2025-07-17 14:56:29
amelia.caputo	Amelia Caputo	amelia.caputo@example.com	true	2012-02-17 19:04:52	2025-07-17 14:56:33
amos.linnan	Amos Linnan	amos.linnan@example.com	true	2012-02-17 19:04:51	2025-07-17 14:56:31
andrew.jackson	Andrew Jackson	andrew.jackson@example.com	true	2013-07-23 17:34:44	2025-07-17 14:56:31

- 5.Fill the following details to create a new users
- 6.Create a user named as “alice p”.

Primary email device created for alice p

User ID:

First name:

Last name:

Title:

Department:

Email:

Language:

Calendar integration:

Time zone:

Date format:

Business phone:

Mobile phone:

Photo: [Click to add...](#)

Update Set Password Delete

Related Links

- [View linked accounts](#)
- [View Subscriptions](#)
- [Reset a password](#)
- [\[SN Utils\] Versions \[0\]](#)

7. Create one more user:
8. Create another user with the following details
9. Username: "bob p".
10. Click on submit.

The screenshot shows the ServiceNow 'User Administration' page for a new user named 'Bob p'. The left sidebar contains a navigation menu with categories like Configuration, Password Reset, Organization, System Security, and User Administration. The main content area is titled 'User - Bob p' and includes a notification bar stating 'Primary email device created for Bob p'. The form contains the following fields:

- User ID: bob
- First name: Bob
- Last name: p
- Title: (empty)
- Department: (empty)
- Email: bob@gmail.com
- Language: --None--
- Calendar integration: Outlook
- Time zone: System (America/Los Angeles)
- Date format: System (yyyy-MM-dd)
- Business phone: (empty)
- Mobile phone: (empty)
- Photo: Click to add...
- Active: ☒
- Locked out: ☐
- Web service access only: ☐
- Internal Integration User: ☐
- Password needs reset: ☐

Buttons at the bottom include 'Update', 'Set Password', and 'Delete'. A 'Related Links' section provides links for 'View linked accounts', 'View Subscriptions', 'Reset a password', and 'SN Utils | Versions (0)'.

## Create Group

1. Open service now.
2. Click on All >> search for groups
3. Select groups under system security
4. Click on new
5. Fill the following details to create a new group
6. Click on submit

The screenshot shows the ServiceNow 'Group Administration' page for a new group named 'project team'. The left sidebar contains a navigation menu with categories like Administration, System Definition, System Mailboxes, System Security, and User Administration. The main content area is titled 'Group - project team' and includes a notification bar. The form contains the following fields:

- Name: project team
- Group email: (empty)
- Manager: (empty)
- Parent: (empty)
- Description: (empty)

Buttons at the bottom include 'Update' and 'Delete'. Below the form, there is a section for 'Roles' with tabs for 'Roles', 'Group Members', and 'Groups'. The 'Roles' tab is selected, showing a table with columns: Created, Role, Granted by, and Inherits. The table is currently empty, displaying 'No records to display'.

## Create Roles

1. Open service now.
2. Click on All >> search for roles Select roles under system security
3. Click on new
4. Fill the following details to create a new role
5. Click on submit

The screenshot shows the ServiceNow interface for creating a new role. The left sidebar displays the 'roles' search results under 'System Security'. The main form is titled 'Role - project member' and includes fields for 'Name' (project member), 'Application' (Global), and 'Description'. Below the form are 'Update' and 'Delete' buttons. The 'Related Links' section lists 'Run Point Scan' and 'SN Utils Versions (1)'. The 'Contains Roles' tab is active, showing a search bar and a table with no records displayed.

6. Create one more role:
7. Create another role with the following details
8. Click on submit

The screenshot shows the ServiceNow interface for creating a new role. The left sidebar displays the 'roles' search results under 'System Security'. The main form is titled 'Role - project team member' and includes fields for 'Name' (project team member), 'Application' (Global), and 'Description'. Below the form are 'Update' and 'Delete' buttons. The 'Related Links' section lists 'Run Point Scan' and 'SN Utils Versions (1)'. The 'Contains Roles' tab is active, showing a search bar and a table with no records displayed.

## Create Tables

1. Open service now.
2. Click on All >> search for tables
3. Select tables under system definition
4. Click on new
5. Fill the following details to create a new table Label : project table Check the boxes Create module & Create mobile module
6. Under new menu name : project table
7. Under table columns give the columns

The screenshot shows the 'Table - New Record' form in ServiceNow. The left sidebar shows the navigation menu with 'Tables' selected under 'System Definition'. The main form has the following fields:

- \* Label: project table
- \* Name: u\_project\_table
- Extends table: (empty)
- Application: Global
- Create module: ☒
- Create mobile module: ☒
- Add module to menu: -- Create new --
- New menu name: project table

Below the form fields, there are tabs for 'Columns', 'Controls', and 'Application Access'. The 'Columns' tab is active, showing a table of 'Dictionary Entries'.

Column label	Type	Reference	Max length	Default value	Display
project id	Integer				false
project name	String				false
project manager	String				false
start date	Date				false
end date	Date				false
status	Choice				false
description	String				false

8. Click on submit
9. Create one more table:
10. Create another table as: task table 2 and fill with following details.
11. Click on submit.

The screenshot shows the 'Table - New Record' form in ServiceNow for 'task table 2'. The left sidebar shows the navigation menu with 'Tables' selected under 'System Definition'. The main form has the following fields:

- \* Label: task table 2
- \* Name: u\_task\_table\_2
- Extends table: (empty)
- Application: Global
- Create module: ☒
- Create mobile module: ☒
- Add module to menu: -- Create new --
- New menu name: task table 2

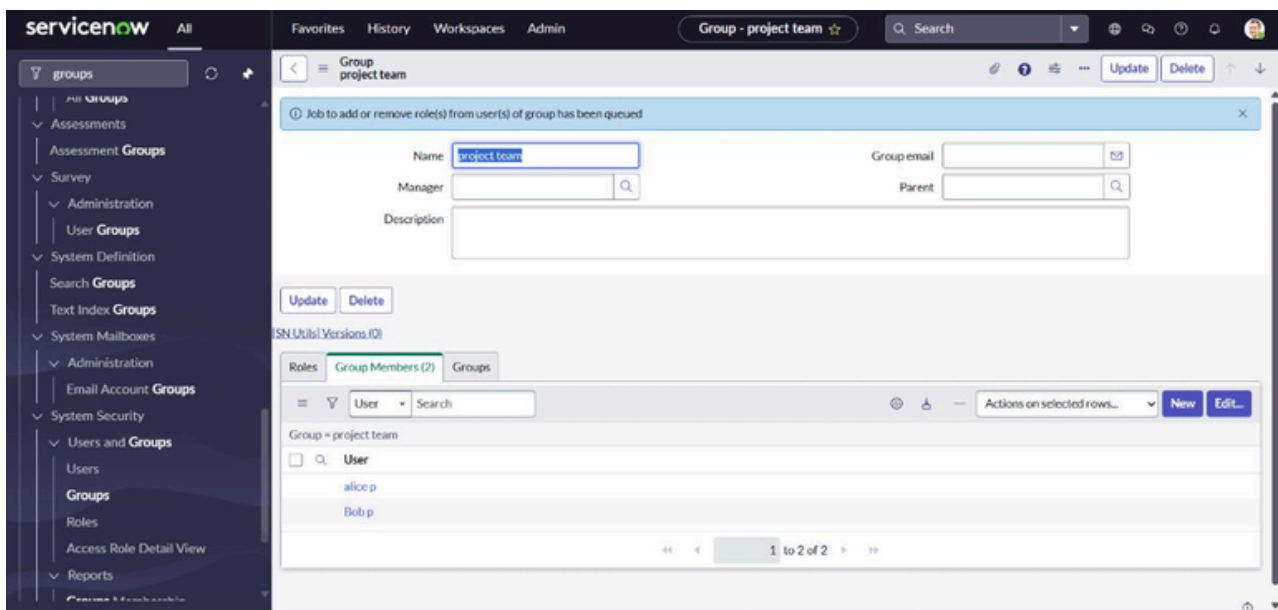
Below the form fields, there are tabs for 'Columns', 'Controls', and 'Application Access'. The 'Columns' tab is active, showing a table of 'Dictionary Entries'.

Column label	Type	Reference	Max length	Default value	Display
task id	Integer				false
task name	String				false
assigned to	String				false
due date	Date				false
status	Choice				false
comments	String				false



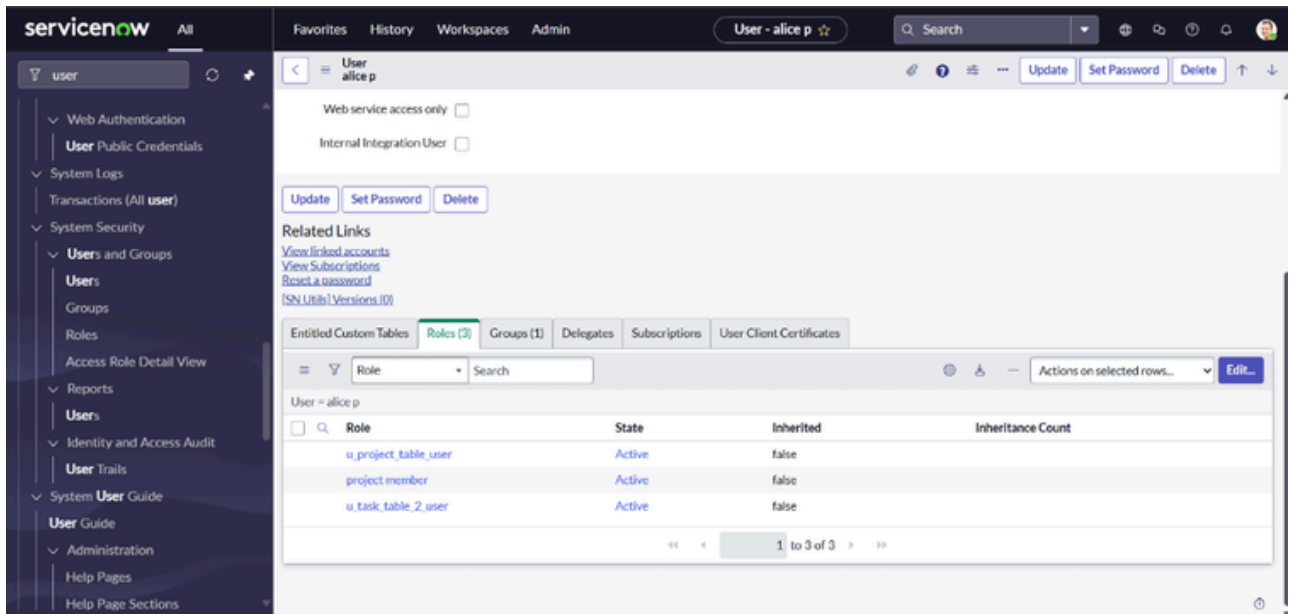
## Assign users to project team group

1. Open service now
2. Click on All >> search for groups
3. Select tables under system definition
4. Select the project team group
5. Under group members
6. Click on edit
7. Select alice p and bob p and save.

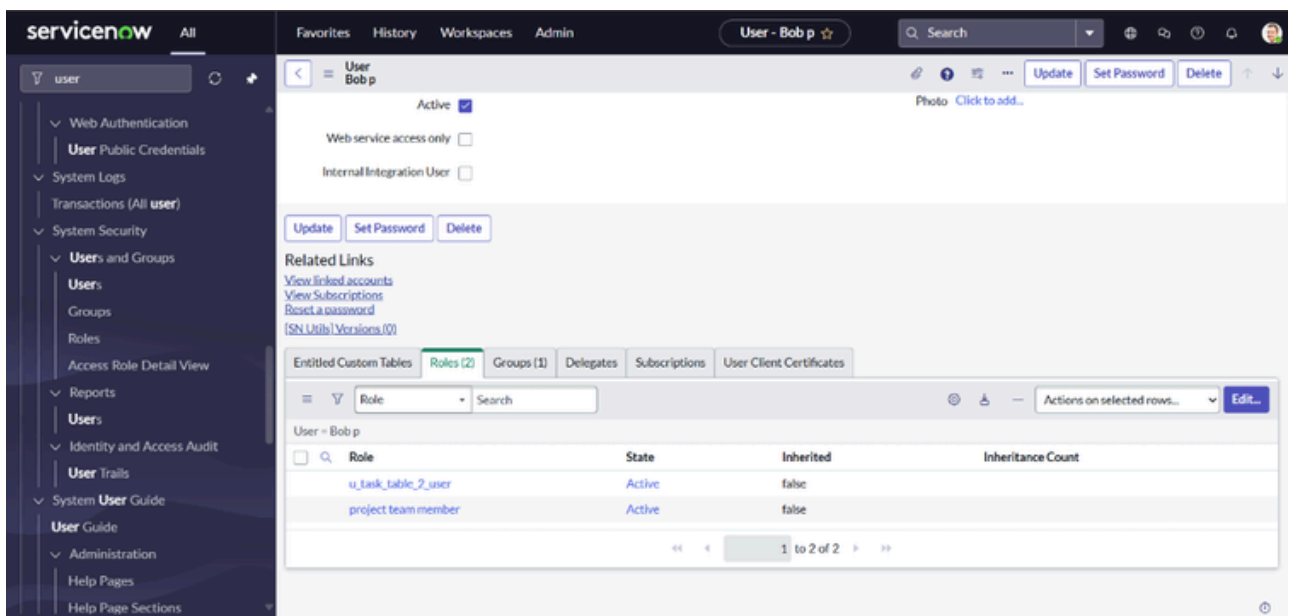


## Assign roles to users

1. Assign roles to alice user
2. Open servicenow
3. Click on All >> search for user
4. Select tables under system definition
5. Select the project manager user
6. Under project manager
7. Click on edit
8. Select project member and save
9. Click on edit add u\_project\_table role and u\_task\_table role
10. Click on save and update the form.



1. Assign roles to bob user
2. Open servicenow
3. Click on All >> search for user Select tables under system definition
4. Select the bob p user
5. Under team member
6. Click on edit
7. Select team member and give table role and save
8. Click on profile icon Impersonate user to bob
9. We can see the task table2



# Application access

1. Assign table access to application
2. While creating a table it automatically create a application and module for that table
3. Go to application navigator search for search project table application
4. Click on edit module
5. Give project member roles to that application
6. Search for task table2 and click on edit application.
7. Give the project member and team member role for task table 2 application.

The screenshot shows the ServiceNow interface for configuring an application menu. The left sidebar contains the 'application menu' search bar and a navigation tree with 'System Definition' and 'Application Menus'. The main content area is titled 'Application Menu - task table 2' and includes a search bar, 'Update', and 'Delete' buttons. The configuration form includes the following fields:

- Title:** task table 2
- Application:** Global
- Active:** ☒
- Roles:** u\_task\_table\_2\_user, project member, project team member (with an 'Edit User Roles' link)
- Category:** Custom Applications
- Hint:** (empty text field)
- Description:** (empty text field)

At the bottom, there are 'Update' and 'Delete' buttons, and a link to 'SN Utils | Versions (1)'.

The screenshot shows the ServiceNow interface for configuring an application menu. The left sidebar contains the 'application menu' search bar and a navigation tree with 'System Definition' and 'Application Menus'. The main content area is titled 'Application Menu - project table' and includes a search bar, 'Update', and 'Delete' buttons. The configuration form includes the following fields:

- Title:** project table
- Application:** Global
- Active:** ☒
- Roles:** project member (with an 'Edit User Roles' link)
- Category:** Custom Applications
- Hint:** (empty text field)
- Description:** (empty text field)

At the bottom, there are 'Update' and 'Delete' buttons, and a link to 'SN Utils | Versions (2)'.

## Access control list

1. Create ACL
2. Open service now.
3. Click on All >> search for ACL
4. Select Access Control(ACL) under system security
5. Click on elevate role
6. Click on new
7. Fill the following details to create a new ACL

The screenshot shows the ServiceNow 'Access Controls' form for the record 'u\_task\_table\_2'. The left sidebar contains a navigation menu with 'Access Control (ACL)' selected. The main form fields are as follows:

- Type: record
- Operation: write
- Decision Type: Allow If
- Admin overrides: ☒
- Protection policy: -- None --
- Name: u\_task\_table\_2
- Description: Default access control on u\_task\_table\_2
- Applies To: (empty)
- Application: Global
- Active: ☒
- Advanced: ☐

Below the form fields, there is a 'Conditions' section and a 'Requires role' table. The 'Requires role' table has one row with the role 'u\_task\_table\_2\_user'.

Role
u_task_table_2_user

8. Scroll down under requires role
9. Double click on insert a new row
10. Give task table and team member role
11. Click on submit
12. Similarly create 4 acl for the following fields

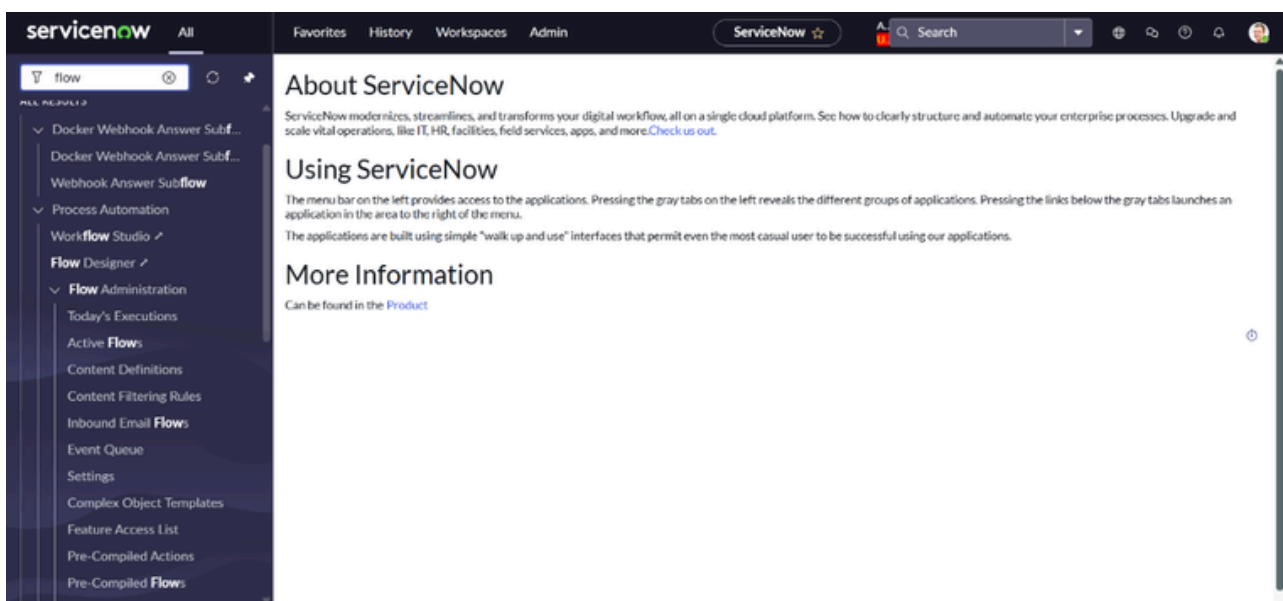
The screenshot shows the ServiceNow 'Access Controls' list view. The table contains the following records:

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_task_table_2.u_task_name	Allow If	write	record	true	admin	2025-06-25 03:37:05
u_task_table_2.u_task_id	Allow If	write	record	true	admin	2025-06-25 03:36:16
u_task_table_2.u_dvc_date	Allow If	write	record	true	admin	2025-06-25 03:35:39
u_task_table_2.u_assigned_to	Allow If	write	record	true	admin	2025-06-25 03:34:48
u_task_table_2.u_status	Allow If	write	record	true	admin	2025-06-25 03:29:34
u_task_table_2	Allow If	read	record	true	admin	2025-06-25 02:50:42
u_task_table_2	Allow If	delete	record	true	admin	2025-06-25 02:50:42
u_task_table_2	Allow If	write	record	true	admin	2025-06-25 02:50:42
u_task_table_2	Allow If	create	record	true	admin	2025-06-25 02:50:41
u_project_table	Allow If	read	record	true	admin	2025-06-25 02:47:42
u_project_table	Allow If	delete	record	true	admin	2025-06-25 02:47:42
u_project_table	Allow If	write	record	true	admin	2025-06-25 02:47:42
u_project_table	Allow If	create	record	true	admin	2025-06-25 02:47:42
sys_one_extend_eval_strategy.metric	Allow If	create	record	true	system	2025-06-21 05:34:47
sys_one_extend_eval_suggestion	Allow If	read	record	true	system	2025-06-21 05:34:47
sys_one_extend_dataset_skill_mapping	Allow If	read	record	true	system	2025-06-21 05:34:47
sys_one_extend_eval_strategy	Allow If	create	record	true	system	2025-06-21 05:34:47

13. Click on profile on top right side
14. Click on impersonate user
15. Select bob user
16. Go to all and select task table2 in the application menu bar
17. Comment and status fields are have the edit access

## Flow

1. Create a Flow to Assign operations ticket to group
2. Open service now.
3. Click on All >> search for Flow Designer
4. Click on Flow Designer under Process Automation.
5. After opening Flow Designer Click on new and select Flow.
6. Under Flow properties Give Flow Name as “ task table”.
7. Application should be Global.
8. Click build flow.



Workflow Studio

Homepage Operations Integrations

Playbooks **Flows** Subflows Actions Decision tables

Flows 69  
Last refreshed just now

Name	Application	Status	Active	Updated	Updated
Admin Deployment Approval Flow Error Notifier	App Engine Studio	Published	true	2020-07-28 13:20:50	admin
Admin Install App to Production Environment Flow Error Notifier	App Engine Studio	Published	true	2020-07-28 13:37:16	admin
Application Intake Request Flow	Application Intake	Published	true	2025-07-17 15:07:50	system
Application Intake Request V2	Application Intake	Published	true	2025-07-17 15:07:42	system
Benchmark Recommendation Evaluator	Benchmarks Spoke	Published	true	2025-04-03 12:56:55	system
Business process approval flow	Global	Published	true	2020-09-27 22:06:13	admin
Change - Cloud infrastructure - Authorize	Global	Published	true	2020-11-11 07:08:05	admin
Change - Emergency - Authorize	Global	Published	true	2020-10-06 05:39:49	admin
Change - Emergency - Implement	Global	Published	true	2020-09-23 05:06:26	admin

Pick up where you left off

- Create Flow Data  
Last updated: a year ago by System Ad...
- Deployment Environment T...  
Last updated: a year ago by System Ad...
- Steps  
Last updated: a year ago by System Ad...

Latest updates

- System Administrator modified Create Flow Data a year ago
- System Administrator modified Deployment Environment Type Flow a year ago
- System Administrator modified Steps a year ago
- System Administrator modified

Workflow Studio

New Flow

Let's get the details for your flow

Flow name \*

Application \*

Description

> Show additional properties

Cancel Build flow

- Define ACL (Employees) Click on Add a trigger
- Select the trigger in that Search for "create record" and select that.
- Give the table name as " task table ".
- Give the Condition as:
- Field : status Operator :is Value : in progress
- Field : comments Operator :is Value : feedback
- Field : assigned to Operator :is Value : bob
- After that click on Done.

Workflow Studio task table Flow

task table Inactive

View: [Icons]

Test Activate Save

### TRIGGER

task table 2 Created where (status is in progress, and comments is feedback, and assigned to is bob)

Trigger: Created

\* Table: task table 2 [u\_task\_table\_2]

Condition: All of these conditions must be met

AND

status is in progress

OR AND

comments is feedback

OR AND

assigned to is bob

OR AND

or

New Criteria

Advanced Options

Delete Cancel Done

Status: Modified | Application: Global

### Data

Collapse All

Flow Variables

Trigger - Record Created

task table 2 Record Record

task table 2 Table Table

Run Start Time UTC Date/Time

Run Start Date/Time Date/Time

- Click on Add an action.
- Select action in that ,search for “ update records”.
- In Record field drag the fields from the data navigation from Right Side(Data pill)
- Table will be auto assigned after that
- Add fields as “status” and value as “completed”
- Click on Done.

Workflow Studio task table Flow

task table Inactive

View: [Icons]

Test Activate Save

### TRIGGER

task table 2 Created where (status is in progress, and comments is feedback, and assigned to is bob)

### ACTIONS

Select multiple

Collapse Action 1 - Global - Update Record

1 Update task table 2 Record

Action: Update Record

\* Record: Trigger - Re... task table 2 R...

\* Table: task table 2 [u\_task\_table\_2]

\* Fields: status completed

+ Add field value

Delete Cancel Done

Status: Modified | Application: Global

### Data

Collapse All

Flow Variables

Trigger - Record Created

task table 2 Record Record

task table 2 Table Table

Run Start Time UTC Date/Time

Run Start Date/Time Date/Time

1 - Update Record

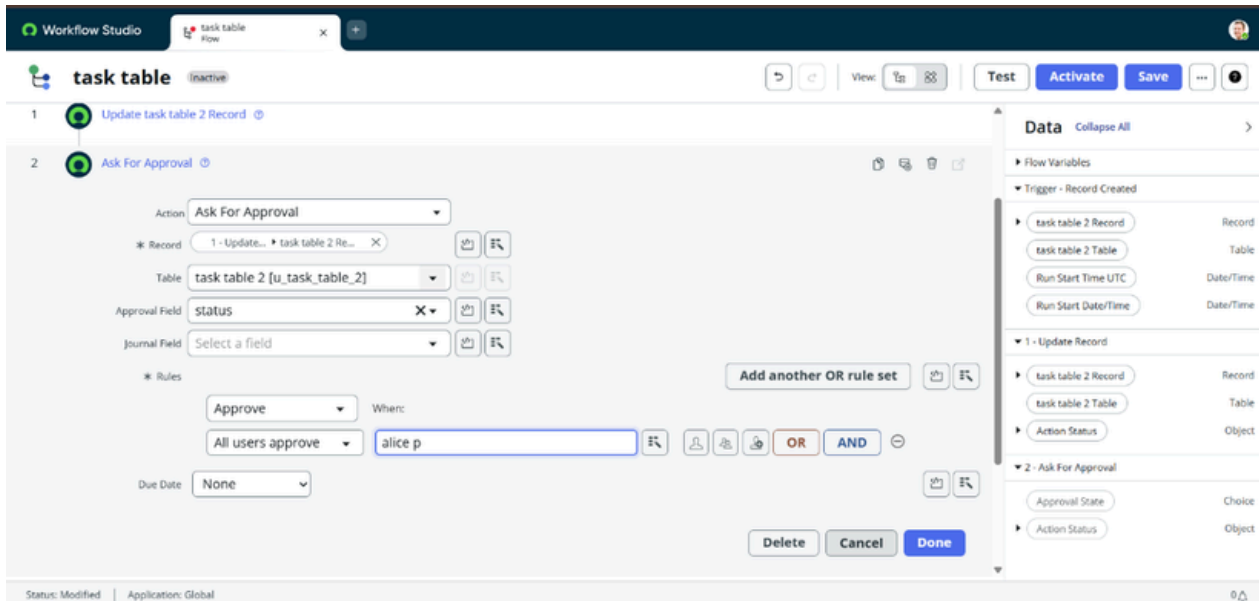
task table 2 Record Record

task table 2 Table Table

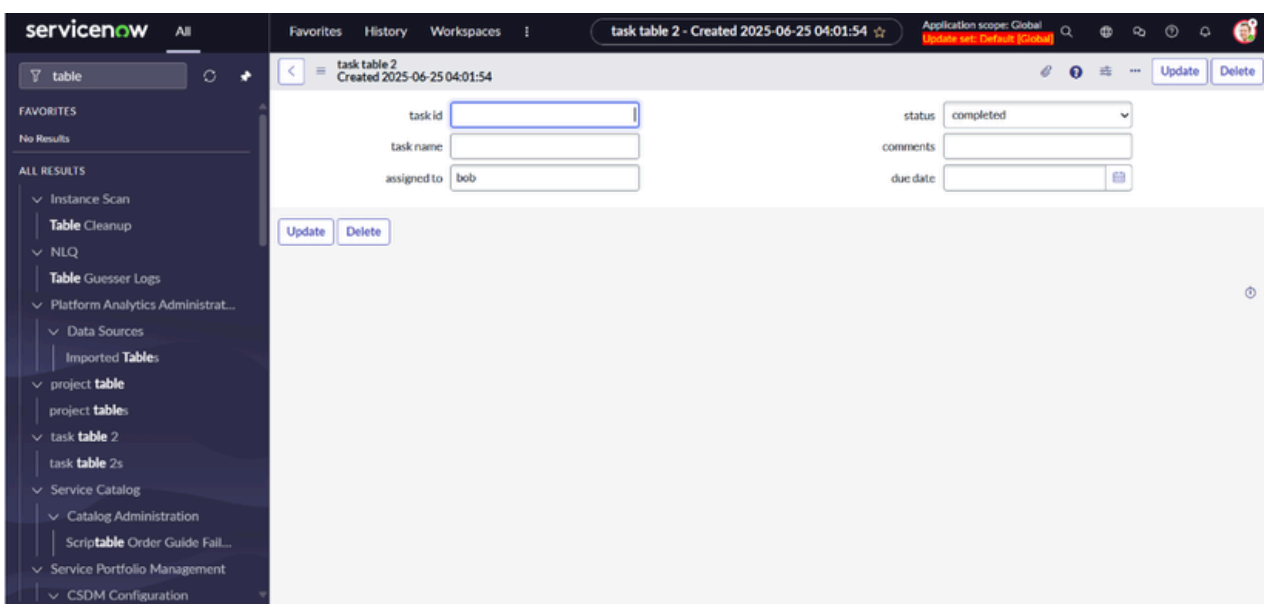
Action Status Object



- Now under Actions.
- Click on Add an action.
- Select action in that ,search for “ ask for approval ”.
- In Record field drag the fields from the data navigation from Right side
- Table will be auto assigned after that
- Give the approve field as “ status”
- Give approver as alice p
- Click on Done.



- Go to application navigator search for task table.
- It status field is updated to completed





- Go to application navigator and search for my approval
- Click on my approval under the service desk.
- Alice p got approval request then right click on requested then select approved

ServiceNow Approvals page showing a list of approval requests. The table includes columns for State, Approver, Comments, Approval for, and Created. The first row is 'Approved' for 'alice p'. Subsequent rows are 'Requested' for 'Bernard Laboy'.

State	Approver	Comments	Approval for	Created
Approved	alice p		(empty)	2025-06-25 04:54:54
Requested	Bernard Laboy		CHG0000053	2024-11-19 05:09:38
Requested	Bernard Laboy		CHG0000071	2024-11-19 05:12:10
Requested	Bernard Laboy		CHG0000037	2024-11-19 05:04:51
Requested	Bernard Laboy		CHG0000076	2024-11-19 05:13:15
Requested	Bernard Laboy		CHG0000094	2024-11-19 05:15:21
Requested	Bernard Laboy		CHG0000051	2024-11-19 05:09:31
Requested	Bernard Laboy		CHG0000073	2024-11-19 05:12:19
Requested	Bernard Laboy		CHG0000090	2024-11-19 05:15:07
Requested	Bernard Laboy		CHG0000074	2024-11-19 05:12:23
Requested	Bernard Laboy		CHG0000055	2024-11-19 05:09:47
Requested	Bernard Laboy		CHG0000078	2024-11-19 05:13:24
Requested	Bernard Laboy		CHG0000091	2024-11-19 05:15:11
Requested	Bernard Laboy		CHG0000045	2024-11-19 05:07:48
Requested	Bernard Laboy		CHG0000081	2024-11-19 05:13:36
Requested	Bernard Laboy		CHG0000052	2024-11-19 05:09:35

Workflow Studio 'task table' flow execution details. The page shows 'EXECUTION DETAILS' for 'task table'. It includes a 'FLOW STATISTICS' section with 'Run as: System Administrator', 'Open flow logs', 'Completed' state, '2025-06-25 04:54:53' start time, and '308ms' duration. The 'TRIGGER' section shows 'task table 2 Created'. The 'ACTIONS' section lists two actions: '1 Update Record' (Core Action, Completed, 2025-06-25 04:54:53, 11ms) and '2 Ask For Approval' (Core Action, Completed, 2025-06-25 04:54:53, 297ms). The 'ERROR HANDLER' section is empty.

State	Start time	
Completed	2025-06-25 04:54:53	308ms

Flow Statistics	Run as: System Administrator	Open flow logs	Completed	2025-06-25 04:54:53	308ms
TRIGGER	task table 2 Created				
ACTIONS	<ol style="list-style-type: none"> <li>1 Update Record (Core Action, Completed, 2025-06-25 04:54:53, 11ms)</li> <li>2 Ask For Approval (Core Action, Completed, 2025-06-25 04:54:53, 297ms)</li> </ol>				
ERROR HANDLER					

## **Conclusion**

The project “Optimizing User, Group, and Role Management with Access Control and Workflows in ServiceNow” successfully demonstrates how automation and access control can enhance organizational efficiency and data security.

By defining clear user roles, implementing Role-Based Access Control (RBAC), and automating workflows through Flow Designer, the system ensures that every user has appropriate access based on their responsibilities.

This approach minimizes manual work, prevents unauthorized access, and improves accountability through audit-ready processes.

Overall, the project provides a scalable, secure, and efficient framework for managing users, groups, and roles—supporting better governance, faster approvals, and enhanced productivity within the ServiceNow environment.