Project Design Phase

Proposed Solution

Date	31 October 2025
Team ID	26F183223D3726BBDE54BD8DC6085AFC
Project Name	Optimize User, Group, and Role Management with Access Control and Workflow
Maximum Mark	2 marks

Proposed Solution Template:

S. No	Parameter	Description
1.	Problem Statement (Problem to be solved)	In small project teams, unclear user roles and missing access controls cause confusion in task assignments and reduce accountability. Without structured workflows, tasks are delayed and project tracking becomes inefficient.
2.	Idea / Solution Description	A ServiceNow-based solution is developed to create and manage users, groups, and roles with specific access permissions. The system automates task assignment and approval workflows using **Flow Designer**, ensuring only authorized users can modify project or task data.
3.	Novelty / Uniqueness	The project introduces **automated access control and workflow management** using native ServiceNow tools. It eliminates manual task tracking by integrating role-based permissions and approvals, ensuring high transparency and zero overlap in responsibilities.
4.	Social Impact / Customer Satisfaction	Improves accountability and collaboration in project environments. Users experience fewer role conflicts and more efficient communication, leading to higher satisfaction and smoother team coordination.
5.	Business Model (Revenue Model)	While not directly revenue-generating, this solution reduces operational inefficiencies, prevents data misuse, and

		ensures better utilization of resources—resulting in cost-effective project management for organizations.
6.	Scalability of the Solution	The system can be scaled for larger organizations by adding new tables, teams, and roles. It can be extended to handle more modules like *Change Requests* or *Incident Management*, with flexible role-based restrictions.

Conclusion:

The project **"Optimizing User, Group, and Role Management with Access Control and Workflows"** focuses on building a structured and secure project environment using ServiceNow. By defining roles clearly and automating workflows, the system eliminates confusion in task handling, enhances accountability, and safeguards project data. This implementation demonstrates how **role-based access control combined with flow automation** can improve efficiency and reliability in any collaborative workspace.With further scalability, the same model can support larger enterprises and ensure seamless coordination between users, groups, and applications.