

Project Planning Phase

Project Title: Optimizing User, Group, and Role Management with Access Control and Workflows

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1. Objective of the Project Planning Phase

The goal of this phase is to outline a structured roadmap for designing and implementing an intelligent **User, Group, and Role Management System** integrated with **Access Control and Workflow Automation** within ServiceNow.

This phase defines **objectives, deliverables, sprint timelines, resource allocation, and performance measures** to ensure on-time delivery, data security, and administrative efficiency.

2. Scope of Work

The proposed system will:

- Streamline the creation and management of users, groups, and roles.
 - Automate workflow approvals for access modifications and requests.
 - Implement **Role-Based Access Control (RBAC)** to enforce secure operations.
 - Maintain **audit trails and logging** for compliance and transparency.
 - Optimize administrative and operational processes through workflow automation.
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3. Methodology

The project adopts the **Agile Scrum methodology**, dividing the development into multiple **sprints**.

Each sprint focuses on a specific deliverable and undergoes iterative review and testing to ensure adaptability, modularity, and quality assurance.

Regular sprint reviews and stand-ups will be conducted to monitor progress and mitigate delays.

4. Sprint Planning and Deliverables

Sprint No.	Duration	Deliverables / Tasks	Expected Outcome
Sprint 1	2 Days	Requirement gathering, system architecture design, and database schema creation	Finalized requirement document and Entity-Relationship (ER) diagram
Sprint 2	3 Days	Development of User and Group Management modules	Working module to create, update, and delete users and groups
Sprint 3	2 Days	Implementation of Role-Based Access Control (RBAC) module	Secure access hierarchy and permission management established
Sprint 4	4 Days	Workflow Automation for user/role approval requests	Automated approval and rejection logic integrated with Flow Designer
Sprint 5	3 Days	System testing, validation, and debugging	Quality-assured system validated through test cases and QA documentation
Sprint 6	1 Day	Final deployment and documentation	Stable deployment with finalized project report submission

5. Resources Required

Hardware:

- Laptop/PC with minimum 8 GB RAM, Intel i5 processor, and stable internet connection

Software and Tools:

- **Platform:** ServiceNow Studio
- **Workflow Automation:** Flow Designer, Business Rules
- **Database:** Custom Tables (`u_project_table`, `u_task_table2`)
- **Version Control:** GitHub
- **Project Tracking:** Jira / Trello

- **Testing & Validation:** ServiceNow Impersonation Tool, ACL Testing
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6. Risk Analysis and Mitigation

Potential Risk	Impact	Mitigation Strategy
Delay in sprint completion	Medium	Conduct daily stand-ups, enforce strict sprint deadlines, and monitor progress in Jira.
Integration issues between modules	High	Implement continuous integration and modular testing after each sprint.
Workflow or ACL misconfiguration	High	Define early audit logs, perform impersonation testing, and validate flow logic.
Change in requirements	Medium	Leverage Agile flexibility for sprint reprioritization and iterative feedback.

7. Expected Outcomes

- Secure and efficient management of user groups, roles, and permissions.
 - Streamlined and automated workflows reducing manual interventions.
 - Improved accountability and transparency through audit logs and dashboards.
 - Scalable and configurable architecture suitable for enterprise integration.
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8. Performance Metrics

The success of the project will be measured using quantifiable KPIs:

- **Accuracy of Access Control:** ≥ 95% correctness in permission enforcement.
 - **Workflow Efficiency:** ≥ 40% reduction in approval cycle time.
 - **Error Reduction:** ≥ 70% decrease in manual role handling errors.
 - **User Satisfaction:** ≥ 4/5 average rating from testing and feedback.
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9. Conclusion

The Project Planning Phase establishes a **clear, time-bound, and goal-oriented framework** for developing a robust **User, Group, and Role Management System** with **Access Control and Workflow Automation**.

Through the Agile approach and sprint-based execution, the project ensures **continuous improvement, timely delivery, and a secure, scalable ServiceNow solution** aligned with organizational objectives.